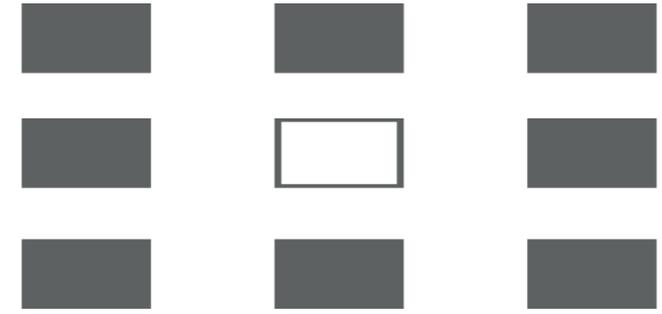




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**WATERFOOT HOTEL**

DERRY / L'DERRY



SEAGOE

HOTEL



Seagoe and Waterfoot Hotel

COVID-19 Cleanliness and Standard Operating Procedure

# How to use this document

As the hospitality industry begins to welcome travelers back, Seagoe & Waterfoot Hotel shall ensure that we are doing all that we can to provide guests a safe, welcoming and clean environment for them to call home.

In addition to this we want to be able to provide the resources to safeguard our team members, so far as is reasonably practicable, from the virus and ensure they are prepared, supported and trained competently to work in their new hospitality environment.

This document provides guidance for team members on standard operating procedures for each area of the guest journey throughout the Hotel, as well as back of house areas, with a strong focus on cleanliness, communication and social distancing.

While these are recommendations, please note that any guidance provided by local public health/Government officials supersedes any best practice information contained in this guide.

This document is a fluid working document. As information continues to evolve, this document will continue to be edited to provide all Hotel team members with the appropriate information.

If you require specific information, please contact your Leadership Team representative at the earliest opportunity.

[View Local Government Guidance](#)

[View Public Health Agency Guidance](#)

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# Introduction & Principles

As we emerge from lockdown we now need to adjust, adapt and prepare with being faced with our 'new normal'

The purpose of this Standard Operating Procedure ('SOP') is to provide guidance and instruction in identifying the key areas and necessary steps required to operate safely in Seagoe & Waterfoot Hotel.

This guidance will consider (but is not limited to) areas such as physical (social) distancing with guests, the removal of many touch points in the Hotels and the various resources and PPE required

All staff should utilise this SOP with colleagues to explain the importance of active listening and verbal communication with guests in order to maintain physical (social) distancing as well as delivering guest Experience by 'Delighting Every Time'.

Please note that this guidance should be read in conjunction with guidance and any other requirements imposed by local or national health authorities and **any guidance provided by local public health/Government officials supersedes any best practice information contained in this guide.**

**Please note that failure of team members to adhere to and comply with the relevant SOP will involve in disciplinary sanctions being imposed.**

# Hierarchy of controls – Social distancing

As a busy Hotel one of the issues we are faced with is being prepared and organised to avoid the risk of overcrowding and avoiding the risk/spread of COVID-19.

We must consider that some team members and guests may at times, be faced with interaction that is not able to maintain a two-metre distance. In this instance if the interaction is to continue, the hierarchy of control should be considered.

The hierarchy of control is used to remove or reduce hazards and risks. The idea is that you start by choosing methods from the top of the list and work your way down if required.

