

Committed to Your Care

Cleanliness and Standards Operating Manual

Killyhevlin Lakeside Hotel and Lodges 2020

The reason for compiling this document

As the hospitality industry begins to welcome travellers back, the TEAM at Killyhevlin Lakeside Hotel and Lodges want to ensure we are doing all we can to provide our guests with a safe, welcoming and clean environment they can call home while in residence.

As conscientious employers, we are able to provide the resources to safeguard our team members, so far as is reasonably practicable, from Coronavirus/ COVID-19 and to ensure they are prepared, supported and trained competently to work in this new hospitality environment.

This document provides guidance for Employees and Managers on standard operating procedures for each area of the guest journey throughout Killyhevlin premises, with back of house operations being equally important with a strong focus on cleanliness, communication and social distancing.

These are recommendations for what we consider to be best practice BUT, please be aware that guidance provided by local public health/Government officials supersedes any best practice information contained in this document.

This is an evolving working document. As official information, guidance and advice is disseminated by the Directors and Senior Management, this document will be edited to provide all Killyhevlin Employees and Managers with the appropriate, current information.

If you require specific information, please contact Aidan Nicholson (David Morrison, General Manager in his absence) at the earliest opportunity.

This document is required as a business response to easing out of lockdown and back into the business of providing safe employment for our staff and safe hospitality for our guests.

This action plan will demonstrate methods for:-

- Monitoring and supporting
- Policies and processes
- Communication
- Training
- Cleaning & frequency
- Staffing resources

As previously stated, this is a working document and will be amended as we are advised by the Northern Ireland Executive, Government legislation and scientific advice.

The assistance of the full Killyhevlin team will be required to ensure the hotel operates in a safe manner.

K Contents:

- Arrival
- Pre-arrival
- Through-out Your Stay
- Departure
- Food and Beverage Outlets
- Hotel Back of House
- Health Club and Spa
- Meetings and Events

As we plan our easing from lockdown we need to adjust, adapt and co-ordinate ourselves for being faced with what has become known as the 'new normal'.

The purpose of this Standard Operating Manual ('SOM') is to provide guidance and instruction in identifying the key areas and necessary steps required to operate safely in Killyhevlin Lakeside Hotel and Lodges.

This manual will consider (but is not limited to) areas such as physical (social) distancing with guests, the removal of many touch points in our building and the various resources and PPE required as we currently understand but, as previously advised this may be subject to amendment as scientific knowledge is confirmed and shared.

All Killyhevlin staff should engage with this manual to understand the importance of active listening and verbal communication with guests in order to maintain physical (social) distancing as well as delivering the “**memorable Killyhevlin Experience**” our guests are expecting to receive.

Please note that this manual should be read and operated in conjunction with guidance and requirements imposed by local or national health authorities.

Any guidance provided by local public health/Government officials supersedes any best practice information contained in this guide.

Please note that failure of team members to adhere to and comply with the relevant SOM will involve in disciplinary sanctions being imposed.

Hierarchy of controls –Social distancing

As an extremely busy establishment, one of the issues we are faced with is being prepared and organised to avoid the risk of overcrowding and avoiding the risk/spread of COVID-19.

We must consider that some team members and guests may, at times, be faced with interaction where it is not possible to maintain a two-metre distance. In this instance if the interaction is to continue, the hierarchy of control should be considered.

The hierarchy of control is used to remove or reduce hazards and risks. The idea is that you start by choosing methods from the top of the list and work your way down if required.

ELIMINATE:

completely remove the risk

REDUCE OR SUBSTITUTE:

if the risk cannot be eliminated, look to reduce or change it.

ISOLATE:

cordon potential hazards to reduce

EXPOSURE CONTROL:

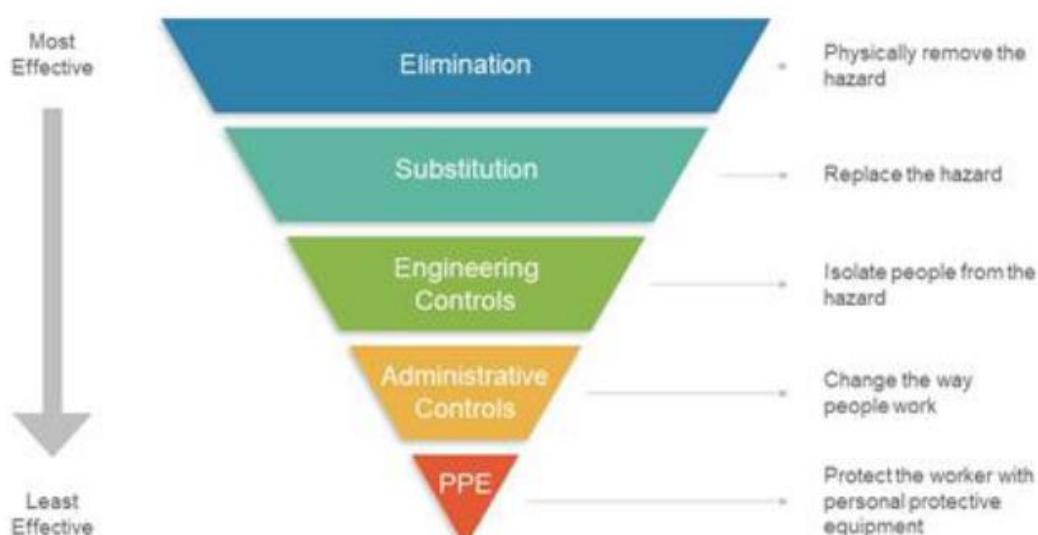
consider safe systems of work

PERSONAL PROTECTIVE EQUIPMENT:

last resort once all else considered

DISCIPLINE/BEHAVIOURS:

are considered with individuals' own



Hierarchy of controls –Social distancing

ELIMINATE

- Staff who are unwell with symptoms of COVID-19 should not travel to or attend the workplace
- Home working should be encouraged where possible and in agreement with General Manager.
- Only essential meetings should take place, consider meetings via teleconferencing and platforms such as Zoom.
- Avoid skin to skin or face to face contact.
- Use stairs instead of lifts and consideration of one-way systems in various areas.
- Necessary/ essential meetings should have ALL attendees 2 metres apart and be held in a well-ventilated room to allow fresh air to circulate.

REDUCE / SUBSTITUTE

- Minimise the time people spend within 2metres of each other
- Reduce the number of staff involved in tasks
- Staff to work side by side or back to back rather than facing each other
- Thorough and regular washing of hands, especially after contact with equipment or surfaces
- Have a schedule to regularly clean common touchpoints i.e. door handles, keyboards, operational buttons etc.
- Increase ventilation in enclosed spaces
- Increase cleaning and disinfecting of all areas of the hotel

ISOLATE

- Staff to avoid unnecessary journeys to other departments
- Consider staff to associate and keep together in 'teams' on same shift pattern
- Introduce screens at face to face areas at front of house e.g. Reception

CONTROL: IF FACE-TO-FACE IS NECESSARY

- Keep interaction to less than 15 minutes
- Consider safe systems of work for specific tasks.
- Consider providing additional supervision to monitor and manage compliance

PERSONAL PROTECTIVE EQUIPMENT - PPE

- Consider face masks and/or shields for regular unavoidable face to face contact
- Consider gloves and/or aprons where possible contact from surfaces cannot be avoided
- Re-useable PPE should be thoroughly cleaned after use.
- Single use PPE should be disposed of in the correct manner.

BEHAVIOURS

- The measure relies on each individual taking responsibility for their own actions
- Informing Management if you develop any symptoms.

FACE MASKS

In reference to the hierarchy of control, PPE should only be worn in the event that the risk cannot be managed via the other methods. PPE should always be a last resort.

GUIDANCE ON WEARING A MASK/FACE COVERING

- Team members should only wear a mask if it is set out in their departmental guidance or if required to do so by local health/Government guidance
- A cloth face covering should cover your mouth and nose while allowing you to breathe comfortably. There should be no gaps between the face and the mask.
- Wash/sanitise your hands before putting it on and after taking it off.
- Replace mask as soon as it becomes damp, and do not re-use single use masks.
- Remove mask from behind and avoid touching your eyes, nose, or mouth at all times.
- Store used washable masks appropriately in a plastic bag until you have an opportunity to wash them.
- Discard used single use masks appropriately in a closed bin.
- Do not touch the front of the face covering, or the part of the face covering that has been in contact with your mouth and nose. Once removed, make sure you clean any surfaces the face covering has touched.
- Surgical masks, reusable masks or N95/FFP2 grade masks are all acceptable forms of mask for team members to wear.
- All relevant staff should be advised on the correct procedure to use masks.

GLOVES

Gloves tend to be less effective than other control measures but if avoiding contact is impractical or is not enough to protect employees then gloves may be needed.

Gloves do not provide complete protection against hand contamination, and should only be worn if the job dictates, washing and sanitising hands is the most effective way of hand hygiene and protection for staff.

- Each department will have areas that dictate if a team member is required to wear gloves.
- Single use gloves should be disposed of appropriately after an interaction with a guest or room etc.
- Do not touch other foreign surfaces with the same pair of gloves i.e. change gloves after each task to avoid possible cross contamination.
- Do not touch face (eyes, nose or mouth) if in contact with surfaces and wearing gloves.
- Wash and sanitise hands after disposing of gloves

APRONS

Aprons may be provided in departments where the job dictates added protection of the uniform from possible contaminated surfaces i.e. disposable aprons in Spa Treatment corridor and for the housekeeping department servicing rooms and reusable, protective aprons for kitchen porters cleaning used dishes and members of Maintenance who may be dealing with routine maintenance, recycling and gardening.

