



STANLEY HOUSE
HOTEL & SPA

CORONAVIRUS COVID-19

HEALTH AND SAFETY GUIDE



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OVERVIEW

The COVID-19 pandemic has had an untold impact on the hospitality, leisure and tourism industry. It is a situation like no other we have faced in our lifetime. In addition to the disruption to our personal and professional lives, the way in which our business operates must also now undergo substantial change.

The following pages detail the health and safety processes and hygiene practices that Stanley House Hotel & Spa will put in place, in accordance with the latest government guidelines available. These processes are unique to our venue, and have been designed in good faith, following detailed risk assessments and analysis of the government guidance available at the time of writing.

Due to the ever-changing nature of the pandemic and with new information being released on a daily basis, all operational decisions and guidelines are also subject to change. We will monitor every detail and adjust our policies whenever necessary, as soon as is practically possible.

Every member of staff and visitor to Stanley House must follow these guidelines. Doing so will help us as we aim once again to provide a much needed 'perfect escape' for all who visit our house on the hill.

Responsibilities:

The general manager will have overall responsibility for approving this policy and ensuring that the processes can be implemented.

All team members will have the responsibility to adhere to the guidelines laid out.



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HEALTH AND SAFETY

Stanley House remains committed to providing a safe and clean environment for both its staff and guests and to uphold the highest standards of cleanliness throughout the hotel and spa.

Guided by our purpose of care and experience delivering first-class hospitality for more than 15 years, our commitment to doing everything that is reasonably practicable to maintain a safe place for both our guests and staff is further enhanced by existing operational guidance and resources around colleague and guest safety, giving peace of mind at all times. Our long standing health and safety structures are enhanced by externally competent organisations which have been advising us since the hotel opened in 2004 and throughout the current pandemic.

Our intentions are to:

- Assess risks
- Set up a safe system of work
- Implement these systems
- Review these systems on a frequent basis

The wellbeing of colleagues is also at the heart of our business and core to advancing care for guests and customers. In response to COVID-19 Stanley House is continuing to develop new best practises, work procedures and mandatory trainings in an effort to ensure the safety for both colleagues and guests.

We recognise that our employees are required to take reasonable care [in law] of their health and safety and that of others. In particular we have asked all our employees to cooperate with us to enable us to fulfil our objectives.

As part of our ongoing commitment our Health and Safety representatives will focus on hygiene and we will appoint one member of the team to be fully trained in this field and who will be responsible for the hotel adhering to new operational guidance and protocols.

- Colleague certification, training and recertification process for hygiene and cleanliness
- Increased frequency of internal health and safety meetings with external representation
- Undertaking of risk assessments and ensuring that employees' information about any risk assessment preventative measures that are being taken
- Appointing employees to assist in applying safe systems of work with the understanding that the objective is to control exposure to the virus

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- Increased frequency of cleaning with anti viral disinfectants on all high-touch surfaces and areas such as lobbies, guestrooms, restaurants, meeting and event spaces, recreational areas, public restrooms, spa, elevator buttons and all employee areas
- Implementation of enhanced food safety and hygiene protocols for restaurants, room service, and group meetings and events.
- Prominently placed hand sanitiser stations throughout hotel public and employee areas and entrances
- Protective masks and other equipment worn by hotel colleagues or consideration of the latest thinking on PPE
- Social distancing guidance in public areas across hotel properties
- Following and being up to-date with all government advice and evolving new policies where appropriate and where instructed to do so.
- Identification and specific risk assessment of higher risk groups such as expectant mothers and the clinically vulnerable
- Review these systems on a frequent basis through guest and employee consultation.



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HYGIENE

The team at Stanley House must keep the highest standards of personal hygiene. Our employees must:

- follow social distancing measures at all times
- wash your hands at least every 30 minutes, on the hour and at half past the hour. Hands should be washed with soap and water for at least 20 seconds
- wash your hands immediately after coughing or sneezing. Sanitiser stations will be available at designated points throughout the hotel and spa
- wash your hands immediately after cleaning surfaces
- wash your hands immediately after stripping bed and bath linen
- all hair must be tied up
- change into work clothes only in the changing spaces allocated by the line manager
- jewellery should only be worn in accordance with the guidelines laid out in the employee handbook
- in addition to our existing cleaning measures, all surfaces in the restaurant and kitchen areas must be cleaned at least every 30 minutes, at 15 and 45 minutes past the hour. A separate record of this must be kept at the hotel.
- surfaces must be cleaned with disposable products where possible
- follow the manufacturer's instructions for dilution, application and contact times for all detergents and disinfectants.
- externally operated cleaning schedules will be increased by 25%, to include disinfection of frequent points of contact, including doors and busy areas.
- kitchen laundry must be carefully placed in designated collection bins. To avoid the spread of particles, laundry must not be shaken.
- laundry bins must be cleaned out with disinfectant after each collection.
- wash room maintenance will be increased to every 30 minutes, with particular attention to frequently touched areas and surfaces such as taps, grab-rails and door handles. A record must be kept at the hotel.
- paper towels will be added to wash rooms to avoid use of hand dryers where possible. Paper towels must be disposed of in the bins provided after use.
- the disposable gloves provided by the hotel must be worn when emptying bins.
- paper napkins will be available throughout the hotel and spa, to reduce contact between our team and our guests.
- single-use menus should be used, and should be printed on environmentally-conscious, recyclable paper.
- tables must be deep cleaned after each sitting.
- turn times will be extended by 5 minutes to allow for tables to be thoroughly disinfected.



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HEALTH

At Stanley House, the health and wellbeing of our team and our guests will always be our first priority.

