

Royal Lancaster London – Specific COVID-19 Risk Assessment

Department Name: All	Location of Activity/task: All hotel areas	Type of Activity: COVID-19 Risk Assessment
Assessor: Serkan Yildirim Safety & Security Manager	Date of Assessment: 04/08/2021	Assessment Review Date: 04/08/2022
	Risk Assessment Reference Number COVID-001	

Identify [tick] Reason/Requirement for this Risk Assessment

Incident		Process Change		Requested by Manager		Specific Project	X	Review Date	X
New Equipment		Legislation	X	Request by Employee		Required via other assessment		Other	

Identify if an Additional Specific Risk Assessment are required	Consulted Documents/Information used (COSHH data sheets, Legislation, ACOF's, Manufacturers Guidance, etc.) <i>COSHH (Control of Substances Hazardous to Health) Regs 2002, Public Health (Control of Diseases) Act 1984, Public Health (Infectious Diseases) Regs 1988, UK Government Guidance, HSE, Hotel Policy</i>
--	--

Type of persons who may be harmed [tick]	Employee	X	Guest	X	Contractor	X	Agency	X	Member of Public	X
Numbers of People Affected	Varies		Varies		Varies		Varies		Varies	
Those who may be especially at risk	Varies		Varies		Varies		Varies		Varies	

MATRIX

		SEVERITY					
		VH	H	M	L	T	
LIKELIHOOD	AC	100	80	60	40	20	
	VL	80	64	48	32	16	
	L	60	48	36	24	12	
	U	40	32	24	16	8	
	VU	20	16	12	8	4	

Assessment Overview

Are these potential unsafe events or situations in the task/process
✓ yes x no

A	B	C	D	E	F
		X	X	X	

Risk = Likelihood x Severity. RISK

KEY

- A = physical safety hazard - (guarding/working space/electrical/lighting/slips, trips, falls/storage etc.)
- B = environmental hazard - (spill containment/emissions/waste)
- C = chemical safety hazard - (toxic/corrosive/reactive/carcinogenic/skin/respiratory)
- D = ergonomic hazard - (reaching/stooping/sitting/repetitive movements/man-machine interface)
- E = occupational health & hygiene hazard - (noise/fumes/musculoskeletal/fitness for task)
- F = fire safety hazard - (life safety/flammability/ property damage/ business interruption)

LIKELIHOOD		SEVERITY	
Almost Certain	AC	Very High	VH
Very Likely	VL	High	H
Likely	L	Medium	M
Unlikely	U	Low	L
Very Unlikely	VU	Trivial	T

RISK RATING		
80 - 100	Very High	VH
48 - 64	High	H
24 - 40	Medium	M
12 - 20	Low	L
4 - 8	Trivial	T

**PART 1
ASSESSMENT FINDINGS**

Task/Activity	Hazard	Who may be Harmed	Existing Controls in Place to Control the Risk	Evaluate Risk			Additional Controls Required to Reduce the Risk	Residual Risk		
				L	S	R		L	S	R
Controlling the spread of Covid-19 to Vulnerable employees	Infection and spread of the Covid-19 Virus through inhalation or contact.	<ul style="list-style-type: none"> Vulnerable Individuals Guests Employees Contractors Visitors Delivery Drivers 	<ul style="list-style-type: none"> Extremely Vulnerable employees are advised not attend work but where possible can work from home. Where working from home is possible, see separate Working from Home section. Records of employees working and shift patterns to be kept for 21 days at least. All employees must attend a Return to Work induction which covers requirements when working on site. All employees working on the day to complete a pre-arrival health assessment through Harri app which covers questions in regards to symptoms such as temperatures. Employees that do not have the app on their phones must complete a physical form by the colleague's entrance. Employees have been advised to avoid using public transport and use other means wherever possible. Where public transport cannot be avoided, face coverings must be worn and social distancing guidelines maintained. Where occupancy is minimal, employees advised that the carpark is available to them when spaces are available to avoid the use of public transport. All employees have been advised to sanitise their hands and check temperature upon arrival at work with a record kept. 	U	VH	M 40	Adequate control measures are in place.	U	VH	M 40

			<ul style="list-style-type: none"> All employees have been advised to maintain a social distancing where possible. Where this is not possible, 1 metre along with wearing a face shield must be adhered to. All employees advised to wear a face shield when moving around the building and encouraged to regularly wash hands. Hand sanitisers are available throughout the hotel for employees to use and checked regularly. If an empty sanitiser station is found, this must be reported to Stewarding/ ACS immediately. Lift usage limited to 2 employees at a time with face shields being worn. Employees discouraged to share work equipment and objects and where not possible, cleaning of equipment before and after use. Adequate first aid provisions in place with trained personnel on-site 24 hour per day. <p>Click the link below for information on: Vulnerable people</p>							
Controlling the spread of Covid-19 by enabling working from home	Stress and Mental Health Fatigue, Eye strain Upper limb problems Backache	<ul style="list-style-type: none"> Employees working from home 	<ul style="list-style-type: none"> Home working to be used where possible to avoid overcrowding in the workplace and to protect vulnerable employees. Provide the right equipment to employees such as DSEs, telephone equipment and video conferencing equipment. Where possible, meetings are conducted remotely through video conferencing. Line Managers of team members working from home to ensure there is regular contact. Attempt to arrange a video call at least weekly and provide regular updates. If contact is poor, workers may feel disconnected, isolated or 	U	M	M 24	Adequate control measures are in place.	U	M	M 24

