



RISK ASSESSMENT TEMPLATE

COVID-19

Business name:

The Bedford Swan Hotel

Revision number and date:

Revision Number 7 - 20/07/21

Date distributed:

20/07/21

Completed by:

Name:

Jon Nield

Signature:

Jon Nield

Employee representative:

Name:

Signature:

Completed date:

20/07/21

1. Hazard

This risk assessment template identifies controls to minimise the hazard of COVID-19 spread.

COVID-19 is an illness that can affect your lungs and airways. Symptoms can be mild, moderate, severe or fatal. It is transmitted from small droplets that are created when infected persons sneeze or cough. These can be directly transmitted to another person or a surface and then transferred if a person touches their eyes, mouth or nose.

A competent person must carry out an appropriate COVID-19 risk assessment to help decide the control measure to implement. This risk assessment template will help you address the risks of COVID-19 and identify sensible measures to control the risks in the workplace.

You must consult with the health and safety representative selected by a recognised trade union or, if there isn't one, a representative chosen by workers. You must share the results of the risk assessment with your workforce. If possible, you should consider publishing the results on your website.

The risk assessment should be reviewed if the nature of the operation changes or if government COVID-19 advice changes.

2. People exposed

Please tick the people who will be exposed.

- | | | | |
|---|--|--|---|
| <input checked="" type="checkbox"/> Employees | <input checked="" type="checkbox"/> Contractors | <input checked="" type="checkbox"/> Visitor/visitors | <input checked="" type="checkbox"/> Members of the public |
| <input type="checkbox"/> Vulnerable groups* | <input type="checkbox"/> Extremely vulnerable groups** | <input checked="" type="checkbox"/> Other (over 60 and those with Black, Asian or minority ethnicity): | |

*Vulnerable groups are classified by the NHS as moderate risk. They will meet the criteria that make them eligible for the annual flu vaccination, for example, those aged 70 or older, have a lung condition, heart disease, diabetes, kidney or liver disease, a condition affecting the brain or nerves, very obese, those taking medicine that can effect the immune condition, a condition that places them at higher risk of getting infection and new and expectant mothers.

**Extremely vulnerable groups are classified by the NHS as high risk. They will have been informed by their GP or NHS that they are extremely vulnerable and will have received a letter confirming this

The latest restrictions relating to vulnerable and extremely vulnerable person attending the workplace must be followed.

For all vulnerable and extremely vulnerable employees please ensure a specific risk assessment and health declaration form has been completed.

Please tick to confirm if necessary:

- A specific risk assessment has been carried out
- A health declaration form has been completed

3. Control measures

Read each question below and write in your control measures in the box. You can tick more than one to adopt any of the suggested control measure in the right-hand column.

3.1 Effective personal hygiene

What facilities and/or procedures will you put in place to enhance the implementation of effective handwashing practices by all employees to prevent the spread of COVID-19?

Handwashing training video has been posted on employee communication channel. Signs have been placed in staff areas reminding staff to wash hands with soap for 20s or more.

Staff will be briefed on increased frequency of handwashing before returning to work, even though the regulations have now changed we will still be employing the handwashing method and instructions.

- Wash hand basins are provided to ensure that hand washing can be achieved.
- Wash hand basins to be supplied with soap and an effective means of drying hands.
- Paper towels are used for drying hands.
- The hand sanitiser used is known to be effective against COVID-19. This is either known because
 - it is stated on the label
 - the product conforms with BS 1276 or BS 1500.
 - if it is an alcohol based hand sanitiser it has an alcohol content of at least 60%
 - the supplier / manufacturer have confirmed its effectiveness
- Wash hand basins are supplemented with hand sanitiser.
- Hand sanitiser is provided at the entrance of the business and at suitable locations throughout.
- Employees carry their own hand sanitiser.
- If gloves are provided, training has been provided on good practices such as changing between a work task and handwashing after use.

3.2 Social distancing

What procedures will you put in place to ensure appropriate social distancing is maintained between people in the work place?

Wherever possible, social distancing must be maintained. This includes all work areas, entrances, exits and rest areas and is also applicable to visitors to the site.

Tape has been used to mark working areas in both kitchen and bars so team know to either not move from this area or to be aware of others working when they do so.

Non-essential movement between work areas will be decreased by allocating team to work in a particular area only at the start of their shift.

Meetings between team members will be scaled down to necessary people only and moved away from zoom.

UPDATE

As of 19th July, we will revert back to normal occupancies within the business, if guests wish to social distance we will of course accommodate where we can.