**Eliminate:** Completely remove the risk

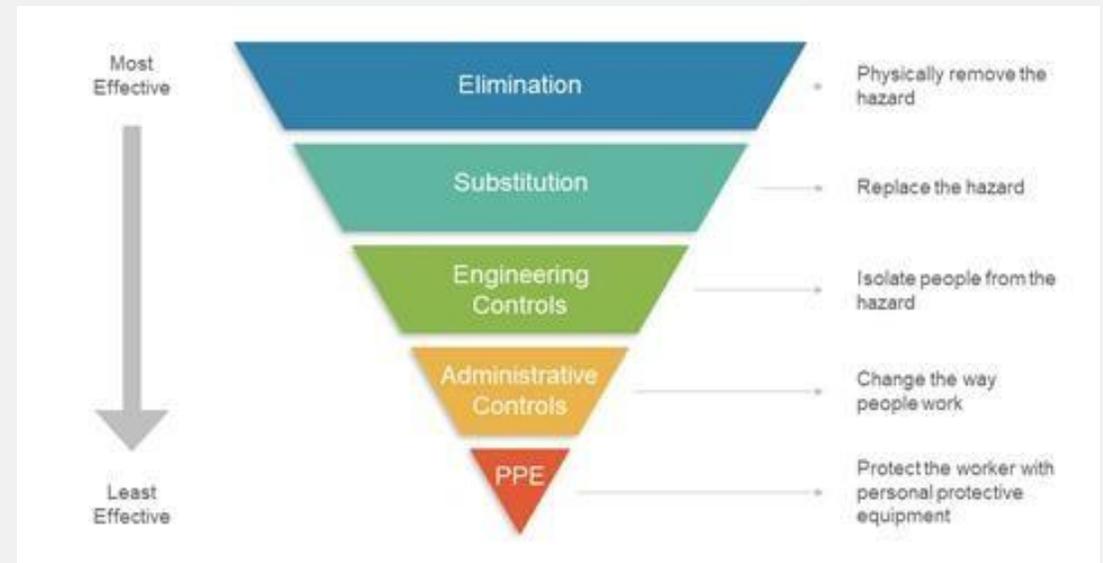
**Reduce or Substitute:** If the risk cannot be eliminated, look to reduce it or change it.

**Isolate:** Cordon potential hazards to reduce exposure

**Control:** Consider safe systems of work

**Personal Protective Equipment :**last Hotel once all else considered

**Discipline/Behaviours:** are considered with individuals' own actions, competence and responsibilities



# Hierarchy of controls – Social distancing

## ELIMINATE

- Staff who are unwell with symptoms of COVID-19 should not travel to or attend the workplace
- Home working should be encouraged where possible and in agreement with Human Resources.
- Only necessary meetings should take place, consider meetings via teleconferencing and platforms such as 8x8, Microsoft Teams.
- Avoid skin to skin or face to face contact.
- Use stairs instead of lifts and consideration of one-way systems in various areas.
- Any necessary meetings should have attendees 2 metres apart and be in a well-ventilated room to allow fresh air to circulate.

## REDUCE / SUBSTITUTE

- Minimise the time people spend within 2 metres of each other
- Reduce the number of staff involved in tasks
- Staff to work side by side rather than facing each other
- Thorough and regular washing of hands, especially after contact with equipment or surfaces
- Have a schedule to regularly clean common touchpoints I.e. door handles, buttons etc.
- Increase ventilation in enclosed spaces
- Regular cleaning and disinfecting of all areas of the Hotel

## ISOLATE

- Staff to avoid unnecessary journeys to other departments
- Consider staff to associate and keep together in 'teams' on same shift pattern
- Introduce screens at face to face areas at front of house e.g. Reception
- Consider screens between desks in staff areas

## CONTROL : IF FACE-TO-FACE IS NECESSARY

- Keep interaction to less than 15 minutes
- Consider safe systems of work for specific tasks.
- Consider providing additional supervision to monitor and manage compliance

## PERSONAL PROTECTIVE EQUIPMENT - PPE

- Consider face masks and/or shields for regular unavoidable face to face contact
- Consider gloves and/or aprons where possible contact from surfaces cannot be avoided
- Re-useable PPE should be thoroughly cleaned after use.
- Single use PPE should be disposed of in the correct manner.

## BEHAVIOURS

- These measure rely on the individual taking responsibility for their actions

# Face Masks

In reference to the hierarchy of control, PPE should only be worn in the event that the risk cannot be managed via the other methods. PPE should always be a last resort.

