



## COVID 19 SECURE RISK ASSESSMENT

**Business Name and Address:**

Falcon Hotel (Cornwall) Ltd., Breakwater Road, Bude, Cornwall, EX23 8SD  
Phone Number: 01288 352005

**Type of Operation:**

Hotel

**Services Provided:**

29 bedrooms with 2 restaurants and bars, outside terraces and gardens, a function room and a self-contained apartment

**What are the Hazards?**

SARS-CoV-2 is a respiratory virus that can invade a host via the respiratory route or via hand to eye/mouth/nose contact, causing the disease Covid-19. People who appear healthy may be carrying and shedding the virus, which can be passed on either directly or indirectly to others. This means we need to assume that anyone could be carrying the virus.

**Who might be harmed?**

All Staff, Hotel Residents, Day Guests, Visitors, Contractors, vulnerable groups – elderly, pregnant workers, those with existing underlying health conditions

**Prepared by:**

Christine and Rupert Brendon, Proprietors

**The routes of transmission (how the hazard can cause harm)**

- Direct contact to face – eyes, nose from droplets or aerosols spraying from an infected person onto another person who is in close contact
- Contamination via droplets from sneezing and coughing landing on surfaces and then transferring via hands on to eyes and nose and mouth. Other means of secretions getting on to surfaces could be from infected people touching their eyes, nose and mouth and then touching surfaces with contaminated hands
- Contaminated hands of infected people can transfer the virus directly to others (e.g. handshakes) or on to hand contact surfaces which can be picked up by other people's hands and transferred to their eyes, nose or mouth
- Possible transmission from faeces to hands and then directly or indirectly to the body via hands and hand contact surface transfer

**The main controls are:**

- Social distancing in accordance with government guidelines (rule of 6 as of 14 September 2020)
- Face coverings for all staff and guests in common areas
- Disinfecting hand contact surfaces
- Hand washing and hand sanitiser use at key moments
- Not touching eyes, mouth or nose with contaminated fingers (if used)

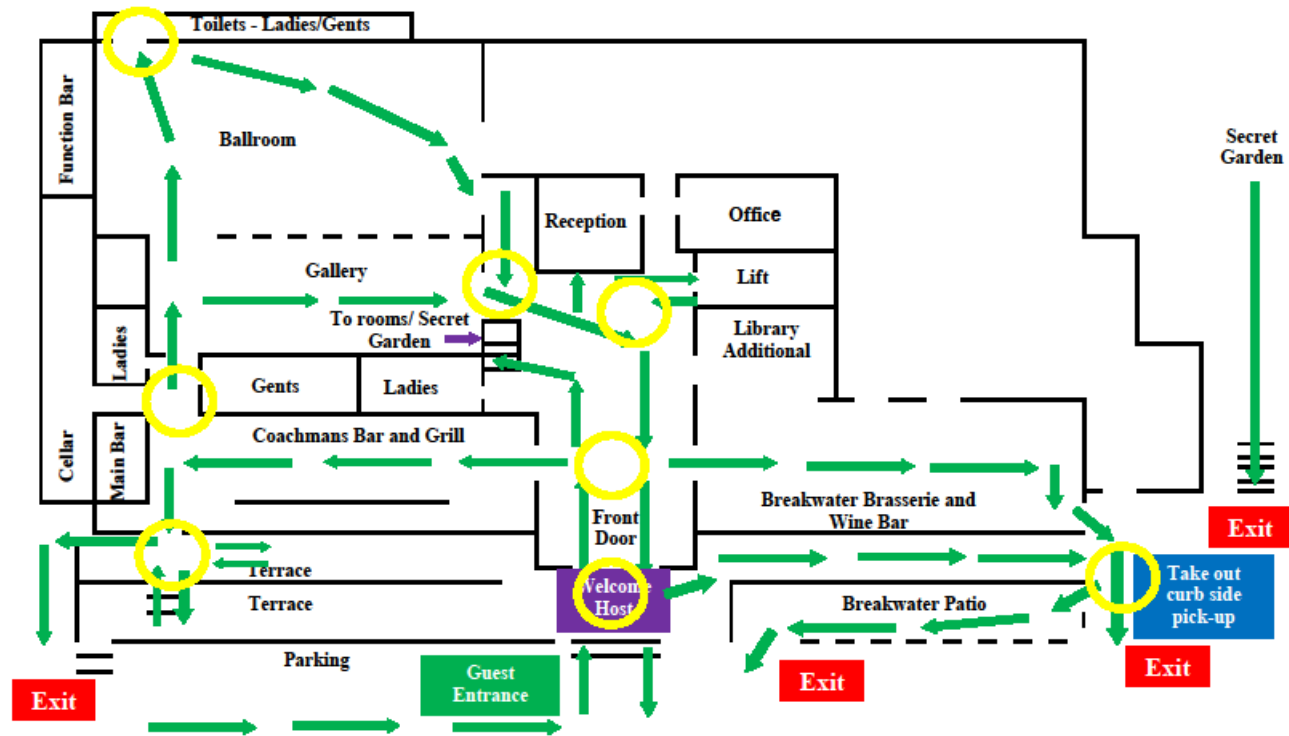
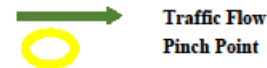
**Hotel Traffic Flow systems:**

- We have 3 systems of traffic flow within the hotel – i) for Hotel Residents and Day Guests ii) staff food and drink service, and iii) staff arrivals and departures



## GROUND FLOOR TRAFFIC PLAN - HOTEL RESIDENTS AND DAY GUESTS

WASH HANDS AND/OR SANTITIZE OFTEN, KEEP SOCIALLY DISTANCED  
AT PINCH POINTS GIVE WAY TO PEOPLE IN THE ZONE OR PASS BACK-TO-BACK