- The occupancy of the business has been calculated to allow social distancing.
- If relevant, requirements for service style have been adopted and is used in the business, for example the need to take the order and serve drinks and food at the table.
- If relevant, limitations on trading time have been implemented, ensuring there is sufficient time for guests to consume food and drink and make payment.
- Where social distancing cannot be achieved, the task has been altered so people are stood side to side or back to back.
- Where social distancing cannot be achieved physical barriers (for example perspex screens) have been installed.
- Where social distancing cannot be achieved, the job activity/task has been shortened as far as reasonably possible.
- Measures have been implemented to prevent non-essential movement between work areas.
- Floor markings have been placed to aid separation.
- The workflow has been redesigned to maintain social distancing.
- The need for people to unduly raise their voices has been reduced, for example refraining from playing music that may encourage shouting or played at a volume that makes normal conversation difficult (85db(A) at source).

Hospitality only

- A record is maintained for 21 days of guests visiting the premises, either using the approved Government tracing app or by other means.

Retail only

- Posters to inform shoppers to shop alone unless they need specific assistance.

3.3 Cleaning and disinfection

What changes will you make to your cleaning and disinfection procedures to ensure they are capable of controlling the potential spread of COVID-19?

Employees will change into uniform at work where possible.

A checklist has been completed of touch points to be cleaned in every bedroom between guests.

We currently use a product called Contact 30 which operates using a 30 second contact time, due to COVID 19 regulations 30 second contact time isnt sufficient, therefore on top of this we have also introduced the use anti-viral and anti bacterial wipes, which are used as a final clean following the use of contact 30.

Restaurant tables are left clear and are cleaned with a anti-viral/anti-bacterial wipes after use and before each new booking is seated.

***UPDATE* 15/10/20**

- A new product has now been researched, located and purchased called Project Zero - Wipe Out - Hard Surface Cleaner. COSHH Data Sheets and RA's are available upon request.

The Project zero spray has a contact time of 10 seconds and is suitable to kill coronavirus. It is the same product as the wipes but in spray form, no change to cleaning regime will change apart from the change from wipes to spray to clean the tables on arrival.

***UPDATE* - 20/07/21**

The cleaning standard adopted throughout the pandemic will remain for the foreseeable future.

- Touch points, such as door handles, trolleys, baskets, work equipment, petrol pumps, keyboards and fridge handles are disinfected regularly throughout the day and as a minimum the start and end of the day.
- Disinfectant used is effective against viruses such as COVID-19 and the contact time is adhered to.
- All touch points are cleaned with hot soapy water as a minimum of once a day and then cleaned with an effective cleaning chemical against COVID-19.
- Shared entrances to the business are part of the enhanced cleaning regime. This may require co-ordination with the landlord or other users of the space.
- There is sufficient supply of cleaning materials, recognising increased usage compared to normal.
- Cleaning schedule in place to aid effective cleaning.
- If a person displays symptoms of COVID-19 in workplace or there is a confirmed case of someone with COVID-19 having recently visited the premises, then enhanced cleaning following the latest government guidance is undertaken.
- Colleague uniforms are laundered daily either professionally or at the highest temperature possible, above 60C, as not to impact the uniform.
- Employees avoid wearing their uniform on public transport.
- Personal belongings brought to work are minimal and stored away in a locker or in personal storage spaces.
- Workspaces are kept clear, waste removed more frequently, and belongings taken away from the work area at the end of a shift.

3.4 Face Coverings and Personal Protective Equipment

What procedures will you put in place to ensure existing (standard issue) PPE worn by staff, such as overalls and gloves, are changed and cleaned regularly in accordance with government advice on COVID-19 control? Have you identified roles in the business that require employees to wear a face covering?

Majority of PPE is disposable.

Chefs uniforms are provided by external company and removed to be washed off site. Once dirty they are stored in sealed bins whilst awaiting collection.

All staff are required to wear facemasks or shields. They have been instructed to wash hands thoroughly before putting them on or removing them and to wash at 60 degrees or more whilst continuing to observe rules regarding hand washing etc.

update - 20/07/21

The wearing of face masks is now personal preference and down to the individual employee if he/she chooses to wear them.

