

Hazard/Exposure	Risk	Current measures	Recommended measures
Prior to entering hotel [employees]	Transmission via infected person Transmission via infected surface		Safe to work disclaimer completed FLOW covid-19 training module completed Clear understanding established of system for reporting of suspected illness Clean uniform worn every day
Arrival into hotel [employees]	Transmission via infected person Transmission via infected surface		Appropriate PPE worn at all times In-house training on operational changes and familiarisation with all relevant paperwork signed off before first operational shift Start times staggered where possible Hands sanitised prior to entering building. Temperature taken and visual symptoms check on arrival by Duty Manager. Hands washed using correct technique under supervision of responsible person before starting work. Health check on Deputy at login One-way system used to enter the building Whiteboards, noticeboards & Deputy used for pre-shift briefings wherever possible. Regular communication with employees to assess effectiveness and efficiency of procedures, to be reviewed regularly.

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Office, behind reception & break room	<p>Transmission via infected person</p> <p>Transmission via infected surface</p>		<p>Furniture moved to allow for safe social distancing at 2 m where possible</p> <p>Where 2 m distance not possible, appropriate PPE worn and side-by-side or back-to-back working practice observed and close contact activity must be kept to minimum possible frequency and duration at all times</p> <p>Increased frequency of cleaning to standards clearly laid out on checklist, recorded and reviewed by responsible person</p> <p>Deep clean conducted prior to reopening and performed daily whilst operational, including fogging with Biosan</p> <p>Increased frequency of sanitisation of contact points</p> <p>Desks, chairs and relevant collateral e.g. stationery, paperwork, printer sanitised between users</p> <p>Floor markings to display areas for safe social distancing</p> <p>Hand sanitiser available esp. for use before/after handling shared surfaces e.g. desk, stationery</p> <p>All staff signed off on training regarding procedural changes, cough etiquette, social distancing & hand hygiene and identifying symptoms. Signage put up to support training and maintain raised awareness.</p> <p>Doors and windows propped open where possible to reduce contact points and improve ventilation</p> <p>Removal of all non-essential collateral to reduce contact points</p>
Kitchen, prep rooms & dry stores	<p>Transmission via infected person</p> <p>Transmission via infected surface</p>		<p>Deep clean conducted prior to reopening including appropriate legionella precautions, pest control checks and fogging with Biosan</p> <p>Deep clean to to standards clearly laid out on checklist, recorded and reviewed by responsible person, including fogging with Biosan conducted daily</p> <p>All staff signed off on training regarding procedural changes, cough etiquette, social distancing & hand hygiene and identifying symptoms. Signage put up to support training and maintain raised awareness.</p> <p>Doors and windows propped open where possible to reduce contact points and improve ventilation</p> <p>Removal of all non-essential collateral to reduce contact points</p> <p>Where 2 m distance not possible, appropriate PPE worn and side-by-side or back-to-back working practice observed and close contact activity must be kept to minimum possible frequency and duration at all times</p> <p>Increased frequency of cleaning to standards clearly laid out on checklist, recorded and reviewed by responsible person</p> <p>Increased frequency of sanitisation of contact points</p>

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Bar & cellar	<p>Transmission via infected person</p> <p>Transmission via infected surface</p>		<p>Deep clean conducted prior to reopening including appropriate legionella precautions, pest control checks and fogging with Biosan</p> <p>Deep clean to to standards clearly laid out on checklist, recorded and reviewed by responsible person, including fogging with Biosan conducted daily</p> <p>Where 2 m distance not possible, appropriate PPE worn and side-by-side or back-to-back working practice observed and close contact activity must be kept to minimum possible frequency and duration at all times</p> <p>Increased frequency of cleaning to standards clearly laid out on checklist, recorded and reviewed by responsible person</p> <p>Increased frequency of sanitisation of contact points</p> <p>All staff signed off on training regarding procedural changes, cough etiquette, social distancing & hand hygiene and identifying symptoms. Signage put up to support training and maintain raised awareness.</p> <p>Doors and windows propped open where possible to reduce contact points and improve ventilation</p> <p>Removal of all non-essential collateral to reduce contact points</p>
Staff toilets	<p>Transmission via infected person</p> <p>Transmission via infected surface</p>	<p>Cleaned daily</p> <p>Deep cleaned weekly</p>	<p>Deep clean conducted prior to reopening including appropriate legionella precautions, pest control checks and fogging with Biosan</p> <p>Deep clean to to standards clearly laid out on checklist, recorded and reviewed by responsible person, including fogging with Biosan conducted daily</p> <p>Paper towels and a hands-free bin for these to be disposed in to be provided</p> <p>Liquid hand soap provided and replenished regularly throughout the day</p> <p>Increased frequency of cleaning to standards clearly laid out on checklist, recorded and reviewed by responsible person</p> <p>Increased frequency of sanitisation of contact points throughout the day</p> <p>Signage displayed reminding best practice for hand hygiene</p>