## **GUIDANCE ON WEARING A MASK/FACE COVERING**

- Team members should only wear a mask if it is set out in their departmental guidance or if required to do so by local health/Government guidance
- A cloth face covering should cover your mouth and nose while allowing you to breathe comfortably. There should be no gaps between the face and the mask.
- Wash/sanitise your hands before putting it on and after taking it off.
- Replace mask as soon as it becomes damp, and do not re-use single use masks.
- Remove mask from behind and avoid touching your eyes, nose, or mouth at all times.
- Store used washable masks appropriately in a plastic bag until you have an opportunity to wash them.
- Discard used single use masks appropriately in a closed bin.
- Do not touch the front of the face covering, or the part of the face covering that has been in contact with your mouth and nose. Once removed, make sure you clean any surfaces the face covering has touched.
- Surgical masks, reusable masks or N95/FFP2 grade masks are all acceptable forms of mask for team members to wear.
- All relevant staff should be advised on the correct procedure to use masks.

# GLOVES

Gloves tend to be less effective than other control measures but if avoiding contact is impractical or is not enough to protect employees then gloves may be needed.

Gloves do not provide complete protection against hand contamination, and should only be worn if the job dictates, washing and sanitising hands is the most effective way of hand hygiene and protection for staff.

- Each department will have areas that dictate if a team member is required to wear gloves.
- Single use gloves should be disposed of appropriately after an interaction with a guest or room etc.
- Do not touch other foreign surfaces with the same pair of gloves I.e. change gloves after each task to avoid possible cross contamination.
- Do not touch face (eyes, nose or mouth) if in contact with surfaces and wearing gloves.
- Wash and sanitise hands after disposing of gloves

# APRONS

Aprons may be provided in departments where the job dictates added protection of the uniform from possible contaminated surfaces I.e. disposable aprons and for the housekeeping department servicing rooms and reusable, protective aprons for kitchen porters cleaning used dishes and members of the Estates team who may be dealing with recycling or food composting.

# Hand hygiene

- ❑ Washing your hands properly is one of the most important things you can do to help prevent and control the spread of many illnesses.
- ❑ All staff and guests will be required to sanitise hands upon entry into the Hotel.
- ❑ Hand sanitising stations are provided at entrances and strategically placed around the Hotel.
- ❑ Hand washing should be frequent for all team members throughout their shift.



# Way of clean

Cleanliness of all areas has always been of high importance at Seagoe & Waterfoot Hotel. In the wake of COVID-19 it has become paramount that we now enhance these levels of cleanliness and hygiene.

Our existing stringent general housekeeping procedures around all areas from back of house kitchens to guest rooms will now increase levels of cleaning and disinfectant to ensure an even safer working environment and somewhere our guests can have confidence in coming to visit.

## **SOME ADDITIONAL MEASURES WILL INCLUDE (BUT ARE NOT LIMITED TO):**

- Increased regular kitchen sanitising and washing – especially at end of shift for a full disinfecting of the kitchen area
- Increased resources such as decontamination units provided throughout the hotel.
- Colour coded microfibre cloths to be provided for housekeepers cleaning rooms to avoid cross contamination.
- Some new and increased cleaning and sanitising products to be introduced to the Hotel (that will all have a COSHH Assessment prior to use)
- Scheduled cleaning of common areas to be increased
- Scheduled cleaning of common touch points in all areas to be increased.
- Daily, weekly, monthly and periodic monitoring and auditing of these cleaning regimes to be carried out by the Safety & Compliance Team.

# New and existing Hotel resources

Many of our existing chemicals provided by our supplier, Mc Neil's Hotelware and Hugh Jordan, provide adequate cleaning and disinfecting against bacteria and viruses such as COVID-19, in addition to these we are introducing and considering introducing and trialing many other various resources and equipment in ensuring a safe environment for all, some of these will include:

- Planning of thermal cameras at various points of the hotel to monitor temperatures of staff and guests coming on to site.
- Introduction of no-touch thermometer that will periodically take the temperature of staff throughout their shift, these will also be used as a secondary check for any team member or guest that displays an excessively high temperature on the thermal cameras.
- Introduction of Sterilisation fogging units that is a decontamination unit which can treat various rooms of certain surface areas and destroy the virus.
- Introduction of an Ozone OC1500 Natural Cleaner, which utilises unique patented double dielectric discharge technology to achieve an industry leading ozone output of 15,000 mg/h under ambient air conditions. This high level of ozone is particularly effective in treating bedrooms and communal spaces in hotels and office environments where traditional methods of air restoration are not effective.