- ✔ All roles, including Managers, require employees to wear a face covering have been identified, for example when working in a public area where they come or are likely to come within close contact of a member of the public. Consideration must also be given to employees passing through public areas.
- ✔ Face coverings are provided for employees, although they can choose to wear their own, if deemed suitable.
- ✔ There is clear communications to employees, customers, visitors, contractors, delivery drivers and guests stating the requirement to wear face coverings.
- ✔ Consideration to ensure mandatory mask wearing policies and associated practices do not deny equal access to your services for people who are exempt from wearing face masks.
- ✔ Employees know the action to take if guests, customers, contractors, delivery drivers, visitors or fellow employee is not wearing a face covering.
- ✔ If employees wear a face covering, they must wash hands thoroughly before putting on and removing, avoid touching the face, use the loops of the covering to put on and take off, change the covering if it becomes damp, change face covering at least daily, continue to observe enhanced hand washing, cleaning regimes and social distancing.
- ✔ Reusable face coverings must be clean and in good condition.
- ✔ Procedures are in place for laundering PPE to prevent the potential spread of COVID-19.
- ✔ Procedures are in place for the disposal of face coverings - e.g. non-recycling bins for disposing of single use face coverings and PPE.
- ✔ Laundering services, or facilities installed within the premises, are in place to ensure PPE does not need to be taken home by employees and is adequately cleaned after each shift.

3.5 Workplace Practices

3.5.1 Deliveries

What changes will you make to your delivery procedures to ensure they are minimising the potential spread of COVID-19?

Food deliveries have a new SOP in place, delivery driver to ring external doorbell and one person from kitchen team to meet and sign for delivery. This has been communicated to suppliers and external signage implemented.

Drink deliveries are once only per week and one person will meet draymen outside to check off delivery.

UPDATE - 20/07/21

Deliveries will resume to normal capacities

- The number of deliveries to site have been reduced, for example by increasing the size of order and reducing frequency.
- Personal deliveries to the workplace have been stopped.
- A clear area for deliveries is marked and social distancing is maintained whilst delivery is being made.
- Delivery personnel must only access necessary parts of the premises to complete their task.
- Hands are washed thoroughly after handling the delivered items.
- Signage is displayed to indicate the delivery area and informing delivery personnel of the controls on site.
- Delivery company have shared their risk assessment for delivering to site

3.5.2 Entering and leaving work

What procedures will you put in place to ensure appropriate social distancing is maintained between customers and or visitors?

At reception floor markings used once in the door for any queue at reception, screens added to the desk to separate guests and receptionist.

Queue for terrace area to be in car park in front of Coach Room, 2m distances to be marked out.

One way flow introduced through restaurant to ensure guests entering and exiting through different doors.

UPDATE - 20/07/21

All floor markings and one way systems have been removed in line with government guidelines, we ask customers to kindly be mindful of other guests and be respectful

- If there is a receptionist, they are socially distanced or mitigating measures such as a screen placed as a barrier.
- To facilitate social distancing, the times that employees arrive and leave work are staggered, reducing congestion at entrances and exits.
- Entry points for staff have been increased to reduce congestion and queuing.
- The floor is marked to show social distancing gap.
- If keypads are used to access building, consider deactivating if security can still be maintained. If key pads are used, they are part of the enhanced cleaning regime.
- Markings are placed at the entrance of the building to ensure social distancing is maintained before entering the building and queuing.
- Signage is displayed to inform the visitors of social distancing measures and requesting they are observed.

3.5.3 Movement within the workplace

What procedures will you put in place to minimise contact between employees, visitors and customers within the business?

Signage has been completed indicating social distancing measures in place which should be followed.

Introduced online ordering for food and drink to remove need for team to take orders.

Tables have been spaced out to the 1m+ rules.

One way system in place to ensure guests enter and leave from different doors.

Host briefed (with script) to ensure guests are seated according to the current social distancing guidelines (max number of people/households etc) - Updated November 2020

Script has also been provided for telephone bookings to ensure that these are within current social distancing guidelines. - Updated November 2020

November 2020 - Current guidelines are same households meeting indoors only and maximum 6 people gathering outdoors excluding weddings, funerals, meetings for work or education purposes, voluntary or charitable services.

14th September 20 - Weddings max 15, funerals and meetings for work purposes max 30

14th October 20 - Weddings max 15, funerals max 15 and meetings for work purposes max 30

All guests for any events within the property must complete the COVID 19 disclaimer relevant to their event and return signed to the venue no later than 24 hours before the event or the event will be cancelled.

Full RA for the use of weddings rooms has been completed and approved by Beds Council, have also completed their additional RA with updated information and has also been approved.

Sales and reservations Staff have also been furnished with a rules document/crib sheet of what they are allowed to take as a booking and not.

