



## **Introduction**

This SOP has been developed in line with the site COVID-19 Risk Assessment and guidance available from GOV.UK.

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**

### **Help control the virus**

To protect yourself and others, when you leave home you must:

- wash hands - keep washing your hands regularly
- cover face - wear a face covering over your nose and mouth in enclosed spaces
- make space - stay at least a metre away from people not in your household

If you are feeling unwell, get a test and do not leave home for at least 10 days.

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.

### **Suspected COVID cases and guest self-isolation**

If a guest presents themselves with symptoms of COVID-19 or is asymptomatic but declares the need to self-isolate, they should be advised to self-isolate according to current government guidance.

If a guest is displaying signs of the Covid-19 virus while staying in overnight accommodation for a permitted reason, they should inform the accommodation provider, immediately self-isolate where they are to minimise any risk of transmission and request a test. If they are confirmed to have Covid-19, they should return home if they reasonably can. They should use

private transport but only drive themselves if they can do so safely. If a guest cannot reasonably return home (for example because they are not well enough to travel or do not have the means to arrange transport), their circumstances should be discussed with an appropriate health care professional and, if necessary, the local authority. Guests should follow government guidance on dealing with possible or confirmed coronavirus (COVID-19) infection. Once the guest has returned to their main residence, they should continue to follow the government guidance on self-isolation, household isolation and social distancing.

This will apply to all guests that were present in the room. If the guest shows acute symptoms has breathing difficulties or their life is at potential risk, seek medical help immediately.

### **Face Coverings**

Please refer to the link below government guidance on face coverings.

<https://www.gov.uk/government/publications/face-coverings-when-to-wear-one-and-how-to-make-your-own/face-coverings-when-to-wear-one-and-how-to-make-your-own>

From 8 August members of the public will have to wear a face covering in public areas in hotels including the lobby, corridors, and toilet facilities.

As an extra precaution the Queens Hotel also require our staff serving customers in the garden, Dukes Bar, Princess Restaurant, Libby's Room, lobby and Elizabeth Ballroom to wear a face covering.

### **Registration Systems**

The Government guidelines state: "the opening up of the economy following the COVID-19 outbreak is being supported by NHS Test and Trace.

We should assist this service by keeping a temporary record of our customers and visitors for 21 days and assist NHS Test and Trace with requests for that data if needed.

This could help contain clusters or outbreaks. Hotel guests can complete pre-registration online on our website whereas staff will log registration details of customers visiting our bar and restaurant.

### **Coming to Work and Leaving Work**

Objective: To maintain social distancing wherever possible for workers, on arrival and departure and to enable handwashing upon arrival.

We are taking the following steps:

- Staggering arrival and departure times at work to reduce crowding into and out of the hotel, taking account of the impact on those with protected characteristics. For instance, if

six members of staff start at 1100 am then two will arrive at 1100, then another two at 1110 and then another two at 1120.

- We have sufficient parking facilities for staff and visitors at the hotel.
- Providing handwashing hand sanitiser for workers at entry and exit points. Staff to wash their hands as soon as they practically can after arriving at work.
- Consider alternatives to touch-based security devices such as keypads. Currently staff need to use a keypad to enter office to clock in or out (face recognition). They can use a hand sanitizer located in office or in corridor.
- Staff are provided with dedicated shelf slots for storage of clothes and bags.
- Requesting staff change into work uniforms on site using appropriate facilities/changing areas, where social distancing and hygiene guidelines can be met.
- Staff have their uniforms washed at home, however aprons required for bar and restaurant service are washed using hotel laundry service.
- Reviewing government guidance on travelling to and from work.

<https://www.gov.uk/guidance/coronavirus-covid-19-safer-travel-guidance-for-passengers>

### **Moving around buildings**

Objective: To maintain social distancing as far as possible while people travel through the workplace.

We are taking the following steps:

- Reducing movement non-essential trips within buildings and sites, for example staff are using radios and telephones to communicate. These items require cleaning between users if multi-use.
- Workers are assigned to work in groups and in specific areas of the hotel according to their function. The groups include reception, bar, restaurant, kitchen and housekeeping. One exception will be duty manager who will be moving around the building. Housekeeping are assigned to floors and rooms and work in teams of two.
- A one-way flow through building has been introduced for visitors. Floor markings (where appropriate) and signage has been provided to remind both workers and customers to follow to social distancing wherever possible.
- A sign has been placed beside the lift asking guests to contact reception if they need to use the lift.
- The use of stairs will be encouraged wherever possible.
- Making sure that people with disabilities are able to access lifts while socially distancing.
- Consider the particular needs of those with protected characteristics, such as those who are hearing or visually impaired.
- Regulating use of high traffic areas including corridors, lift, entrance and walkways to maintain social distancing, and increasing the frequency of cleaning and disinfection of these areas.