# New and Existing Hotel resources

- Zoono Microbe Shield Surface Z71 Can be applied by bottle spray or wiped on with microfibre cloth and by Fogging. Normal cleaning can take place without affecting the efficacy of the treatment. Ideal for all surfaces including touch screens, keyboards, phones, door handles, glass doors etc and is food safe.
- Zoono Hand Sanitiser. used just once a day for complete protection - lasts for 24 hours - normal hand washing can be done without affecting Zoono.
- Introduction of 1 Aerofog generator (with consideration to purchase more) and everbrite ultra disinfectant to accompany it. The fogger can also be used in conjunction with other anti-bacterial chemicals such as the Zoono Microbe Shield.
- Free standing, Hotel branded hand sanitiser units at entrances that are operated by footpumps and hold 5 litres of hand sanitiser.
- A stock of Pursan 70% alcohol 500ml spray bottles of hand sanitiser to be held in various staff areas as required
- Screens to be erected in various areas of the hotel that would normally involve face to face contact with guests or team members
- Social distancing wall and floor signage erected throughout the building in addition to increased signage giving guests and staff more informative and effective guidance.
- Increased PPE such as single use face masks, re-useable branded face masks, disposable aprons, reusable and disposable gloves and face shields.

# Arrival

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# Temperature Checks

- ❑ Upon arrival all guests and team members will attend a station before entering the main hotel and have their temperature checked using a contactless thermometer.
- ❑ Planned installation of thermal cameras at various entrances, any guest or member of staff who displays a high temperature will be moved to a secure isolated area to obtain a manual secondary check to confirm if their temperature is acceptable to attend site.
- ❑ The team member(s) assigned to carry out temperature checks at the station will be required to wear the appropriate PPE – this will consist of a disposable/reusable mask, a protective visor and where necessary, disposable gloves.
- ❑ Any staff members involved with the monitoring or checking of temperatures will be required to adhere to the guidance set out in the hierarchy of control for social distancing.
- ❑ If a guest's body temperature reads above 38 degrees, guest will be refused entry and advised to seek medical aid, Reservations team will be contacted, and COVID-19 cancellation policy will apply. The guest will be contacted by our reservations team for a further update.
- ❑ If a team members body temperature reads above 38 degrees Celsius, they will be refused entry and advised to seek medical aid. Return to work will not be permitted until medical advice has been sought and a diagnosis of condition has been identified.
- ❑ Whilst not in work, the team member must only contact the workplace via telephone and is not permitted to come on site to discuss condition or deliver a certified medical sick line.

# Door Services

- Reception will provide guidance to arriving and departing guests to ensure proper social guidelines are followed.
- Team Memebers will ensure the doors to the Hotel are sanitised with C11 antibacterial spray regularly.
- All other door handles, and touch points will be disinfected once per hour by our dedicated cleaning team
- Hand sanitiser units will be available outside entrance door, door staff will ask guests to sanitise their hands prior to entering the building.
- Zoono and santiser at the entrance units. This sanitiser can be used just once a day for complete protection - lasts for 24 hours - normal hand washing can be done without affecting Zoono. Hand sanitiser dispenser units are strategically installed around the Hotel.
- Staff should familiarise themselves with the social distancing hierarchy of controls and follow the steps, where appropriate.
- Plans in place for the installation of thermal cameras may have reception staff monitoring this for guests entering the Hotel. If a guest shows a high temperature on the monitor the member of reception staff would direct this guest to an isolated safe area for a secondary check.

# Check In

- An additional automatic hand sanitiser dispenser is provided at reception
- Signage and floor stickers will be provided to help guests maintain proper social distancing during the check in experience
- A protective screen at the reception desk will be used by way of further protection for team members and guests.
- Counter tops and card terminals will be sanitised after each guest transaction using anti-bacterial wipes
- Keyboard, telephone, computer monitor, and mouse will be disinfected before and after each shift change
- Planned contactless keys for guest rooms will be offered to minimise touch points. If a physical key is required, it will be sanitised when returned by guest to the Reception Desk
- As the signing of a registration card is required by law, guests will be asked to do this on an electronic device which will be sanitised before and after each guest use. Tourism NI Order states that a register of guests must be kept.
- Cashless transactions are strongly encouraged, but should a guest wish to pay using cash, this may only be done at the Reception Desk, and pre-loaded onto the guest's account for use throughout their stay
- Should a guest require assistance to their room with luggage, they will be asked to place their luggage onto a luggage trolley; the concierge will transport the luggage to the room after guest has entered, and guest will be asked to transfer luggage from trolley to room while the team member maintains a safe social distance.
- Luggage trolleys will be disinfected between each use

