

Health & Safety Update

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Staff Journey

- ✓ Policy updates (Return to work protocols - UK & Ireland);
- ✓ Weekly Health Declaration
- ✓ Staff Welfare facilities
- ✓ Temperature testing
- ✓ PPE
- ✓ New operational measures across all departments
 - ✓ For e.g Sanitised key cards at reception / Revised touch point cleaning regime for all departments
- ✓ Revised Robust cleaning plan for all areas & an additional sterilisation process
 - ✓ Including all departmental workstations and BOH areas
- ✓ Covid Compliance officers
- ✓ Extensive Training Plan - coordinated by Group Training / New SOPS

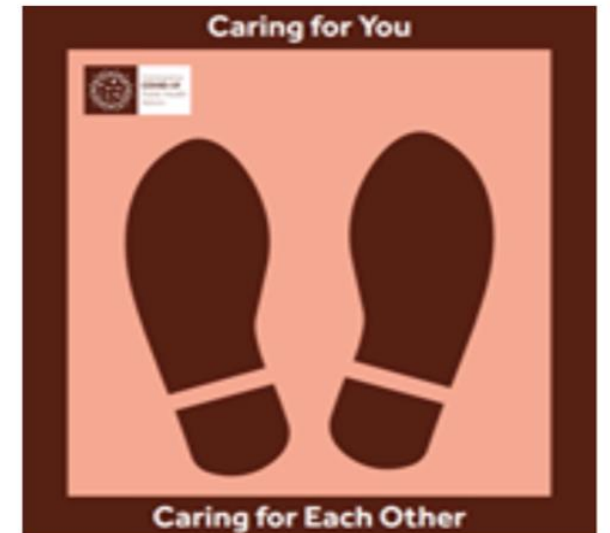
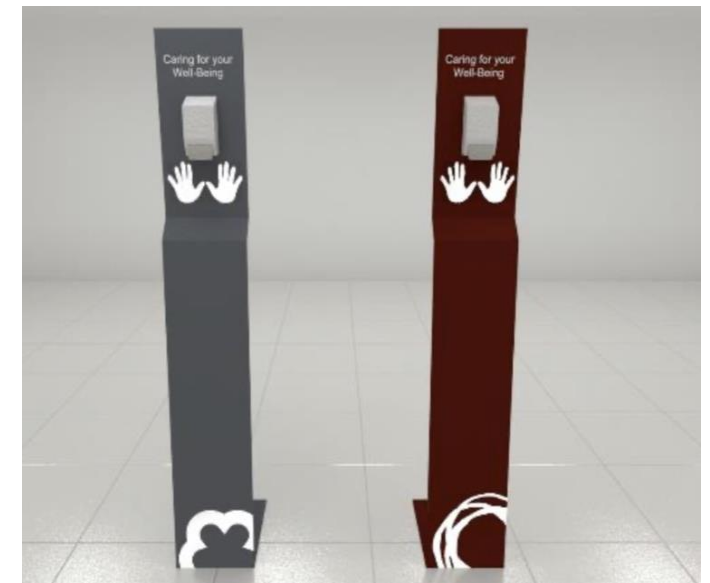
Covid Compliance Officers

- ✓ Each hotel will nominate 2-3 CCO's
- ✓ The Covid19 Compliance Officer key responsibilities will be to ensure full compliance with the measures introduced to ensure a safe environment within our hotels as a result of Covid19.
- ✓ Whilst ensuring compliance is everyone's responsibility in the hotels the CCO will oversee the following ; So for example;
 - ✓ They will monitor day to day activities within each department to ensure for e.g. Physical distancing
 - ✓ To monitor the hotel cleaning programme and frequency of same
 - ✓ Checking stock levels of hand sanitiser, signage, PPE etc
 - ✓ Regularly relooking at requirements for additional PPE, additional cleaning, training etc

Covid19 In House Visuals

- ✓ Branded Signage highlighting;
 - ✓ Increased Hand Sanitisation points
 - ✓ Hand & Respiratory Hygiene Posters
 - ✓ Physical distancing Signage
 - ✓ Markings at reception, restaurants, lifts floors - where queues might arise
 - ✓ Furniture will be removed / moved around to ensure distancing of 2M squared
 - ✓ Public areas will be re-configured - initially to avoid gatherings
 - ✓ Sneeze/Cough Guards

- ✓ Visitors & Contractor Procedures



Guest Journey

Pre arrival & Front desk

- ✓ Online Check in & check out / Pre-arrival / Registration card
- ✓ Room charge option / Card Pre-authorisation or Invoicing options
- ✓ Detailed pre-stay email
- ✓ Key card / Welcome letter
- ✓ Express Check out