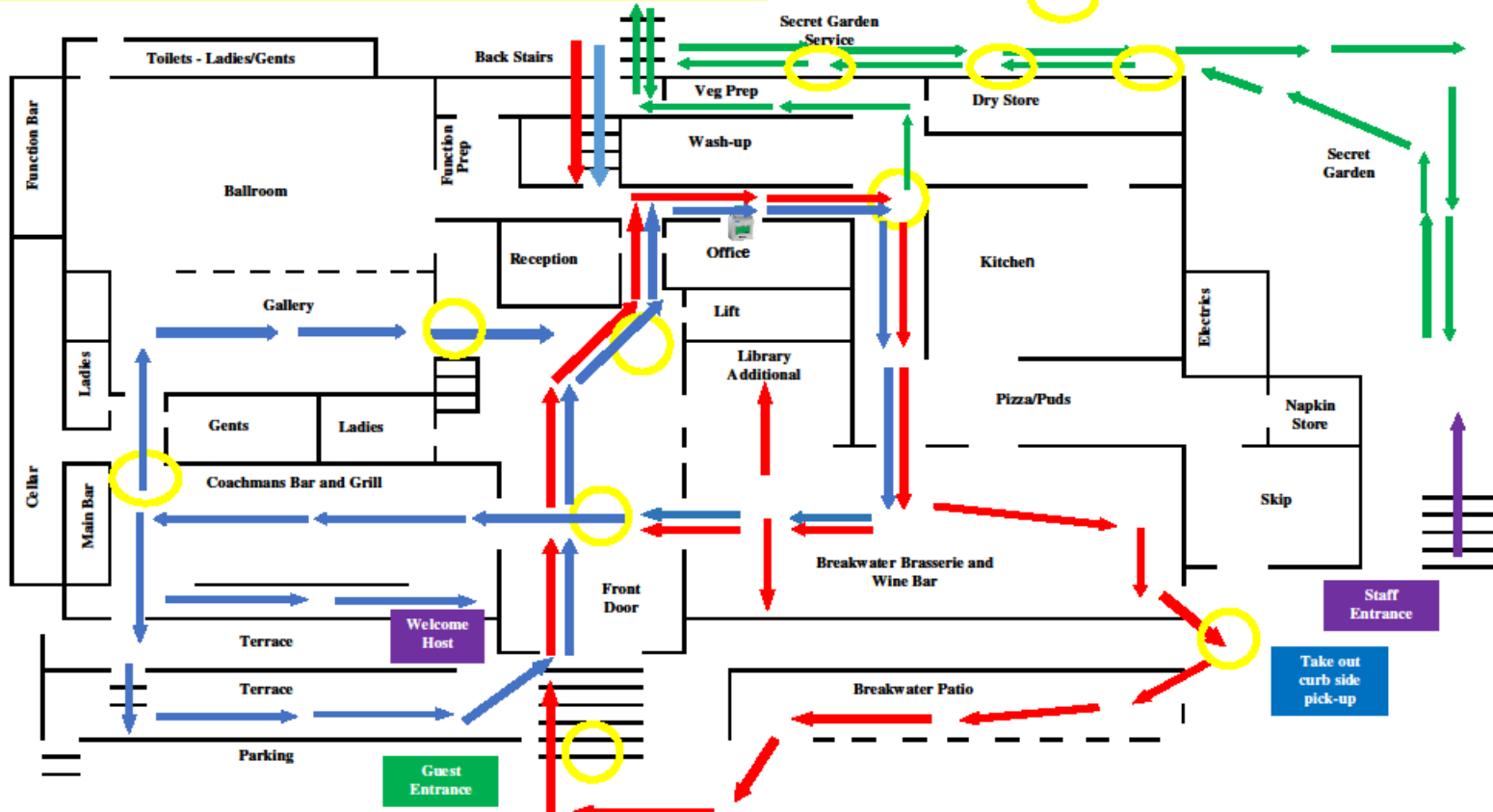




# GROUND FLOOR TRAFFIC PLAN - STAFF AND FOOD SERVICE

WASH HANDS AND/OR SANITIZE OFTEN, KEEP SOCIALLY DISTANCED  
AT PINCH POINTS GIVE WAY TO PEOPLE IN THE ZONE OR PASS BACK-TO-BACK

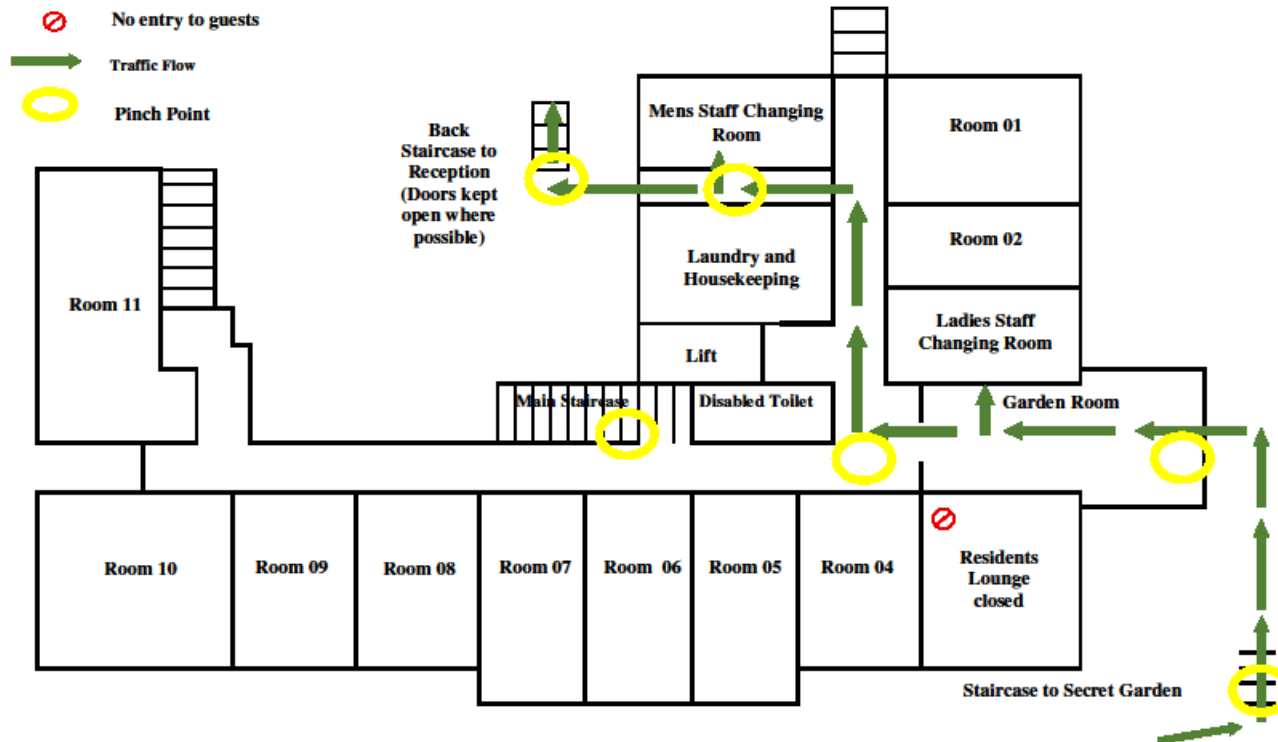
Breakwater Brasserie  
Coachman's Bar  
Secret Garden  
Pinch Point





