



## SHEPHERD COX HOTELS

### COVID 19 STANDARD OPERATING PROCEDURES

The purpose of this Standard Operating Procedure (SOP) is to provide guidance on how to practice social distancing in open hotels where guests are staying. Hotels follow the recommendations of the World Health Organisation (WHO). Please consider how this guidance can be implemented with the operational hotel teams to meet best practice. Utilise this SOP with hotel staff to explain the importance of active listening and verbal communication with guests to maintain social distancing. This guidance should be read in conjunction with guidance and any other requirements imposed by local or national health authorities' and any specific laws and Regulations around social distancing.

The hotels work needs to be planned and organised to avoid crowding and minimise the risk/ spread of infection by following WHO advice and where applicable national recommendations and the advice within this Standard Operating Procedures (SOP).

If colleagues are not able to work whilst maintaining a two-metre distance, you should consider whether the activity should continue and, if so, risk assess it using the hierarchy of controls and against any sector-specific guidance.

#### **PPE**

Where it is not possible to maintain a two metre (6ft) distance, each activity should be risk assessed using the hierarchy of controls and against any sector - specific guidance,

- Reusable PPE should be thoroughly cleaned after use and not shared between workers
- Single use PPE should be disposed of so that it cannot be reused

#### **Behaviours**

The measures necessary to minimise the risk of spread of infection rely on everyone in the hotel taking responsibility for their actions and behaviours. Encourage an open and collaborative approach between staff and guests on site where any issues can be openly discussed and addressed.



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#### HIERARCHY OF CONTROLS

##### **Eliminate**

Staff who are unwell should not attend the workplace

Management should rearrange tasks to enable them to be done by one person, or by maintaining physical (social) distancing measures (2 metres)

Avoid skin to skin and face to face contact

Stairs should be used in preference to lifts or hoists and consider one-way systems

Consider alternative or additional mechanical aids to reduce worker interface

Only necessary meetings should take place

Those meetings should only have necessary participants attending

Attendees should maintain social distancing

Rooms should be well ventilated / windows opened to allow fresh air circulation

##### **Reduce**

Where the physical (social) distancing measures (2 metres) cannot be applied:

Minimise the frequency and time people are within 2 metres of each other

Minimise the number of staff involved in tasks

Staff should work side by side, or facing away from each other, rather than face to face

Lower the capacity of lifts to reduce congestion and contact at all times

Regularly clean common touchpoints, doors, buttons, handles, PADs, tools, equipment etc.

Increase ventilation in enclosed spaces

Staff should wash their hands before and after using any equipment.

##### **Control**

Where face to face working is essential to carry out a task when working within 2 metres:

Keep this to 15 minutes or less where possible

Consider introducing an enhanced authorisation process for these activities

Provide additional supervision to monitor and manage compliance.



## SHEPHERD COX HOTELS

### COVID 19 STANDARD OPERATING PROCEDURES FRONT OFFICE

#### Guest ID & Registration Cards

Avoid touching ID  
Remove use of registration cards

#### Guest Information

Receptionist to record information i.e.  
Car registration/address

#### PPE

Appropriate PPE should be available for  
the front office team as agreed with the  
General Manager

#### Cleaning

Sanitiser available for both guest and  
front office team  
  
Reception area cleaned every 30  
minutes

#### Keys

Keys should be sanitised and placed in  
an envelope or bag to be collected by  
the guest. Keys should be laid out on  
the reception desk for all arrivals

#### Invoices

All invoices to be emailed and not  
handed between guest and front office  
team

#### Front Office Layout

Tape should be used to mark out 2  
metres in the event of a queue  
  
Utilise barriers where possible

#### Pens

Sanitised Pens available and placed in  
separate pot when used

#### Payment Terminals

Terminal to be located safe distance  
from front office team  
  
Sanitised after every use

#### Check Out

Keys should be placed in a secure  
container placed on the front desk  
  
Outstanding payments taken and  
invoices emailed

#### Stay Over Rooms

Agree time room can be serviced  
  
Allocate multiple stays together

#### Luggage

Staff must not assist guest with luggage  
or store luggage

#### Guest Requests

Inform guests to contact reception by  
phone should they require any  
additional items i.e. linen

#### Allocations

Where occupancy permits, guests  
should be allocated to a room and the  
room left 24hrs after departure before  
cleaning, once cleaned the room should  
be left a further 24hrs post cleaning  
before use. Where occupancy is higher,  
the former should be prioritised to  
protect staff



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#### HOUSEKEEPING

##### Work Area

Use signage to ask guests to keep 2 metres distance, use barriers where available

Should staff be in a corridor with a guest approaching, they should either move to end of the corridor or use a vacant room to maintain distance

##### Stay Over Rooms

Guest to advise time room can be serviced when they are not in the room

No cleaning to be completed when guests are in the room

Multiple night guests should be allocated together

##### Allocations

Where occupancy permits, guests should be allocated to a room and the room left 24hrs after departure before cleaning, once cleaned the room should be left a further 24hrs post cleaning before use. Where occupancy is higher, the former should be prioritised to protect staff

##### Working Hours

Review volume of dirty and stay over rooms and consider rolling rooms over to following day, bringing in staff only when a certain volume of work exists

Working hours should be kept to between check out and check in times to reduce guest interaction

##### Lone working

Housekeeping staff should be allocated rooms and work alone. Communication should be done on a one-to-one basis via a contactless method i.e. whatsapp.

