

Coronavirus Risk Assessment & Safe System of Work

TASK / AREA / ISSUE BEING ASSESSED	Coronavirus in the Workplace – Pre-opening Risk Assessment
COMPANY	Barony Castle Hotel
ASSESSOR	Jenna Whitson
DATE	09/05/2021
REVIEW DATE	3 monthly
APPLICABLE LEGISLATION/GUIDANCE	Health and Safety at Work etc. Act 1974, Personal Protective Equipment at Work Regulations 1992, Management of Health and Safety at Work Regulations 1999 & UK Government Coronavirus (COVID-19) guidance and support documents as at 29/05/20
PEOPLE AFFECTED	<input checked="" type="checkbox"/> EMPLOYEES <input checked="" type="checkbox"/> MEMBERS OF THE PUBLIC <input checked="" type="checkbox"/> ADJACENT WORKERS <input checked="" type="checkbox"/> CHILDREN/YOUNG PEOPLE <input checked="" type="checkbox"/> CONTRACTORS <input checked="" type="checkbox"/> VISITORS/CUSTOMERS <input checked="" type="checkbox"/> NEW/EXPECTANT MOTHERS

Activity	Hazard(s)	Control Measures	Are required Controls in Place? Y/N
Home Life	Risk of cross infection	<p>Notification to Employees for Awareness</p> <p>Family members should recognise the increased risk due to persons at work and practice:</p> <ul style="list-style-type: none"> ➤ Regular hand washing ➤ Sanitising contact surfaces at home including bathrooms, food preparation surfaces ➤ Coughing and sneezing protection actions ➤ Home isolation where practicable <p>Avoid contact with vulnerable groups:</p> <ul style="list-style-type: none"> ➤ have had organ transplant ➤ having chemotherapy or antibody treatment or immunotherapy for cancer ➤ having an intense course of radiotherapy for lung cancer ➤ having targeted cancer treatments that can affect the immune system ➤ have blood or bone marrow cancer (such as leukaemia, lymphoma, or myeloma) ➤ have had a bone marrow or stem cell transplant in the past 6 months, or are still taking immunosuppressant medicine 	Y

		<ul style="list-style-type: none"> ➤ have been told by a doctor they have a severe lung condition (such as cystic fibrosis, severe asthma, or severe COPD) ➤ have a condition that means they have a very high risk of getting infections (such as SCID or sickle cell) ➤ are taking medicine that makes them much more likely to get infections (such as high doses of steroids or immunosuppressant medicine) ➤ have a serious heart condition and are pregnant <p>Practice/awareness of “Shielding Controls” for high risk vulnerable people</p> <ul style="list-style-type: none"> ➤ only leaving home to spend time outdoors, for example to go for a walk ➤ stay at least 2 metres (3 steps) away from other people in their home as much as possible ➤ get food and medicine delivered and left outside their door – ask friends and family to help or register to get coronavirus support on GOV.UK if needed ➤ prepare a hospital bag, including a list of the medicines being taking, in case they need to go into hospital ➤ wash hands regularly with soap and water often – do this for at least 20 seconds ➤ make sure anyone who comes into their home washes their hands with soap and water for 20 seconds ➤ use hand sanitiser gel if soap and water are not available ➤ clean objects and surfaces touched often (such as door handles, kettles, and phones) using regular home sanitiser cleaning products ➤ clean a shared bathroom each time it is used, for example by wiping the surfaces touched 	
New Legislation	Risk of Fines and/or Prosecution	<ul style="list-style-type: none"> ➤ Aware of updates as per Government guidance regarding Lockdown Release and Business Return to Work ➤ Awareness and implementation of expected protection to visitors, volunteers and members within the premises and related offerings as per Government guidance 	<p>Y</p> <p>Y</p>
Travel to Site and Hotel Vehicle Drivers	Risk of cross infection during transport	<ul style="list-style-type: none"> ➤ Employees discouraged from using public transport. Where this is unfeasible, staff must wear cloth type face masks when social distancing cannot be maintained ➤ Employees should carry alcohol gel dispenser and use regularly if travelling via public transport and touching surfaces ➤ Cloth face masks can be supplied to those staff members travelling to work via public transport ➤ Employees preference should be to travel on their own to work via car and not share travel with work colleagues ➤ Employees should ensure hand contact surfaces of their vehicles are clean using an anti-bacterial spray and paper towels e.g. door handles, steering wheel, gear stick, handbrake. ➤ Drivers must travel solo without another colleague, where this is not practicable the following steps should be applied: <ol style="list-style-type: none"> 1. journeys should be with the same individuals and limited in the number of people travelling per vehicle 	<p>Y</p> <p>Y</p> <p>Y</p> <p>Y</p> <p>Y</p> <p>Y</p>