## STAFF - ARRIVALS AND DEPARTURES!! ✈️

**WASH HANDS AND/OR SANITIZE OFTEN, KEEP SOCIALLY DISTANCED**  
**AT PINCH POINTS GIVE WAY TO PEOPLE IN THE ZONE OR PASS BACK TO BACK**



<b>HOTEL GENERAL</b>	
<b>Item</b>	<b>Our Controls</b>
<b>Back to work (fitness to work) policy</b>	<ul style="list-style-type: none"> <li>• We will carry out a return to work assessment of staff and their circumstances with respect to COVID-19 (within guidelines for GDRP).</li> <li>• Specifically i) staff with symptoms/living with someone with symptoms ii) staff who are either extremely vulnerable or vulnerable or who are living with someone who is shielding iii) staff living with nurses/doctors etc., iv) those who have been close to somebody who now has COVID-19</li> <li>• We will ensure that those who have been advised to stay at home do not come to work</li> </ul>
<b>Disinfection</b>	<ul style="list-style-type: none"> <li>• A detailed cleaning and disinfecting service will be conducted prior to start-up. This will include attention to protection against Legionella. Water system will be flushed for 2 minutes +. Showerheads removed and disinfected with Milton</li> <li>• Cleaning schedules will be modified throughout the hotel to enable more frequent cleaning and disinfecting of objects and surfaces that are touched regularly. Focus will be in areas of high use such as door handles, light switches, reception areas, lifts, stair railings, staff changing rooms using appropriate cleaning products and methods. Daily records will be kept.</li> <li>• Areas will first be cleaned using general cleaning products (or hot soapy water). Then disinfected using Virbact Multi-surface cleaner (EN 14476), or Sodium hypochlorite solid white powder dissolved in water</li> <li>• Cleaning plans will be developed to minimize returning to areas that have already been cleaned.</li> <li>• Cleaning cloths will be area specific so as not to transport the virus from one place to another</li> <li>• Using signs and posters to build awareness to and provide regular reminders of hygiene standards</li> <li>• Rigorous checks will be conducted by Key Managers</li> </ul>
<b>Ventilation</b>	<ul style="list-style-type: none"> <li>• Doors and windows will be opened/kept ajar to encourage ventilation</li> <li>• The risk of transmission using ceiling/desk fans and air conditioning is extremely low provided there is adequate supply of fresh air and ventilation in the area being used. Their use could improve the circulation of outside air and prevent pockets of stagnant air in occupied spaces. Therefore we will use them as required.</li> </ul>
<b>Hand Hygiene</b>	<ul style="list-style-type: none"> <li>• Government advice is this is the key measure to help stem transmission of the virus and must be frequent</li> <li>• Ensure hand washing/sanitizing facilities are available throughout the hotel for both staff and guests</li> <li>• Employees and Guests will be reminded on a regular basis to wash their hands for 20 seconds with water and soap and the importance of proper drying with disposable towels</li> <li>• Particularly important after using the toilet; before/after handling raw foods (meat/veg); before eating or handling food; after blowing nose, sneezing/coughing; before/after treating a wound; after touching animals</li> <li>• People will also be reminded to catch coughs and sneezes in tissues and to avoid touching face, eyes, nose or mouth with unclean hands</li> </ul>

	<ul style="list-style-type: none"> <li>• Paper towels will be available in all washrooms (as a safer alternative to hand dryers)</li> <li>• Posters will be used to remind staff and guests of public health advice</li> </ul>
<b>Social distancing goal</b>	<ul style="list-style-type: none"> <li>• Maintain social distancing guidance, where possible, (arriving, departing, and travelling around the hotel)</li> <li>• Specifically, 2m, or 1m + with risk mitigation where 2m is not viable is acceptable, e.g.: <ul style="list-style-type: none"> <li>- Rule of 6 for Tier 1 and single households/support bubbles Tier 2 (Tier 3 room service only)</li> <li>- further increasing the frequency of hand washing and surface cleaning</li> <li>- keeping activity time involved as short as possible</li> <li>- using screens or barriers to separate workers/customers from each other</li> <li>- back-to-back or side-to-side (vs face-to-face)</li> <li>- Fixed teams or partnering (so each person works with only a few others)</li> </ul> </li> <li>• Clear use of signage and floor markings to guide staff and guests through the hotel within the guidelines for social distancing</li> </ul>
<b>Menu operation and adaptation</b>	<ul style="list-style-type: none"> <li>• Menus have been designed and simplified to enable the Chef to prepare meals while maintaining social distancing requirements in the kitchen. As well to avoid any potential cross contamination</li> <li>• Breakfast – no buffet. Menu will be a la carte</li> </ul>
<b>First Aid</b>	<ul style="list-style-type: none"> <li>• We will prioritize safety during incidents</li> <li>• In an emergency (accident, provision of first aid, fire or break-in) people do not have to comply with social distancing guidelines if it would be unsafe</li> <li>• If involved, however, people must pay attention to sanitation measures immediately afterwards including washing hands</li> <li>• Review incident and emergency procedures to ensure they reflect social distancing principles</li> <li>• Consider whether we have enough appropriately trained staff to keep people safe (e.g. managing security)</li> </ul>
<b>When staff feel unwell</b>	<ul style="list-style-type: none"> <li>• All staff will be temperature checked upon arrival for work and will be required to self-certify that they do not have, nor have been in contact with anyone with COVID-19 symptoms (within guidelines of GDPR)</li> <li>• Those displaying symptoms will be sent home and advised to follow the stay at home guidance for Test and Trace (Currently self-isolate for at least 10 days. Anyone else in their household, or support bubble, must self-isolate for 14 days from when the symptoms started) <a href="http://www.nhs.uk/coronavirus">www.nhs.uk/coronavirus</a></li> <li>• Staff who have had close recent contact with someone who has coronavirus must self-isolate if NHS advises</li> <li>• Key Managers to keep in touch with the health of their staff and inform HR/Proprietors of any incidence of symptoms</li> <li>• If advised that a member of staff or public has developed COVID-19 and were recently on the hotel premises Proprietors must contact the Public Health Authority to discuss the case, identify people who have been in contact with them and take advice on any actions to be taken</li> </ul>