# Throughout Your Stay

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# Guest Room

- To help maintain social distancing, Housekeeping team members will be asked to do all that is possible to stay within two metres of all guests. Guests are asked to be mindful of this during interactions with the Housekeeping team
- All equipment including, but not limited to, carts, trolleys, caddies and cleaning equipment will be sanitised before and after each shift or anytime the equipment is transferred to a new team member.
- Consider avoiding using soft furnishings such as room cushions and throws, as these may increase the risk of cross contamination.
- The Housekeeping team will be provided with the appropriate PPE while stripping and cleaning guests' rooms, which will then be removed before fresh linen is handled
- Rooms will be sanitized using a fogging system.
- Housekeepers will be required to change their disposable PPE between rooms – removing PPE in the final stages of guest room cleaning in order to make beds and place fresh towels in bathrooms, before procuring fresh PPE to commence cleaning next guest room
- Colour coded microfibre cloths will be used to aid with eradicating cross contamination, with one set used per guest room, and appropriately isolated in a sealed bag after use.
- Once a room has been cleaned and serviced and approved by the housekeeping supervisor, no member of staff should enter the guest room again until check out has been confirmed.
- A sticker or seal placed will be placed on the room doors once cleaned to indicate to the incoming guests that the room has been cleaned and has not been compromised.
- During times of low occupancy, leaving rooms vacant for a period of 48 hours prior to cleaning will eliminate the risk of the virus spreading.

# Guest Room

Special attention will be given to surfaces that are frequently touched by guests, including but not limited to:



These surfaces will be sanitised using Zoono Microbe Shield. Zoono Microbe Shield Surface Sanitiser compliments your cleaning regime as an ongoing germ protection. Keeps surfaces clean for up to 30 days, even after normal activity and regular cleaning. Routine cleaning can continue and does not disrupt the Zoono defence technology.

In the final stages of cleaning guest's rooms, an MP100 decontamination unit will be placed in the room for a period of time between 15-60 minutes to purify the air.

In an attempt to minimise touch points, all paper signage/instructions will be removed from guest rooms and replaced by electronic versions

# Common Areas

- ❑ A dedicated cleaning team will be employed to rotate throughout all common areas, front and back of house, disinfecting all touch points, including but not limited to, door handles, shared surfaces, public toilets, waste bins and elevators
- ❑ To provide additional protection, various common areas will be sanitised out of hours with using one of our Aerofog generators (using Everbrite Ultra Disinfectant or Zoono Microbe Shield), MP100 decontamination UV unit or the Ozone OC1500 unit.
- ❑ Common areas will be equipped with signage to remind guests to maintain safe social distancing
- ❑ Seating areas will be arranged throughout common areas to promote safe social distancing Hand sanitiser will be available for guests and team members throughout common areas

# Passenger lift

- ❑ Signage will be provided in lift lobby areas on all floors to remind guests to practise social distancing while waiting for the lift only one person will be allowed into the lift at a time.
- ❑ Hand sanitiser will be provided in the lift lobby on each floor and signage will remind guests to utilise sanitiser prior to pressing lift buttons.
- ❑ External call buttons and internal buttons and handrails etc. Will be sanitised regularly by our dedicated in-house team.
- ❑ Accommodation stairs are located close to the lifts with doors opened with hold open devices. Guests are encouraged, if able, to use the stairs to navigate between floors instead of using lifts.
- ❑ To comply with fire legislation all internal doors with hold open devices must be closed between the hours of 10.30pm and 7am.

