

ASTOR COURT HOTEL, LONDON

COVID-SAFE 19 Protocols – Astor Court Hotel – July 2020 v5

AIM – Pursuit of a safe working environment for our hotel team members, guests, contractors and visitors, ensuring 2m distancing at all times.

GENERAL CONTROL MEASURES –

Please ensure that;

You wash your hands with soap and water or hand sanitizer. As the latter contains alcohol it is essential that you dry your hands completely.

Register the NHS Track and Trace app on your smartphone. You must immediately isolate if you receive a call from the NHS to this effect and arrange for a test by dialling NHS on 119. You must self-isolate for 14 days if you present with a fever, a new cough or a loss of senses of smell or taste. Then request a test from calling the NHS on 119. Anyone else in your household will have to self isolate for 14 days. NB NHS tracers will never ask for bank details/pin numbers or payment of any kind.

Wear a face covering on all public transport, (mandatory from 15 June) for the duration of your journey and in enclosed shopping venues. Wash your hands prior to and after your journey and only use the face covering on a solus basis and wash between repeat use. Try and use bicycles or increase walking to minimize use of public transport crowding on trains, tubes and buses.

Cover your mouth and nose with your bent elbow or tissue when you cough or sneeze, and dispose of the used tissue quickly and responsibly.

Avoid touching your eyes, nose and mouth. If you do, then please wash your hands with soap and water or use a hand sanitizer without delay.

Adhere to social distancing rules by keeping at least 2m away from colleagues, guests, contractors and visitors at all times. Be confident to challenge anybody failing to honour the 2m distancing rule and/or report incidents to the management team.

Follow guidance on all new signage regarding COVID-19.

Use electronic means to exchange information.

STAFF WELFARE FACILITIES / KITCHEN /TOILET & SHOWER ROOM FACILITY / CANTEEN

Please ensure that;

All welfare facilities will be checked regularly to ensure hand soap and hand sanitiser is in place and well stocked. If you see it is not, then please report to your manager immediately so it can be replenished.

Adopt a one-in, one-out procedure for housekeeping office, maintenance office, linen room, kitchen and canteen areas, where social distancing can not be ensured in the back of house corridors. Face coverings are recommended in these back of house areas at all times.

Social distancing to be observed at all times, particularly in the back of house, LG floor location, by linen room, housekeeping office and maintenance office.

Welfare area to be used one at a time. Flat surfaces, handles and high-touch points to be cleaned at hourly intervals.

Where possible eat in isolation in welfare or breakfast room, respecting social distancing at all times.

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PPE from home – We recommend that you should always wear a face covering whether on public transport, (mandatory from 15 June) for the duration of your journey, or in confined shopping outlets/supermarkets. Try and use bicycles or increase walking to minimize use of public transport crowding on trains, tubes and buses. As a responsible employer you will be provided with face coverings and will be trained on their fitting, safe use and wash after each use.

15 minute intervals for team member arrivals/break times and shift departures have been implemented to best manage the 2m distancing requirement especially in the confined areas of the staff facilities, canteen, housekeeping office and maintenance workshop.

PPE for work – Re-usable face coverings/ British safety standard masks/full face visors must always be worn in reception and guest rooms, floors and corridors. Full face visors are also available for those who wish to use as additional protection.

Face coverings and masks are reusable and washable. They must be washed and dried at the end of each shift.

Full face visors are to be cleaned at each shift end and start for sole personal use only – i.e. not to be shared.

Social distancing - 2metre distancing must be ensured at all times and any deviations to this are to be actively challenged as hotel COVID-safe best practice, and/or reported to management.

Hand sanitizer stations – In addition to previous reception desk and admin office, pump action bottles will be located in 500ml Hand sanitizer bottles in Reception, Meeting rooms, Guest toilets, Staff toilet, Kitchen, Breakfast room, Staff Canteen and Housekeeping office.

Personal screens – Nokk designs will be fitting a protective screen at the hotel reception desk ready for re-opening, with space to present registration cards and mail items. The design has been approved and we now await the installation date.