	<ul style="list-style-type: none"> <li>Individual staff members have a duty of care to keep Management informed as to the status of their health with respect to COVID-19</li> </ul>
<b>Smoking or vaping</b>	<ul style="list-style-type: none"> <li>Guests will be requested to smoke off the hotel premises</li> <li>There is a smoking area for staff at the top of the back garden of the hotel – only one member of staff is allowed in that area at a time</li> </ul>
<b>Number of staff at work</b>	<ul style="list-style-type: none"> <li>We will make every effort to minimize the number of staff working ‘on-site’ by encouraging work from home</li> <li>Review and/or redesign every job to see if the role can be performed remotely. (In the hospitality industry this likely will only be in the administrative area)</li> <li>Provide the necessary equipment to enable working from home (e.g. remote access to files, emails)</li> <li>Keep those working from home connected with the rest of the workforce (e.g. phone calls, e-mails, Falcon Family Facebook page)</li> <li>Be on high alert for those members of staff displaying mental anxiety and offer assistance</li> </ul>
<b>Customer capacity</b>	<ul style="list-style-type: none"> <li>We have assessed the appropriate maximum occupancy given the size and configuration of each area serving food and drink. Booking systems and processes have been configured to manage accordingly. <ul style="list-style-type: none"> <li>- Coachman’s bar (54)</li> <li>- Breakwater Brasserie and Wine Bar (44)</li> <li>- Gallery (20)</li> <li>- Terrace (30)</li> </ul> </li> <li>Assessments have considered total indoor and outdoor space and specific hotel characteristics such as furniture and likely pinch points and busy areas</li> </ul>
<b>Use of PPE</b>	<ul style="list-style-type: none"> <li>Current guidance is that workplaces should not encourage the precautionary use of extra PPE outside clinical settings unless risk of transmission is very high</li> <li>The degree of risk of transmission in the hotel is judged to be low managed largely by social distancing and frequent handwashing</li> <li>It is the hotel’s judgment that an exception will be housekeeping who, for their protection, should be required to wear masks, gloves and aprons particularly when cleaning guest bedrooms. These should be changed after cleaning each room</li> </ul>
<b>Use of Face Coverings</b>	<ul style="list-style-type: none"> <li>It is now mandatory for customers to wear face coverings when entering the hotel, common areas and corridors. Guests may remove face masks when seated at their table. Staff will wear masks at all times when inside the hotel. Kitchen staff are not required to wear face coverings in the kitchen area due to the excess heat and fire risk. Evidence suggests that a face covering does not protect you, but it may protect others if you are infected.</li> <li>As per guidance we will not use face coverings as a replacement for other ways of managing risk</li> </ul>



	<ul style="list-style-type: none"> <li>• Staff must wear a face covering safely: <ul style="list-style-type: none"> <li>- Wash hands before and after putting on a face covering</li> <li>-Avoid touching face or face covering, as you could contaminate with germs from hands</li> <li>-Change face covering if it is damp or you have touched it</li> <li>-continue to wash hands regularly</li> <li>-Change and wash face covering daily. If not washable dispose it in normal waste</li> <li>-Practice social distancing wherever possible</li> </ul> </li> </ul>
<b>CUSTOMER JOURNEY</b>	
<b>Pre-arrival Hotel Residents</b>	<ul style="list-style-type: none"> <li>• We have introduced a contactless check-in process. 3 days prior to arrival we will email or contact the guest with all the necessary information about the stay, our latest Covid-19 management processes, and information about the local areas</li> <li>• We will request that if the guest is displaying any symptoms of Covid-19 they call us to postpone their stay</li> </ul>
<b>Pre-arrival Hotel Residents and Day Guests</b>	<ul style="list-style-type: none"> <li>• Reservations must be made for dining indoors by both Hotel Residents and Day Guests</li> <li>• Reservation times will be staggered to assist in social distancing</li> <li>• We have extended our dining spaces to include our events rooms to ensure all diners can maintain appropriate social distancing</li> <li>• Table configurations will comply with government rules.</li> <li>• Floors will be marked with tape to indicate appropriate distance guidelines</li> <li>• To ensure we meet guidance for social distance inside we can only accept tables according to the Tier which the customer resides in. Tier 1 – rule of 6, Tier 2 – single households/support bubbles (substantial meal), Tier 3 - room service only.</li> <li>• Seating on the Terraces will be on a first come first served basis. Rule of 6 applies outside for Tier 1 and 2.</li> <li>• Hotel Residents will be asked if they would like table reservations during the contactless check-in process. They will also be required to book for breakfast</li> <li>• A telephone extension has been installed for FOH Hosts to take table reservations (as opposed to Receptionists)</li> <li>• We will request that if the guest is displaying symptoms of Covid-19 they postpone their visit</li> </ul>
<b>Arrival Hotel Residents and Day Guests</b>	<ul style="list-style-type: none"> <li>• All guests will be asked to enter the hotel through the main front door</li> <li>• Guests will be greeted and welcomed by a host who will direct them through the hotel’s one-way flow system to where they would like to go (Hotel Reception, Coachman’s Bar, Breakwater Brasserie, Gallery, or terraces)</li> <li>• The host will also make sure, if necessary, that queues are formed outside to manage a safe entry into the hotel</li> <li>• Where the hotel is unable to provide a one-way direction there will be instructions that guests either give way to those already in the ‘pinch point’ or pass through back-to-back</li> <li>• We have in place signage throughout the hotel detailing the guidelines we have in place to protect the guest and our staff and floor markings to denote social distancing guidelines</li> </ul>