			<p>abandoned. This can affect stress levels and mental health.</p> <ul style="list-style-type: none"> All team members working from home to complete and return a DSE assessment. These must be reviewed every 2 years unless there has been a change in a colleague's health condition. Take regular breaks. At least 5 minutes every 1 hour. <p>Click on links below for information on:</p> <ul style="list-style-type: none"> Stress and Mental Wellbeing Quarantine and Self Isolate DSE Assessment Home Working 							
Controlling the spread of Covid-19 when travelling to and from work	Infection and spread of the Covid-19 Virus through inhalation or contact.	<ul style="list-style-type: none"> Vulnerable Employees Employees Contractors Agency staff Visitors Other travellers 	<ul style="list-style-type: none"> All employees advised to attend a Return to Work induction which covers COVID-19 best practice, health and safety and fire safety. Information provided to all employees in relation to symptoms and are told not to travel to work if they have symptoms but instead quarantine for 10 days. Further advice on when and how to quarantine and self-isolation. Shift start times are staggered to avoid overcrowding. Laundry service provided to reduce the need to travel in uniform. All employees working on the day to complete a pre-arrival health assessment through Harri app which covers questions in regards to symptoms such as temperatures. Employees that do not have the app on their phones must complete a physical form by the colleague's entrance. Employees have been advised to avoid using public transport and use other means wherever possible. Where public transport cannot be avoided, face coverings must be 	U	VH	M 40	Adequate control measures are in place.	U	VH	M 40

			<p>worn and social distancing guidelines maintained.</p> <ul style="list-style-type: none"> • Where occupancy is minimal, employees advised that the carpark is available to them when spaces are available to avoid the use of public transport. • All employees have been advised to sanitise their hands and check temperature upon arrival at work with a record kept. • All employees travelling from other countries on the quarantine list, to self-isolate for 14 days. • A record of all employees working and visiting the hotel must be kept for at least 21 days for track and trace purposes. <p>Click on links below for information on:</p> <ul style="list-style-type: none"> • Stress and Mental Wellbeing • Quarantine and Self Isolate • Track and Trace 							
Controlling the spread of Covid-19 during staff arrival at work	Infection and spread of the Covid-19 Virus through inhalation or contact.	<ul style="list-style-type: none"> • Vulnerable Employees • Employees • Contractors • Agency staff • Visitors 	<ul style="list-style-type: none"> • All employees, visitors and contractors to sanitise their hands upon arrival using an alcohol based sanitiser and are temperature checked which should be below 37.8. • All contractor and visitor visits are pre-booked and requirements explained prior to arrival. • Employees to show Guest Safety successfully completed Harri Health Check or complete a physical Harri form by the staff entrance. • Guest Safety prints off a daily rota for team members expected at work. No other team members should be permitted without the departmental manager's approval. • Employees, contractors and visitors are advised to wear a facemask upon arrival until it can be replaced by the face shield. 	VU	VH	L 20	Adequate control measures are in place.	VU	VH	L 20

			<ul style="list-style-type: none"> • Shift start times are staggered to avoid overcrowding. • Colleagues are rotated every 2 weeks to limit possible cross contamination and spread. • Colleague lockers are provided to store clothing and personal belongings. It should not be left outside the lockers. • Separate entrance and exit routes within the locker rooms. • Return to Work to be completed for employees who live with a person infected or themselves have been infected has self-isolated for at least 10 days. <p>Click on links below for information on:</p> <ul style="list-style-type: none"> • Choosing the right hand sanitiser. • Disinfecting using fog/ mist. • First aid • Washing hands • Stress and Mental Wellbeing • Quarantine and Self Isolate 							
Controlling the spread of Covid-19 while working on site	Infection and spread of the Covid-19 Virus through inhalation or contact.	<ul style="list-style-type: none"> • Vulnerable Employees • Employees • Contractors • Agency staff • Guests • Visitors 	<ul style="list-style-type: none"> • All employees must attend a Return to Work induction which covers requirements when working on site. • Working spaces has been reviewed to limit face to face working where a barrier is not possible and enable side by side working. Where face to face work cannot be avoided and social distancing rules cannot be maintained, a physical screen must be installed. • Colleague restrooms and locker rooms sanitised each day including high touch points such as door handles. • All colleagues advised of social distancing of at least 2 metres or 1 metre along with wearing a face shield must be adhered to at all times. 	U	VH	M 40	Register of all high touch points with 2 hourly cleaning of all high touch points such as door handles and lift buttons.	U	VH	M 40

- | | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|
| | | | <ul style="list-style-type: none">• All offices must be disinfected daily including door handles by using an alcohol or chlorine based disinfectant.• Workstations such as keyboards and the mouse must be disinfected daily.• All high touch points both back of house and front of house must be sanitised at least every 2 hours including door handles by using an alcohol or chlorine based disinfectant. A checklist is in place for Accommodation Services which is completed and signed-off daily..• Hand sanitisers available for all colleagues in back of house areas. These are checked frequently and any empty dispensers reported to Accommodation Services however should an empty bottle be found, it must be reported to Stewarding/ ACS immediately.• Lift usage limited to 2 people. Lift by Accommodation Services to be mainly used by In-Room dining and lift by HR office mainly used by Accommodation Services. Where possible, stairs should be used instead of lifts.• In cases of face to face meetings, social distancing rules must be adhered to and face shields must be worn.• Sharing of objects and equipment discouraged and where not possible, equipment must be cleaned after each use.• Procedures in place to deal with anyone displaying symptoms which includes requesting employees quarantine for 14 days. Further advice on when and how to quarantine and self-isolation.• Any team members/ contractors/ visitors showing symptoms of Covid- | | | | | | |
|--|--|--|--|--|--|--|--|--|--|

			<p>19 to be sent home immediately and told to quarantine</p> <ul style="list-style-type: none">• All colleagues advised wear face shields when moving around the hotel. Employees by themselves in an office can remove the face shield however it must be put on when interacting with others.• All colleagues advised to sanitise face shields on a daily basis.• Team members using the Laundry service must drop off dirty and collect clean uniform simultaneously to limit contact time.• Supervisors and Managers advised to ensure team members follow rules such as wearing face shields, cleaning and social distancing.• Employee bag searches are conducted with safety measures in place such as social distancing of at least 1 metre and face shield. Owner to empty the bag instead of the Guest Safety Officer touching belongings.• Awareness and support programmes for employees' mental wellbeing.• First Aiders wear face shields and gloves when providing assistance. Assisting at a safe distance from the casualty as much as you can and minimise the time you share a breathing zone. If they are capable, tell them to do things for you, but treating the casualty properly should be your first concern. Remember the 3P model – preserve life, prevent worsening, promote recovery.• Wedge doors open <u>where appropriate</u> to limit touch points and increase ventilation (this should never apply to final fire exit doors).						
--	--	--	--	--	--	--	--	--	--

			<p>All wedged doors must be closed at the end of service/ event.</p> <p>Click on links below for information on:</p> <ul style="list-style-type: none"> Choosing the right hand sanitiser. Disinfecting using fog/ mist. First aid Washing hands Stress and Mental Wellbeing Quarantine and Self Isolate 							
Controlling the spread of Covid-19 while using of the staff canteen	Infection and spread of the Covid-19 Virus through inhalation or contact.	<ul style="list-style-type: none"> Vulnerable Employees Employees Contractors Agency staff Visitors 	<ul style="list-style-type: none"> Canteen is disinfected daily by using the disinfecting mist machine. Canteen cleaned and disinfected after each food service. High touch points such as coffee machines disinfected every 2 hours. Seating arrangements set up and markings on the floor to enable social distancing. Canteen times extended and breaks staggered to prevent overcrowding. Buffet no longer self-service but instead served by an individual employee. Cutlery sanitised and rinsed at 82 degrees Celsius after use. Access to walk-in storage, pantries and fridges limited to one person at a time. Staff wash hands before handling any food or equipment. Staff wash hands before and after using the canteen. Face shields must be worn until seated at the table. Kitchen access limited to authorised personnel only. Contractors and visitors are prohibited from using the canteen. <p>Click on links below for information on:</p> <ul style="list-style-type: none"> Choosing the right hand sanitiser. Disinfecting using fog/ mist. First aid 	VU	VH	L 20	Adequate control measures are in place.	VU	VH	L 20

