

Hazard/Exposure	Risk	Current measures	Recommended measures
Prior to entering hotel [guests]	Transmission via infected person  Transmission via infected surface	Regular cleaning & sanitisation of contact points	Pre-arrival email sent out detailing changes to procedures ahead of arrival  Queueing area set up along access walkway outside of venue  Clear signage to explain one-way system for entry/egress of venue, social distancing whilst queueing, cough etiquette and hand hygiene  Floor markings to aid social distancing  Hand sanitiser available at entrance/exit points to venue  Increased frequency of cleaning to standards clearly laid out on checklist, recorded and reviewed by responsible person  Increased frequency of sanitisation of contact points  Doors propped open where possible to reduce contact points
Check in/reception [guests]	Transmission via infected person  Transmission via infected surface	Regular cleaning & sanitisation of contact points  Contact details collected prior to arrival  Pre-arrival email sent out	Review of prearrival email to include changes to procedures and raise awareness of conduct expectations relating to hand hygiene, social distancing and awareness of symptoms  Encourage downloading of newly developed app to aid quality of experience and compensate for removal of collateral e.g. room folders, menus, map sessions  Ensure all employees are safe to work (self assessment prior to arrival; visual symptom check, temperature check on arrival, by responsible person; health questionnaire completed via Deputy scheduling software when clocking in)  Increased frequency of cleaning to standards clearly laid out on checklist, recorded and reviewed by responsible person  Deep clean conducted prior to reopening and performed daily whilst operational, including fogging with Biosan  Increased frequency of sanitisation of contact points  Reception desk and relevant collateral e.g. stationery, paperwork, room keys sanitised between guests  Floor markings to display areas for safe social distancing  Staff to wear appropriate PPE and/or implementation of clear screen where 2 m distancing not possible  Hand sanitiser available esp. for use before/after handling shared surfaces e.g. desk, stationery  All staff signed off on training regarding procedural changes, cough etiquette, social distancing & hand hygiene  Guests offered opportunity to opt-out of staff interaction e.g. escorting to room, assistance with luggage  Doors propped open where possible to reduce contact points and improve ventilation  Removal of all non-essential collateral (leaflets, flyers, visitors book) to reduce contact points

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Room	<p>Transmission via infected person</p> <p>Transmission via infected surface</p>	<p>Regular cleaning &amp; sanitisation of contact points</p> <p>Deep cleaning of room between guests</p>	<p>Ensure all employees are safe to work (self assessment prior to arrival; visual symptom check, temperature check and observation of correct handwashing technique on arrival, by responsible person; health questionnaire completed via Deputy scheduling software when clocking in)</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 between guests</p> <p>Review of in-room collateral to minimise contact points</p> <p>Guests to be allowed to "personalise" collateral in room to minimise contact points</p> <p>New app to contain all relevant information regarding awareness of symptoms, best practice for hand hygiene, cough etiquette and social distancing, as well as reporting process of suspected illness and self-isolation practice</p> <p>Removal of all feather pillows</p> <p>All bed linen to be anti-allergenic, washed at min. 60C on full cycle between uses</p> <p>Suspected contaminated rooms to be left for 72 hours prior to entry or decontaminated, wearing appropriate PPE, using fogging machine</p> <p>Suspected contaminated linen to be sealed in double-lined laundry bag, stored for 72 hours prior to washing on own at min. 60C for full cycle before next use</p> <p>Suspected contaminated refuse to be double-bagged and stored for 72 hours before disposing in general waste</p>
Resident lounge	<p>Transmission via infected person</p> <p>Transmission via infected surface</p>	<p>Regular cleaning &amp; sanitisation of contact points</p> <p>Deep cleaning of areas daily</p>	<p>Movement of furniture to enable safe social distancing. Zones explained to guests at check in.</p> <p>Hand sanitiser available</p> <p>Increased frequency of sanitisation of contact points throughout the day</p> <p>Daily deep clean to standards clearly laid out on checklist, recorded and reviewed by responsible person, including fogging with Biosan</p> <p>Review removal of all non-essential collateral e.g. coverings, books, magazines, leaflets to reduce number of contact points</p> <p>Doors and windows propped open where possible to improve ventilation and reduce contact points</p>