	<ul style="list-style-type: none"> <li>• Hand sanitiser will be provided at the hotel entrance and throughout the property. We will ask guests to use these before entering the hotel</li> <li>• The lobby in the hotel has been reconfigured and marked out to ensure social distancing can be maintained</li> </ul>
<b>Check-in Hotel Residents</b>	<ul style="list-style-type: none"> <li>• A screen has been added to the reception desk. We request only 1 member per booking approach the desk</li> <li>• The check-in process has been streamlined. All guests will need do is pick-up their key at the desk (which will have been wiped and in a pre-sanitized envelope)</li> <li>• We will be keeping a temporary record of hotel resident contact details for 21 days to assist the NHS Test and Trace programme if required</li> <li>• Unfortunately, we will not be able to show guests around the hotel or their room</li> <li>• Special arrangements can be made, if necessary, to deliver luggage to outside the guest's room</li> <li>• Digital, non-contact Thermometers will be available if requested</li> </ul>
<b>Moving around the hotel</b>	<ul style="list-style-type: none"> <li>• Guests are welcome to use the lifts but only 1 person or 1 household unit (or social bubble) at a time.</li> <li>• Guests must wear a face covering when moving through the hotel. Face coverings are not required in the bedrooms or when dining.</li> <li>• When walking through the hotel we would ask that guests maintain social distance between them and other guests walking in the same direction. If moving in a different direction guests should give way to those already in the corridor or pass back-to-back (keeping to the left)</li> <li>• When using the stairs, guests will be asked not to avoid using the railings. Should someone else be on the stairs then they will be asked to wait on the landing giving priority to those climbing upwards</li> </ul>
<b>Bedrooms and Bathrooms</b>	<ul style="list-style-type: none"> <li>• Every guest bedroom and en-suite will be fully sanitised before each stay and sealed to ensure no contamination occurs prior to arrival</li> <li>• Fabric items such as mattresses, pillows, cushions, carpet, chairs and other furniture will be sprayed with an approved sanitising solution, which is effective in killing Covid-19 but otherwise harmless to you and us, (Virbact Multi-surface cleaner EN 14476)</li> <li>• Welcome packs (sanitiser and single use key information guide) will be in the room on arrival.</li> <li>• Any printed material has been laminated and sanitised before and after the guests visit</li> <li>• Room cleaning will be undertaken in the absence of the guest, unless it is difficult for the guest to leave the room whereupon social distancing shall be observed in the presence of the guest</li> <li>• Hotel protocol is for rooms to be 'tidied' every day and a full clean/laundry change every 3 days</li> <li>• Frequency of cleaning will be advised to guests in pre-arrival communication. Should guests prefer, housekeeping will not enter their rooms.</li> <li>• The hotel will have available both cleaning materials and additional laundry if guests would prefer to clean the room themselves and will be placed in the bedroom prior to arrival</li> <li>• We will remove items from the room that are not likely to be needed by guests</li> </ul>

	<ul style="list-style-type: none"> <li>• Linens and towels will be professionally washed on a high heat with added sanitisation</li> </ul>
<b>Check-out Hotel Residents</b>	<ul style="list-style-type: none"> <li>• Arrangements for contactless payment of the room bill will be made at the time of check-in</li> <li>• A printed room bill (plus incidentals) will be posted under a guest's door, or emailed early the day of departure</li> <li>• To check out guests will be asked to phone down to reception to confirm that they agree with the bill.</li> <li>• A final bill can be requested, and it will be emailed to the guest</li> <li>• If necessary, arrangements can be made for luggage pick up</li> <li>• Keys can be dropped in a box at reception (keys will be thoroughly sanitized after use)</li> <li>• Guests will be asked, as they leave the hotel, to use the hand sanitisers at the front door</li> </ul>
<b>Eating and Drinking</b>	<ul style="list-style-type: none"> <li>• There will be full table service throughout the hotel for both meals and drink (no ordering/standing at the bar)</li> <li>• Current guidance allows tables of up to 6 from multiple households (Tier 1). Larger tables are permitted for single households or social bubbles (Tier 1) and single households/support bubbles from Tier 2. Tier 2 guests may only drink with a substantial meal. We will ask all guests for their town/county when booking to determine their Tier.</li> <li>• Wait staff will maintain social distancing from customers when taking orders. Where possible we will assign a single member of staff per table to minimize staff contact</li> <li>• Menus will be wipeable and cleaned between each use.</li> <li>• Tables will not be pre-laid (apart from reserved signs). Condiments and sauces will be offered on request. They will be individually wrapped and brought to the table with the customer's cutlery and food order</li> <li>• Disposable napkins will be used by wait staff as protection to carry the customer's food order. They will wash/sanitize their hands before and after moving on to another task</li> <li>• Breakfast will be served across both rooms and no table will be pre-laid</li> <li>• Payment will be taken at guest tables by the wait staff</li> <li>• For day guests we are required to keep a record detailing name, phone number, Tier and time of booking. This will be kept for 21 days to assist NHS Test and Trace with a request for data if needed.</li> <li>• Room service will be available for Hotel Residents</li> </ul>
<b>Clearing the customer table</b>	<ul style="list-style-type: none"> <li>• All tables will be completely cleared after every use</li> <li>• Cleaning tables and hard surfaces will be done using Covid Safe Virabact multi surface cleaner.</li> <li>• Enhanced cleaning protocols will be implemented with focus not only tables after each use but bar tops, chairs, counter tills and card machines</li> <li>• All paper materials will be placed in a bin</li> </ul>
<b>Going to the toilet</b>	<ul style="list-style-type: none"> <li>• Only 1 guest at a time will be allowed in any public washroom throughout the hotel</li> </ul>

	<ul style="list-style-type: none"> <li>• A vacant/occupied sign will be hung outside the door. Both the sign and door handle must be wiped down after touching. Paper towel/surface cleaner and waste bin will be available.</li> <li>• The function room toilets will be opened to help manage volumes of use</li> <li>• 1<sup>st</sup> floor toilet will be allocated for Disabled and Garden guest use only</li> <li>• Residents will be asked to use their room toilets wherever possible to avoid build up in the public washrooms</li> <li>• Housekeeping will clean public washrooms every hour during opening hours 11:00 a.m. to 3.00 pm and from 6.00 pm to 10:00 pm (a record will be posted on the wall of each toilet). Hourly cleaning between 3.00pm – 6.00pm will be added during peak times.</li> <li>• Hand sanitiser will be available in all washrooms for guest use</li> <li>• Guests needing washroom facilities will be asked, if necessary, to form an orderly queue, within the marked areas for social distancing. In high occupancy times a member of staff will be on duty to manage flow of traffic</li> </ul>
Paying	<ul style="list-style-type: none"> <li>• The hotel will not accept cash, payment will only be by credit or debit card</li> </ul>
Exiting the Property	<ul style="list-style-type: none"> <li>• Residents will be asked to exit the hotel using the main doors</li> <li>• Day guests will be asked to exit the Coachman’s Bar and/or Brasserie through their respective side entrances.</li> <li>• Guests in the Gallery will exit through reception, keeping to the left. People in the Garden will exit by the outside stairs</li> <li>• Guests will be asked to use sanitiser on exiting the hotel</li> <li>• Every effort will be made to ensure that guests maintain social distance from other guests through use of signage and floor markers</li> </ul>
Entertainment	<ul style="list-style-type: none"> <li>• Live performances (drama, comedy, and music) are currently permitted. We have none planned at this time, but will apply all current guidance as and when we do.</li> <li>• We will also ensure we do refrain from playing loud music or making normal conversation heard</li> </ul>
<b>STAFF JOURNEY</b>	
<b>Coming to Work</b>	<ul style="list-style-type: none"> <li>• Daily rotas will be designed to keep a 15-minute gap between staff arrivals and departures.</li> <li>• Staff are encouraged to walk or bike to work</li> <li>• If coming by car ensure you maintain appropriate social distance between you and others in the car park</li> <li>• If sharing a car ride with another member of staff, please minimise the number of people travelling together, use fixed travel partners, increase ventilation, and avoid sitting face-to-face. Wiping down touch areas in car</li> <li>• Use the garden staircase to enter the hotel property (the entry gate is to be kept open from 7:30 am to 11:00 pm and will be opened/shut by the member of staff in charge of the day/night shift. The lock and handle will be wiped clean after each use)</li> <li>• Enter the hotel through the Garden Room (weather permitting the door will remain open. If staff have to touch the door handle it should be cleaned afterwards)</li> </ul>