As we reopen our hotel and spa to the public, we are aware that we will have to expose ourselves to a certain level of risk when working together to deliver our services to our guests. We are determined to review this in the finest detail to ensure the minimum risk possible at every stage.

We ask every team member and guest to be responsible in following the guidelines that are in place. Please show respect and understanding to every colleague and visitor and be aware that each of us may have different concerns and sensitivities.

With great pride in our outstanding levels of service, it is now more important than ever that we continue to keep the highest standards in every way. Every employee must adhere to the following guidelines regarding health and wellbeing:

- Travel directly from home to Stanley House. Keep travelling to a minimum, and public transport should be avoided where possible.
- Your temperature will be checked using a non-contact thermometer before the start of each shift. A daily record of this will be held at the hotel. Any team member with a temperature above 37.5 degrees will be instructed to return home and follow government guidelines regarding distancing and isolation.
- Any team member who show symptoms of Covid 19 will be instructed to return home, request a test, and follow government guidelines regarding distancing and isolation.
- Any team member who shares a home with someone who has symptoms of COVID-19 must notify their line manager. They will be instructed to return home, request a test, and follow government guidelines regarding distancing and isolation.
- Whether you are working at the hotel or if you have been furloughed, your mental wellbeing is of the utmost importance to us. Should you have any concerns or queries our HR department will be available to speak with you in person, online or over the telephone.



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SOCIAL DISTANCING FOR OUR TEAM

- Shift times will be staggered in 10 minute blocks where possible, to minimise congestion on arriving at the hotel, and when leaving.
- Team members must adhere to social distancing guidelines wherever possible, including when arriving at the hotel, during breaks, and on departure
- Hygiene procedures will be clearly signposted in key locations
- Corridors and stairways throughout the hotel and spa may operate 'one-way' rules to minimise points of contact. These will be marked with signage.
- Breaks should taken outside when the weather permits, in safe locations and whilst maintaining social distancing measures.
- Dumb waiter operations will be suspended until further notice. Floor markings will be used to assist social distancing in the kitchen areas.
- Each marked section should be operated by one member of staff at a time, whenever possible. When more than one staff member is required, 'rota-partners' will be allocated to ensure that the same people work together.
- The kitchen areas will implement back-to-back and side-to-side working, to minimise face-to-face operations.
- Only one person at a time should enter the walk-in fridges and dry stores.
- Lift usage may be restricted in order to comply with distancing guidelines.

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SERVICE

- Service staff should stand diagonally from the chef on the pass, not directly opposite.
- A maximum of two team members should operate the till points.
- Sanitiser stations will be located close to the tills.
- Endeavour to comply with social distancing guidelines when using waiter stations.
- A no cash policy should be encouraged, with contactless payments where possible.

DELIVERIES

We will work closely with our suppliers to designate specific locations for deliveries, and to arrange set delivery times, spaced out through the day.

COMMUNICATION

The safety of our team is so important to us. We have communicated internally throughout the development of our guidelines and we have incorporated input and ideas from every part of the business with the aim of answering every question and concern.

We are doing all we can to share information, and equally we invite honest feedback at all times. Now more than ever it is crucial to be open with information, thoughts and ideas in order to keep each other safe, well and fit to serve our guests.

Should you have any questions regarding the guidelines in place, please contact David Jones - djones@stanleyhouse.co.uk - at your earliest opportunity.

Thank you in advance for your diligence and support.



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SOCIAL DISTANCING FOR GUESTS

The government is yet to confirm the precise social distancing guidelines that will apply at the time of reopening. We are currently working towards maintaining 2m space between all team members and guests.

Such social distancing restrictions will place a heavy burden on the business, which does not represent a viable business model in the long term. Government support would be required in order to protect jobs.

The guidelines are, however, subject to change. In other countries the distancing requirements have been reduced to 1.5m or 1m, which would represent a significant difference to our trading position. This will be reviewed on an ongoing basis in order to ensure that the business and its people are protected wherever possible.

As the position changes we may need to adjust our opening hours and capacities. Services may also vary from previous experiences.

We will offer table service only, and every turn time will be increased by 5 minutes to ensure guests can be seated immediately on arrival.

Signage will be used in key locations throughout the hotel to advise guests regarding the social distancing and hygiene measures.

Lift usage may be restricted in order to comply with distancing guidelines.

Bar areas will remain closed until further notice and will only be used for staff to store and dispense products for table service.

We will encourage a no cash policy, with contactless payments where possible.



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GUEST EXPERIENCE

We are currently awaiting further government guidance to confirm requirements for health and safety and social distancing when opening to our guests. Based on the information currently available regarding hygiene processes for kitchens and takeaway services, we have produced these guidelines to approximate how these processes could be adapted and applied to Stanley House at the time we are able to welcome our guests.

As such the guidelines are not definite or final, and will continue to be updated in line with the latest government advice.

We are aware that the safety processes we put in place may make it more difficult for us to achieve our purpose of care and experience in delivering first-class hospitality. But every process will be carefully designed to ensure that the services we provide remain at the highest possible levels.

With our understanding and care, together we will continue to create 'a destination like no other' for our valued guests.



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COMMUNICATION WITH GUESTS

Email communications to guests must be updated to include the latest information about our processes, and to outline the social distancing guidelines that guests must follow.

Information will also be included within our telephone confirmations

The up-to-date version of this guide will be made available at stanleyhouse.co.uk

Guests with symptoms of Covid-19 must not visit Stanley House and should follow the latest government guidelines regarding self isolation, testing and treatment.



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CONTACT

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