HAND HYGIENE

- Washing your hands properly is one of the most important things you can do to help prevent and control the spread of many illnesses.
- All staff and guests will be required to sanitise hands upon entry onto Killyhevlin premises.
- Hand sanitising stations are provided at entrances and strategically placed around the hotel.
- Hand washing should be frequent for all team members throughout their shift.
- Alert if supplies are short before they are fully depleted



CLEANLINESS THE KILLY WAY

Cleanliness of all areas has always been of high importance at Killyhevlin Lakeside Hotel and Lodges. In the wake of COVID-19 it has become paramount that we now enhance these levels of cleanliness and hygiene.

Our existing stringent general housekeeping procedures around all areas from back of house kitchens to guest rooms, will now include increased levels of cleaning and disinfecting to ensure an even safer working environment for our staff and reinforce to our guests' confidence in coming to visit Killyhevlin.

SOME ADDITIONAL MEASURES WILL INCLUDE (BUT ARE NOT LIMITED TO):

- Increased regular kitchen sanitising and washing –especially at end of shift for a full disinfecting of the kitchen area
- Colour coded microfiber cloths to be provided for housekeepers cleaning rooms to avoid cross contamination.
- Some new and increased cleaning and sanitising products to be introduced to the hotel (that will all have a COSHH Assessment prior to use)
- Scheduled cleaning of common areas to be increased.
- Scheduled cleaning of common touch points in all areas to be increased.
- Daily, weekly, monthly and periodic monitoring and auditing of these cleaning regimes to be carried out by the Safety & Compliance Team.

NEW AND EXISTING KILLYHEVLIN RESOURCES

Many of our existing chemicals, provide adequate cleaning and disinfecting against bacteria and viruses such as COVID-19. In addition to these, we are introducing and considering other resources and equipment to ensure a safe environment for all:

- A Thermal camera at main front door & staff entrance to monitor temperatures of staff and guests coming on to site.
- Introduction of no-touch thermometer as a secondary check for any team member or guest that displays an excessively high temperature on the thermal cameras.
- Astec Chemicals Combat Microbicidal spray. Normal cleaning can take place without affecting the efficacy of the treatment. Ideal for all surfaces including touch screens, keyboards, phones, door handles, glass doors etc and is food safe.
- Carefully sourced Hand Sanitiser.
- Free-standing, "Killyhevlin" branded hand sanitiser units at entrances & other necessary points.
- A stock of 70% alcohol 500ml spray bottles of hand sanitiser to be held in various staff areas as required
- Screens to be erected in areas of the hotel that involve face to face contact with guests &/ or team members
- Social distancing wall and floor signage erected throughout the building in addition to increased signage giving guests and staff more informative and effective guidance.
- Increased PPE such as single use face masks, re-useable face masks, disposable aprons, reusable and disposable gloves and face shields.
- Staff cleaning schedules have been increased and re-evaluated.

K ARRIVALS

Pre-Arrival

Reception will check, inform and explain:

- Pre-payment
- Pre-booking 1st night evening meal
- Health Club protocols

Temperature Checks

- On arrival all guests and employees will pass through a thermal imaging camera and, if necessary, have their temperature checked using a contactless thermometer.
- The team member(s) assigned to carry out secondary temperature checks in Room 106 will be required to wear the appropriate PPE – this will consist of a disposable/reusable mask, a protective visor and where necessary, disposable gloves.
- Employees involved with the monitoring or checking of temperatures will be required to adhere to the guidance set out in the hierarchy of control for social distancing.
- If a guest's body temperature reads above 38 degrees, the guest will be refused entry and advised to seek medical aid, Reservations team will be contacted, and COVID-19 cancellation policy will apply. The guest will be contacted by our reservations team for a further update.
- If an Employee's body temperature reads above 38 degrees Celsius, they will be refused entry and advised to seek medical aid. Return to work will not be permitted until medical advice has been sought and a diagnosis of condition has been identified.
- Whilst not in work, the Employee may only contact the hotel via telephone and is not permitted to come on site to discuss condition or deliver a certified medical sick line.

Entering

- Staff will provide guidance to arriving and departing guests to ensure proper social guidelines are followed.
- Staff will ensure the entrance door to the hotel is sanitised with an antibacterial wipe at the start of their shift and will open entrance doors to greet guests when necessary.
- Doors throughout Killyhevlin have been fitted with various forms of hold open devices (compliant with relevant fire legislation and British Standards) to minimise touch points for staff and guests.
- All other door handles, and touch points will be disinfected hourly.
- Hand sanitiser units will be available outside the hotel entrance door; Staff will ask guests to sanitise their hands prior to entering the building.
- Hand sanitiser at the entrance units are strategically installed around the building
- Staff will be equipped with appropriate PPE where necessary; this will include face masks and visors. On occasion it may also include disposable gloves.
- Staff should familiarise themselves with the social distancing hierarchy of controls and follow the steps, where appropriate.
- Thermal cameras will be monitored by the Duty Manager. If a guest shows a high temperature on the monitor they will be directed to an isolated safe area for a secondary check. Room 106.