		<p>2. vehicles regularly cleaned using gloves and standard cleaning products, with emphasis on handles and other areas where passengers may touch surfaces</p> <ul style="list-style-type: none"> ➤ Cloth type face masks should be worn by drivers/passengers to reduce viral transmission risk. ➤ PPE should be either disposed of using designated waste points or sealed in a clear plastic bag for later use/washing. <p>Entry to sites</p> <ul style="list-style-type: none"> ➤ Staggered arrival and departure times to reduce crowding into and out of the workplace, taking account of the impact on those with protected characteristics. ➤ Markings and one-way flows at entry and exit points. ➤ Hand sanitiser and thermal thermometers are available at entry and exit points ➤ Entry point amended for kitchen staff to kitchen door with a separate thermal thermometer, hand sanitiser and clocking machine. ➤ Suitable signage is visible to remind staff of new process. <p>Customers, visitors & contractors</p> <ul style="list-style-type: none"> ➤ Limit the number of visitors in public areas ➤ Schedules for essential services and contractor visits will be revised to reduce interaction and overlap. ➤ Clear guidance on social-distancing and hygiene provided to customers, delivery drivers etc on arrival via signage, and before arrival, where appropriate, by phone, on the website and via email. ➤ Entry and exit routes reviewed for visitors and contractors to minimise contact with other people. 	<p>Y</p> <p>Y</p> <p>Y</p> <p>Y</p> <p>Y</p> <p>Y</p> <p>Y</p> <p>Y</p> <p>Y</p> <p>Y</p> <p>Y</p> <p>Y</p>
Deliveries	Risk of cross infection	<ul style="list-style-type: none"> ➤ Delivery companies to be contacted to advise of new process for accepting deliveries. ➤ Deliveries to be pre-arranged with approximate arrival time provided, e.g. notification by phone/ email/ text message. ➤ Delivery drivers to leave deliveries in a designated place for collection by staff or deliver items to designated area, e.g. cellar, kitchen corridor etc. All deliveries to be collected by relevant department immediately upon receipt. ➤ Housekeeping deliveries to be delivered via first floor entrances where possible. ➤ Maintain social distance from other people to a normal distance of 2 metres ➤ Employees to wash hands before and after handling the delivery by washing with soap and water for a minimum of 20 seconds. ➤ If unable to clean hands by washing with soap and water, then the provision of single use disposable non latex gloves will be made, supplemented with a suitably located hand sanitiser gel once removed. ➤ Designated waste points are available for disposal of gloves. 	<p>Y</p> <p>Y</p> <p>Y</p> <p>Y</p> <p>Y</p> <p>Y</p> <p>Y</p> <p>Y</p>

Working on site	Risk of cross infection	<ul style="list-style-type: none"> ➤ Covid-19 Secure (Government) 2020 poster will be displayed. Y ➤ Covid-19 health questionnaires completed by all staff. Y ➤ Non essential activities will not be carried out. Y ➤ All team members will undergo company Covid-19 training and evidence of training record available on return to work and before starting a shift. Y ➤ All personal belongings including mobile phones should be locked away prior to starting shifts and are strictly forbidden to be used during working times. Y ➤ 1 metre distancing rules in place in bar, restaurant and function areas. Appropriate signage to inform employees and guests displayed. Y ➤ Layouts reviewed to allow staff to work further apart, achieving 2 metre distancing rule. Y ➤ Office workstations laid out in accordance with 2m distancing or provided with perspex screen. Y ➤ Maintain consistent work groups, e.g. pairs, teams, shifts Y ➤ Cross-train staff to improve flexibility Y ➤ Cluster rooms by length of stay/ departure date Y ➤ Minimise number of staff using kitchen areas, e.g. only one person allowed in dry store, still room, walk-in freezer at a time. Y ➤ Front of House staff not to enter kitchen beyond the still room, any requirements to be given to the Chef to obtain from relevant area e.g. dry store, fridge etc. Y ➤ 2m rule between kitchen workstations to be maintained Y ➤ Plexiglass barriers placed at bar and reception desk as an additional element of protection for workers and customers Y ➤ Increased cleaning schedule, which