UPDATE - 20/07/21

- Movement around the building is reduced by discouraging non-essential movements.
- Colleague movements are restricted to only essential areas.
- If lifts are used, the number of occupants are restricted to increase social distancing.
- Occupants of lifts to face away from one another and mark floor to indicate this.
- Lift is included in the enhanced cleaning regime.
- If meetings must absolutely be held in person, maintain the social distancing and avoid sharing appliances, such as pens and whiteboards. Meeting room layout to be changed to ensure distancing can be maintained.
- Meeting rooms have enhanced cleaning, with surface areas and touch points cleaned down with effective cleaning product for COVID-19 before and after meetings.
- Customers/visitors are to be clearly instructed on flow around the building, either through floor markings or signage.

Retail only

- If fitting rooms are open, there is thorough disinfection between users.
- Quarantining procedure implemented for return items.
- Customer collection times staggered.

3.5.4 Communal areas

What procedures will you put in place to ensure appropriate social distancing is maintained between employees and visitors in your business? Consider both internal and external areas.

Staff room is closed and breaks staggered.

Urinals and sinks in toilets have been blocked off to ensure social distancing is maintained.

Both inside and outside dining and drinking areas are table service only, with guests able to order online if able.

Occupancy limit has been placed on both sets of public toilets, guests will be encouraged to use both areas to reduce number of people in toilets.

Staff and guests are required to wear facemasks at all times within communal areas

UPDATE - 20/07/21

All floor markings and one way systems have been removed in line with government guidelines, we ask customers to kindly be mindful of other guests and be respectful

- Breaks staggered to reduce occupancy of communal areas. If possible, take breaks outside in well ventilated areas.
- Seating rearranged to aid maintenance of social distancing and reduce face to face interactions.
- Communal areas are included in the enhanced cleaning regime. If there are showers and changing facilities, ensure that they are kept clear of personal items.
- Occupancy of staff and customers toilets reduced to ensure social distancing can be maintained.
- Work collaboratively with landlord and other occupiers in multi-occupied buildings to ensure control in common areas, for example reception and staircases.
- Use of locker rooms regulated. Changing areas, showers and other facility areas managed to reduce concurrent usage and social distancing is achieved as much as possible.
- Social distancing to be maintained during breaks, including at the smoking shelter and other internal and external rest areas.
- If relevant, the likelihood of visitors congregating in communal areas has been reduced by altering service, for example online check in or providing table service, distancing facilities, for example moving till points apart or use of floor marking to identify the social distancing area.
- Facilities to be taped off to ensure social distancing is maintained, for example taping off one urinal if 2 are in close proximity.

3.5.5 Travelling to work

What procedures will you put in place to ensure employees reduce the spread of COVID-19 travelling to and from work?

No work vehicles are used.

Team are encouraged to walk or cycle to work where possible.

- Sharing of vehicles to travel to, from and during work should be avoided if possible.
- If corporate vehicles are used to transport team, reduce number of people being carried to achieve social distance.
- If corporate vehicles are used to transport team, passengers to sit back to back or side by side.
- If corporate vehicles are used to transport team, face coverings are worn.
- If corporate vehicles are used to transport team, windows are opened to increase ventilation.
- Work vehicles included on the enhanced cleaning regime.
- Increased provision of cycle storage to encourage employees to cycle to work and avoid using public transport.

3.5.6 Managing visitors

What additional procedures will you put in place to ensure any essential visitors do not present a risk of spreading COVID-19 to staff?

Site visitors to follow rules as per guests, any member of the team meeting with a visitor on site to inform them of measures in place and ensure they are followed.

Guests and other visitors are required to wear facemasks at all times

update - 20/07/21

The wearing of face masks is now personal preference and down to the individual employee if he/she chooses to wear them.

- Visitors to the workplace are discouraged. Where visitors are absolutely necessary, then inform them of the controls on site before arriving.
- Host of visitor to inform visitor of the site specific controls when arriving at site.
- Number of visitors at any one time limited. Visits organised for when occupancy is low, for example if maintenance is required then undertake early in morning or late afternoon.
- A record of visitors to the site is maintained in order to aid with tracing.
- If visitors have to sign in, ask them to use their own pen or have a means of disinfecting pen after each use.

3.5.7 Home working

How will you assess which employees work from home or return to work?

All returning employees have discussed their ability to return to work.

Office staff either work from home, remain on furlough, have an office to themselves or will work back to back/side to side.