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Rooms & laundry	<p>Transmission via infected person</p> <p>Transmission via infected surface</p>		<p>Deep clean conducted prior to reopening including appropriate legionella precautions, pest control checks and fogging with Biosan</p> <p>Deep clean to standards clearly laid out on checklist, recorded and reviewed by responsible person, including fogging with Biosan conducted daily</p> <p>Minimum number of persons possible in a bedroom, store room, utility or laundry room at any one time.</p> <p>Where 2 m distance not possible, appropriate PPE worn and side-by-side or back-to-back working practice observed and close contact activity must be kept to minimum possible frequency and duration at all times</p> <p>Gloves to be offered as PPE. They must be worn if handling anything with suspected high coronavirus contamination risk.</p> <p>Increased frequency of cleaning to standards clearly laid out on checklist, recorded and reviewed by responsible person</p> <p>Increased frequency of sanitisation of contact points</p> <p>All staff signed off on training regarding procedural changes, cough etiquette, social distancing & hand hygiene and identifying symptoms. Signage put up to support training and maintain raised awareness.</p> <p>Doors and windows propped open where possible to reduce contact points and improve ventilation</p> <p>Removal of all non-essential collateral to reduce contact points</p> <p>Rigorous review of best working practices conducted followed up with implementation of new checklists.</p> <p>Hands must be washed/sanitised and clean PPE worn (where appropriate) between contact with dirty and clean linen</p> <p>Quick hot wash to be run between use for guest linen and grubbies, napkins, cleaning cloths</p> <p>Dirty linen to be stored in individual sealed laundry bags, not on floor or surfaces</p> <p>Tubs for carrying clean linen, crockery, etc. to be sanitised inside & out between use</p> <p>Colour-coded cloths to be used for different areas. Cloths to be washed at min. 60C for full cycle between use in different rooms.</p> <p>Soft-furnishing to be fogged with Biosan between guests</p>
Food storage (chillers, freezer, dry stores)	<p>Transmission via infected person</p> <p>Transmission via infected surface</p>	<p>Regular cleaning</p> <p>Correct storage and stock rotation checked daily to minimise cross-contamination and wastage</p>	<p>Only 1 person in the cold room at any one time.</p> <p>Minimum number of persons possible in a store room at any one time.</p> <p>All door & unit handles, light switches and contact points to be regularly sanitised throughout the day.</p> <p>Fogging machine used in all ambient rooms at the end of the day, to offer enhanced sanitisation.</p> <p>Fridges emptied and sanitised every day</p> <p>Signage up to remind employees of safe working practices</p>

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Work benches and tables	Transmission via infected person Transmission via infected surface	Sanitised regularly throughout the day. Deep cleaned at end of day.	Frequency of regular sanitisation increased to every 20 minutes minimum. Fogging machine to be used at end of day for enhanced sanitisation. Signage up to remind employees of safe working practices
Equipment	Transmission via infected person Transmission via infected surface	All equipment that can be, to be run through dishwasher after use and left to air dry. All other equipment thoroughly cleaned by hand after each use.	All handles, switches and other touch points on equipment to be sanitised after use - either by running through dishwasher, or by hand with BSEN 1276 compliant product
Dishwashing	Transmission via infected person Transmission via infected surface	All dishes run through commercial dishwasher and left to air dry. Dishwasher deep cleaned mid-way through day and at end of the day. Dishwasher serviced regularly to ensure functioning correctly.	Anything that cannot go through dishwasher e.g. wooden boards, to be washed in hot, soapy water and left to air dry, then sanitised before use.
Working on section [kitchen]	Transmission via infected person Transmission via infected surface	Kitchen extraction used to improve ventilation and reduce temperature	Demarcation of safe distancing from other stations clearly marked on floor and benches. Appropriate PPE to be worn at all times Working side-by-side or back-to-back at all times when within 2 m of each other. Hands washed every 20 minutes, minimum. Signage up to remind employees of safe working practices Staffing levels assessed to allow safe working distances whilst working
Service [kitchen]	Transmission via infected person Transmission via infected surface	Kitchen extraction used to improve ventilation and reduce temperature. Windows open where possible to improve ventilation and reduce temperature (perspiration risk)	Background noise kept to a minimum to avoid need for raised voices. Service bell to be used only by Pass chef. To be sanitised between services.
Outdoor areas (guest areas, bins and storage)	Transmission via infected person Transmission via infected surface	Bins and surrounding area cleaned weekly with jet wash All access routes kept clear of obstructions All surfaces for deliveries cleaned daily	Bin lids to be sanitised regularly throughout the day
Deliveries	Transmission via infected person Transmission via infected surface	Goods stored in correct areas to minimise cross-contamination risk. Correct paperwork to be completed and filed.	Deliveries to be received outside of the hotel; delivery drivers not to enter the hotel where avoidable. Contact all suppliers to discuss their measures and controls for all goods delivered.
Floor [kitchen & bar]	Transmission via infected person Transmission via infected surface	Swept throughout the day Swept, scrubbed & mopped at end of day	Deep cleaned daily Misted with sanitiser at end of day

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Glasswashing	<p>Transmission via infected person</p> <p>Transmission via infected surface</p>	<p>All glassware run through commercial glasswasher and left to air dry</p> <p>Dishwasher cleanliness monitored throughout day and spot cleaned where necessary</p> <p>Dishwasher deep cleaned at end of day</p>	<p>Glasswasher serviced regularly to ensure functioning correctly.</p>
Ice machine	<p>Transmission via infected person</p> <p>Transmission via infected surface</p>	<p>Ice machine serviced regularly to ensure functioning correctly</p> <p>Machine deep cleaned weekly</p>	<p>All contact points to be sanitised between use by different persons</p>
Working on section [bar]	<p>Transmission via infected person</p> <p>Transmission via infected surface</p>		<p>Appropriate PPE to be worn at all times</p> <p>Minimum number of persons working on bar at any one time. Where 2 m distance not possible, appropriate PPE worn and side-by-side or back-to-back working practice observed and close contact activity must be kept to minimum possible frequency and duration at all times</p> <p>Frequency of handwashing to be increased</p> <p>Signage up to remind employees of safe working practices</p> <p>Demarcation of safe distancing from bar for general traffic in restaurant</p> <p>Demarcation of safe distancing when restaurant staff using bar till</p>
Contact points	<p>Transmission via infected person</p> <p>Transmission via infected surface</p>	<p>Sanitised daily</p>	<p>Sanitised regularly at increased frequency throughout the day</p> <p>Clean cloth used for sanitising each zone e.g. toilets, guest lounge, office</p>