



Introduction

This SOP has been developed in line with the site COVID-19 operating procedure.

Premises and businesses operating during the Coronavirus Covid-19 pandemic need to ensure they are protecting their workforce and minimising the risk of spread of infection.

Current Government Control Measures

You should only leave the house for one of four reasons:

- Shopping for basic necessities, for example food and medicine, which must be as infrequent as possible.
- One form of exercise a day, for example a run, walk, or cycle --- Alone or with members of your household.
- Any medical need, or to provide care or to help a vulnerable person.
- Travelling to and from work, but only where this absolutely cannot be done from home.

These are exceptional circumstances and the industry as well as us must comply with the latest Government advice on Coronavirus at all times.

For businesses that are still operating health and safety requirements must also not be compromised at this time.

The same control measures apply to all activities, competence should not be compromised because of COVID-19. Should a competent worker go off sick or self-isolate they should not be replaced by a worker with any less competence.

This is particularly applicable when considering safety critical workers.

Do not believe that if your competent person is absent from work, anyone can do the job.

Should an incident occur COVID-19 is not a defence in court.

Important to note that emergency services are also under great pressure and may not be in a position to respond as quickly as usual.

hotel management needs to remind the workforce at every opportunity of the Site Operating Procedures which are aimed at protecting them, their colleagues, their families and the UK population.

We all need to consistently adhere to this operating procedure to protect ourselves, our families, our colleagues and their families.

- We follow the guidelines and recommendations of government and local authority
- Management have been provided with guidance and information about Covid – 19
- We have increased focus on hand hygiene
- Increased cleaning and hygiene protocols
- We have increased the regular disinfection of exposed surfaces such as door handles, card terminals and elevator buttons with anti-bacterial liquids
- Offer disinfectant dispensers in the public areas
- Observance of the procedures for dealing with colleagues who are ill

Self-Isolation

Anyone who meets one of the following criteria should not come to site:

- Has a high temperature or a new persistent cough - follow the guidance on self-isolation
- Is a vulnerable person (by virtue of their age, underlying health condition, clinical condition or are pregnant)
- Is living with someone in self-isolation or a vulnerable person.

Procedure if Someone Falls Ill

- If a worker develops a high temperature or a persistent cough while at work, they should:
 - Isolate immediately
 - Return home immediately
 - Avoid touching anything
 - Cough or sneeze into a tissue and put it in a bin, or if they do not have tissues, cough and sneeze into the crook of their elbow.

They must then follow the government control measure on self-isolation and not return to work until their period of self-isolation has been completed.

Travel to work or for business

Wherever possible workers should travel to the premises alone using their own transport, the hotel will need to consider:

- Parking arrangements for additional cars and bicycles
- Other means of transport to avoid public transport e.g. cycling o Providing hand cleaning facilities at entrances and exits. This should be soap and water wherever possible or hand sanitiser if water is not available
- If someone is taken ill at work and needs to be taken home when driving home maximum distance from the driver should be achieved where possible.

Site Access Points

- Stop all non-essential visitors
- Introduce staggered start and finish times to reduce congestion and contact at all times
- Monitor site access points to enable social distancing - you may need to change the number of access points, either increase to reduce congestion or decrease to enable monitoring
- Require all workers to wash or clean their hands before entering or leaving the site
- Allow plenty of space (two metres) between people waiting to enter site
- Regularly clean common contact surfaces in reception, office, access control and delivery areas e.g. parking scanners, turnstiles, screens, telephone handsets, desks, particularly during peak flow times
- Reduce the number of people in attendance at site inductions and consider holding them outdoors wherever possible
- Drivers should remain in their vehicles if the load will allow it and must wash or clean their hands before unloading goods and materials.

Hand Washing

- Provide additional hand washing facilities to the usual welfare facilities if a significant number of personnel on site
- Ensure soap and fresh water is readily available and kept topped up at all times
- Provide hand sanitiser where hand washing facilities are unavailable
- Regularly clean the hand washing facilities and check soap and sanitiser levels
- Provide suitable and sufficient rubbish bins for hand towels with regular removal and disposal.

We will need extra supplies of soap, hand sanitiser and paper towels and these should be securely stored.

Toilet Facilities

- Restrict the number of people using toilet facilities at any one time e.g. possibly consider use of a welfare attendant
- Wash hands before and after using the facilities
- Enhance the cleaning regimes for toilet facilities particularly door handles, locks and the toilet flush
- Provide suitable and sufficient rubbish bins for hand towels with regular removal and disposal.

Changing Facilities, Showers and Drying Rooms

- Introduce staggered start and finish times to reduce congestion and contact at all times
- Introduce enhanced cleaning of all facilities throughout the day and at the end of each day
- Consider increasing the number or size of facilities available on site if possible
- Based on the size of each facility, determine how many people can use it at any one time to maintain a distance of two metres
- Provide suitable and sufficient rubbish bins in these areas with regular removal and disposal.

Avoiding Close Working

There will be situations where it is not possible or safe for workers to distance themselves from each other by 2 metres.