- Consultation with employees about who can return to the office, taking into account a person's journey, caring responsibilities, protected characteristics and individual circumstances.
- Consideration has been given to local transport and considered staggered start and finish times.
- The latest requirements for vulnerable and extremely vulnerable attending the workplace must be followed.
- If clinically extremely vulnerable individuals cannot work from home, they are offered the safest available on-site roles, enabling them to maintain social distance.
- Does the mental health risk assessment adequately control the hazard of mental wellbeing when working from home.

3.5.8 Working outside the office and home office

How will you establish procedures for those employees who work remotely?

External site visits are rare, but if needed the adjacent procedures will be followed.

- Face to face meetings to be avoided where possible.
- Employees are encouraged not to travel on public transport.
- Employees who cannot avoid travelling on public transport must wear appropriate face coverings when using public transport.
- All employees must observe social distancing at all times and wash or sanitise their hands when they arrive at their destination.
- Prior to a site visit, the employee must ensure that they are not exposed to unnecessary risks at the destination and a copy of the destinations risk assessment should be reviewed.
- All employees are trained to follow the sickness policy and inform their manager if they display any of the COVID-19 symptoms.
- Where colleagues are required to stay away overnight, the accommodation meets social distancing requirements.

3.5.9 Managing the workforce

Are there any specific tasks where maintaining social distance between employees presents a challenge, and are additional measures possible which will prevent the spread of COVID-19?

Where possible in the kitchen team will work with the same colleagues.

All team have been asked to wear face masks when working (see above).

update - 20/07/21

The wearing of face masks is now personal preference and down to the individual employee if he/she chooses to wear them.

- Teams are fixed into work groups or shift patterns. This reduces the number of contacts as employees are working with the same people routinely.
- If materials are passed between employees, for example office supplies or documentation, drop off zones are organised where items can be left and then collected.
- All shared cutlery, crockery, cups and drinking glasses are effectively cleaned and disinfected before use by other persons, or taken out of use and staff are required to bring in their own.
- Employees are not incentivised to work if they are feeling unwell.
- Employees are not incentivised to work if they have had contact with a symptomatic individual.
- Content of the Fire Risk Assessment has been updated to reflect any changes in layout

3.6 Workplace Procedures

3.6.1 Communication and training

How will you ensure all of your employees understand the measures needed to prevent the spread of COVID-19 whilst at work?

All employees are trained before starting work in the new measures and any updates are communicated both verbally and through Yapster (employee communication tool).

Each employee completes a return to work questionnaire and has their temperature recorded at the start of every new shift.

Team briefing ongoing with regular re-brief meetings to ensure importance of Safe to Trade changes is kept top of mind.

UPDATE 15/10/20

- A new product has now been researched, located and purchased called Project Zero - Wipe Out - Hard Surface Cleaner. COSHH Data Sheets and RA's are available upon request.

The Project zero spray has a contact time of 10 seconds and is suitable to kill coronavirus. It is the same product as the wipes but in spray form, no change to cleaning regime will change apart from the change from wipes to spray to clean the tables on arrival.

update - 20/07/21

The wearing of face masks is now personal preference and down to the individual employee if he/she chooses to wear them.

- All employees have read and understand the control measures detailed in this risk assessment.
- All employees receive COVID-19 training.
- All employees receive regular update training and are informed of the new control measures. If control measures are not followed, the employee is immediately retrained in them.
- All employees complete a COVID-19 Return to Work questionnaire to ensure they are fit to work.
- All employees understand the symptoms of COVID-19 and the action they must take if they are in contact with anyone that has the symptoms.
- Posters are displayed encouraging employees to follow control measures, for example social distancing, hand washing procedures and when to self-isolate.

3.6.2 Manual Handling

How will you review manual handling practices to take into account COVID-19 controls?

- All manual handling risk assessment have been reviewed to take into account social distancing measures.
- All employees have been consulted in the manual handling review and retrained in the new practices.

3.6.3 First Aid

How will you review first aid procedures to take into account COVID-19 controls?

First aider employees have received updated first aid information and are aware to keep up to date with any further changes.

First aider refresher courses are being scheduled for 10th May & 27th July 2021

- The first aid risk assessment has been reviewed to take into account COVID-19 controls.
- All employees have been consulted in the first aid review and retrained in the new practices..

3.6.4 Violence and aggression in the workplace

How will you review violence and aggression procedures to take into account increased risk arising from COVID-19 controls?

