

THE QUEEN'S ARMS

WARWICK-ON-EDEN

Safety Update – Coronavirus

Enhanced Safety Procedures in Response To COVID-19

COVID-19 SAFETY PROCEDURES

Please note that these measures are provided as a guideline only, and we reserve the right to update daily without prior notice given the evolving nature of the pandemic.

1. Keep it Clean.
We clean and disinfect communal areas, along with high frequently touched points such as door handles and telephones, multiple times per day. After cleaning we “mist” bedrooms with COVID-19 effective disinfectant using our new electro-static misting machine
2. Insure Staff Wellness
All staff are tested twice weekly for COVID, and temperature checked upon arrival for their shifts. Any staff showing or reporting symptoms of COVID-19 will be asked not to come- to work and to self-isolate for the recommended time.
3. Handwashing
Staff have been trained in NHS-approved hand-washing guidelines. Sanitiser is available in all public areas for the use of guests and staff.
4. Equip Our Team
All PPE, along with appropriate training for use and disposal, is available to any employee upon request.
5. Increased Safety Training
All employees have received comprehensive COVID-19 safety training based on official guidance from the government and WHO.



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6. Service as Usual

You may notice a few changes here and there such as staff greeting you with a smile and a nod of the head rather than a handshake – but we are working hard to hard to maintain our usual warm and friendly service!

7. Insuring Customer Wellness

If you feel at all unwell during your stay, please call reception from the phone in you, room to let us know and we will advise you on the next steps to take.

8. Physical Distance

We encourage all guests to maintain a 1-metre + distance from other guests and staff. We have fitted protective screens in areas where this might prove difficult. Members of staff will also practice social distancing.

The health and safety of our guests is of paramount importance to us, and as such we have always operated with extremely high standards of hygiene at all times, in all areas of the hotel. In response to the COVID-19 crisis, we have put the following measures in place to further enhance our procedures and doubly ensure the personal safety of each guest and member of staff on the premises, giving you complete peace of mind for the duration of your stay.

Please note that these measures are provided as guidelines only, and we reserve the right to update daily without prior notice given the evolving nature of the pandemic.

Staying with Confidence

We want you to feel safe and secure from the moment you pull up outside, to the moment you must leave us. That is why we have enhanced our cleaning practices, guest interactions, employee procedures, and availability of information, to ensure your confidence and security.

We have developed these new enhanced procedures in accordance with a combination of the WHO guidelines, UK Hospitality recommendations and Government advice (this can be found on the government website), to ensure that we are not only compliant but going above and beyond to protect and reassure our guests and staff. We have also undertaken a full risk assessment, outlining in detail how we are meeting these guidelines in every area of our hotel. These are being communicated to staff by managers first through initial training and then on a regular basis.



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Section One: Key changes to safeguard employee guest health

A. Frequent and thorough hand sanitising

We have implemented a strict protocol of frequent hand washing and use of hand sanitiser for staff, hand washing with soap and water being the preferred method. Sanitiser - anti-viral, with a minimum 60% alcohol content - has been placed prominently in both front and back areas of the hotel to enable staff and guests to sanitise frequently.

Sanitiser is available for use in the following areas: The lobby, reception, the library, the drawing room, the Dower House restaurant, the kitchens, the offices, the spa, the gym, landings, employee entrances, all staff areas, meeting rooms, and all other public areas.

B: Health and Safety Signage (front and back of house)

We are handing out health and hygiene reminders to all resident guests on arrival. For non-resident guests, a sign-in policy led by our concierge team has been introduced to the entrance of hotel. This policy follows the government guidelines of track and trace, highlighting the precautions which we must adhere to.

We have put up signage in our employee areas back of house, employee entrances and exit points. Signage reminds employees of the proper way to wear, handle and dispose of masks, use gloves, wash hands, sneeze and to avoid touching their faces.