### **Workplaces and workstations**

Objective: To maintain appropriate social distancing between individuals when they are at their workstations.

We are taking the following steps:

- Reviewing layouts to allow workers to work further apart from each other.
- Avoiding people working face-to-face. For example, by working side-by-side or facing away from each other.
- Using fixed screens to create a physical barrier between people.
- Only where it is not possible to move workstations further apart, using screens to separate people from each other, for example, considering areas such as reception and guest services.
- Managing check in and check out times to enable staff to conduct cleaning and refreshing accommodation that may take longer under safer working conditions.
- Communicating to customers the times when housekeeping, cleaning and similar activities are underway to encourage them to leave spaces free for staff to operate.
- Using a consistent pairing system if people have to work in close proximity. For example, cleaning hotel rooms.
- Minimising contacts around transactions, for example, considering using contactless payments and encouraging online booking and pre-payment, where appropriate.

### **Workplace meetings**

Objective: To reduce transmission due to face-to-face meetings and maintain social distancing in meetings.

We are taking the following steps:

- Using remote working tools to avoid in person meetings.
- Only absolutely necessary participants should attend meetings and should maintain social distancing guidance throughout.  
<https://www.gov.uk/government/publications/staying-alert-and-safe-social-distancing>
- Avoiding the potential for transmission of COVID-19 during meetings, for example avoiding sharing pens and other objects.
- Providing hand sanitiser in meeting rooms.
- Ensure that meeting rooms are cleaned between users.
- Holding meetings outdoors or in well-ventilated rooms whenever possible.

### **Common areas for staff**

Objective: To maintain social distancing while using common areas.

We are taking the following steps:

- Staggering break times to reduce pressure on the staff break rooms or places to eat.

- Staff will have meal breaks in pairs as a maximum in the office common area.
- Installing screens to protect workers in receptions or similar areas.
- Reconfiguring seating and tables to optimise spacing and reduce face-to-face interactions.
- Encouraging workers to remain on-site and, when not possible, maintaining social distancing while off-site.
- Considering the use of social distance marking for staff and guest common areas such as toilets, showers, and changing rooms. Additional more frequent cleaning protocols should be applied to these facilities.

### **Keeping the site clean**

Objective: To keep the workplace clean and prevent transmission by touching contaminated surfaces.

We are taking the following steps:

- More frequent cleaning of work areas, indoor and outdoor accommodation, toilet facilities and equipment between uses, using our usual cleaning products.
- Increase the frequency of cleaning, especially hand touch surfaces, such as tables tops, drinks levers, keypads, grab-rails, elevator buttons, light switches, door handles, plates or cutlery, and any surface or item which is designed to be, or has a high likelihood of being touched.
- Maintaining good ventilation in the work environment. For example, opening windows and doors frequently, where possible.
- Wedging doors open, where appropriate, to reduce touchpoints. This does not apply to fire doors.
- Where an accommodation provider has a COVID-symptomatic guest, they should agree next steps with the guest at the earliest opportunity, ensuring no onward risk of infection to other guests or workers.
- Considering removal of items that are likely to be regularly touched by lots of different people, for example shared newspapers.

In rooms all high touch areas are thoroughly sanitised before check-in, including the following:

- Light switches
- Bedside tables
- Remote control
- Taps
- Flush handles and toilet seats
- Door handles – inside and out
- Hair dryer handles
- Iron and ironing board, trouser press
- Safe buttons
- Wardrobe doors
- Mini bar handle
- Kettle handle and lid

- Radiator control

Staff are not currently able to service a room during a stay, however fresh towels and additional toiletries can be provided. Visitors can contact the team who will drop them off at the door.