Bedroom

- ✓ Lift / lower ground floor allocations / Luggage
- ✓ Introduction of an Online platform - will replace guest directory / other collateral
- ✓ Decluttering / Disposable options
- ✓ Touch point cleaning plan
- ✓ No S/O service (Option to request) / Options around maintenance
- ✓ Fogging before and after each clean = Room seal



Guest Journey

F&B

- ✓ No buffets
 - ✓ Menu will be available & orders will be taken at the tables
 - ✓ All service will be to the table / food will arrive at table covered by Cloche
 - ✓ Menu options will allow for scaling up or down choices based on occupancies
 - ✓ Beverage options with food service will be available
 - ✓ Click and collect options / Increased “in Room Dining“ options
 - ✓ Options to Reserve tables using online Platform
 - ✓ All restaurants will be set up to reflect physical distancing /
 - ✓ Utilising C&B areas to increase capacity
 - ✓ Bars will remain closed - August
 - ✓ RBR - Limit contact points / individual portions

 - ✓ Kitchens - Re-configured / PPE / Dishwashers
 - ✓ Encouraging contactless & cashless Payment
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Guest Journey

C&B

- ✓ Currently compiling new capacity details which have been created at 2m & 1m distancing
- ✓ F&B plan - T/C & Individually wrapped portions for breaks / Lunch scenarios
- ✓ Consideration needs to be given to toilets facilities, communal spaces

Leisure Facilities

- ✓ Pools will re-open from 20th of July / Gyms will re-open from 10th of August
 - ✓ Booking options
 - ✓ Segregated pools to allow for distancing
 - ✓ Options around changing facilities under consideration - Pod like!
 - ✓ Family activities may resume in place of kids clubs - Family Cinema, Family Quiz's, Family Bingo
 - ✓ Spa options under consideration - Reduced treatment options
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- ✓ Buses - Sneeze Guards / Seat Covers / Robust cleaning & Sterilisation plan in place

Fogging System; Anolyte

- ✓ As an **extra** layer of sterilisation - a fogging process using “Anolyte” is been introduced
- ✓ Anolyte is electro-chemically activated water or electrolysed water (ECA)
- ✓ ECA is produced by the electrolysis of ordinary tap water containing dissolved sodium chloride into Hypochlorous acid – which is a very efficient disinfecting solution
- ✓ Used in various industries
 - ✓ Diageo & Coca Cola to wash & sterilise their bottles
 - ✓ Pfizer & Abbots in Pharmaceutical
 - ✓ Beaumont Hospital & The Dental Clinic in Health Care sectors
- ✓ Guest Departs/Room is fogged/Cleaned- focus heavily on touch points/checked/Re-fogged/sealed
- ✓ Anolyte will also be used to sterilise and disinfect our water tanks, preventing any issues from a bacterial or legionella perspective
- ✓ Sustainability – non chemical/non toxic
- ✓ Provides further flexibility around sterilising Public Areas, BOH, C&B areas, Buses, Luggage, deliveries.....



Health & Safety Documents

- Currently compiling
 - A New Risk assessment for each department & area outlining safety controls to ensure smooth operations in a safe environment
 - New departmental SOPS
 - Safety Statement update
 - New covid19 incident report
- Safety Video
- Professional corporate document –
 - how we deliver a safe environment / how we handle incidents

Accreditation

- ✓ Bureau Veritas are the company we have selected to work with
- ✓ 4 Phases to accreditation
 - ✓ Project kick off & Preparation
 - ✓ Understanding our measures and agreeing an assessment template
 - ✓ System Assessment
 - ✓ Reviews our processes, hygiene, People & Facilities
 - ✓ Site Assessment
 - ✓ Will evaluate the application of protocols & measures on site including documentation review, visual inspection, interview's with site personnel
 - ✓ Reporting
 - ✓ On completion of all of the above the auditor will determine a level of compliance for each requirement. They may provide additional guidance or corrective actions which must be acted upon
 - ✓ When full compliance status has been achieved Bureau Veritas will issue an “**Assurance Statement**”
- ✓ 6 month award

Accreditation - Sample Wording

Assurance Award: System and full Site Implementation = Label

“The scope of our work included assurance of both management level activity and full site level implementation.

Specifically, this includes review of measures, procedures and policies that have been defined or revised since the appearance of the COVID-19 pandemic.

The assurance included interviews with key staff.

Further, 100% of [CLIENT’S NAME] sites included were assessed for site implementation of measures, procedures and policies.

This included physical implementation of measures such as social distancing barriers, local adaptation of policies and interviews to check knowledge of local staff.”

QUESTIONS & THANK YOU