			<ul style="list-style-type: none"> Washing hands 							
Controlling the spread of Covid-19 through contact with 3 rd parties such as contractors, clients and visitors.	Infection and spread of the Covid-19 Virus through inhalation or contact.	<ul style="list-style-type: none"> Vulnerable Employees Employees Contractors Agency staff Visitors 	<ul style="list-style-type: none"> Where possible, meetings should be conducted over the phone or by using video technology to avoid contact. Contractor visits pre-arranged. Where site visits are required, all 3rd parties will be subjected to a temperature check. Contractors notified in writing of hygiene requirements for all contractors visiting site prior to arrival. 3rd Parties will be required to immediately sanitise hands upon arrival at the hotel and regularly throughout the day. Face coverings must be worn by 3rd parties on site in public spaces and while working on site. These can be removed when in a meeting which allows for 2m social distancing. Social distancing of 2m must be adhered to where possible or 1m provided that face coverings are worn. All frequently used meeting spaces are disinfected daily using the fog machine. Objects and equipment should not be shared unless sanitised after each individual use. Each contractor to carry sanitiser with them when visiting site. Contractors to sanitise equipment worked on upon completion. Processes and Procedures updated to reflect guidance and to deal with anyone displaying symptoms. Travelling by public transport discouraged and where possible parking is provided. 	U	VH	M 40	Adequate control measures are in place.	U	VH	M 40

			<ul style="list-style-type: none"> • If public transport is used, a facemask is mandatory. • Any team members/ contractors/ visitors showing symptoms of Covid-19 to be sent home immediately. • Bag searches to be conducted with safety measures in place such as social distancing of at least 1 metre and face shield. Owner to empty the bag instead of the Guest Safety Officer touching belongings. <p>Employees required to travel to clients must adhere to the following:</p> <ul style="list-style-type: none"> • Visiting clients should be avoided as much as possible. • A record of client visits along with contact details should be kept for track and trace purposes. • Public transport to be avoided wherever possible. • If public transport is used, face coverings must be worn. • Hand sanitiser must be available to the employee and hands sanitised upon arrival at the premises and after leaving. • When visiting client premises social distancing of 2m must be adhered to or 1m provided a face covering is worn. <p>Click on links below for information on:</p> <ul style="list-style-type: none"> • Choosing the right hand sanitiser. • First aid • Washing hands • Stress and Mental Wellbeing • Quarantine and Self Isolate 							
Controlling the spread of Covid-19 in kitchens and through contact with food products.	Infection and spread of the Covid-19 Virus through inhalation or contact.	<ul style="list-style-type: none"> • Vulnerable Employees • Employees • Contractors • Agency staff • Visitors 	<ul style="list-style-type: none"> • All employees must attend a Return to Work induction which covers requirements when working on site. • Food preparation areas to allow for social distancing of 2 metres and 	VU	VH	L 20	Adequate control measures are in place.	VU	VH	L 20

		<ul style="list-style-type: none"> • Guests • External Guests ordering take away 	<p>where not possible, 1m plus a face covering.</p> <ul style="list-style-type: none"> • Prep areas should be set up to avoid face to face work but instead side by side where possible. • Kitchen access limited to authorised personnel only to avoid overcrowding and enable social distancing. • Access to walk-in storage, pantries and fridges limited to one person at a time. • Crockery and cutlery washed and rinsed at 82 degrees Celsius after use. • Staff to wash hands before handling any food. • Staff restrooms and locker rooms sanitised each day including high touch points such as door handles. • Preparation areas should be sanitised before starting food preparation and after each use. • All high touch points must be sanitised at least every 2 hours including taps, oven control and handles, light switches, door and fridge handles. • Hand sanitiser available for all employees in back of house areas including kitchens. These are checked frequently and any empty dispensers reported to Stewarding/ ACS however should an empty one be found it must be reported to STEW/ACS immediately. • Guidance provided to employees on correct technique to wash hands. • Sharing of equipment and utensils discouraged and where not possible, equipment must be cleaned after each use. • Procedures in place to deal with anyone displaying symptoms which includes requesting employees quarantine for 10 days. Further 							
--	--	--	--	--	--	--	--	--	--	--

			<p>advice on when and how to quarantine and self-isolation.</p> <ul style="list-style-type: none">• Any team members/ contractors/ visitors showing symptoms of Covid-19 to be sent home immediately and told to quarantine• Employees must wear face shields when moving around the hotel. Employees by themselves in an office can remove the face shield however it must be put on when interacting with others.• Face shields to be sanitised daily by users.• Chef uniforms must be laundered by using the hotel laundry service and not taken home or worn when travelling.• Supervisors and Managers to ensure team members follow rules such as wearing face shields, cleaning and social distancing.• Awareness and support for employees' mental wellbeing.• First Aiders wear face shields and gloves when providing assistance. Try to assist at a safe distance from the casualty as much as you can and minimise the time you share a breathing zone. If they are capable, tell them to do things for you, but treating the casualty properly should be your first concern. Remember the 3P model – preserve life, prevent worsening, promote recovery.• Wedge doors open <u>where appropriate</u> to limit touch points and increase ventilation (this should never apply to final fire exit doors).• All wedged doors must be closed at the end of service/ event.• Extraction to operate on highest setting to improve ventilation.						
--	--	--	--	--	--	--	--	--	--