Check In

- Hand sanitiser dispenser is provided at reception
- Signage and floor stickers will be provided to help guests maintain proper social distancing during the check in experience
- A protective screen at the reception desk will be used by way of further protection for team members and guests.
- Counter tops and card terminals will be sanitised after each guest transaction using anti-bacterial wipes. A bin will be placed on the guest side of reception for collecting used wipes.
- Keyboard, telephone, computer monitor, and mouse will be disinfected before and after each shift.
- Planned contactless keys for guest rooms will be offered to minimise touch points. If a physical key is required, it will be sanitised when returned by guest to the Reception Desk
- As the signing of a registration card is required by law, guests will be asked to do this with a sanitised pen which will be sanitised before and after each guest use. Tourism NI Order states that a register of guests must be kept.
- Cashless transactions are strongly encouraged, but guests can use cash and staff will wear appropriate PPE.
- Should a guest require assistance with luggage, they will be asked to place their luggage onto a luggage trolley; staff will transport the luggage to the room after guest has entered, and guest will be asked to transfer luggage from trolley to room while the team member maintains a safe social distance.
- Luggage trolleys will be disinfected between each use

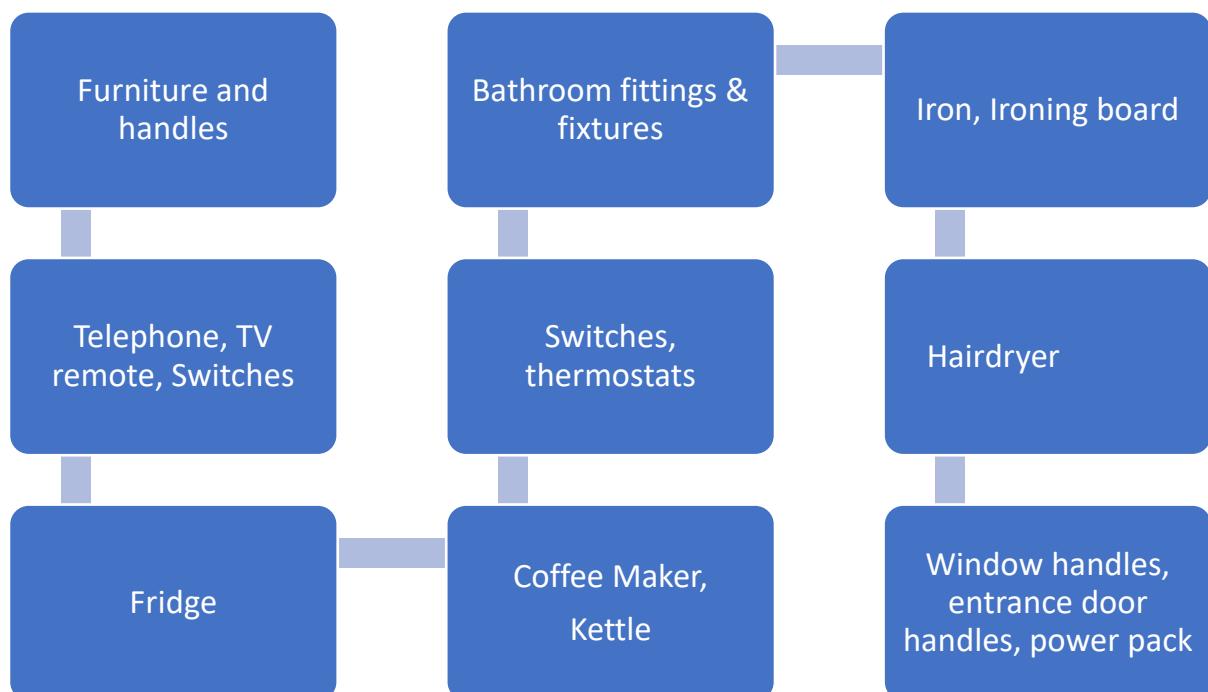
KWHILE IN RESIDENCE

Guest Room

- To help maintain social distancing, Housekeeping team members will be asked to do all that is possible to observe government guidance for social distancing of all guests. Guests are asked to be mindful of this during interactions with the Housekeeping team
- All equipment including, but not limited to, carts, trolleys, caddies and cleaning equipment will be sanitised before and after each shift or anytime the equipment is transferred to a new team member.
- Soft furnishings such as room cushions and throws will be removed to reduce the risk of cross contamination.
- The Housekeeping team will be provided with the appropriate PPE while stripping and cleaning guests' rooms, which will then be removed before fresh linen is handled
- Rooms will be ventilated during the cleaning process
- Hospitality tray will be fully sanitised and replenished with products.
- Housekeepers will be required to change their disposable PPE between rooms – removing PPE in the final stages of guest room cleaning in order to make beds and place fresh towels in bathrooms, before procuring fresh PPE to commence cleaning next guest room
- Colour coded microfibre cloths will be used to aid with eradicating cross contamination, with one set used per guest room, and appropriately isolated in a sealed bag after use
- Once a room has been cleaned and serviced and approved by the housekeeping supervisor, no member of staff should enter the guestroom again until check out has been confirmed.