# Departure

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# Check Out

- ❑ To keep contact to a minimum, guests will be encouraged to participate in a paperless checkout
- ❑ The Hotels may install View Bill feature on the PMS. Upon confirmation from guest that bill is correct, full payment will be taken from the card on file and invoice will be emailed to guest to confirm successful payment
- ❑ Should a guest require assistance from their room with luggage, they will be asked to place their luggage onto a luggage trolley; the concierge will then follow with the luggage at a safe distance of two metres. Luggage trolleys will be disinfected between each use

# Food & Beverage Outlets

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# Dining

- All dining experiences must be pre-booked, including breakfast
- All buffet breakfast offerings will be replaced with an a la carte dining experience
- Seating areas have been arranged to support safe social distancing
- Menus will be provided and will be sanitised before and after use with disposable disinfectant wipes
- Tables will not be pre-set, servers will provide cutlery, napkins and condiments will be available upon request
- Condiments will be single use where possible – this includes salt, pepper and sugar
- Hand sanitiser will be provided at the entrance and exit of all dining areas
- Tables and chairs will be sanitised with disposable disinfectant wipes between guest usage and at the beginning and end of each service
- All transactions in the restaurants must be cashless, cash can only be loaded onto the room at the main hotel reception
- Staff will have bottles of Pursan 70% alcohol hand sanitiser spray available to use in staffing areas at tills and beside the bar.
- Hands, tills and card machines should be sanitised after each staff member interaction.
- When clearing tables, staff member should avoid touching face and should wash hands immediately afterwards. Disposable gloves are discouraged, however if used, it is important the team member disposes of them appropriately without encountering other surfaces, and then washes hands.

# Kitchens

- Kitchen layouts will be reviewed to support proper social distancing for team members. Where this is not possible, staff should follow the guidance set out in the hierarchy of control for social distancing
- Staggered working stations limit food workers facing each other are already currently in place, and will remain.
- Kitchen preparation benches will be sanitised before use and every 30 minutes thereafter, unless further sanitation is needed between tasks service area
- All shelves used for stocking clean dishes etc. will be disinfected at the end of each shift
- A thorough deep clean and sanitation of all surfaces and high touch points will be performed at the end of each day and logged by the most senior chef on duty on HOTSOS.
- Where possible, all kitchen staff are required to wash their hands every twenty minutes;
- Considerations are in place for the purchase of UVA backlight to check the cleaning and sanitising of team members hands.
- Where possible, two kitchen porters will be in place, one will be responsible for handling dirty dishes and the other will be responsible for the safe handling of clean dishes
- Considerations for meals to be prepared and served on one plate to avoid the use of multiple dishes and plates etc.
- Clean plates should be wiped at pass before plating food with a food safe anti-bacterial spray.

# Room Service

- Room service orders will be taken to the room via trolley, and guests will be asked to retrieve their order from the trolley while team members maintain a two-metre distance.
- Team members should not enter the guest room to drop off or collect room service.
- Used plates and cutlery should be kept in room until collection is possible, and not set outside of the room door, to avoid cross contamination
- Team members will be provided with appropriate PPE when carrying out room service delivery – this will consist of face mask and shield for delivering the room service and as an additional protection, disposable gloves will be worn when collecting trays.
- Disposable gloves should be disposed of appropriately and hands sanitised and washed immediately after returning to the kitchen with the trays
- Trolley will be sanitised between each room service and at the beginning and end of every shift



# Bars

- ❑ Cashless transactions only, cash may only be loaded onto a room via one of the tills at reception.
- ❑ Guests are not permitted to order at the bar. The bars will operate waiter service only
- ❑ In the interim, guests are not permitted to sit at the bar and must sit at one of the tables around the various areas of the bar, which have been strategically placed in order to comply with social distancing guidelines
- ❑ Staff will have bottles of Pursan 70% alcohol hand sanitiser spray available to use in staffing areas around the bar.
- ❑ Anti-bacterial wipes will also be available for staff to regularly wipe down any bottles they may interact with behind the bar.
- ❑ Hands, tills and card machines should be sanitised after each staff member interaction.
- ❑ When clearing tables, staff member should avoid touching face and should wash hands immediately afterwards. Disposable gloves are discouraged, however if used, it is important the team member disposes of them appropriately without coming into contact with other surfaces, and then washes hands.