C. Action Plan for Responding to Health Concerns

Per official government advice, employees will immediately inform the duty manager of any pertinent incidents, including possibly sick guests in their rooms. They will treat all this information with discretion.

The duty manager will then minimize contact of the ill person with all guests and staff of the establishment. This will be affected by providing the person with a mask, and, if the sick person cannot be transferred to a medical establishment, they will be isolated and contained within one room on a temporary basis. Once the sick person has left the premises, this room - and any other areas or touch points that may have been contaminated - will then be subjected to a quarantine and disinfectant, with the staff member using gloves and a disposable apron before it is made available again.

D. General Employee Responsibilities

Hand Cleaning

All employees shall follow Government and WHO guidance regarding handwashing. Staff will be required to remove any jewellery from their hands and wrists prior to their shift starting. Employees shall wash their hands for at least 20 seconds or use anti-viral sanitizer when a sink is not available, after any of the following activities: using the toilet, sneezing, touching the face, cleaning, eating, drinking, accepting items from a guest (ID, cash, credit card, room key), taking a break, and before a shift and as needed throughout the shift. When possible, employees shall wear gloves for added



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protection and sanitation efforts. Proper hand hygiene, in accordance with government and WHO guidelines, will be followed prior to and after removing the gloves. Duty managers will remind everyone to wash their hands or use a hand gel at the start of every shift.

COVID-19 Training

All employees shall receive COVID-19 safety and facility sanitation protocols training recommendations based on official guidance from the government and WHO, with more comprehensive training for employees with frequent guest contact including Housekeeping.

Training will include details about current distancing requirements, routes of transmission and the importance of hand washing and surface disinfection at key times. All staff will be instructed about not coming to work if they have a fever or new cough. They should stay at home for seven days (or for as long as prevailing guidance dictates).

A general commitment to hygiene shall be regularly communicated to staff, including transmission threats outside of the workplace, infection and quarantine guidelines, and actions to reduce risk of infection in the home.

A separate document has been issued to staff with guidance on change of procedures to minimize risk of spreading COVID-19.

Personal Protective Equipment (PPE)

PPE, along with appropriate training for use and disposal, will be made available to any employee upon request. Staff will be trained in the correct use of face masks.

Cleaning staff will be trained on the use of and provided with personal protection equipment as listed below:

- Masks
- Gloves
- Disposable Aprons

If doing tasks that generate splashes (e.g., While washing surfaces) or close contact with guests, staff will be required to wear facial protection with a face shield and impermeable aprons. Staff have been instructed to wash hands after removing PPE.

We kindly request that guests and visitors wear masks in all indoor public areas of the hotel, per current government guidelines. Masks do not need to be worn in the gardens and may of course be removed to eat and drink. Thank you for your understanding.

Section Two: Further details

2A: Cleaning Products & Protocols



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Staff have been trained and will now clean with approved products followed by a second clean using disinfectant, per government advice.

Public Spaces and Communal Areas

Cleaning and disinfecting shall be frequent (multiple times per day) with an emphasis on frequent contact with hard non-porous surfaces including, but not limited to, front desk check-in counters, pens, chip and pin machines, keyboards, bells, telephones, lifts and lift buttons, all door handles, public toilets, room keys and locks, stair handrails.

Our Team

- All team members will take a COVID test twice per week.
- All team members will be required to stay at home if unwell or if receiving a positive COVID test result.
- Temperature checks will be taken daily before entering the building.
- All team members will be required to wash their hands (or use hand sanitiser) regularly and after a change of activity.
- All team members will be required to follow official guidance on self-isolating.
- All team members will be required to wear PPE as appropriate.
- The team will follow a policy of no physical contact and maintain physical distancing, wherever possible.
- All team members have completed an extensive internal COVID-19 training program.