will include chairs, stools, tables, tills, card machines, fridge door handles, handrails, door touch points, desks etc. Y ➤ Additional sanitising stations provided throughout hotel Y <p>Provision of Personal Protective Equipment (PPE)</p> <p>The business will make available the following equipment for use by Team Members:</p> <p>Disposable Protective Gloves</p> <p>Team Members will be reminded that wearing gloves does not stop virus particles being taken into the body; only thorough and regular washing hands can do this especially before touching your face. Gloves should be changed in the same circumstances as the advice for when you should wash your hands including:</p> <ul style="list-style-type: none"> ➤ After handling waste Y ➤ After carrying out cleaning tasks Y ➤ After handling cash Y ➤ Before taking breaks Y 	
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		<p>Procedures for changing gloves trained to staff and observed in practice:</p> <ul style="list-style-type: none"> ➤ Remove gloves ➤ Dispose of gloves in a bin ➤ Wash / sanitise hands ➤ Put on new gloves 	Y Y Y Y
		<p>Face Protection – Masks</p> <p>Face masks are mandatory in all public and service areas of the building.</p> <p>Face masks/coverings will be available for Team Members. These Team Members will be reminded of the importance of:</p> <ul style="list-style-type: none"> ➤ Continuing to work to the 2m social distancing guidelines ➤ Being aware of 1 metre social distancing zones ➤ Washing hands before putting on the mask ➤ Storing the mask in a clean environment ➤ Changing the mask as soon as it begins to get damp ➤ Washing hands after removing the mask ➤ Understanding that the Government advice about the measures to maintain social distancing and / or provide a physical barrier between Team Members and customers is the main control along with washing hands. <p>All housekeeping staff must wear full PPE when cleaning a bedroom. This includes disposable aprons, gloves if necessary and face masks.</p> <p>Hand Washing</p> <ul style="list-style-type: none"> ➤ Hand washing facilities with soap and water available ➤ Team member hand washing taking place every 30 minutes PLUS when contaminated and moving between tasks ➤ Hand washing posters displayed ➤ Drying of hands with disposable paper towels or electrical hand dryers where available ➤ Alcohol hand gel available to staff and customers 	Y Y Y Y Y Y Y Y Y Y Y Y Y Y Y

		<p>Medically Exempt Employees</p> <ul style="list-style-type: none"> ➤ Any employee classed as medically exempt from wearing a face mask should make their line manager aware in the first instance. These employees should take extra care to ensure that they are able to maintain a 2 metre distance from colleagues and customers at all times. ➤ An appropriate lanyard or badge should be worn by employee to explain the exemption to the public and colleagues. ➤ If appropriate (and with employee agreement) protective visors will be available to such employees to provide a minimum level of protection, especially those working in 1 metre distancing zones. <p>Face Protection - Protective Visors</p> <p>An allocation of full face protectors will be made available to Team Members. These provide a physical barrier over the users face. The choice to wear a protective visor is solely at the discretion of the employee and is not recommended as an adequate protection unless worn in conjunction with a face mask.</p> <p>The cleaning of the visor should be carried at the beginning and end of every shift and at regular intervals thereafter to maintain visibility and cleanliness. Cleaning should be carried out using a sanitiser spray and blue paper towels.</p> <ul style="list-style-type: none"> ➤ Staff must use face coverings where close contact with customers is required, e.g. delivering food, first aid, housekeeping, room maintenance ➤ Suitable signage is visible to remind all staff of new processes and the need to wear PPE where applicable. 	<p>Y</p> <p>Y</p> <p>Y</p> <p>Y</p> <p>Y</p> <p>Y</p>