			<ul style="list-style-type: none"> • Only single use sterile paper towels used for food and hand contact surfaces. <p>Click on links below for information on:</p> <ul style="list-style-type: none"> • Choosing the right hand sanitiser. • Disinfecting using fog/ mist. • First aid • Washing hands 							
Controlling the spread of Covid-19 in F&B outlets such as the restaurants, room service and bar.	Infection and spread of the Covid-19 Virus through inhalation or contact.	<ul style="list-style-type: none"> • Vulnerable Employees • Employees • Contractors • Agency staff • Visitors • Guests • External Guests ordering take away 	<p>Click on links below for information on:</p> <ul style="list-style-type: none"> • Choosing the right hand sanitiser. • Disinfecting using fog/ mist. • First aid • Washing hands <ul style="list-style-type: none"> • All employees must attend a Return to Work induction which covers requirements when working on site. • Procedures in place to deal with anyone displaying symptoms which includes requesting employees self-isolate for 10 days in line with current UK government guidelines • Any team members/ contractors/ visitors showing symptoms of Covid-19 to be sent home immediately and told to self-isolate • Guidance provided to employees on correct technique to wash hands • Employees must wear face shields when moving around the hotel. • Employees by themselves in an office can remove the face shield however it must be put on when interacting with others. • All staff to wear face shields at all times in front of house areas at all times • Face shields to be sanitised daily by users • Uniforms laundered on site and not worn when travelling to and from work 	VU	VH	L 20	Adequate control measures are in place.	VU	VH	L 20

- Supervisors and Managers to ensure team members follow rules such as wearing face shields, cleaning and social distancing
- Lift use limited to 2 individuals at a time
- Awareness and support for employees' **mental wellbeing**
- First Aiders wear face shields and gloves when providing assistance. Try to assist at a safe distance from the casualty as much as you can and minimise the time you share a breathing zone. If they are capable, tell them to do things for you, but treating the casualty properly should be your first concern. Remember the 3P model – preserve life, prevent worsening, promote recovery
- Advance booking encouraged for the outlets, room service orders done by phone or email
- Contact with F&B guests limited due to reduced opening hours of the F&B Outlets
- All tables cleaned after each use
- All guests to be encouraged to scan NHS Track and Trace via QR code
- Kitchen access limited to authorised personnel only to avoid overcrowding
- Access to walk-in storage, pantries and fridges limited to one person at a time
- Glassware, crockery and cutlery washed and rinsed at 82 degrees Celsius after use
- In outlets, paper menus are to be available upon request with all menus on QR code
- Single use sugars are to be used
- All linen napkins are to be single use then laundered

			<ul style="list-style-type: none"> • Self Service Buffet is to be available with hand sanitiser, sanitiser wipes and masks available for guests on request • Take away orders placed in sterile single use containers and placed inside a single use paper bag for collection. • Room Service orders are to be on tray/trolley to the guest door and passed over • Room Service table set up in room can be done at guest request only • Staff to wash hands before handling any food or delivering room service orders. • All high touch points must be sanitised at least every 2 hours including taps, microwaves, coffee machines, light switches, trays, door and fridge handles • Hand sanitiser available for all employees in back of house areas including kitchens • Sharing of equipment and utensils discouraged and where not possible, equipment must be cleaned after each use • All cleaning cloths are to be used and then laundered on a daily basis • Wedge doors open <u>where appropriate</u> to limit touch points and increase ventilation (this should never apply to final fire exit doors). • All wedged doors must be closed at the end of service/ event. 							
Controlling the spread of Covid-19 in Meeting and Event spaces.	Infection and spread of the Covid-19 Virus through inhalation or contact.	<ul style="list-style-type: none"> • Vulnerable Employees • Employees • Contractors • Agency staff • Visitors • Guests 	<p>Click on links below for information on:</p> <ul style="list-style-type: none"> • Choosing the right hand sanitiser. • Disinfecting using fog/ mist. • First aid • Washing hands 	U	VH	M 40	Adequate control measures are in place.	U	VH	M 40

- | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|
| | | | <ul style="list-style-type: none">• All employees must attend a Return to Work induction which covers requirements when working on site.• Procedures in place to deal with anyone displaying symptoms which includes requesting employees self-isolate for 10 days in line with current UK government guidelines• Any team members/ contractors/ visitors showing symptoms of Covid-19 to be sent home immediately and told to self-isolate• Guidance provided to employees on correct technique to wash hands• Employees must wear face shields when moving around the hotel.• Employees by themselves in an office can remove the face shield however it must be put on when interacting with others.• All staff to wear face shields at all times in front of house areas at all times• Face shields to be sanitised daily by users• Uniforms laundered on site and not worn when travelling to and from work• Supervisors and Managers to ensure team members follow rules such as wearing face shields, cleaning and social distancing• Lift use limited to 2 individuals at a time.• Awareness and support for employees' mental wellbeing.• First Aiders wear face shields and gloves when providing assistance. Try to assist at a safe distance from the casualty as much as you can and minimise the time you share a breathing zone. If they are capable, tell them to do things for you, but treating the casualty properly should be your first concern. | | | | | |
|--|--|--|--|--|--|--|--|--|