Registration Guest registration and admin pens and guest room keycards to be cleaned after each solus use by use of the UVC box for 15 minute cycle or antibacterial wipes – not to be shared, noting newly cut guest room keycards are to be handed to guest arrival through a gloved hand. Gloves will be available in good supply behind the reception desk.

Temperature checks – All team members and guest to be offered a temperature check.

A temperature gun on the reception desk to be offered to all team members, guests, visitors, contractors to site to be recorded at the front desk. Noting normal body temperatures of 36 to 36.8 degrees, any high temperatures of 38 degrees Celsius + to be reported to management and guests advised to return to their room or non-residents not to be permitted access, and recommended to isolate.

All temperatures to be recorded on the spreadsheet in the emergency file at front desk.

Signage – Social distancing, wash hands, one person in the lift each time of use.

Please respect the new COVID-19 signage and report any breaches.

Cleaning procedures - Surfaces, touch points, bathrooms and toilets

Already a high standard of cleanliness and sanitation already existed prior to closure. However more than before the following need to cleanse the following at hourly intervals –

Housekeeping – lift call buttons, door handles and staircase banisters front and back of house.

Guest rooms - Telephone key pads, remote control buttons, safe deposit box keypads.

*Guest room door handles (inside and out to be cleaned inside and out including bathroom door handles (inside and out) and manual double lock, all flat surfaces, wardrobe and drawer handles, high touch items including light switches, lamp switches, kettle, cups, teaspoons and saucers, coffee maker, climate cooling/heating dials.

All guest room door handles to be cleansed at start and end of shift.

Housekeeping office – computer key board, telephone key pad, housekeeping mobile phones key pads.

Reception desk to be wiped down with antibacterial cleanser at one hourly intervals.

Departmental master keys to be cleaned with anti bacterial solution at each shift end, and at the beginning of a new shift.

Three plug-in ozone machines to be used in rooms prior to arrival for those guests who request it, but they are not to be in use once a guest checks in.

Reception – Cleaning of telephone key pads, receiver, and printer and fax key pads, pdq key pad, key cutter, computer keyboard and pc mouse, at start and end of each shift using UVC box and wand.

Pens, manual keys and guest room key cards to be cleansed with a uv-c ray steriliser box located at reception, and cleanse stapler with an anti-bacterial solution at start and end of each shift. Do not share these items during a shift unless they are cleansed ready for breaks / meal cover.

Payments – Contactless payment ceiling for credit and debit and debit cards ceiling has been raised from £30 to £45.00 for contactless payments. Credit/Debit card payments are to be encouraged over and above cash wherever possible for good hygiene.

Touch-free key ring devices

16 touch free key rings have been placed on all key sets for all manual keys; these allow the user to use the lift key buttons, pressing pdq number pads and telephone key pads without fingers and hands making any contact with the high contact touch items which is an excellent risk eliminator.

Guest room cleaning protocols - (Stay-ons, room moves, check out rooms)

Stay over rooms – will not be serviced, so guests to be offered additional towels and bedding at the start of their stay.

Room move requests – Can not be provided mid stay unless a £50 fee is honoured to cover additional cleaning costs. Management discretion to be recommended.

Check out rooms – To be left 24 hours prior to cleaning. Soiled linen should be bagged straightaway inside the room when stripping the beds. A bleach solution to be used to cleanse the bathrooms and toilets. A UV-c wand has also been purchased to trial in the rooms to clean 99.9% of bacteria. Toilet cleaner to be used in addition for the toilet pans. **COSHH training is due again from Admiral, in July 2020.**

*Guest room door handles to be cleaned inside and out including bathroom door handles (inside and out) and manual double lock, all flat surfaces, wardrobe and drawer handles, high touch items including light switches, lamp switches, kettle, cups, teaspoons and saucers, coffee maker and climate cooling/heating dials.