# Hotel Back of House

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# Laundry Services

- ❑ Bedroom Lined is outsourced to Lilliput / Limavady Services
- ❑ All laundry staff will have temperatures taken before commencing shift, if temperature exceeds 37.8 degrees the team member will not be permitted on site.
- ❑ All staff should sanitise hands before coming on site and wash and sanitise hand regularly throughout the day.
- ❑ Zoono hand sanitiser will be provided at the entrance units. This sanitiser can be used just once a day for complete protection - lasts for 24 hours - normal hand washing can be done without affecting Zoono.
- ❑ Staff should maintain social distancing with other team members, where this cannot be avoided, the principles from the hierarchy of controls for social distancing should be followed.
- ❑ Laundry should be segregated into 2 areas – dirty laundry and clean laundry.
- ❑ Staff working with dirty laundry must wear the appropriate PPE such as masks, shields, disposable aprons and where appropriate, disposable gloves.
- ❑ Staff must dispose of used PPE for dirty laundry before handling clean laundry.
- ❑ Regular cleaning and sanitising of laundry should take place during shift, deep clean and sanitising should be carried out at the end of shift.



# Supplier deliveries



All delivery persons who enter the Hotel must be tested via no touch thermometers or via thermal camera before they may enter the building.



If possible, deliveries should be left outside to avoid unnecessary entry into the building



A two-metre distance will be maintained between delivery person and person receiving goods



When possible, delivery should be dropped off to avoid contact with delivery person



Both team members and delivery person will wear appropriate PPE



Hand sanitiser will be available for delivery person and the person receiving goods



When appropriate, cardboard package will be removed and discarded before storing items and before sanitising

# Communication & Devices

It is essential that Hotel team members use the tools and systems in place for communication and record keeping both internally and externally.

Daily group face –to –face meetings and visits from suppliers and reps should be minimised or eradicated . Microsoft Teams or 8x8 accounts if you have been allocated one should be used for this purpose. If you have a company domain email address you will have a Teams account. If you have your own personal telephone extension you will have an 8x8 licence.



[View Teams Training Videos](#)



[Download 8x8 Virtual Office Desktop Guide](#)

Employees should use their own mobile devices where possible for work applications such as HotSOS and when available as your mobile key if you are permitted one for guestrooms. A new Bring Your Own Device Policy will be issued to align with this.

Checklists and operational steps for cleaning should all be transferred into the HotSOS application, including but not limited to meter readings, temperature checks, entertainment checks



[Download HotSOS Mobile User Guide](#)

# Staff Common Areas

## Offices

- Hot desking is not permitted and should be avoided. If necessary, this should be sanitised before and after use.
- Clear Desk Policy to be updated, reissued and implemented for all staff to adhere to.
- Staff to be encouraged to work from home when possible and if agreed in conjunction with Human Resources
- Barriers/screens to be considered between desks
- Staff to sanitise their workstation at start of shift and periodically throughout the day.
- Regular and thorough hand washing do be carried out during shift.
- Consider staggering start times and having staff on same shifts to avoid congestion at clock in stations and in offices etc.
- Hand sanitiser to be provided in all offices for staff to avail of throughout shift.
- Where possible, doors should be left open to avoid contact with door handles and push plates, hold open devices and automatic doors will be placed strategically throughout the Hotel as much as possible.
- Staff should bring the minimal amount of equipment into the workplace as is required and should be disinfected before and at start of shift.

# Staff common areas

## Staff Room/Lunch Breaks

- Chairs and tables should be spaced to allow proper social distancing
- Breaks and mealtimes should be staggered and allocated to departments to allow for social distancing and to avoid overcrowding or congestion within the canteen and staff room areas.
- Staff are not permitted to leave the Hotel during their shift to have lunch or breaks.
- Buffets or finger food will be prohibited.
- Condiments will be removed, and tables will be cleaned and sanitised regularly by staff in the canteen or staff rooms.
- Social distancing to be mapped out at smoking area, staff should adhere to social distancing rules and **MUST ONLY** smoke in designated areas. Consideration to moving smoking area to a new location.