- A seal will be placed on the room doors once they have been checked by Head Housekeeper to indicate to the incoming guests that the room has been cleaned and has not been compromised.
- During times of low occupancy, leaving rooms vacant for a period of 48 hours prior to cleaning will eliminate the risk of the virus spreading.

Special attention will be given to surfaces that are frequently touched by guests, including but not limited to:



These surfaces will be sanitised using Aerosan.

In the final stages of cleaning guest's rooms, Aerosan will be used to sanitised.

In an attempt to minimise touch points, all paper signage/instructions will be removed from guest rooms and replaced by cleanable versions when possible.

Self-Catering Lodges

- Guests will be made aware of the protocols of social distancing and the various behaviours expected by email when the reservation is confirmed.
- The policy regarding having dogs on the premises, will be highlighted with residents being advised of the need to keep dogs on leads while in the hotel grounds and not bringing dogs into hotel public areas to sit on furniture.
- Check in time to be reinforced as not before 4.00 pm and guests should contact reception by phone when approximately 15 minutes away to allow a Housekeeper to meet them at the allocated Lodges for check-in, registration while observing social distancing and wearing PPE if appropriate.
- The Housekeeper will advise on Killyhevlin Hotel COVID-19 policy, asking the party to complete a health questionnaire per lodge and advising on actions should a resident display a high temperature reading.
- Cashless transactions are to be encouraged. Cash will be accepted and staff will use appropriate PPE.
- To help maintain social distancing, Housekeeping will be asked to do all that is possible to observe government guidance for social distancing of all guests. Guests are asked to be mindful of this during interactions with the Housekeeping team
- All equipment including, but not limited to, carts, trolleys, caddies and cleaning equipment will be sanitised before and after each shift or anytime the equipment is transferred to a new team member.
- Soft furnishings such as room cushions and throws will be removed to reduce the risk of cross contamination.
- The Housekeeping team will be provided with the appropriate PPE while stripping and cleaning guests' rooms, which will then be removed before fresh linen is handled
- Housekeeping will use sanitised equipment when cleaning each Lodge.
- All rooms within the Lodge will be ventilated during the cleaning process

- All catering equipment, utensils, crockery, cutlery will be fully washed and sanitised before the guests' arrival.
- All furniture, white goods (fridge, freezer, dish washer, washing machine), storage drawers and cupboards, mobile equipment, TV remote, telephone, etc and touch surfaces will be fully sanitised before guests' arrival.
- All door handles, window opening devices, blinds, and other touch areas will be fully sanitised.
- Housekeepers will be required to change their disposable PPE between rooms – removing PPE in the final stages of guest room cleaning in order to make beds and place fresh towels in bathrooms, before procuring fresh PPE to commence cleaning next guest room
- Colour coded microfibre cloths will be used to aid with eradicating cross contamination, with one set used per guest room, and appropriately isolated in a sealed bag after use
- Once a Lodge has been cleaned and serviced and approved by the housekeeping supervisor, no member of staff should enter the guestroom again until check out has been confirmed.
- A sign or seal will be placed on the Lodge door once they have been checked by Head Housekeeper to indicate to the incoming guests that the Lodge has been cleaned and has not been compromised.
- During times of low occupancy, leaving Lodges vacant for a period of 48 hours prior to cleaning will eliminate the risk of the virus spreading.
- Residents must remove all unused food stuff and empty the fridge and freezer and place unwanted items in the appropriate bin using supplied PPE prior to leaving.
- Check out time is 10am. Guests should inform reception they are departing and leave the Lodge key in the Lodge for collection and sanitising.

Public Areas

- A dedicated cleaning team will be employed to rotate throughout all common areas, front and back of house, disinfecting all touch points, including but not limited to, door handles, shared surfaces, public toilets, waste bins and elevators
- Public areas will be equipped with signage to remind guests to maintain safe social distancing
- Seating areas will be arranged throughout public areas to promote safe social distancing hand sanitiser will be available for guests and employees in public areas.

Passenger lifts

- Signage will be provided in lift lobby areas on all floors to remind guests to practise social distancing while waiting for the lift.
- Hand sanitiser will be provided at the lift on each floor and signage will remind guests to utilise sanitiser prior to pressing lift buttons.
- External call buttons and internal buttons and handrails etc. will be sanitised regularly by our clean team.
- Distancing is also recommended in the lift and we will encourage to residents to only travel in the lift with the guests in their own party/ bubble (to a maximum of 4)
- Accommodation stairs are located close to lifts with doors held open with fire authority approved devices. Guests are encouraged, if able, to use the stairs to navigate between floors instead of using lifts.
- To comply with fire legislation all internal doors with hold open devices must be closed between the hours of midnight and 7am.