<p>Maintaining social distancing - Customers</p>	<p>Risk of cross infection</p>	<ul style="list-style-type: none"> ➤ Social Distancing Champion (Duty Manager) available during opening hours – identifiable to customers to ask questions and accountable for implementation of social distancing, cleaning and handwashing measures. ➤ Use outside areas for queuing for check-in i.e. car park. ➤ Manage outside queues to ensure they cause no risk to customers, using barriers and appropriate signage. ➤ Online check in and prepayment encouraged for all guests. ➤ Use of additional signage to ask customers not to enter the premises if they have symptoms. ➤ Regulate entry so that Reception does not become overcrowded. ➤ Limits on numbers of people entering the premises will be calculated and enforced based on size of premises. ➤ Use alternative spaces to accommodate social distancing, e.g. Murray Lounge. ➤ One -way pedestrian routes in place where possible. ➤ Use of lift limited to wheelchair users and persons unable to manage stairs or single person/ family groups. Consideration given to individual circumstances and requirements. ➤ Unnecessary furniture removed from rooms and common areas 	<p>Y</p> <p>Y</p> <p>Y</p> <p>Y</p> <p>Y</p> <p>Y</p> <p>Y</p> <p>Y</p> <p>Y</p>

		<ul style="list-style-type: none"> ➤ All sales/non-essential literature and ornamentation removed – provide on request or electronically ➤ Floor markings used to facilitate compliance with the social distancing advice of 2 metres, particularly in the most crowded areas, such as bars, serving counters and tills ➤ Use floor markings in other communal areas, such as toilets, entrance halls, reception areas ➤ Customers may need to be asked to step back from counters so that staff can serve them safely if the counter is less than 2m wide. ➤ Customers accompanied by children to be reminded that they are responsible for their supervision and following social distancing guidelines ➤ Only low level background music permitted. ➤ Seating areas reconfigured to ensure two metre separation or screens used to separate seating areas ➤ Signage in place to request that customers do not move furniture. ➤ Designated ‘accessible’ tables for disabled customers identified. ➤ The use of contactless payments (including pre-payment) and apps ordering is encouraged as much as possible, without disadvantaging older or vulnerable customers 	<p>Y</p> <p>Y</p> <p>Y</p> <p>Y</p> <p>Y</p> <p>Y</p> <p>Y</p> <p>Y</p> <p>Y</p>
Cleaning and Sanitisation	Risk of cross infection	<ul style="list-style-type: none"> ➤ Appoint a ‘cleaning champion’ to oversee cleaning and hygiene procedures ➤ Appoint a designated Public Area Cleaner ➤ Sanitisation stations at entry and exit points and in common areas through the building ➤ Increased cleaning schedule in common areas, especially during peak times. which will include chairs, stools, tables, tills, tablets, card machines, fridge door handles, etc.at least hourly and after every customer ➤ Enhanced cleaning regimes for toilet facilities, particularly door handles, locks and the toilet flush ➤ Increase cleaning time for rooms to allow proper sanitisation, i.e. application of product contact times, additional surfaces, etc. ➤ Provide additional staff training in new cleaning practices and enhanced cleaning requirements. ➤ Monitor enhanced cleaning, e.g. supervisor checks, schedule checklist/ sign-off ➤ Cleaning chemicals in use are effective against envelope viruses (complying with BS EN 1276) and staff are adhering to the correct contact time. At the end of the shift staff will clean all hand touch surfaces one more time before closing. ➤ Handwashing & cleaning down and disinfecting of surfaces and equipment every 30 minutes is required. This is not instead of, but in addition, to the regular hand washing and cleaning completed as per normal procedures. <p>Cleaning a Room following a suspected Covid-19 case</p> <ul style="list-style-type: none"> ➤ Isolate the room for 72 hours, then clean as usual ➤ If you cannot isolate the room: <ul style="list-style-type: none"> ○ Remove bedding and towels without shaking them and bag up in secured double bags, appropriately marked ○ Clean all hard surfaces with hot, soapy water, then sanitize, paying attention to contact times. 	<p>Y</p> <p>Y</p> <p>Y</p> <p>Y</p> <p>Y</p> <p>Y</p> <p>Y</p> <p>Y</p> <p>Y</p> <p>Y</p> <p>Y</p> <p>Y</p> <p>Y</p>

		<ul style="list-style-type: none"> ○ Steam clean all soft furnishings, including the mattress, ensuring that steam can penetrate the coverings ○ Dispose of any single use PPE, cloths, etc. in a double bag, which should be sealed, left securely for 72 hours then disposed of in normal waste. ○ After cleaning and bagging laundry, etc. staff must wash their hands for at least 20 seconds then dry them with a paper towel. ○ Any HVAC filter unit should be changed and disposed of in a double bag, Vents and louvres should be wiped down and cleaned with disinfectant. ○ Clean and disinfect all high frequency touch points. ○ Specialised cleaning may be used, e.g. room fogging. 	