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Dining in restaurant	Transmission via infected person  Transmission via infected surface	<p>Regular cleaning &amp; sanitisation of contact points</p> <p>Deep cleaning of areas daily</p> <p>Tables cleaned &amp; sanitised between guests. Deep cleaned every 24 hours</p> <p>Dirty cutlery &amp; crockery taken directly to KP area to be washed through commercial dishwasher between use to minimise risk of cross-contamination</p> <p>Dirty glassware taken directly to bar to be washed through commercial glasswasher between use to minimise risk of cross-contamination</p> <p>Regular handwashing observed by all staff</p> <p>All FSS, HSE and environmental health standards rigorously followed, recorded and reviewed in all food preparation and service areas</p> <p>Trays used where appropriate to minimise handling of glassware, crockery, etc.</p> <p>Used napkins removed immediately and placed in appropriate bin, prior to correct washing on full cycle at min. 60C to minimise risk of cross-contamination</p> <p>Soft furnishing spot cleaned</p> <p>Floors swept throughout day and mopped daily</p>	<p>Ensure all employees are safe to work (self assessment prior to arrival; visual symptom check, temperature check and observation of correct handwashing technique on arrival, by responsible person; health questionnaire completed via Deputy scheduling software when clocking in)</p> <p>All staff signed off on training regarding procedural changes, cough etiquette, social distancing &amp; hand hygiene</p> <p>Review maximum capacity, move furniture and use floor markings to allow for safe social distancing</p> <p>Guests encouraged to wait at reception before being escorted to table</p> <p>Guest belongings to be kept with them at the table to minimise risk of others coming into contact with potentially contaminated surfaces</p> <p>Hand sanitiser available at entrance and additional locations</p> <p>Increased frequency of handwashing/sanitising from all employees including before and after handling any 'shared surface' e.g. glassware, crockery, card machine, cash, stationery</p> <p>All shared surfaces e.g. till screens, trays, card machine, high chairs to be sanitised between use by different persons</p> <p>Increased frequency of sanitisation of contact points throughout the day</p> <p>Chair backs, table edges and surfaces to be sanitised between guests using clean cloth every time</p> <p>Deep clean conducted prior to reopening including appropriate pest control checks and fogging with Biosan</p> <p>Daily deep clean to standards clearly laid out on checklist, recorded and reviewed by responsible person, including fogging with Biosan at end of day, to include floor, soft furnishings, low contact points</p> <p>Doors and windows propped open where possible to improve ventilation and reduce contact points</p> <p>Appropriate PPE to be worn by relevant persons at all times and unavoidable close contact to be kept to a minimum frequency and duration e.g. only 1 member of staff at a guest table at any one time.</p> <p>Screens to be implemented around tables where 2 m distancing is not possible, as well as side-by-side and/or back-to-back positioning</p> <p>All non-essential table furniture e.g. candles, cutlery, napkins, condiment cruets to be kept away from the table unless requested and/or until required by guests. All items to be sanitised between guest use.</p> <p>Menus to be available to download onto personal devices to reduce contact points</p> <p>All orders and payments to be taken at the table</p> <p>All relevant equipment e.g. dishwasher to be serviced regularly and to have calibration checked to ensure properly functioning</p> <p>Contactless payment methods encouraged. Cash can be accepted but must be sanitised before handling. Change to be sanitised before passing to guest.</p> <p>Napkin bin to be lined with sealable laundry bag to minimise risk of contact with potentially contaminated surfaces</p> <p>Contact name, phone number, date, arrival time, table number and where possible departure time to be recorded for every guest and securely stored for 21 days</p> <p>Self-service breakfast buffet removed - items dispensed on order from back-of-house directly to guest tables</p> <p>Breakfast set-up will be left on tables at end of night. All tables will be fogged with Biosan and room locked until following morning.</p>

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Public toilets	Transmission via infected person	Checked and spot cleaned throughout the day	Liquid hand soap provided and replenished regularly throughout the day
	Transmission via infected surface	Soaps, toilet rolls replenished as required throughout the day  Deep cleaned every 24 hours	Increased frequency of cleaning to standards clearly laid out on checklist kept in public view, recorded and reviewed by responsible person  Increased frequency of sanitisation of contact points throughout the day  Sanitiser available at point of entry/exit  Occupancy reduced to 1 person in each washroom at any one time to facilitate safe social distancing  Signage in place to clearly show when toilets are in use to minimise risk of close contact  Doors and windows propped open where possible to reduce contact points and improve ventilation  Ensure all staff are trained in the use of, and provided with the correct PPE to carry out their cleaning duties. Training signed off and reviewed regularly.  Provide a training programme with all the relevant teams to ensure knowledge and standards of cleaning requirements  Have cleaning in progress signage  Perform a deep clean of these areas at night including fogging with Biosan  Provide materials for sanitising surfaces e.g. baby changing facilities  Recommend hotel residents use facilities within their rooms
Outside dining area	Transmission via infected person	Table service offered	Ensure all employees are safe to work (self assessment prior to arrival; visual symptom check, temperature check on arrival, by responsible person; health questionnaire completed via Deputy scheduling software when clocking in)
	Transmission via infected surface	Tables cleaned between guests  Deep cleaning of areas daily  Tables cleaned & sanitised between guests. Deep cleaned every 24 hours  Dirty cutlery & crockery taken directly to KP area to be washed through commercial dishwasher between use to minimise risk of cross-contamination  Dirty glassware taken directly to bar to be washed through commercial glasswasher between use to minimise risk of cross-contamination  Regular handwashing observed by all staff  All FSS, HSE and environmental health standards rigorously followed, recorded and reviewed in all food preparation and service areas  Trays used where appropriate to minimise handling of glassware, crockery, etc.  Used napkins removed immediately and placed in appropriate bin, prior to correct washing on full cycle at min. 60C to minimise risk of cross-contamination	All staff signed off on training regarding procedural changes, cough etiquette, social distancing & hand hygiene  Review maximum capacity, move furniture and use floor markings to allow for safe social distancing  Hand sanitiser available  Increased frequency of handwashing/sanitising from all employees including before and after handling any 'shared surface' e.g. glassware, crockery, card machine, cash, stationery  Appropriate PPE to be worn by relevant persons at all times and unavoidable close contact to be kept to a minimum frequency and duration e.g. only 1 member of staff at a guest table at any one time.  All non-essential table furniture e.g. candles, cutlery, napkins, condiment cruets to be kept away from the table unless requested and/or until required by guests. All items to be sanitised between guest use.  Menus to be available to download onto personal devices to reduce contact points  All orders and payments to be taken at the table  All relevant equipment e.g. dishwasher to be serviced regularly and to have calibration checked to ensure properly functioning  Contactless payment methods encouraged  Tables to be cleaned of all debris using clean cloth and tables, benches & chairs misted with biosan between guests  Napkin bin to be lined with sealable laundry bag to minimise risk of contact with potentially contaminated surfaces  Contact name, phone number, date, arrival time, table number and where possible departure time to be recorded for every guest and securely stored for 21 days  Signage to be used to show when outside tables have been sanitised between guests and are safe for new guests to use