Guest Rooms/ Housekeeping

Cleaning and disinfecting protocols will require that particular attention be paid to high-touch, hard non-porous items including television remote controls, toilet seats and handles, door and furniture handles, taps, bedside tables, telephones, light switches, temperature control panels, alarm clocks, luggage racks, kettles, hairdryer handles, iron and ironing board, trouser press, safe buttons, wardrobe doors and flooring. Glasses and crockery will be removed and washed in a dishwasher (not the room sink). Room collateral will be kept to a minimum. Staff must follow handwashing guidelines as per PHE guidance. Disinfecting gloved hands will follow the same guidelines and frequency as that of handwashing.

The frequency of room cleaning during a guest's stay may be altered based on guest requirements. We will review the frequency of the cycle of cleaning and in room services to take into account different lengths of stay.

Room cleaning will be undertaken in the absence of the guest, unless it is difficult for the guest to leave the room (e.g. due to mobility constraints) whereupon social distancing shall be observed in the presence of the guest.



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Laundry

Linens, towels, and laundry shall be washed as appropriate in accordance with the manufacturer instructions. We will launder items using the warmest allowable water setting for the items, and dry items completely.

Dirty linen shall be bagged in the guest room to eliminate excess contact while being transported to the laundry facility.

The proper functioning of the dishwashing and laundry equipment will be checked, particularly the operating temperatures, as well as the correct dosage of cleaning and disinfecting chemicals. We will clean and disinfect anything used for transporting laundry with our usual products.

Staff Uniforms

Staff are arriving at work in their personal clothes and are getting changed into their work uniform at work in the changing rooms. More detailed guidance to staff is provided with regards to staff uniform procedure.

Staff have been informed that uniforms should be washed at temperatures above 60°C or a laundry sanitising agent used if the fabrics cannot be washed at such a temperature.

Staff have been informed that if a high temperature laundry is not possible, and they have sufficient uniform items, to leave the laundry in a bag in a safe place for 72 hours and then wash as normal.

Back of the House

Cleaning and disinfecting of all high touch areas shall occur in accordance with government guidelines, including at least twice per day in high traffic areas. Handwashing stations and access to hand sanitizer have been made convenient and highly visible along with signage instructing proper technique.

Kitchen

Per government guidance we will use detergent and then available disinfectant which kills the virus and is made up from issued/installed disinfectant, used in accordance with manufacturer recommendations. This will be used on visibly clean surfaces.

Staff are following their regular sanitising regime as usual, and at the end of the shift going over all hand touch surfaces one more time before closing.

Rinsing processes ensure disinfection of crockery and glasses, either with water at a minimum of 60 degrees or suitable disinfectant.



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Shared Equipment

Shared tools and equipment shall be disinfected after each shift or transfer to a new employee.

Food & Beverage

Food and beverage service shall reduce in-person contact with guests. We will also minimize dining items available on the tables. Traditional room service can be replaced with a no-contact delivery method if requested. The current distance level should be maintained between customers at different tables (e.g. by positioning the tables and chairs accordingly).

Our breakfast buffet service will be removed, and instead buffet items will be served by an attendant from the kitchen. The attendant will be wearing personal protection equipment (PPE), and utensils will be washed and changed more frequently. Minimal items will be placed on guest tables, including condiments, silverware, glassware, napkins, etc.

Customer contact with collateral such as menus, trays, napkins etc. has been limited to what is necessary, and cleaning / replacement is carried out after each use.

Where staff come into contact with items used by customers, they need to ensure that they wash their hands before moving on to another task. Condiments and sauces are prepared individually upon request.

We have reviewed our menu options to ensure that cross-over and access to food is minimised.

Customers will be encouraged to wash their hands before entering the restaurant or bar, or to use hand sanitiser station provided if handwashing isn't possible.

Toilet areas will be regulatory monitored and disinfected, including frequent disinfection of high frequency touch points in bathrooms and toilet areas. Signage and guest communications will be used to encourage the use of their hotel room bathrooms and toilets wherever possible.

Contactless or room account payments should be used whenever possible. Potential pinch points have been identified and monitored as part of the overall risk assessment in our operational plan, including reference to customer toilets, and monitoring of their use to ensure compliance with social distancing requirements.