Avoid daily meetings

Where possible maintain 1 housekeeper per floor/area

##### Communication

Staff to communicate via mobile phone and avoid any unnecessary cross department interaction

##### Task Allocation

Consider alternative methods of assigning tasks i.e. Microsoft To Do App

##### Guest Requests

Guest to be advised to contact front office for any additional items  
Knock on door and leave items outside room

##### PPE

Appropriate PPE should be available as agreed with the General Manager

##### Cleaning Standards

Normal cleaning standards should be maintained



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#### LEISURE

##### Changing Areas

2 metre distance should be adhered to and a maximum number of guests allowed in depending on size of area

##### Maximum Capacity

Measure area and calculate maximum number of guests permitted to enable 2 metre distance to be maintained

##### Gym Equipment

Consider relocating equipment to enable social distancing  
Equipment to be sanitised after every use

##### Cleaning

Sanitiser available for both guest and leisure staff  
Facilities and equipment cleaned every 30 minutes

##### PPE

Appropriate PPE should be available as agreed with the General Manager

##### Sanitiser

All entrances and exits should have sanitiser available including staff areas



## SHEPHERD COX HOTELS

### COVID 19 STANDARD OPERATING PROCEDURES FOOD & BEVERAGE

#### Menu

Limited menu available and consider buffet style offerings with serving/collection times

Room service to be encouraged

#### F&B Layout

Maximum capacity set to enable social distancing

Encourage a one-way system into and out of restaurant & bar areas

Space furniture out to comply with social distancing guidelines

Review working methods to ensure staff and guests use different routes and kitchen access is on a one-way system

Tape should be used to mark out 2 metres in the event of a queue

Utilise barriers where possible

Buffet or serving areas should operate a one-way system with social distancing markers marked up on the floor

Hot drinks are made up away from dispensing system

No bar seating to be used/available

#### PPE

Appropriate PPE should be available for the F&B team as agreed with the General Manager

#### Cleaning

Sanitiser available for both guest and F&B team

Tables cleaned after every use, F&B area cleaned every 30 minutes

#### Room Service

Room service should be taken on a tray and covered.

Do not enter the room.

Knock on the door and guest to retrieve their room service

Guests are not required to sign a copy of the bill but should be advised when ordering of price and billing process

Served using disposable items as much as possible

Used items should be left outside room and collected by staff wearing PPE

#### Glassware

Drinks should be served in bottles or disposable serveware. No glass should be used. Disposable items removed using PPE and disposed off

#### Tableware

All table decorations, menus and point of sale to be removed

Disposable cutlery, napkins and condiments to be used

#### Restocking

Only carry out restocking when the area is closed to guests

#### Bookings

Guests must book to enable staggering of guests. Contactless payment

#### Packaged Goods

Any goods served in packaging should be retained to avoid cross contamination i.e. muffins/croissants

#### Task Allocation

Consider alternative methods of assigning tasks i.e. Microsoft To Do App



## SHEPHERD COX HOTELS

### COVID 19 STANDARD OPERATING PROCEDURES MEETINGS & EVENTS

#### Capacity

Review maximum capacity to maintain social distancing  
Consider spacing seats further apart

#### Access

Consider external access to meeting rooms and one-way systems to maintain social distancing

#### PPE

Appropriate PPE should be available for the team as agreed with the General Manager

#### Sanitiser

Sanitiser available for both guest and staff team at entrance and exits

#### Stationary

Remove stationary and pens. Available on request but should be sanitised and returned in a used box to be cleaned afterwards  
Bookings to be advised to bring their own stationary

#### Cleaning

Ensure adequate rubbish bins available and appropriate PPE used when removing  
Seating and tables should be sanitised after use and area deep cleaned between bookings

#### Lunch

Meal times should be staggered to avoid congestion around facilities. Refer to F&B guidelines for operating procedures  
Packaged food and drink should be prioritised over buffet food

#### Refreshments

Increase number of refreshment stations to avoid congestion  
Refreshments stations should be placed in meeting rooms to avoid use of communal areas



## SHEPHERD COX HOTELS

### COVID 19 STANDARD OPERATING PROCEDURES MAINTENANCE & SITE ACCESS

#### External Contractors

Limit external contractors to those visiting to provide statutory, legal or emergency works

Ensure that social distancing procedures are explained in advance of contractor coming into the hotel

Remind contractors not to attend if they have symptoms of Covid-19

#### Works

Evaluate if the maintenance request is essential or if the guest can be safely relocated to an adjacent guest bedroom whilst practicing social distancing. If the guest wishes to remain in the room, ask when a good time would be to complete the work whilst the guest is out of the room. No work to be completed whilst the guest is in the room,

#### PPE

Appropriate PPE should be available for the team as agreed with the General Manager

#### Sanitiser

Sanitiser available for maintenance team and carried on person to be used throughout shift

#### Task Allocation

Consider alternative methods of assigning tasks i.e. Microsoft To Do App

#### Statutory Testing

Communicate any changes to regular statutory testing i.e. fire alarms

#### Working Hours

Review volume of maintenance requests and consider rolling tasks over to following day, bringing in staff only when a certain volume of work exists

Working hours should be kept to between check out and check in times to reduce guest interaction or when other staff are not present in back of house areas

#### Non essential visitors

Stop all non-essential visitors coming to the hotel and ensure all contractors have an appointment

#### Clocking In System

Remove use of system and consider alternative clocking in system or ensure sanitised between each use

#### Deliveries

Where offloading and loading, drivers where applicable should remain in their vehicles or maintain social distancing with staff.

Where possible wipe down delivery packaging

Request paperwork be left with delivery rather than passed by hand

#### Staff Rooms

Staff rooms and communal areas should only be used where social distancing can be adhered to. Consider using unused space in the hotel to increase the number of staff rest rooms. Avoid departments using the same staff rest areas.

Request staff to come to work in uniform to minimise use of facilities