Bathrooms – cleanse toilet pans, seats and seat covers with bleach solution to remove all bacteria, cleanse bathroom toilet flush and shower dials. Close the toilet pan lid prior to flushing to prevent spread of aerosol spray. Thorough cleansing of toiletry dispensers.

Meeting rooms – Door handles and air conditioning controllers to be cleaned at start and end of each shift. Use the ozone plugin to sanitise the room(s) the day before a meeting and to be removed

before the start of a new meeting, **for those guests who request it, but they are not to be in use once meeting guests check in.**

A/C can be used safely on both hot and cold settings but ventilation of the rooms, through thorough airing is advised – ventilation of the rooms before and after use is best practice. Occupied meeting room doors to be kept locked during all breaks and/ or if the meeting room is left unattended for the duration of the meeting to protect all belongings left inside.

Social distancing is to be observed for all meetings of a distance of 2m between each delegate, which must be made clear to bookers and delegates via the course organiser at the start of each meeting.

Hand towels and hand dryers – Hand towels will be provided in the staff shower room. Towelling is only to be used for shower purposes (not for hand drying). A blue centre-feed paper roll to be used in the short term, prior to the fitting of an electric hand dryer in the medium term.

Staggered arrivals, breaks, departures – 15 minute intervals for team members arrivals and departures will be factored into housekeeping rotas.

Lift use – One or two person (maximum) in the guest or staff lift at a time and using a face mask.

Lift floor signage has been ordered for feet and direction positioning, along with yellow and black tape for both guest and staff lift.

UVC wand to be used at hourly intervals to cleanse the lift cabins.

Breakfast service - There will be no continental breakfast buffet until further notice.

Bagged breakfast of three items of orange juice, pastry and yoghurt only. Breakfast attendant arrives at 07:30 and prepare some bags for the start time at 8. Coffee in take away cups only. Bags to contain napkin and wooden spoon for the yoghurt. Bags to be delivered to guest rooms where required, and social distancing ensured in the breakfast room, utilising the outside space at LG level in the summer months weather permitting.

Going forward, any additional breakfast items from the kitchen (days and weeks after re-opening) can be prepared by the kitchen attendant only for those who require additional items such as gluten free breads, eggs, hams etc, on an A la Carte (personalised/requested breakfast) basis. Kitchen attendant must wear a face mask and gloves throughout.

Kitchen deliveries – Maintain social distancing during kitchen food and drink deliveries.

Water hygiene – Atlas and Britannia have been conducting weekly flushing of hotel bathrooms and staff welfare and at the beginning of June the water system was “dosed” with a chemical clean. It is therefore safe to drink the hotel bathroom tap water. However we still have bottled mineral water for sale at hotel reception for those who require.

Waste area and collection – Sanitization of waste area – separation of waste stuff. Please see appendix from our waste collection company, First Mile.

Planning ahead – We are seeking new electronic/hands free solutions for lift call buttons, check-in and checkout. NB When we move to proximity keys for the guest room doors in summer 2021, the keys can be replaced with additional mobile phone programming.

Our lift consultant is currently seeking a hands-free lift call button solution at this time.

Astor Court Hotel will embrace all new “state of the art” developments in our cleaning and hygiene regimes, to stay ahead and deliver newly identified best practice cleansing and hygiene regimes.

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TEAM MEMBER CONCERNS, QUERIES AND OBSERVATIONS TO MAINTAIN A COVID-SAFE WORKING ENVIRONMENT AND TO PLEASE BE REPORTED TO MANAGEMENT.

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DECLARATION - I have received and read and understood the COVID-safe H+S recommendations and instructions for Astor Court Hotel. **I will be issued and trained in the use of face coverings/ British safety standard face masks and visors, noting I must sign as received and trained in suitable use of all. I understand the hotel culture and best practice to challenge any noted deviations from maintenance of the 2m social distancing and reporting of any incidents to the management team.**

ASTOR COURT HOTEL TEAM MEMBER NAME

SIGNATURE

DATE

*repeat item