In-room dining and room service

If requested, a non-contact in-room dining service can be offered.

Staff will wash their hands before picking up the room service tray to take to the guests.

Dishes and drinks will be placed on disinfected butlers' trays, then left off the floor next to the door. Staff will knock on the door, leave the tray outside the door and step away. The guest can then pick



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the tray up, and the staff can remove the tray stand or table etc. The member of staff will wash their hands afterwards. If the guest would like to tip, then this should be done on the bill please.

Guests are encouraged to leave the tray outside their door for collection. If they wish to retain their tray in the room, for later collection, this must be requested from reception.

28: Physical/Social Distancing

Physical Distancing & Queuing

As recommended by the government and WHO's social distancing guidelines, guests shall be advised verbally to practice physical distancing by standing at least two meters away from other groups of people not traveling with them, including any area where guests or employee's queue. When applicable, lobby furniture and other public seating areas have been reconfigured to promote social distancing. Guests will be encouraged to pay by card wherever possible.

Employees will likewise be instructed to observe distancing with other employees and guests, and, where distancing is not possible, they will wear the recommended PPE.

For our staff break canteen we are staggering timings so that groups of staff have slots to come for their meals to reduce gathering. The hotel, due to minimizing the risk, will not be providing staff food.

Staff have been instructed to always sneeze or cough into the crook of their arms to prevent hands becoming contaminated. If they use a tissue, the advice is to bin it immediately into a bin with close fitting lid and not to leave it around on surfaces. They will wash their hands or use hand gel afterwards.

Staff will not be allowed to leave the workplace (trips to canteen are allowed) during their workday. Smoke breaks are not allowed due to minimizing time in areas where the general public travel.

Bedrooms

In anticipation of individual concerns of guests, housekeeping shall not enter a guest room during a stay unless specifically requested, or approved, by the guest, or to comply with established safety protocols. Housekeeping shall maintain the practice of cleaning rooms thoroughly following check-out, incorporating disinfectant.

Bar

Tables in the bar will be spaced one-meter apart to allow separation between groups of guests. Servers and bartenders will maintain the recommended physical distance from each other and



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guests where possible, and where this is not possible, they will wear masks and gloves. Table service will remain the norm, with staff wearing protective masks and gloves as necessary, and keeping a safe distance in line with current Government distancing guidelines. Transparent screens have been erected at front desks.

Based on the current Government guidance in place at the time, a maximum number of persons per premises has been calculated and recorded as part of our risk assessment. We are utilising our reservation systems to control the frequency and placement of guests to ensure we observe distancing at all times.

Meeting and Event Spaces

Meeting and banquet arrangements shall allow for physical distancing between guests based on government recommendations.

Gardens

Garden tables will be spaced 1-meter apart to allow separation between groups of guests. When using the pathways, staff will defer to approaching guests by stepping onto the grass until they are the recommended distance away.

Back of the House

Physical distancing among all employees shall be practiced in our kitchens, uniform control areas, training rooms, shared office spaces, and all other high-density areas.

Section Three: The key guidelines we are adhering to.

- UK Government guidance for cleaning in non-healthcare settings
(<https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings/covid-19-decontamination-in-non-healthcare-settings>)
- WHO guidance for COVID-19 management in the accommodation sector
(<https://apps.who.int/iris/bitstream/handle/10665/331638/WHO-2019-nCoV-Hotels-202Q.1-eng.pdf>)
- WHO guidance for hand hygiene
(<https://www.who.int/infection-prevention/campaigns/clean-hands/WHOHH-Community-campaignfinalv3.pdf?ua=1>)



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- UK Hospitality COVID-19 Secure advice and risk assessment for hospitality businesses

Any Questions?

Is there anything you would like further information about, or something you are not sure of? If so, please do not hesitate to contact our friendly team, who will be delighted to help you with your enquiry.

We look forward to welcoming you to The Queen's Arms.



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