	<ul style="list-style-type: none"> <li>• All staff must sanitise hands on entering the premises. A station will be set up by the door to include hand sanitiser, bacterial wipes and a waste bin.</li> <li>• Staff will then proceed to the Garden Room where they will undertake &amp; record a temperature check. At the same time the member of staff will be asked to self-certify/sign that they have no COVID-19 symptoms nor have been in contact with anyone with symptoms. All equipment will be sanitised between use.</li> </ul>
<b>Changing Rooms</b>	<ul style="list-style-type: none"> <li>• Only 1 member of staff at a time will be allowed into the changing room. A vacant/occupied sign will be hung outside the door. Both the sign and door handle must be wiped down after touching. Bacterial wipes and waste bin will be available.</li> <li>• For the short-term taking showers will not be allowed on premises.</li> <li>• Housekeeping will clean the changing room twice a day. Each member of staff will be responsible for cleaning any surfaces that they touch within the changing room during their shift with supplied bacterial wipes.</li> <li>• The changing room door will not be locked. It is essential that staff refrain from bringing valuables onto the premises. Mobile phones will not be allowed in the hotel (they are one of the greatest transmitters of germs). In an emergency the hotel phone can be used (the person in charge of the shift will have a mobile phone as back-up). The hotel cannot take any responsibility. Handbags cannot be allowed anywhere in the hotel other than in the allocated bag in the change room.ii9</li> </ul>
<b>Uniforms</b>	<ul style="list-style-type: none"> <li>• It is <b>critical</b> that uniforms are washed daily. This will be difficult with waistcoats and ties. Accordingly front of house will be provided with black T-shirts (2 each) and short aprons (with 3 pockets) to wear with either of their own black trousers or skirts.</li> <li>• Staff will be requested to come to work in their ‘civvies’ with their uniform in a washable cotton bag that can be provided if you don’t have your own</li> <li>• When leaving to go home staff are requested to change back into ‘civvies’ putting the uniform back in the cotton bag. Take all possessions with you.</li> <li>• Uniforms <b>must</b> be washed at the end of each shift to ensure staff, or others, are not exposed to potential transmission of the virus.</li> <li>• Chefs Whites will continue to be washed in-house by the KP’s</li> <li>• There will be an iron/ironing board available in the changing room. Wipes will be provided as the iron, board and any other surface touched must be cleaned down after every use</li> </ul>
<b>Clocking in and reporting to work</b>	<ul style="list-style-type: none"> <li>• Once dressed in uniform members of staff should use the back staircase to go down to clock in machine</li> <li>• Staff will then use the one-way system to get to their appointed ‘work station’.</li> <li>• When leaving the property, the process will be reversed</li> </ul>
<b>Travelling around the property while maintaining social distance</b>	<ul style="list-style-type: none"> <li>• Please keep to the one -way system throughout the building (see attached flow-chart)</li> <li>• Staff are not to use lifts and use the back stairs only</li> </ul>

	<ul style="list-style-type: none"> <li>• At any time should you meet another member of staff or guest please keep socially distanced (on the stairs give way to those climbing upwards; on corridors keep socially distanced if travelling in the same direction, if moving in a different direction give way to those already in the corridor)</li> <li>• Ensure the reason for moving around the building is essential. Instead use a radio or house/internal phone (cleaning them down after use)</li> <li>• Key managers will redesign work groups/job lists to minimize movement and interaction with other members of staff. Make sure you understand your key tasks for that shift.</li> </ul>
<b>Taking breaks and staff meals</b>	<ul style="list-style-type: none"> <li>• Breaks are to be taken only during 5+ hour shifts and must be staggered using outside areas</li> <li>• Staff meals - Chef will have available a quantity of prepacked sandwiches (cheese/tomato; or ham on either white/brown) please let the kitchen know your choice at the start of your shift. If you would prefer something else, we request that you bring your own meal. No Deviations</li> <li>• In order to enable service to the Garden the staff smoking area has been moved to the area by the greenhouse/poly tunnel. Only 1 member of staff will be allowed in the smoking area at any one time. Cigarette butts must be placed in the container provided. Followed by strict hand washing</li> </ul>
<b>Kitchen</b>	<ul style="list-style-type: none"> <li>• Government guidance on managing food preparation and food service areas must still be followed</li> <li>• The importance of hand washing will be reinforced to the kitchen brigade particularly before/after handling raw meat/vegetables and plates or takeaway boxes</li> <li>• Heightened more frequent cleaning of surfaces using a Covid-19 secure cleaner. The kitchen will move from D10 to Virbact Multi-surface cleaner EN14476</li> <li>• Where possible, Chef will put teams into shifts to restrict number of workers interacting together</li> <li>• Chef will assign each member of the brigade an area in the kitchen on every shift to work from to maintain social distancing.</li> <li>• The kitchen floor will be marked to signal the appropriate social distance</li> <li>• Access to fridges/freezers will be for one person at one point in time</li> <li>• Masks and gloves may be worn at the pass (fire risk when cooking)</li> <li>• Kitchen access is to as few people as possible</li> <li>• Interaction between kitchen staff and other workers, including on breaks, must be at a minimum and adhere to social distancing guidelines</li> <li>• Minimize contact at 'handover' points with other staff such as wait staff (the pass)</li> </ul>
<b>Washing up area</b>	<ul style="list-style-type: none"> <li>• Crockery, cutlery and glasses will be washed at minimum 60 degrees and rinsed at +82 degrees</li> <li>• Dish cloths to be changed twice a day and washed daily at 60 degrees. Tea towels should be changed regularly and washed at a minimum of 60 degrees</li> <li>• When in the wash-up area KP's and wait staff must ensure they keep to their own areas within social distancing guidance</li> </ul>