Reception	Risk of cross infection	<ul style="list-style-type: none"> ➤ Manage expectations: <ul style="list-style-type: none"> ○ Use signage at the front door explaining that social distancing rules and additional hygiene measures are in place to protect guests and staff. ○ Email all guests prior to arrival to explain the extra measures that are being taken to offer reassurance and explain new procedures. ➤ At expected busier periods, restrict flow of guests checking in with a door person. ➤ Sanitiser available for reception staff to use on the desks, complying with BS EN 1276. ➤ Ensure all reception staff have access to hand sanitiser ➤ Reception desks are organised so that staff can be 2m away from guests via floor markings and further protected with perspex screens. ➤ Prepare keys prior to guest arrival, pre sanitized in an envelope. ➤ Introduce key drop / exchange point to prevent hand to hand contact ➤ If guests need to sign documents and use the chip and pin machine, reception staff should step back to keep their distance. Any pens or machines that are used should be disinfected before the next guests, and staff must wash their hands or use hand sanitiser between each guest check-in. ➤ Porterage will not be available except from exceptional circumstances such as disabled customers requiring assistance. In any such case, if a member of staff helps guests with luggage, they should keep 2m apart from guests whilst collecting luggage and either take it to the room before the guest arrives there or knock on the door, step back 2 paces and leave the luggage at the door. After handling luggage, staff should wash their hands or use alcohol hand gel afterwards. ➤ Do not offer temporary guest luggage storage or allow it to be left in guest rooms on checkout. 	<p style="text-align: right;">Y</p> <p style="text-align: right;">Y</p> <p style="text-align: right;">Y</p> <p style="text-align: right;">Y</p> <p style="text-align: right;">Y</p> <p style="text-align: right;">Y</p> <p style="text-align: right;">Y</p> <p style="text-align: right;">Y</p> <p style="text-align: right;">Y</p> <p style="text-align: right;">Y</p> <p style="text-align: right;">Y</p>
Food & Drink Service	Risk of cross infection	<ul style="list-style-type: none"> ➤ Food and drinks menu simplified to reduce waiting times ➤ Menu boards, disposable menus, condiment sachets, cutlery (bar) etc brought with food to minimise contact point cleaning. ➤ Minimise handling of glasses, cups, e.g. pour and serve drinks from the base of the glass and carry on trays. ➤ Use of designated 'Click & Collect' server table for customers to pick up food and drinks ➤ Where food is being collected by customers via Click and Collect, trays will be placed on a table, the member of staff moves back, and the customer picks it up. 	<p style="text-align: right;">Y</p> <p style="text-align: right;">Y</p> <p style="text-align: right;">Y</p> <p style="text-align: right;">Y</p> <p style="text-align: right;">Y</p>

		<ul style="list-style-type: none"> ➤ Guests advised not to clear own tables. ➤ Packets of nibbles available rather than shared open bowls ➤ Plated service to replace buffet breakfast & carvery ➤ Use of 'grab and go' packaged items and continental breakfast boxes ➤ No linen table coverings or napkins ➤ Plates to be picked up only by hospitality staff, customers must not serve themselves ➤ Where staff handle items used by customers, they must wash their hands before moving on to another task. ➤ Crockery, cutlery & glasses to be washed in dishwasher/ glasswasher at program of minimum 82°C 	<p>Y</p> <p>Y</p> <p>Y</p> <p>Y</p> <p>Y</p> <p>Y</p> <p>Y</p>
Room Service	Risk of cross infection	<ul style="list-style-type: none"> ➤ Manage expectations - ensure guests know that staff will have to operate social distancing and that room service trays will not be brought into the room. Process to be explained via website, email and at point of ordering. ➤ Room Service menu consolidated with bar menu ➤ Staff must wash their hands before picking up the room service tray to take to the guests. ➤ Room service stands to be used to allow trays to be left off the floor, next to the door. ➤ Trolleys to be used to transport room service stands and trays to guest rooms. ➤ No linen on room service trays ➤ Staff should knock on the door and leave the tray