			<p>Remember the 3P model – preserve life, prevent worsening, promote recovery.</p> <ul style="list-style-type: none">• Event Organisers are to be informed pre-arrival of hotels up to date Covid Policy• Liability for contact tracing is to be the Event Organisers due to GDPR requirements with details having to be retained for 21 days post event by the client• The hotel will display the Royal Lancaster NHS Track and Trace QR code at entry• All guests to be encouraged to scan NHS Track and Trace via QR code• Cloakrooms will be available in the Nine Kings and Westbourne Suites, however, large items are to be discouraged• Event attendees will be asked to wear face coverings areas, however, this will not be enforced as outlined with current UK government guidelines• All room layouts are to be considerate of social distancing, in line with the hotel H&S Policy• In the Forest Suites all tables and chairs cleaned after each use• In the Nine Kings and Westbourne Suites all table linen is to be single use and laundered after use• In the Nine Kings and Westbourne Suites all chair touch points are to be cleaned after use• The facility of the Smart Studio or Audio Visual support is to be available for Hybrid events to reduce capacity of the rooms in line with client requirements• Contactless hand sanitiser dispensers available at main entrances to meeting and event spaces						
--	--	--	--	--	--	--	--	--	--

- | | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|
| | | | <ul style="list-style-type: none">• Bottled hand sanitiser is to be available in each of the smaller Forest Suite rooms on a permanent basis• Bottled hand sanitiser is to be available on refreshment stations and bars in the Nine Kings and Westbourne Suites• Meeting and Event spaces are to be cleaned and sanitised after each• All meeting and event areas have full air conditioning with antibacterial filters fitted• Air Sterilisation units have been installed in all Forest Suite rooms• Any items such as pens and pencils are to be sanitised after each event• Kitchen access limited to authorised personnel only to avoid overcrowding• Access to walk-in storage, pantries and fridges limited to one person at a time• Hand sanitiser available for all employees in back of house areas including kitchens• All high touch points must be sanitised at least every 2 hours including taps, microwaves, coffee machines, light switches, trays, door and fridge handles• Sharing of equipment and utensils discouraged and where not possible, equipment must be cleaned after each use• All cleaning cloths are to be used and then laundered on a daily basis• Coffee stations are to be continually serviced and cleaned as used• For all tea and coffee service sugar is to be individually wrapped• Self Service Buffet is to be available with hand sanitiser, sanitiser wipes and masks available for guests on request | | | | | | |
|--|--|--|--|--|--|--|--|--|--|

- | | | | | | | | | |
|--|--|--|---|--|--|--|--|--|
| | | | <ul style="list-style-type: none">• Buffet menus are to be single use and placed in a Perspex frame which is to be sterilised after each use• All plated menus are to be served by Event Staff directly to the seated guests with no plated being passed• All menus for plated menus are to be single use• Coffee at seated events is to be served by Event Staff with pots not left on the dining tables unless requested• Trayed service is permitted with slider trays being used to limit the guest touch points• Vertical bar service is permitted in line with UK Government guidelines• Wine service at seated events is to be completed by wine butlers with guests self-service only if directly completed by individual guests at their own request• Glassware, crockery and cutlery washed and rinsed at 82 degrees Celsius after use• All linens are to be single use and laundered off site after use• White gloves should be worn when serving all food items• Staff to wash hands before and after handling any food and beverage or delivery service• Hand sanitiser available for all employees in back of house areas including kitchens• Wedge doors open where appropriate to limit touch points and increase ventilation in line with Events SOP EO/01/17 Door Management procedures.• All wedged doors must be closed at the end of service/ event. | | | | | |
|--|--|--|---|--|--|--|--|--|

Controlling the spread of Covid-19 in the Loading Bay and contact with infected surfaces/ parcels/ packages containing	Infection and spread of the Covid-19 Virus through inhalation or contact.	<ul style="list-style-type: none"> • Vulnerable Employees • Employees • Contractors • Agency staff • Visitors • Guests 	<ul style="list-style-type: none"> • All employees must attend a Return to Work induction which covers requirements when working on site. • Delivery/ collection times to be pre-arranged with all suppliers including waste collections and linen collection/ delivery. • Suppliers notified in writing of hygiene requirements for all delivery drivers visiting site prior to arrival. • Sanitation station available for delivery drivers to use. • Lift usage limited to 2 persons at a time with face shields being worn. • All guests and employee temperature are checked upon arrival at the hotel. • Goods to be placed on the Loading Bay dock with social distancing maintained. • There's a legal duty to provide welfare facilities and washing facilities for visiting drivers. Ensure drivers requiring restrooms sanitise hands, have a temperature taken and is escorted to and from restrooms. • Use consistent pairs of employees where goods require 2 people to reduce cross exposure. • Guests encouraged to handle luggage themselves. • If an employee handles guest luggage, gloves must be worn and hands washed immediately after. • Luggage trolleys disinfected after each use. • Bedrooms left vacant for 72 hours after departure and before new arrival to avoid contamination from surfaces. • We will remove and discard outer packaging of food deliveries, fresh, frozen and dry goods and 	U	VH	M 40	Adequate control measures are in place.	U	VH	M 40
--	---	--	--	---	----	---------	---	---	----	---------