	<ul style="list-style-type: none"> <li>• Where hand washing of dishes and pots is necessary staff should use gloves</li> </ul>
<b>Safe handling of goods coming into the building</b>	<ul style="list-style-type: none"> <li>• We will minimize contact at ‘handover’ points with delivery drivers</li> <li>• We will obtain risk assessments from all suppliers to ensure our protocols dove-tail</li> <li>• We will organize pre-arranged delivery times with 15 minute intervals between drivers</li> <li>• Deliveries will be made to the skip door. Where it is not possible to pre-book a time drivers will be asked to remain in their vehicles until the delivery door is vacant</li> <li>• Goods will be delivered into the holding area just inside entry into the Pizza Room</li> <li>• Items will be collected from the holding area, washed down and matched against invoices/delivery notes: KP’s – Food items: Housekeeping – Cleaning items: Functions – Crocker/glasses/cutlery.</li> </ul>
<b>Coachman’s Bar and Breakwater Brasserie</b>	<ul style="list-style-type: none"> <li>• Tables will be reconfigured to maintain social distancing guidelines on a daily basis according to reservations.</li> <li>• We will review layouts and processes to allow staff to work further apart from each other</li> <li>• Wait staff will maintain social distancing from customers when taking orders. Where possible we will assign a single member of staff per table to minimize staff contact.</li> <li>• Cleaning tables and hard surfaces will be done using Covid Safe Virbact Multi surface cleaner EN 14476. Surface should be cleared of crumbs first, then cleaner will be sprayed on wet paper towel to wipe the surface. There must be a 5 minute pause before the table is used again. Wait staff will place a sad face emoji – I’m not ready! On the table as it is processing. Replaced by a happy face emoji – I am good to go after 5 minutes.</li> </ul>
<b>Room Service</b>	<ul style="list-style-type: none"> <li>• Room Service meals can be ordered by phoning reception prior to 6:00 pm . Delivery times will be agreed with 10 minute intervals between bookings for orders</li> <li>• Meals will be delivered on disinfected ‘butlers’ trays’ that can be lifted off the floor next to the guest door (or small light table or folding luggage rack)</li> <li>• Staff will knock on guest door and step away. Guest can pick up the tray and staff can remove table</li> <li>• When the guest has finished their meal they will leave the tray outside their door and phone (0) to arrange for pick-up. This will reduce clutter and risk of cross-contamination</li> <li>• When trays are picked up they must be taken to the washing-up room and disinfected/washed.</li> <li>• Staff must wash their hands immediately after handling the trays</li> <li>• Single use items will be used where possible</li> </ul>
<b>Bar</b>	<ul style="list-style-type: none"> <li>• Only 1 person allowed behind the bar at any one time</li> <li>• All bar stools will be removed</li> <li>• No drinks will be served to customers from the bar</li> <li>• High levels of cleaning and adherence to opening/closing schedules</li> </ul>
<b>Cellar</b>	<ul style="list-style-type: none"> <li>• Only 1 person allowed in cellar at any one time</li> </ul>

	<ul style="list-style-type: none"> <li>• We will have a new system for beer in operation prior to opening. Any staff member working in the Bar must have training prior to ‘touching’ the new equipment</li> <li>• Deliveries of stock, dispense gasses or replacement equipment will be booked. Entry should be through cellar door to minimize contact with people. Items must be cleaned/wiped down first</li> <li>• Cleaning/hygiene measures must be increased</li> </ul>
<b>Housekeeping</b>	<ul style="list-style-type: none"> <li>• Only 1 person in a room at a time (House-keeping office, linen room and washing machine room).</li> <li>• Move to 3 shifts daily (AM, afternoon, PM) to enable enhanced cleaning of work areas, indoor and outdoor accommodation, toilet facilities and equipment between uses. Focussing on objects and surfaces that are touched regularly (eg: door handles, lift buttons or switches) Provide additional waste bins</li> <li>• Strict adherence to keeping rooms tidy and free of ‘clutter’ at all times</li> <li>• Glasses/crockery to be removed and washed in a dishwasher (not the room sink) and sealed</li> <li>• Bedding – gloves should be used to remove dirty linen (do not shake). New gloves should be used when putting on new linen (same process for towels, bathmats etc)</li> <li>• Delivery of laundry to be contactless. Housekeeping to greet SWL at the door and escort to 1<sup>st</sup> floor drop off</li> <li>• Maintain good ventilation by opening windows/doors, wedging doors open to reduce touchpoints (not fire doors)</li> </ul>
<b>Office</b>	<ul style="list-style-type: none"> <li>• Only 3 staff will be allowed in the office at any one time</li> <li>• Of note Helen, Kelly, Rupert, Chris will be the few members of staff able to conduct some work from home</li> <li>• Work Station A (to the left of the doors) will be allocated to Debbie and Work Station B (at the back of the room) to Kelly</li> <li>• All staff will be responsible for cleaning down all surfaces/equipment when their shift is completed</li> <li>• If Debbie or Kelly is not on shift their work stations can be used but must be thoroughly cleaned down after use. Each work station will have sanitiser and wipes</li> <li>• Should a member of staff wish to speak to anyone in the office, in order to maintain social distancing, they should stand in the ‘talk box’ identified by yellow tape in the corridor</li> <li>• No one can use the photocopier if 3 other people are in the office. They must stand in the ‘talk box’ and ask for copies to be made.</li> <li>• If no one is in the office then the photocopier can be used but it is to be cleaned down after every use by the person making the photocopies. Paper towel and surface cleaner will be made available.</li> <li>• The same process will be followed for stationery</li> <li>• There will be 1 designated person per shift with access to function book. The book then will be wiped down after the shift. For quick reference, the ‘weekly events’ will be displayed in the prep room</li> </ul>
<b>Reception</b>	<ul style="list-style-type: none"> <li>• Only 1 person will be allowed in the reception area at any one time</li> <li>• For the short term Reception will be open from 8:00 am – 5:00 pm. Website will be open for on-line bookings</li> </ul>



