

## KEEPING US ALL SAFE

<b>Account Name</b>		HUGHES HOTELS LTD (Brookfield Hotel Emsworth)		
<b>Project Lead</b>		S Hughes	M.D.	
<b>Last Update Date</b>		Hotel Manager		
<b>Ref</b>	<b>Field</b>	<b>Action</b>	<b>Desired Outcome</b>	<b>Starting Date</b>
	<b>GENERAL</b>	<p>*Public Toilet will have signage to remind guests to comply with regulations, hotel guests will be encouraged to use bedroom toilet to assist with compliance.</p> <p>*All staff will receive ongoing training on the importance of complying with regulations and how to encourage guests to comply, if behaviour may affect other guests/staff</p> <p>*All staff will have to check temperature before coming to work and certify they have no Covid19 symptoms before starting any shift, should they receive any symptoms whilst on shift, they will be sent home immediately and asked to get tested before they may return to work. Staff will be encouraged to not mix with other departments within the business, to reduce the chance of cross contamination</p>	<p><b>Higher Hygiene</b> <b>Reduce the chance of spread of virus. Minimising contact time.</b></p>	13/07/2020

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	<b>BAR/RESTAURANT</b>		<b>Higher Hygiene</b>	<b>13/07/2020</b>
		<p>*All food to be served direct from kitchen (No Buffets)</p> <p>*Guest will be encouraged to pay as they go for food and drink via contactless payment, sanitiser and a sanitised pen will be provided for any guest who needs to add to their account instead.</p> <p>*All glassware and crockery and cutlery is sanitised by machine with detergent and water over 60 degrees, cutlery once sanitised will be placed in sealed bags, with skin contact.</p> <p>*Drink service is table service only, preventing any standing at bar.</p> <p>*Appropriate signage will be in place to remind customers of regulations</p> <p>*All tables will have the appropriate distance between them to ensure compliance, with service trolley being employed to ensure distance regulations when delivering food and drink.</p> <p>*Guests will be given the option of outside dining, drinking when appropriate.</p>	<b>Reduce the chance of spread of virus. Minimising contact time.</b>	

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	<b>HOUSEKEEPING</b>		<b>Higher Hygiene</b>	<b>13/07/2020</b>
		<p>*We will remove from room (dressing gowns in executive rooms, literature, cushions, telephone and any non-essential paraphernalia that does not impact the enjoyment of guests) *Rooms are sanitised and sealed for 24 hours before being resold</p> <p>*In house guests rooms will not be cleaned unless requested, ensuring during a guests stay, their room will not be entered. If a guest requests their room to be cleaned, a full sanitisation will occur of all touch points by the housekeeping depart.</p> <p>*Housekeeping staff will be issued all appropriate PPE for use and will ensure decontamination takes place after each room is cleaned to prevent transfer from room to room.</p> <p>*All touch points in public and back of house areas, including toilets will be sanitised on an hourly basis during trading hours, with sanitiser wipes supplied for each customer to sanitise before and after use.</p>	<b>Reduce the chance of spread of virus. Minimising contact time.</b>	

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	<b>SUMMARY</b>	It is assessed that with the procedures in place, the management agree that the risk for spread of the virus is minimal and it is safe to operate. It is important that staff and guests are reminded of the risks through literature and, management, staff and guest interaction.	<b>Higher Hygiene Ensure information stays fresh in the mind</b>	<b>13/07/2020</b>