### **Hand Washing**

- Ensure employees are instructed to wash hands thoroughly and regularly.
- Use soap and water for at least 20 seconds.
- Use alcohol-based hand sanitiser if soap and water is not available and hand washing technique to be adopted as directed by NHS.
- Using signs and posters to build awareness of good handwashing technique, the need to increase handwashing frequency and to 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.
- Avoid touching face/eyes/nose/mouth with unwashed hands and to cover a cough or sneeze with a tissue then throw it in the bin.
- Provide additional hand washing facilities to the usual welfare facilities if a large spread out site or significant numbers of personnel on site.
- 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.
- 9. We will ensure extra supplies of soap, hand sanitiser and paper towels and these will be securely stored.
- 10. Restrict the number of people using toilet facilities at any one time e.g. use a welfare attendant.
- 11. Wash hands before and after using the facilities.
- 12. Enhance the cleaning regimes for toilet facilities particularly door handles, locks and the toilet flush.

### **Working within 2 meters of working team**

- Always consider if the task can be performed differently without having to breach the 2m social distancing rule
- Workers are to limit face to face working and work facing away from each other when possible
- Limit the frequency of working within 2m to an absolute minimum and ensure it is for strictly low intensity, sporadic work where exposure to this distance is less than 15 mins
- Consider introducing an enhanced authorisation process (permit to work) for activities where less than 2m distance may be required
- Provide additional supervision to monitor distancing and teams not to be rotated
- Continue to conduct dynamic risk assessments whilst completing the work and speak up if there is a safer way of completing the task
- All equipment to be thoroughly cleaned prior and after using it.
- Increased ventilation will be provided within enclosed spaces

- Sites should consider RPE for Coronavirus (Covid-19) where the two metre social distancing guidelines is not met. Equipment must be face fit tested to all users
- Consideration given to disposable gloves and eyewear to prevent and reduce potential contamination
- Reusable PPE should be thoroughly cleaned after use and not shared between workers. These should be stored in suitable places
- Single use PPE should be disposed of so that it cannot be reused and to control potential contamination is controlled (waste removed by a responsible, approved contractor).

### **Inbound and Outbound Goods**

Objective: To maintain social-distancing and avoid surface transmission when goods enter and leave the site, especially in high volume situations, for example, distribution centres, despatch areas.

- Revising pick up and drop off collection points, procedures, signage and markings.
- Considering methods to reduce frequency of deliveries, for example by ordering larger quantities less often.
- Minimising unnecessary contact at goods entrance on Osborne Road. For example, non-contact deliveries where the nature of the product allows for use of electronic pre-booking.
- Where possible and safe, having single workers load or unload vehicles.
- Where possible, using the same pairs of people for loads where more than 1 is needed.
- Enabling drivers to access welfare facilities when required, consistent with other guidance.
- Encouraging drivers to stay in their vehicles where this does not compromise their safety and existing safe working practice, such as preventing drive-aways.
- Creating one-way flow of traffic in stockrooms.
- Adjusting put-away and replenishment rules to create space for social distancing. Where social distancing cannot be maintained due to workplace design, sufficient mitigation strategies should be designed and implemented.

### **Guidance for our Visitors**

(mentioned on pre-arrival email, website)

We are taking the following steps:

- Visitors to complete registration online and there will be no need to fill in a form at the hotel reception.
- No waiting in line for check-in, our staff will hand you an envelope with a room key upon arrival.
- Reminding guests to maintain social distancing (2m, or 1m with risk mitigation where 2m is not viable, is acceptable) between guests of different households or support bubbles and our members of staff.
- Encouraging guests to use a hand sanitiser or handwashing facilities as they enter the premises and regularly during their stay as they move between areas in the hotel.



- Taking measures to avoid crowded reception areas, such as staggering check-in and check-out times and placing markers on the floor to maintain social distancing.
- Minimise lift usage from reception, clear signage for new lift rules will be provided.
- Making staff accessible to guests via phone, emails and guest apps.
- Encouraging contactless payments or pre-payments for rooms as part of the online booking, where possible, to limit cash payments for bills.
- Asking customers to order room service over the telephone.
- Food and beverage room service can be dropped off at door and member of staff will knock on door and the step back.
- Staff to wash hand after collecting room service tray.
- Informing guests that they should be prepared to remove face coverings if asked to do so by police officers and staff for the purposes of identification.