KDEPARTING

Check Out

- To keep contact to a minimum, guests will be encouraged to participate in a paperless checkout
- Bills will be made available to guests via email. Upon confirmation from guest that bill is correct, full payment will be taken from the card on file and invoice will be emailed to guest to confirm successful payment
- Should a guest require assistance from their room with luggage, they will be asked to place their luggage onto a luggage trolley; the concierge will then follow with the luggage at a safe distance of two metres. Luggage trolleys will be disinfected between each use
- When leaving the Hotel, guests should depart via the automatic door at reception.
- Staff will monitor social distancing from arrival to departure.

KFOOD AND BEVERAGE OUTLETS

Dining

- All dining experiences must be pre-booked, including breakfast
- All breakfast offerings will be replaced with an a la carte assisted service
- Seating areas have been arranged to support safe social distancing
- Menus will be sanitised or disposed of after use
- Condiments will be single use where possible –this includes salt, pepper and sugar
- Hand sanitiser will be provided at the entrance and exit of all dining areas
- Tables and chairs will be sanitised with disposable disinfectant wipes between guest usage and at the beginning and end of each service using Combat.
- Cashless transactions are to be encouraged. Cash will be accepted and staff will use appropriate PPE.
- Staff will have bottles of 70% alcohol hand sanitiser spray available to use in staffing areas at tills and beside the bar.
- Hands, tills and card machines will be sanitised after each staff member interaction.
- When clearing tables, Employees will avoid touching face and will wash hands immediately afterwards. Disposable gloves are discouraged, however if used, it is important the team member disposes of them appropriately without encountering other surfaces, and then washes hands.
- Staff will advise on the one-way system which will be in place for guiding guests safely through the restaurant areas for returning to their bedrooms, using the toilets, etc.
- Staff will be issued with personal docket books which will be kept on their person and not used by other staff and be sanitised regularly.

- Screw top bottles will be preferred for wine service and bottles water will served instead of jugs at meetings and events.
- Breakfast dining times will be confirmed as 8.00 am, 9.00 am or 10.00 am sittings.
- Family groups will not be required to distance by 1m when together but will be required to distance by 1m from other guests. Staff will advise and indicate the relevant signage to assist.
- All dining options are limited to capacity (subject to government legislation)

Kitchens

- Kitchen layouts will be reviewed to support proper social distancing for team members. Where this is not possible, staff should follow the guidance set out in ***the hierarchy of control for social distancing***
- Staggered working stations limiting food workers facing each other are already currently in place, and will remain.
- Kitchen preparation benches will be sanitised before use and every 30 minutes thereafter, unless further sanitation is needed between tasks service area
- All shelves used for stocking clean dishes etc. will be disinfected at the end of each shift
- A thorough deep clean and sanitation of all surfaces and high touch points will be performed at the end of each day and signed off and recorded by Senior Chef on duty.
- Where possible, all kitchen staff are required to wash their hands every twenty minutes.
- Considerations are in place for the purchase of UVA backlight to check the cleaning and sanitising of team members hands. Staff will be advised.
- Considerations for meals to be prepared and served on one plate to avoid the use of multiple dishes and plates etc.
- Access to the kitchen will be restricted for non-food and beverage staff.

Room Service....

- Room service orders will be taken to the room via trolley, and guests will be asked to retrieve their order from the trolley while team members to observe government guidance for social distancing of all guests.
- Team members should not enter the guest room to drop off or collect room service.
- Used plates and cutlery should be kept in room until collection is possible, and not set outside of the room door, to avoid cross contamination
- Team members will be provided with appropriate PPE when carrying out room service delivery –this will consist of face mask and shield for delivering the room service and as an additional protection, disposable gloves will be worn when collecting trays.
- Trolley will be sanitised between each room service and at the beginning and end of every shift

Bars

- Cashless transactions are to be encouraged. Cash will be accepted and staff will use appropriate PPE.
- Guests are not permitted to order at the bar. The bars will operate waiter service only
- In the interim, guests are not permitted to sit at the bar and must sit at one of the tables which have been strategically placed in order to comply with social distancing guidelines
- Staff will have bottles of 70% alcohol hand sanitiser spray available to use in staff areas around the bar.
- Anti-bacterial spray will be available for staff to wipe down bottles they interact with behind the bar.
- Tables and chairs will be sanitised with disposable disinfectant wipes between guest usage and at the beginning and end of each service using Combat.
- Hands, tills and card machines should be sanitised after each staff member interaction.
- When clearing tables, staff member should avoid touching face and must wash hands immediately.
- Garnishes will be prepared in advance of service under approved conditions and served using sanitised utensils. Certain decorative items may be unavailable at this time and until further guidance is offered.