## Evacuation Process

- In the event of an emergency evacuation, it is accepted that social distancing may not be possible, staff and guests to adhere to the emergency procedures and evacuate the building by the nearest safest exit and proceed to the assembly point
- Fire Wardens throughout the Hotel should ensure that all fire doors and hold open devices have been activated and doors are shut.

# Maintenance

- To help maintain social distancing, team members will be asked to do all that is possible to stay within two metres of all guests. Maintenance team members should also not enter a room where guests are checked-in, unless necessary.
- If a maintenance team member must enter a room that a guest is checked-in to, the guest must not be in the room and the team member must wear the appropriate PPE.
- Staff should maintain social distancing with other team members, where this cannot be avoided, the principles from the hierarchy of controls for social distancing should be followed.
- Vehicles should be appropriately sanitised before each use, i.e. Clean keys, door handles, steering wheel and gear stick etc. With anti-bacterial wipes
- Where possible, individual work tools should be assigned.
- Shared tools and equipment should be sanitised before and after each shift or any time equipment/tools are being transferred from one team member to another.
- Appropriate PPE should be worn in conjunction with the Standard Operating Procedures and/or Risk Assessments set out within the maintenance and estates teams.
- Reuseable PPE such as aprons, gloves, boots etc. Should be washed, cleaned and sanitised appropriately before and after each use.

# Visitors and contractors



Staff should maintain social distancing with visitors, contractors and other team members, where this cannot be avoided, the principles from the hierarchy of controls for social distancing should be followed.



Where possible, meetings with visitors or contractors should be carried out remotely via teleconference or other platforms such as 8x8, facetime etc. For virtual meetings.



Visitors and contractors must have temperature checked at main entrance or at the maintenance compound before they are permitted on site.



Visitors and contractors must sanitise hands before being permitted on site



Temperatures must not exceed 37.8 degrees to permit the visitor or contractor on site.



Communications will be issued to all suppliers and contractors to inform them of the guidelines they must adhere to when arriving and coming onto our site.



Contractors must not enter a guest accommodation where the guest has checked-in unless unavoidable

# Gym

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# Gym

## Physical Distancing

- Measures will be put in place to ensure social distancing, there are two floors, and each will have similar equipment. This means that the member will be checked in to a floor and will need to interact as little as possible.
- Reduced numbers allowed to ensure 2 meters
- Members will book into the Gym during allocated times so that we can monitor usage
- Gym equipment will be moved to allow proper social distancing
- Signage will be visible to advise members to ensure social distancing
- Neck towels will be available for members to help themselves and a closed basket available for disposal
- Classes will not be offered at present

## Cleanliness

- Cleaning stations will be available for members to use after using equipment
- Disinfectant wipes and wall mount already available for use
- Hand sanitiser and wall mount already available for use
- Cleaning team will clean area within the Gym cleaning schedule regularly, this will include door handles/ push plates, water station and equipment
- Bins will be emptied by Team Members who will wear gloves, masks and aprons

## Communication

- Members will be advised via email of changes to terms and conditions

# Meetings & Events

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# External Meetings and Conferences

- Many of these actions will be updated, dictated and dependant on government advice and controls on groups of people.
- Proposed meeting room should be adequately sanitised using relevant Aerofog Generator, MP100 UV decontamination Unit or Ozone Cleaner OC1500 prior to the event taking place.
- Once sanitised, no team members should be entering the room until the event is taking place.
- All attendees will have temperature taken via thermal camera and/or no touch thermometers prior to entering the building. Any temperatures exceeding 37.8 degrees and the attendee will not be permitted on site.
- Social distancing should be maintained, room set up will be arranged to comply with this, mindful of the reduce capacity in function rooms.
- Hand sanitiser should be available and provided by the banqueting manager hosting the event.
- Health and Safety induction should be provided by the banqueting manager to the lead Booker/meeting host or to the group attending the meeting/conference.
- Hot or cold buffet is prohibited – food should be pre-ordered.
- Digital content should be encouraged to avoid the necessity for paper and other resources.
- Stationery should only be provided upon request and should be sanitised prior to use.