- Workplace violence risk assessment has been reviewed to take into account increased risk arising from COVID-19 controls.
- Relevant employees have been consulted in the workplace violence risk assessment and retrained in the new practices.

3.6.5 Ventilation within the business

How do you ventilate your business to minimise the potential spread of COVID-19?

Air conditioning is used both in bedrooms and common areas.

- ✔ Where outdoor covered spaces are used prior to the re-opening of indoor spaces being allowed, the outdoor space is adequately ventilated. This means that at least 50% of the sides must be open. Doors and windows do not contribute to the open-able space calculation.
- ✔ Windows and doors are left open to encourage ventilation of the space. This action must not impact other safety considerations, for example reduced security as the entrances are not secure or fire doors being propped open.
- ✔ Ventilation systems have been adjusted to achieve the maximum number of air changes possible, whilst maintaining colleague comfort. If there is a complex ventilation system, then guidance is to be sought from the company's ventilation and air conditioning advisors.

3.6.6 Common hand contact surfaces

What procedures will you put in place for reusable hand contact surfaces?

Disposable menus
Condiments in sachets only (unused sachets kept in separate container for minimum 72 hours before reuse)
Tables only laid once guest has ordered
Tills and PDQs cleaned between uses.
Tables sanitised between uses.
Card payments or room charges only, no cash.

UPDATE 15/10/20

- A new product has now been researched, located and purchased called Project Zero - Wipe Out - Hard Surface Cleaner. COSHH Data Sheets and RA's are available upon request.

The Project zero spray has a contact time of 10 seconds and is suitable to kill coronavirus. It is the same product as the wipes but in spray form. no change to cleaning regime will

- ✔ Reusable hand contact surfaces are replaced with alternative non-contact methods (i.e. menus on display, condiments in single use sachets etc).
- ✔ All reusable hand contact surfaces are cleaned and disinfected between use (i.e. menus, money deposit capsules, thermometers, tables in staff rest areas, till, PDQs, kitchen equipment, etc. condiments cleaned and disinfected between use).
- ✔ Customers are encouraged to follow the contactless payment and refunds procedure where possible.

3.7 Review and monitoring

What procedures have you put in place to review and monitor the control measures of this risk assessment?

Any changes in regulations are noted by Group Operations Manager and implemented accordingly.

COVID RA is updated and distributed whenever government guidelines are changed

- The risk assessment is updated at least annually or sooner when the Government guidance or work practices change.
- Processes are in place to ensure the latest National and Local requirements are understood and have been implemented.
- Monitoring of control measures are undertaken throughout the day and recorded daily in the Riskproof App or Compliance Centre and nonconformities acted upon.
- The Monthly Check is undertaken on the Riskproof App or Compliance Centre and nonconformities acted upon.

3.8 Dealing with COVID-19 in the workplace

What procedures will you implement if an employee and / or visitor becomes unwell and displays symptoms at work?

Anyone who is symptomatic will be sent home immediately. Those that have been exposed to a symptomatic person should be swapped as soon as possible and sent home to isolate for 14 days or take a COVID-19 test.

Full SOP also in place

- All employees that have been exposed to a symptomatic person must self-isolate in line with the current Government requirements.
- All employees who test positive must self-isolate and follow the sickness procedure.
- All employees must complete a return to work form after self-isolation or completion of a negative COVID-19 test.
- Lateral Flow Testing used to identify employees or visitors who are COVID-19 positive.
- Internal close contact tracing procedures adopted.
- Dedicated, well ventilated room is available in the event anyone becomes ill whilst awaiting medical assistance.
- Deep cleaning of areas where a positive case has visited.
- A Single Point of Contact (SPOC) has been identified in the business and will lead and co-ordinate communication with Public Health teams in the event of an outbreak.

4. Additional information and control measures

Hotel guests will be informed of all safety measures prior to arrival.

All guests information is taken and kept for 21 days to ensure we are able to assist with Government track and trace scheme.

Guests are now required to sign into the NHS Track and Trace system using the QR codes available within the property, or by completing the track and trace documents onsite.

In adverse weather conditions provision has been made in a different area inside to ensure that guests do not attempt to come into the main restaurant and increase the capacity.

***UPDATE* 15/10/20**

- A new product has now been researched, located and purchased called Project Zero - Wipe Out - Hard Surface Cleaner. COSHH Data Sheets and RA's are available upon request.

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***UPDATE* - 20/07/21**

- The business will now solely operate under the government guidelines as it has been doing throughout the pandemic, any changes by government will be fully adhered to



For more information visit safetotrade.org.uk