

| Hazard/Exposure | Risk | Current measures | Recommended measures |
|----------------------------------|--|---|---|
| Prior to entering hotel [guests] | <p>Transmission via infected person</p> <p>Transmission via infected surface</p> | <p>Pre-arrival email sent out detailing changes to procedures ahead of arrival</p> <p>Queueing area set up along access walkway outside of venue</p> <p>Clear signage to explain one-way system for entry/egress of venue, social distancing whilst queueing, cough etiquette and hand hygiene</p> <p>Floor markings to aid social distancing</p> <p>Hand sanitiser available at entrance/exit points to venue</p> <p>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>Doors propped open where possible to reduce contact points</p> | Maintain current measures. Review inline with any/all governmental protocol changes |
| Check in/reception [guests] | <p>Transmission via infected person</p> <p>Transmission via infected surface</p> | <p>Prearrival email include changes to procedures and raise awareness of conduct expectations relating to hand hygiene, social distancing and awareness of symptoms</p> <p>Encourage downloading of newly developed app to aid quality of experience and compensate for removal of collateral e.g. room folders, menus, map sessions</p> <p>Ensuring 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)</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>Face-coverings worn by all relevant persons, at all required times, inline with governmental protocols</p> <p>Reception desk and relevant collateral e.g. stationery, paperwork, room keys sanitised between guests</p> <p>Floor markings to display areas for safe social distancing</p> <p>Staff wear appropriate PPE observe correct social distancing at all times</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</p> <p>Guests offered opportunity to opt-out of staff interaction e.g. escorting to room, assistance with luggage</p> <p>Doors propped open where possible to reduce contact points and improve ventilation</p> <p>Removal of all non-essential collateral (leaflets, flyers, visitors book) to reduce contact points</p> | Maintain current measures. Review inline with any/all governmental protocol changes |
| Room | <p>Transmission via infected person</p> <p>Transmission via infected surface</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 to standards clearly laid out on checklist, recorded and reviewed by responsible person, including fogging with Biosan conducted between guests</p> <p>In-room collateral reduced to minimise contact points</p> <p>App available containing 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 now be anti-allergenic, washed on full cycle between uses using non-biological detergent</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 washed on full cycle between uses using non-biological detergent</p> <p>Suspected contaminated refuse to be double-bagged and stored for 72 hours before disposing in general waste</p> | Maintain current measures. Review inline with any/all governmental protocol changes |
| Resident lounge | <p>Transmission via infected person</p> <p>Transmission via infected surface</p> | <p>Movement of furniture to enable safe social distancing. Zones explained to guests at check in.</p> <p>Hand sanitiser available</p> <p>Face-coverings worn by all relevant persons, at all required times, inline with governmental protocols</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> | Maintain current measures. Review inline with any/all governmental protocol changes |

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| Dining in restaurant | <p>Transmission via infected person</p> <p>Transmission via infected surface</p> | <p>Regular cleaning & sanitisation of contact points</p> <p>Deep cleaning of areas daily</p> <p>Dirty cutlery & 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/ hand-sanitising observed by all staff</p> <p>All FSS, HSE and environmental health standards rigourously 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 using non-biological detergent to minimise risk of cross-contamination</p> <p>Soft furnishing spot cleaned</p> <p>Floors swept throughout day and mopped daily</p> <p>Ensuring 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 & hand hygiene</p> <p>Background music played only at appropriate volume, inline with governmental protocols</p> <p>Maximum capacity lowered, furniture moved/removed and use of floor markings to allow for safe social distancing</p> <p>Guests wait at reception before being escorted to table, using doorbell to attract attention</p> <p>Face-coverings worn by all relevant persons, at all required times, inline with governmental protocols</p> <p>Guest belongings 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 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</p> <p>1m+ distancing implemented, including screens between tables where possible, side-by-side and/or back-to-back positioning</p> <p>All non-essential table furniture e.g. candles, cutlery, napkins, condiment cruets kept away from the table unless requested and/or until required by guests. All items to be sanitised between guest use.</p> <p>Menus available to download onto personal devices to reduce contact points</p> <p>All orders and payments 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 sanitised before passing to guest.</p> <p>Napkin bin 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 recorded for every guest and securely stored inline with governmental requirements</p> <p>Self-service breakfast buffet removed - items dispensed on order from back-of-house directly to guest tables</p> <p>Breakfast set-up left on tables at end of night. All tables fogged with Biosan and room locked until following morning.</p> | <p>Maintain current measures. Review inline with any/all governmental protocol changes</p> |

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| Public toilets | <p>Transmission via infected person</p> <p>Transmission via infected surface</p> | <p>Checked and spot cleaned throughout the day</p> <p>Soaps, toilet rolls replenished as required throughout the day</p> <p>Deep cleaned every 24 hours</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 kept in public view, recorded and reviewed by responsible person</p> <p>Increased frequency of sanitisation of contact points throughout the day</p> <p>Sanitiser available at point of entry/exit</p> <p>Occupancy reduced to 1 person in each washroom at any one time to facilitate safe social distancing</p> <p>Signage in place to clearly show when toilets are in use to minimise risk of close contact</p> <p>Doors and windows propped open where possible to reduce contact points and improve ventilation</p> <p>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.</p> <p>Provide a training programme with all the relevant teams to ensure knowledge and standards of cleaning requirements</p> <p>Have cleaning in progress signage</p> <p>Perform a deep clean of these areas at night including fogging with Biosan</p> <p>Provide materials for sanitising surfaces e.g. baby changing facilities</p> <p>Recommend hotel residents use facilities within their rooms</p> | <p>Maintain current measures. Review inline with any/all governmental protocol changes</p> |
| Outside dining area | <p>Transmission via infected person</p> <p>Transmission via infected surface</p> | <p>Table service offered</p> <p>Tables cleaned between guests</p> <p>Deep cleaning of areas daily</p> <p>Tables cleaned & sanitised between guests. Deep cleaned every 24 hours</p> <p>Dirty cutlery & 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 rigourously 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 using non-biological detergent to minimise risk of cross-contamination</p> <p>Ensuring 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)</p> <p>All staff signed off on training regarding procedural changes, cough etiquette, social distancing & hand hygiene</p> <p>Hand sanitiser available</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>Appropriate PPE worn by relevant persons at all times and unavoidable close contact to be kept to a minimum frequency and duration</p> <p>All non-essential table furniture e.g. candles, cutlery, napkins, condiment cruets kept away from the table unless requested and/or until required by guests. All items to be sanitised between guest use.</p> <p>Menus available to download onto personal devices to reduce contact points</p> <p>All orders and payments taken at the table</p> <p>All relevant equipment e.g. dishwasher serviced regularly and to have calibration checked to ensure properly functioning</p> <p>Contactless payment methods encouraged</p> <p>Tables cleaned of all debris using clean cloth and tables, benches & chairs misted with biosan between guests</p> <p>Napkin bin 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 recorded for every guest and securely stored inline with governmental requirements</p> <p>Signage used to show when outside tables have been sanitised between guests and are safe for new guests to use</p> <p>Guests to arrive via hotel reception to aid with contact data collection and protocol compliance</p> | <p>Maintain current measures. Review inline with any/all governmental protocol changes</p> |