outside the door and step away 2m. The guest can then pick the tray up, and the staff can remove the tray stand. ➤ The member of staff must carefully wash their hands afterwards. ➤ A sanitized pen must be taken on the room tray to allow the customer to sign the bill. ➤ A 'tent card' informing guest how to arrange collection of empty tray must be placed on the tray and disposed of once the tray is cleared. ➤ If the guest wants to tip, then this should be done on the bill on checkout. Handling cash is a risk. ➤ The guest should leave the tray and its crockery and contents outside the room on the floor if necessary when finished and call reception for collection ➤ Staff should check the corridors for trays in the normal way. ➤ When trays are picked up, they must be taken to the still room and contaminated – crockery and cutlery to go in the dishwasher, and the tray to be sanitised. ➤ Should staff wear disposable gloves, they must take them off after handling the trays, dispose of the gloves safely in a designated waste point and then wash their hands. 	<p>Y</p> <p>Y</p> <p>Y</p> <p>Y</p> <p>Y</p> <p>Y</p> <p>Y</p> <p>Y</p> <p>Y</p> <p>Y</p> <p>Y</p> <p>Y</p> <p>Y</p> <p>Y</p> <p>Y</p> <p>Y</p> <p>Y</p>
Housekeeping	Risk of cross infection	<ul style="list-style-type: none"> ➤ Any re-used items in rooms, e.g. welcome pack, door hangers, sales booklets and consumables replaced with single use items or removed. ➤ For staying guests, rooms to be cleaned only on request, not as standard. ➤ Number of towels placed in rooms reduced – additional available on request ➤ Spare bedding removed – pillows, blankets, throws, cushions etc – available on request. ➤ Reduce number of toiletries. ➤ Robes and slippers available on request. Slippers must be wrapped ➤ Use single use toiletries for disposal on guest departure. 	<p>Y</p> <p>Y</p> <p>Y</p> <p>Y</p> <p>Y</p> <p>Y</p> <p>Y</p>

		<ul style="list-style-type: none"> ➤ Where possible, leave rooms empty for 72 hours before cleaning. ➤ Use of 'Drysan Oxy' chemical to allow room to be used by a new guest immediately after cleaning. Full training and procedures in place for dedicated Housekeeping Supervisor to apply the chemical, following correct guidance. ➤ Use of full PPE is required for those who are required to clean a room once a guest has departed. 	<p>Y</p> <p>Y</p> <p>Y</p>
Maintenance	Risk of cross infection	<ul style="list-style-type: none"> ➤ Maintenance staff should attend rooms when customers are not present, e.g. dining or otherwise away from the premises. ➤ Where customers are present, maintenance staff to maintain 2m distancing. ➤ Where 2m distancing is not possible, maintenance staff to use face coverings and good hygiene practice, especially where 2 persons are required, e.g. ladder use, manual handling of large items. ➤ Rooms must be disinfected with appropriate chemical by designated Housekeeping Supervisor after any such activity. 	<p>Y</p> <p>Y</p> <p>Y</p> <p>Y</p>
Manual Handling	Risk of cross infection	<ul style="list-style-type: none"> ➤ Maintain social distance from other people to a normal distance of 2 metres ➤ Where an item is deemed to be too heavy for one individual to lift (>25kg) and no proprietary equipment is available, then a two-person lift is required. Gloves and face masks will be provided to employees. ➤ Gloves and facemasks should then be disposed of in a suitable bin/bag after use. 	<p>Y</p> <p>Y</p> <p>Y</p>
Uniform	Risk of cross infection	<ul style="list-style-type: none"> ➤ Uniform should be washed at temperatures above 60°C or a laundry sanitising agent used if the fabrics require a low temperature. ➤ If a high temperature is not possible, and you have sufficient uniform, leave the laundry in a bag in a safe place for 72 hours and then wash as normal 	<p>Y</p> <p>Y</p>