			<p>decant into sanitized containers / shelving prior to being taken into refrigerators, freezers and store rooms.</p> <ul style="list-style-type: none"> • Sharing of objects and equipment such as pens and trolleys discouraged and where not possible, equipment must be cleaned after each use. • If deliveries need to be handled prior to 24 hours period, protective gloves should be used and hands washed immediately after. • Hand sanitiser available for all employees in back of house areas. These are checked frequently and any empty dispensers reported to STEW/ACS however should an empty one be found it must be reported to STEW/ACS immediately. • Guidance provided to employees on correct technique to wash hands. <p>Click on links below for information on:</p> <ul style="list-style-type: none"> • Choosing the right hand sanitiser. • Disinfecting using fog/ mist. • First aid • Washing hands • Stress and Mental Wellbeing • Quarantine and Self Isolate • Visiting Drivers 							
Controlling the spread of Covid-19 from overnight guests	Infection and spread of the Covid-19 Virus through inhalation or contact.	<ul style="list-style-type: none"> • Vulnerable Employees • Employees • Contractors • Agency staff • Visitors • Guests 	<ul style="list-style-type: none"> • Guests informed pre-arrival of hotel hygiene requirements. • All guests temperatures taken upon arrival at the hotel using a non-contact thermometer, advised to sanitise hands and to socially distance. • Guests must wear face coverings in public areas unless medically exempt. • Carpark use is available to guests and is self-park. 	U	VH	M 40	<ul style="list-style-type: none"> • Guests encouraged to check-in online to reduce contact time at reception. • Guests encouraged to use contactless entry for bedrooms. 	U	VH	M 40

- | | | | | | | | | | |
|--|--|--|---|--|--|--|--|--|--|
| | | | <ul style="list-style-type: none">• Lift usage to be limited 2 people if face masks used or families travelling together.• Guests encouraged to handle luggage themselves.• If an employee handles guest luggage, gloves must be worn and hands washed immediately after.• Any guest showing symptoms of Covid-19 or travelling from a country on the travel restrictions list to self-isolate for 10 days as per the government guidance. quarantine and self-isolation• In order to prevent contamination through objects, cash payments are not possible and card payments are used.• Terminals disinfected before and after each use• Contactless hand sanitisers available in all lift lobbies, meeting rooms and F&B outlets.• Welcome material given to guests containing hygiene and social distancing advice along with symptoms to be aware of.• All high touch points such as lift buttons are cleaned frequently by Accommodation Services.• Guests encouraged to handle luggage but if not possible, team members to use disposable gloves and dispose of immediately after each use. Luggage deliver outside guest bedroom after knocking on the door and notifying the guest.• Gym facilities are limited to 2 guests at a time and require a guest to collect a key from Front Desk. It is no longer possible for a guest to enter the gym using the bedroom key.• Room Service orders are done by phone. | | | | | | |
|--|--|--|---|--|--|--|--|--|--|

- | | | | | | | | | |
|--|--|--|---|--|--|--|--|--|
| | | | <ul style="list-style-type: none">• Room Service orders will be placed outside the room after knocking on the door and collected from outside the guest bedroom.• Room service trays left outside the room to be reported to Room Service as soon as possible and collected to avoid cross-contamination.• Where room access is required, the guest must vacate the room and the team members required to enter must sanitise hands before entering and immediately when leaving the room.• Housekeeping servicing of rooms pre-arranged with guests and requires guests to vacate the room for 3 hours in order to fully sanitise the room and all high touch points including phones, remote controls etc.• Bed Linen and towels to be placed in bags before taking it from the room.• Bedrooms left vacant for 72 hours between arrival and departure.• Housekeeping and Room Service trolleys to be sanitised before and after each.• Newspapers provided on request only.• In-room dining menus provided on request and single use only.• Cutlery cleaned and rinsed at 82 degrees Celsius after use.• Glassware available on request only.• Records of guests to be kept for 21 days at least.• Deposit box in lobby for guests to deposit their keys in for sanitation upon check out.• Keycards are sanitised when Key returned and before giving it to a guest. | | | | | |
|--|--|--|---|--|--|--|--|--|