#### The Team:

- The team respects social distancing guidelines and have been thoroughly trained in our new practices and risk assessment measures, they are respectful of social distancing guidelines.
- The hotel is now operating a 'delivery to door' service, just let us know if you need anything.
- The company will continue to monitor new safe working guidance published by the government and hospitality sector.
- Staff are all temperature checked every morning.
- If a guest starts to feel unwell then advise staff who can take their temperature with a contactless thermometer and assist them with contacting medical services

#### **Guidance to Customers Visiting our Restaurant and Bar**

We are taking the following steps:

1. Providing clear guidance on social distancing and hygiene to people on arrival, for example, signage, visual aids and before arrival, such as by phone, on the website or by email.
2. Managing the entry of customers, and the number of customers at a venue, so that all indoor customers are seated with appropriate distancing, and those outdoors have appropriately spaced seating.
3. Staff are taking contact details of one person from each table and also recording the number of persons present at the table. This is to assist NHS Track and Trace.
4. Encouraging customers to use hand sanitiser or handwashing facilities as they enter the venue.
5. Reminding customers who are accompanied by children that they are responsible for supervising them at all times and should follow social distancing guidelines.
6. Minimising customer self-service of food, cutlery and condiments to reduce risk of transmission. For example, providing cutlery and condiments only when food is served.
7. Encouraging contactless payments where possible and adjusting location of card readers to social distancing guidelines (2m, or 1m with risk mitigation where 2m is not viable, is acceptable).

8. Providing only disposable condiments or cleaning non-disposable condiment containers after each use.
9. Reducing the number of surfaces touched by both staff and customers. For example, asking customers to remain at a table where possible, or to not lean on counters when collecting takeaways.
10. Where bar or counter service is unavoidable, preventing customers from remaining at the bar or counter after ordering.
11. Encouraging use of contactless ordering from tables where available. For example, through an ordering app.
12. Adjusting processes to prevent customers from congregating at points of service. For example, having only staff collect and return empty glasses to the bar.
13. Failure to observe safety measures will result in service not being provided.
14. Table surfaces to be cleaned after being vacated by customers prior to next seating. Increase the frequency of cleaning, especially hand touch surfaces, such as tables tops, drinks levers, keypads, grab-rails, elevator buttons, light switches, door handles, plates or cutlery, and any surface or item which is designed to be, or has a high likelihood of being touched.

### **Kitchen**

We are taking the following steps:

1. Following government guidance on managing food preparation and food service areas.  
<https://www.gov.uk/government/publications/covid-19-guidance-for-food-businesses/guidance-for-food-businesses-on-coronavirus-covid-19>
2. Allowing kitchen access to as few people as possible.
3. Minimising interaction between kitchen staff and other workers, including when on breaks.
4. Putting teams into shifts to restrict the number of workers interacting with each other.
5. Spacing working areas to maintain social distancing guidelines (2m, or 1m with risk mitigation where 2m is not viable) as much as possible, recognising the difficulty of moving equipment such as sinks, hobs and ovens. Consider cleanable panels to separate working areas in larger kitchens.
6. Providing floor marking to signal social distancing (2m, or 1m with risk mitigation where 2m is not viable).
7. Using 'one way' traffic flows to minimise contact.
8. Minimising access to walk-in pantries, fridges and freezers, for example, with only one person being able to access these areas at one point in time.
9. Minimising contact at 'handover' points with other staff, such as when presenting food to serving staff and delivery drivers.

### **Toilet Facilities**

We are taking the following steps:

- Using signs and posters to build awareness of good handwashing technique, the need to increase handwashing frequency and to 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.
- Use of social distancing marking in areas where queues normally form, and the adoption of a limited entry approach, with one in, one out.
- To enable good hand hygiene, consider making hand sanitiser available on entry to toilets where safe and practical, and ensure suitable handwashing facilities including running water and liquid soap and suitable options for drying (either paper towels or hand driers) are available.
- 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.

### **Live Music/ Singers and Musicians (Outdoors)**

We are taking the following steps:

- Reminding performers to maintain social distancing (2m, or 1m with risk mitigation where 2m is not viable, is acceptable) between guests and staff the encounter.
- Performances will be at a distance of 3 metres from the nearest other person.
- Within a band positioning side to side or back to back and avoid singing face to face wherever possible.
- Encouraging them to use a hand sanitiser or handwashing facilities as they enter the premises and regularly during their stay as they move between areas in the hotel.
- Taking temperature checks of singers and musicians when they arrive on the premises.
- Singers and musicians to ensure that all equipment has been thoroughly sanitised prior to arrival.
- Singers to use their own microphones and microphone stands.
- Food/ drink will be dropped off at the performance area and member of staff will collect empty plates and drinks vessels, staff will wear PPE.
- Staff to wash hand/ sanitise gloves after collecting tray.