Using Welfare Facilities	Risk of cross infection	<ul style="list-style-type: none"> ➤ Staff break times will be staggered to reduce pressure on places to eat, maintaining 2 metre rule. ➤ Group break outs are not permitted. ➤ Staff encouraged to stay on-site during working hours. ➤ All rubbish should be put straight in the bin and not left for someone else to clear up ➤ Tables should be sanitised after use ➤ Arrangements in place to monitor compliance <p>Toilet Facilities</p> <ul style="list-style-type: none"> ➤ Guests encouraged to use room bathroom rather than public toilets. ➤ Appropriate adaptations made to toilets to allow social distancing, e.g. blocking off every other urinal where separate or taking them out of use, where communal. ➤ Prop open inner doors of hygiene lobby's to reduce touch points ➤ Where 2m rule is not possible, implement 'one in one out' system with vacant/ engaged sign on door ➤ Signs and posters displayed to build awareness of good handwashing technique, the need to increase handwashing frequency, avoid touching your face and to cough or sneeze into a tissue which is binned safely, or into your arm if a tissue is not available 	<p>Y</p> <p>Y</p> <p>Y</p> <p>Y</p> <p>Y</p> <p>Y</p> <p>Y</p> <p>Y</p> <p>Y</p> <p>Y</p>

		<ul style="list-style-type: none"> ➤ Regular reminders given and signage displayed to maintain hygiene standards. ➤ Hand sanitiser provided in multiple locations in addition to washrooms. ➤ Clear use and cleaning guidance in place for toilets to ensure they are kept clean and social distancing is achieved as much as possible. ➤ Enhancing cleaning frequency for busy areas. ➤ Special care taken for cleaning of toilet touch areas. ➤ Provide more waste facilities and more frequent rubbish collection. ➤ Electric hand dryers or paper towels available for hand drying facilities <p>Changing Facilities, Showers and Drying Rooms</p> <ul style="list-style-type: none"> ➤ Changing facilities available only to leisure members using the pool for sole use or family groups and booked in advance. ➤ Guests asked to use own rooms for showering and changing. ➤ When shower and changing facilities are required, clear use and cleaning guidance for showers, lockers and changing rooms will be set to ensure they are kept clean and clear of personal items and that social distancing is achieved as much as possible ➤ Enhanced cleaning of all facilities regularly during the day, between uses and at the end of the day 	<p>Y</p> <p>Y</p> <p>Y</p> <p>Y</p> <p>Y</p> <p>Y</p> <p>Y</p>
Guest Facilities	Risk of cross infection	<ul style="list-style-type: none"> ➤ Spa facilities open following government guidance on allowable treatments. ➤ Government guidance followed on 'high risk zone' treatments and additional measures taken where required (change positions of client etc). Full training provided to therapists on protocols. ➤ Therapists must wear face coverings for all treatments. ➤ All equipment sanitized and laundry disposed of between treatments ➤ Door handles, beds and surfaces sanitized after each client. ➤ Separate checklist provided to therapists to ensure full government guidance followed. ➤ Minimise use of meeting/function rooms, ensuring 2 metre separation rule for those rooms used ➤ Stationery in meeting rooms only on request. All other consumables removed. ➤ No glassware, cutlery etc provided until service is required. ➤ Hand sanitisation stations provided in meeting/function rooms ➤ Encourage use of outside spaces as alternative to meeting/function rooms (weather permitting and as per client requirements) ➤ Pool & gym available only for sole use, booked in advance. ➤ Gym equipment and poolside cleaned between uses. ➤ Changing rooms available for sole use and cleaned between uses. ➤ Functions delivered in line with the following: <ul style="list-style-type: none"> ➤ Maximum capacity rules ➤ Table service rules ➤ Curfew times ➤ Local licensing laws 	<p>Y</p> <p>Y</p> <p>Y</p> <p>Y</p> <p>Y</p> <p>Y</p> <p>Y</p> <p>Y</p> <p>Y</p> <p>Y</p> <p>Y</p> <p>Y</p> <p>Y</p> <p>Y</p> <p>Y</p> <p>Y</p> <p>Y</p> <p>Y</p> <p>Y</p> <p>Y</p>

		<ul style="list-style-type: none"> ➤ Hotel premises license ➤ Alcohol permitted at tables only ➤ Live / DJ music not permitted, background music only ➤ Household rules applied to table plans ➤ Social distancing rules for functions ➤ Individual assessment on each function carried out to mitigate further risk and to ensure compliance with updated guidance. 	<p>Y</p> <p>Y</p> <p>Y</p> <p>Y</p> <p>Y</p> <p>Y</p>