General Principles

- Non-essential physical work that requires close contact between workers should not be carried out if possible
- Work requiring skin to skin contact should not be carried out
- Plan all other work to minimise contact between workers
- Re-usable PPE should be thoroughly cleaned after use and not shared between workers
- Single use PPE should be disposed of so that it cannot be reused
- Stairs should be used in preference to lifts or hoists
- Where lifts or hoists must be used:
 - o Lower their capacity to reduce congestion and contact at all times
 - o Regularly clean touchpoints, doors, buttons etc.
- Increase ventilation in enclosed spaces
- Regularly clean the inside of vehicle cabs and between use by different operators.

Site and Team Meetings

- Only absolutely necessary meeting participants should attend; meetings should be carried out via conference calls.
- Should it be necessary to attend then attendees should be two metres apart from each other
- Rooms should be well ventilated / windows opened to allow fresh air circulation
- Hold meetings in open areas where possible.

Cleaning

- Enhanced cleaning procedures will be in place across the hotel, particularly in communal areas and at touch points including:
 - Taps and washing facilities o Toilet flush and seats
 - Door handles and push plates
 - Hand rails on staircases and corridors
 - Lift and hoist controls
 - Machinery and equipment controls
 - Food preparation and eating surfaces
 - Telephone equipment
 - Key boards, photocopiers and other office equipment

- Rubbish collection and storage points will be increased and emptied regularly throughout and at the end of each day.

Food Preparation, Canteens and Eating Arrangements

It is very unlikely that coronavirus is transmitted through food.

The hotel rest areas and canteens may remain open where there are no practical alternatives for staff to obtain food, we will ensure the following:

- as far as reasonably possible, a distance of 2 metres will be maintained between users
- staff can continue to use rest areas if they apply the same social distancing
- notices promoting hand hygiene and social distancing will be placed visibly in these areas
- if possible, we will increase the number of hand washing stations available

There is a requirement for the hotel to provide a means of heating food and making hot drinks for staff, these are exceptional circumstances we will introduce a means of keeping equipment clean between use, e.g. sanitising wipes.

Workers will need to provide food onsite from home where there are no shops, takeaways etc open.

Where workers are working away from home this should be considered for the week, essentially dried foods, canned fruit, breakfast bars etc.

Where there are takeaways who deliver they can deliver to site but this must be considered and coordinated.

The workforce should also be required to stay on site once they have entered it as much as possible. Where food can be retrieved from shops then send 1 person to get all the food required.

Dedicated eating areas have been identified to reduce food waste and contamination

- Break times will be staggered to reduce congestion and contact at all times
- Hand cleaning facilities or hand sanitiser will be available at the entrance of any room where people eat and should be used by workers when entering and leaving the area
- The workforce will be asked to bring pre-prepared meals and refillable drinking bottles from home
- Workers should sit 2 metres apart from each other whilst eating and avoid all contact
- Where catering is provided on site, it should provide pre-prepared and wrapped food only
 - Payments should be taken by contactless card wherever possible
 - Crockery, eating utensils, cups etc. should not be used
- Drinking water will be provided with enhanced cleaning measures of the tap mechanism introduced
- Tables will be cleaned between each use
- All rubbish will be put straight in the bin and not left for someone else to clear

- All areas used for eating will be thoroughly cleaned at the end of each break and shift, including chairs, door handles, vending machines and payment devices.

Preparing food for use away from the hotel

Steps to be taken by the hotel to prevent the spread of Covid – 19 with regard to food safety

Raising Awareness

It is essential for us to emphasise the importance of maintaining an effective Food Safety Management System (FSMS) and, in particular, the role of thorough and frequent handwashing in preventing the spread of COVID-19. Measures for implementing social distancing should also be effectively communicated across the hotel.

Posters, leaflets and other materials are available online which can be used to reinforce these messages throughout the hotel.

We also need to provide all personnel with clear instructions of what to do in relation to COVID-19 - refer to the Government, NHS Inform and Gov.uk websites for the most up to date information.

Food Standards Agencies are also updating their website regularly with new advice on food related issues.

Promoting Effective Personal Hygiene

We will ensure all staff are trained in effective handwashing technique - to wash hands for the required 20 seconds with soap and water - and that the importance of thorough and frequent handwashing is reinforced throughout the site.

Provide hand sanitiser and tissues as well as access to hot water, suitable soap and paper towels at every entrance and exit to food production or work areas.

Ensure that all staff undertake effective handwashing every time:

- Upon entry and exit to the food production area, and at regular intervals during manufacture/processing.
- After touching their face, blowing their nose, coughing and/or sneezing.

We will implement measures to monitor handwashing at key points and at regular intervals in the kitchens.

Food for local use will be prepared in our normal way within the hotel kitchen, it will be prepared and loaded onto trolleys for the collection vehicles to transfer.

Customers waiting to collect the food will wait in a designated area where a 2-metre distance from other people can be maintained.

STANDARD OPERATING PROCEDURES - Covid 19

If required customers will enter the premises one at a time and only when their order is ready to be made or collected.

Collection times will be staggered to discourage crowding outside the hotel.

Where queuing is taking place, we will use queue management systems to maintain a 2-metre distance between people.