KBEHIND THE SCENES

General Housekeeping

- All staff will have temperatures taken before commencing shift, if temperature exceeds 38 degrees the team member will not be permitted on site.
- All staff must sanitise hands before coming on site and wash and sanitise hand regularly throughout the day.
- Hand sanitiser will be provided at the entrance units.
- Staff should maintain social distancing with other team members, where this cannot be avoided, the principles from the hierarchy of controls for social distancing should be followed.
- Laundry should be segregated into 2 areas –dirty laundry and clean laundry.
- Staff working with dirty laundry must wear the appropriate PPE such as masks, shields, disposable aprons and where appropriate, disposable gloves.
- Staff must dispose of used PPE for dirty laundry before handling clean laundry.
- Regular cleaning and sanitising of laundry storage areas should take place during shift, deep clean and sanitising should be carried out at the end of shift.
- Kove linen is placed in a covered trolley and moved to safe area to be counted and bagged for collection by staff wearing appropriate PPE.

Supplier Deliveries

- All delivery persons entering the hotel must be tested via no touch thermometers or via thermal camera before entering the building
- If possible, deliveries should be left outside to avoid unnecessary entry into the building
- Observe government guidance for social distancing between delivery personnel and personnel receiving the goods.
- When possible, the delivery should be dropped off to avoid contact with delivery person
- Team members and delivery personnel will wear appropriate PPE.
- Hand sanitiser will be available for delivery person and the person receiving the goods.
- When appropriate, cardboard package will be removed and discarded before storing items and before sanitising.
- Delivery area must be regularly cleaned and sanitised.

Communication & Devices

- It is essential that resort team members use the tools and systems in place for communication and record keeping both internally and externally.
- Daily group face –to –face meetings and visits from suppliers and reps should be minimised or eradicated. Encourage the use of Zoom for meetings.
- Checklists and operational steps for cleaning must continue to be recorded as per previous legislative requirements.

KSTAFF AREAS

Offices

- Hot desking should be avoided as far as possible but all desks should be sanitised before and after use.
- Clear Desk Policy to be implemented for all staff to adhere to.
- Staff to sanitise their workstation at start of shift and periodically throughout the day.
- Regular and thorough hand washing to be carried out during shift.
- Consider staggering start times and having staff on same shifts to avoid congestion at clock in, offices, staff room.
- Hand sanitiser to be provided in all offices for staff to avail of throughout shift.
- Where possible, doors should be left open to avoid contact with door handles and push-plates, hold open devices will be placed strategically throughout the Hotel as much as possible.
- Staff should bring the minimal number of personal belongings into the workplace other than what is genuinely required and this should be disinfected before and at start of shift. Staff may avail of lockers.

Staff Room/Lunch Breaks

- The Devenish Room will also be used for staff dining until further notice. Chairs and tables should be spaced to allow proper social distancing in both existing staff room and Devenish Room.
- Breaks and mealtimes will be staggered and allocated to departments to allow for social distancing and to avoid overcrowding within the staff/ Devenish room areas.
- Staff are not permitted to leave the Killyhevlin premises during their shift to have lunch or breaks.
- Only the meal provided will be available to staff. Staff are not permitted to enter food storage areas and may not prepare their own food. Refer to the Head Chef if there is an issue.
- Staff may still bring own meals but are advised to organise own cool bag/ cool pack as staff food cannot be stored in Chefs' fridges.
- Condiments will be removed and tables will be cleaned and sanitised regularly by the staff after finishing their break.
- Social distancing to be mapped out at smoking area, staff should adhere to social distancing rules and MUST ONLY smoke in designated areas.

Evacuation Process

- In the event of an emergency evacuation, it is accepted that social distancing may not be possible, staff and guests to adhere to the emergency procedures and evacuate the building by the nearest safest exit and proceed to the assembly point
- Fire Wardens throughout the Hotel should ensure that all fire doors and hold open devices have been activated and doors are shut.

Grounds and Maintenance (including Spa)

- To help maintain social distancing, Employees will be asked to do all that is possible to observe government guidance for social distancing of all guests. Maintenance should not enter a room where guests are checked-in, unless necessary and confirmed by reception that they have permission.
- If a maintenance must enter a room that a guest is checked-in to, the guest must not be in the room and the Employee/ Contractor must wear the appropriate PPE.
- Staff should maintain social distancing with other team members, where this cannot be avoided, the principles from ***the hierarchy of controls for social distancing*** should be followed.
- Hand sanitiser and anti-bacterial wipes should be available in the hotel van and the van appropriately and thoroughly sanitised before and after use.
- Shared tools and equipment should be sanitised before and after each shift or any time equipment/tools are being transferred from one team member to another.
- Appropriate PPE should be worn in conjunction with the Standard Operating Procedures and/or Risk Assessments set out within the maintenance and estates teams.
- Re-useable PPE such as aprons, gloves, boots etc. Should be washed, cleaned and sanitised appropriately before and after each use.

Visitors and Contractors

- Staff should maintain social distancing with visitors, contractors and other team members, where this cannot be avoided, the principles from the hierarchy of controls for social distancing should be followed.
- Where possible, meetings with visitors or contractors should be carried out remotely via teleconference or other platforms such as Zoom for meetings.
- Visitors and contractors must have temperature checked at main entrance before they are permitted on site and complete a health questionnaire.
- Visitors and contractors must sanitise hands before being permitted on site
- Temperatures must not exceed 38 degrees to permit the visitor or contractor on site.
- Communications will be issued to all suppliers and contractors to inform them of the guidelines they must adhere to when arriving and coming onto our site.
- Contractors must not enter a guest accommodation where the guest has checked-in unless unavoidable. Staff should maintain social distancing with visitors, contractors and other team members, where this cannot be avoided, the principles from the hierarchy of controls for social distancing should be followed.