Handling equipment, materials, waste, vehicles	Risk of cross infection	<ul style="list-style-type: none"> ➤ Procedures in place to ensure frequent cleaning of objects and surfaces that are touched regularly, such as door handles, handrails on staircases and corridors and printers ensuring adequate disposal of waste. ➤ Public Area Cleaner with enhanced duties to show clear visibility to customers of regular sanitisation of contact surfaces ➤ 'Clear Desk Policy' implemented to all workspaces by removing waste and belongings from the work area at the end of a shift. ➤ All areas used for eating must be thoroughly sanitised at the end of each break and shift, including tables, chairs, door handles, appliances etc. ➤ Cleaning procedures for the parts of shared equipment touched after each use e.g. tools, kitchen equipment, tractor, keyboards, tills, chip and pin machines, telephones. ➤ Increased handwashing encouraged and more handwashing facilities available for employees, handling goods and merchandise or providing hand sanitiser where this is not practical. ➤ Reusable delivery boxes no longer accepted. 	<p>Y</p> <p>Y</p> <p>Y</p> <p>Y</p> <p>Y</p> <p>Y</p> <p>Y</p>
Employee Welfare (all employees)	Stress and Mental Health conditions	<ul style="list-style-type: none"> ➤ Employees have access to 24/7 counselling and support available via the Medicare Cash Plan ➤ Employees have access to Flow Training online which outlines various health and mental wellbeing strategies employees can use. ➤ Employees are encouraged to raise any concerns they have with Human Resources or in the case of immediate concerns for their own safety or that of their colleagues or customers with the Duty Manager. 	<p>Y</p> <p>Y</p> <p>Y</p>
Vulnerable Team Members	Risk of cross infection	<p>Vulnerable Team Members</p> <ul style="list-style-type: none"> ➤ Any Team Member who is pregnant or with underlying health issues likely to make them more susceptible to severe consequences of contracting Coronavirus are encouraged to speak to their line manager. Those notified by their GP as being at particularly high risk must advise their line manager that they <u>must</u> self-isolate. 	<p>Y</p>
Contracting Corona Virus	Risk of cross infection	<p>Notification to Employees for Awareness</p> <p>All employees to be aware of Corona Virus symptoms:</p> <ul style="list-style-type: none"> ➤ a high temperature – this means you feel hot to touch on your chest or back (you do not need to measure your temperature) 	<p>Y</p>

		<ul style="list-style-type: none"> ➤ a new, continuous cough – this means coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours (if you usually have a cough, it may be worse than usual) ➤ Loss of taste/smell ➤ Report to your Line Manager and self-isolate. Do not come to work ➤ Contact the National Health services on 111 	<p>Y</p> <p>Y</p> <p>Y</p> <p>Y</p>
People with Corona Virus	Risk of cross infection	<p>Notification to Employees/ Guests for Awareness</p> <p>If experiencing symptoms at work/during stay:</p> <ul style="list-style-type: none"> ➤ Notify line manager/ Reception ➤ Consult NHS 111 ➤ Isolate in designated room/bedroom until arrangements can be made to return home <p>Do not leave your home if you have symptoms of coronavirus (COVID-19) or live with someone who does. This is called self-isolation. You must follow the stay at home guidance.</p> <p>If you are self-isolating, you must:</p> <ul style="list-style-type: none"> ➤ not leave your home for any reason ➤ not go out to buy food or collect medicine – order them by phone or online, or ask someone else to drop them off at your home ➤ To protect others, do not go to places like a GP surgery, pharmacy or hospital. Stay at home ➤ Do not have visitors, such as friends and family, in your home ➤ you can use your garden, if you have one, to get some fresh air and exercise <p>If advised that a member of staff or public has developed Covid-19 and were recently on our premises, we will identify people who have been in contact with them and will take advice on any actions or precautions that should be taken via the Test & Protect scheme.</p>	<p>Y</p> <p>Y</p> <p>Y</p>
Test & Protect	GDPR Compliance	<p>Test & Protect</p> <ul style="list-style-type: none"> ➤ All guests, contractors and visitors to the premises must register their details for track and trace via our QR code. This information is not retained by Barony Castle Hotel but by the Scottish Borders Chambers of Commerce. The privacy notice can be viewed at: https://protect.borderschamber.com/privacy ➤ Employees will complete track and trace on behalf of those who are unable to use the service. 	<p>Y</p> <p>Y</p> <p>Y</p>