	<ul style="list-style-type: none"> <li>• The rota will be posted on the reception door to clarify when reception will be open</li> <li>• To help protect the receptionist from contact with guests we have put a Perspex screen on the reception desk and positioned a ‘talk box’ marked on the floor by tape to maintain social distancing</li> <li>• Night porter will prepare guest welcome bags (to sanitizer, information letter etc.) and place in rooms prior to arrival (gloves and/or hand sanitiser to be used before and after making up the bags)</li> <li>• If no receptionist is on duty and entry is essential into the Reception Office, any surface or equipment touched must be cleaned down and a record made of the transaction. Record sheet will be on reception desk.</li> <li>• Reception will take reservations for breakfast. Sitings will be spaced 5 minutes apart to help prevent queues on entry to breakfast room</li> <li>• Reservations for lunch/dinner will be taken through a designated phone line (10:00 a.m. to 8:00 pm) by the on-duty host. Reception will provide back-up ONLY if needed.</li> <li>• The receptionist will clean down all surfaces and shared equipment at the close of their shift and sign in the record sheet beside the keyboard</li> <li>• No newspapers delivered to residents until further notice</li> <li>• No cash accepted. Card payments only</li> </ul>
<b>Meetings (internal and external)</b>	<ul style="list-style-type: none"> <li>• The number of face-to-face meetings will be kept to a minimum and the number of participants as needed basis</li> <li>• The use of remote (e.g. Zoom) will be encouraged where possible</li> <li>• Meetings will be held outdoors or in a well-ventilated room. Tables will be spaced out according to social distancing guidance</li> <li>• Hand sanitiser will be available in the meeting</li> <li>• All participants will use their own paper/pens/computers etc. Where any item is shared it will be wiped down</li> </ul>
<b>Contractors and Visitors attending meetings</b>	<ul style="list-style-type: none"> <li>• All contractors/visitors will be asked to enter through the main front doors in line with hotel protocol. They will be given advice both prior to and on arrival as to what protocols are in place to maintain their safety and that of hotel staff and guests</li> <li>• Where possible contractors will be asked to carry out their service at night.</li> <li>• We will request risk assessments from contractors with respect to COVID-19 and handling of property etc, to ensure the hotel protocols dove-tail</li> <li>• Contractors/visitors will be asked to report into reception, maintaining social distance. Reception will then record their attendance.</li> </ul>
<b>Safe handling of goods coming into the hotel – Couriers and Taxis</b>	<ul style="list-style-type: none"> <li>• We will minimize contact between delivery drivers and guests/staff</li> <li>• Deliveries will be made to the main hotel door and left with the Front Door Hostess.</li> <li>• Items will be collected from the front door by the Receptionist and wiped down (washing hands both before and after)</li> <li>• The Receptionist will then take them to their end destination</li> </ul>

<p><b>Communication and Staff Training</b></p>	<ul style="list-style-type: none"> <li>• Staff will be provided with training to ensure they understand the risks involved and the new protocols in place to manage these risks</li> <li>• Training will include details on social distancing, routes of transmission and the importance of handwashing and surface disinfection at key times</li> <li>• We will reinforce the importance of not coming to work if they have a fever, cough or loss of smell/taste</li> <li>• Messaging will be simple and clear</li> <li>• Visual communications will be used where possible (e.g.: whiteboards, signs)</li> <li>• We will ensure that we monitor any unforeseen impacts of change and react and communicate accordingly</li> </ul>
<p><b>Managing suspected cases of Covid-19 in the hotel</b></p>	<p><b>Suspected cases and guest self-isolation</b></p> <ul style="list-style-type: none"> <li>• If a guest presents themselves with symptoms or is asymptomatic but declares the need to self-isolate, they should be advised to check out and return home to self-isolate in accordance with government guidelines</li> <li>• If a guest shows acute symptoms, we should seek medical help immediately</li> <li>• Where a guest is unable to check out, we must adhere to the following guidelines: <ul style="list-style-type: none"> <li>- The guest must stay in their room and not visit any public spaces, restaurants, or reception</li> <li>- Meals to be provided to the room via Room Service (All plates, cutlery, glasses to be single serve – nothing is to be returned to the kitchen)</li> <li>- Communication with the hotel should be by phone or email/text only. No face-to face</li> <li>- Housekeeping will not be provided during the guests stay. Requests for additional linen or in-room amenities are to be left at the guest’s door</li> <li>- Large garbage bags are to be provided for the disposal of any guest rubbish. Guests to be informed that the bags should remain in their room until a co-ordinated time for pick-up is arranged</li> <li>- Outside visitors to the guests should be limited to medical personnel only</li> <li>- Disposable gloves should be used whenever staff come in contact with an item the guest has handled. Particularly for the removal of the guest’s waste.</li> <li>- The guest should contact hotel management prior to check out/departure to provide an update on their condition</li> <li>- If the fire alarm sounds, normal evacuation procedures should be followed and the guest advised to leave the hotel and proceed to the fire assembly point on the terrace. The hotel should arrange for the guest to be supported and isolated from other guests</li> </ul> </li> </ul> <p><b>Hotel Cleaning after a suspected contamination</b></p> <ul style="list-style-type: none"> <li>• Note: Government guidance in this area is continually being updated and we will be active in ensuring our protocols are in-line with current advice</li> </ul>

	<ul style="list-style-type: none"> <li>• Where there has been a confirmed or suspected infection, the room should remain secure and unoccupied for 72 hours to significantly reduce the risk of the virus surviving.</li> <li>• No one should enter the room. An ‘out of action’ sign will be placed on the door</li> <li>• Current guidance indicates that after 72 hours we can follow normal room cleaning regimes</li> <li>• Refer South West Laundry risk assessment for managing this situation (attached)</li> </ul> <p><b>Public Areas</b></p> <ul style="list-style-type: none"> <li>• All high frequency touch points in public areas throughout the hotel will be thoroughly cleaned and disinfected in line with new operating procedures including grab rails on staircases, door handles and lift buttons. (Note: the virus may have been picked up by other guests staying in other floors in the hotel)</li> <li>• Cloths, disposable PPE and mop heads should be disposed of by double bagging and keeping secure for 72 hours before disposing in general garbage</li> </ul> <p><b>If we cannot isolate the room</b></p> <ul style="list-style-type: none"> <li>• Housekeeping to wear maximum PPE (including protection for eyes and ears)</li> <li>• Double bag laundry (do not shake laundry) and leave securely for 72 hours. Wash hands and disinfect any surfaces that may have been contaminated by the bags after taking them to the secure place</li> <li>• Steam Clean soft furnishings and mattresses (ensure cleaner emits steam)</li> <li>• Double bag all single-use protective clothing, cloths, and mop heads and secure for 72 hours then throw away in regular garbage</li> <li>• After cleaning always wash hands with soap and water for 20 seconds and dry with a paper towel</li> <li>• Note: if an area has been heavily contaminated, such as with visible bodily fluids we should leave the room for 72 hours.</li> <li>• Although not mandated, depending on the situation we may wish to use an accredited professional third party. Public Health Protection Team will provide advice</li> </ul>
<b>System and Document Review</b>	<p><b>Dates:</b>  <b>Updated Thursday 10 December 2020 Kelly Lee</b></p>