KLEISURE CLUB AND SPA

Physical Distancing

- Markings for guests to ensure social distancing
- Locker Keys must be sanitised before giving to guests and kept in a covered container
- Contactless payment only must be used (no cash will be taken)
- Hotel Guests will be directed through changing areas to shower before entering the facilities
- Staff who are directing guests will observe government guidance for social distancing

Cleanliness

- Monitors/ desks/ mouse to be sanitised every hour
- Desk to be sanitised every hour
- Sanitising stations to be available for staff and guests
- Contactless machines to be sanitised every hour
- Cleaning team will clean area within Health Club cleaning schedule regularly
- All towel bins to be collected by Leisure Attendant only
- Clean and dirty laundry will be stored separately

KSPA TREATMENTS

This section will be updated when more guidance has been given.

Physical Distancing

- Chairs to be placed appropriately in the area.
- Treatment times to be staggered to ensure less guests in waiting area
- Therapist will no longer shake the guest's hand but will verbally introduce themselves and ask the guest to follow them to the treatment room to complete treatment
- All medical forms will be completed online at home before arrival
- Reduced menu will be offered to will reduce face to face contact treatments
- Hand cleanse for the guest will start the treatment
- Therapist to wear appropriate PPE for treatments such as back massage to include face mask, disposable apron and where necessary, face shield.

Cleanliness

- Therapist will wear mask, gloves and apron while preparing, clearing and cleaning treatment rooms down after each guest, time must be given to complete this task no exceptions
- Therapist will wear a mask and apron to complete treatments
- Hand sanitiser will be available
- No aftercare will be handed to the guest or retail voucher, this will be automatic if the guest wishes to purchase items, Therapist will add recommendations to the guest notes for check-out
- If a guest wishes to purchase any products this will be bagged by the Receptionist for collection and added to their account

K FITNESS SUITE

This section will be update when more guidance is given.

Physical Distancing

- Full capacity limits have been defined and all team members will be made aware
- Staff will be positioned around the area to enforce capacity limits
- Plan is now in place for restricting guests to ensure we are not over our capacity
- Screens are being added to facilities to provide social distancing
- Members will need to book to use the Indoor Swimming Pool, sauna, steam, Jacuzzi during the time of their residency

Cleanliness

- Sanitising stations will be available throughout the Health Club and Spa for guests to access
- Cleaning team will clean area within the Spa cleaning schedule regularly
- Guests using towels will have a receptacle to place used linen in and this will be collected every hour by the Spa Attendant team who will wear, masks, gloves and aprons

Communication

- Guests will be advised via the Website and booking confirmation

Fitness Suite

This section will be updated when more guidance is given

Physical Distancing

- Reduced numbers allowed to observe government guidance for social distancing of all guests
- Members will book into the Gym during allocated times so that we can monitor usage
- Gym equipment will be moved/ blocked off to allow proper social distancing
- Signage will be visible to advise members to ensure social distancing
- Neck towels will be available for members to help themselves and a closed basket available for disposal
- Classes will not be offered at present

Cleanliness

- Cleaning stations will be available for members to use after using equipment
- Disinfectant wipes and wall mount already available for use
- Hand sanitiser and wall mount already available for use
- Cleaning team will clean area within the Fitness Suite, cleaning schedule regularly, including door handles/ push plates, water station and equipment
- Bins/receptacles will be emptied by Leisure Attendants wearing PPE

Communication

- Members will be advised via email of changes to terms and conditions

KEXTERNAL MEETINGS AND CONFERENCES

This section will be update when more guidance is available

- Many of these actions will be updated, dictated and dependant on government advice and controls for groups of people and social distancing measures
- Meeting rooms should be adequately sanitised prior to the event taking place.
- Once sanitised, no Employees should be entering the room until the event is taking place.
- All attendees will have temperature taken via thermal camera and/or no touch thermometers prior to entering the building. Any temperatures exceeding 37.8 degrees and the attendee will not be permitted on site. *Will we have thermal camera at Lisgoole entrance??*
- Social distancing should be maintained, room set up will be arranged to comply with this, mindful of the reduced capacity in function rooms.
- Hand sanitiser should be available and provided by the Manager hosting the event.
- Health and Safety induction should be provided by the Manager to the lead booker/meeting host or to the group attending the meeting/conference.
- Menu selector will be updated to address current legislative guidelines.
- Food will be pre-ordered by delegates in advance of the conference considering allergens as well as the need for individual platters of finger food.
- All food Items will be served by a member of staff wearing/ using appropriate PPE.
- Sealed water will be used instead of water jugs.
- Stationery should only be provided upon request and should be sanitised prior to use.