			<ul style="list-style-type: none"> • Where a guest is self-isolating, room cleaning will not be possible. Instead linen and towels will be left outside the room and dirty items bagged and collected from outside the room. • Hands to be sanitised before handling any lost and found items, items immediately placed in a sealed bag and hand washed immediately after again. <p>Click on links below for information on:</p> <ul style="list-style-type: none"> • Choosing the right hand sanitiser. • Disinfecting using fog/ mist. • First aid • Washing hands • Stress and Mental Wellbeing • Quarantine and Self Isolate • Travel Corridors 							
Controlling the spread of Covid-19 while cleaning bedrooms and offices.	Infection and spread of the Covid-19 Virus through inhalation or contact.	<ul style="list-style-type: none"> • Vulnerable Employees • Employees • Contractors • Agency staff • Visitors • Guests 	<ul style="list-style-type: none"> • All employees must attend a Return to Work induction which covers requirements when working on site. • Lift usage limited to 2 persons at a time with face shields being worn. • All guests and employee temperature are checked upon arrival at the hotel. • Social distancing of 2m or 1m while wearing a face shield must be adhered to. • Where room cleaning is required, the guest must vacate the room for at least 3 hours and the team members required to enter must sanitise hands before entering and immediately when leaving the room. • Where possible, offices should be cleaned when empty to limit contact. • Where a guest is self-isolating, room cleaning will not be possible. Instead linen and towels will be left outside the room and dirty items 	VU	VH	L 20	Adequate control measures are in place.	VU	VH	L 20

			<p>bagged and collected from outside the room.</p> <ul style="list-style-type: none">• Housekeeping servicing of rooms pre-arranged with guests and requires guests to vacate the room for 3 hours in order to fully sanitise the room and all high touch points including phones, remote controls etc.• Bed Linen and towels to be placed in bags before taking it from the room.• Bedrooms left vacant for 72 hours after departure and before new arrival to avoid contamination from surfaces.• Sharing of objects and equipment discouraged and where not possible, equipment must be cleaned after each use.• Hand sanitiser available for all employees in back of house areas. These are checked frequently and any empty dispensers reported to STEW/ ACS however should an empty one be found it must be reported to STEW/ ACS immediately.• Guidance provided to employees on correct technique to wash hands.• Gloves must be worn when cleaning rooms and offices. <p>Click on links below for information on:</p> <ul style="list-style-type: none">• Choosing the right hand sanitiser.• Disinfecting using fog/ mist.• First aid• Washing hands• Stress and Mental Wellbeing• Quarantine and Self Isolate						
--	--	--	---	--	--	--	--	--	--

Controlling the spread of Covid-19 maintaining the property	Infection and spread of the Covid-19 Virus through inhalation or contact.	<ul style="list-style-type: none"> • Vulnerable Employees • Employees • Contractors • Agency staff • Visitors • Guests 	<ul style="list-style-type: none"> • All employees must attend a Return to Work induction which covers requirements when working on site. • Lift usage limited to 2 persons at a time with face shields being worn. • All guests and employee temperature are checked upon arrival at the hotel. • Social distancing of 2m or 1m while wearing a face shield must be adhered to. • Where room maintenance is required, the guest must vacate the room and the team members required to enter must sanitise hands before entering and immediately when leaving the room. • Where a guest is self-isolating, room access is not possible and any maintenance work should be put on hold unless it's an emergency. • Any maintenance work required while a room is occupied should be pre-arranged with guests. • Maintenance tasks should be scheduled to coincide with quieter times which would limit contact. • Once work is complete, all areas touched must be disinfected and all waste bagged and disposed of. • Sharing of objects and equipment discouraged and where not possible, equipment must be cleaned after each use. • Hand sanitiser available for all employees in back of house areas. These are checked frequently and any empty dispensers reported to STEW/ ACS however should an empty one be found it must be reported to STEW/ACS immediately. • Guidance provided to employees on correct technique to wash hands. 	VU	VH	L 20	Adequate control measures are in place.	VU	VH	L 20
---	---	--	---	----	----	---------	---	----	----	---------

			<ul style="list-style-type: none">• Gloves must be worn when repairing items/ equipment in offices or bedrooms. <p>Click on links below for information on:</p> <ul style="list-style-type: none">• Choosing the right hand sanitiser.• Disinfecting using fog/ mist.• First aid• Washing hands• Stress and Mental Wellbeing• Quarantine and Self Isolate							
--	--	--	---	--	--	--	--	--	--	--

**PART 2
CORRECTIVE ACTION REPORT**

No.	Corrective Action to be Taken	Person Responsible to Action	Required by Date	Completed Date	Signature of Assessor

Actions Completed Satisfactory

Department Manager Name:

Signature:

Date:

Additional Comments