



COVID-19 CLEANING AND OPERATIONAL POLICY



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GETTING READY FOR



Over the past few weeks at Countrywide Hotels we have been thinking ahead to brighter days, when the country starts to go back to semi-normality or what for now could be “The New Normal”

All of our hotels have remained open throughout the lockdown period for our National Heroes, the NHS and Key Workers. Because of this we have already put into place all the recommendations from the Government and Public Health England that protect our customers and team members during this lockdown time, including but not limited to:

- Social Distancing – 2 Meters distance between our Front of House teams and our guests at Reception, Public Areas, Lifts and Corridors
- Bedrooms have the 5 Key Critical Touch Point Cleaning touchpoints including, handles, switches, remote controls, and high contact furniture
- Enhanced cleaning practices in conjunction with Diversey our chemical provider in all public areas, washrooms and lifts.
- Our teams have been provided with the relevant PPE in each of the hotels departments.
- All our team members have access to COVID-19 testing, as part of the Government Key Worker initiative for testing.

Looking forward, when we can re-open fully, we will be undertaking intensive preparations & cleaning procedures to ensure all our Hotels are in the best possible condition.

This is an ongoing process and will be updated along with government announcements, guidelines, and industry best practice.



The procedures we are already following will continue and then enhanced when we are able to open further areas, this will include such practices as:-

- Restaurants and Lounge areas will also follow the social distancing guidelines, our restaurants will be open for longer hours if necessary to accommodate all diners whilst ensuring social distancing is practiced at all times. Table service only, with all meals being served to the tables, no buffets in place.
- All furniture in our Restaurants, Lounges and Meeting Rooms will be disinfected twice a day
- **DISINFECTION STATIONS:** Provision of stations at primary entrances and key high traffic areas, for instance, a station to allow guests to wipe the elevator button before pressing.
- **ANTIBAC** hand gel to be available for all guests to pick up from reception included in the toiletry's amenities pack, as well as been available at the disinfection stations, public washrooms, and locker rooms.
- Guests will be asked to **USE CARD PAYMENTS ONLY-** PDQ machines will be wiped down with a disinfectant wipe after each guest use.
- Dedicated rubbish bins for disposal of used PPE at exit points and staff areas.
- **BEDROOM ENTRY RESTRICTED.** No access will be made to the bedroom during a guest stay. Housekeeping or Maintenance team members will only enter the bedroom on the guests request, to re service the bedroom or fix a reported maintenance issue. If a member of staff is requested to enter a bedroom whilst the room is occupied the team member will be wearing PPE and the guest will be asked to leave the room so social distancing can be maintained.
- We will work with our guests to prevent congestion whether at arrival or departure with the use of pre check in and express check out. Dining times will be staggered to ensure social distancing can be adhered to.
- All team members have been retrained in line with Diversey UK (part of the JohnsonDiversey Group) the new cleaning process for hygiene and cleanliness in all areas of the hotel



- All team members have completed recertification of H&S Levels 1&2, Food Safety Levels 1& 2 and Covid-19 Awareness Training in conjunction with Flow Hospitality.
- We have sufficient car parking and bike racks to ensure that team members can travel into work on their own, to prevent the need for car sharing
- We will continue to monitor the health of our team and our guests. Any team member with symptoms or someone in their household who has symptoms will self-isolate in line with PHE guidelines. All our booking channels and areas in the hotel will follow the same actions, with each hotel reserving the right to ask a guest to leave if a guest is showing signs and symptoms of COVID-19 for the security and protection of its guests and team members.

As government guidelines continue to change and develop we will review, refresh and update our H&S Guidelines within this document.

We all, as a team look forward to welcoming you back to Countrywide Hotels in the very near future

Kind regards

Darren Patt
Managing Director
Countrywide Hotels



COVID-19 CLEANING AND OPERATIONAL POLICY

STATEMENT ON WEBSITES, ONLINE TRAVEL AGENTS & CONFIRMATIONS

The Following statement will be displayed on all Websites & Online Travel Agents:

As a recommendation, any guest who has displayed the following symptoms a; Cough, Fever, Breathlessness, Sore Throat, Headaches within the last 14 days should be recommended to reschedule their visit until they and their household members have been cleared of symptoms by 14 days, unless these symptoms are due to pre-existing medical conditions.

The hotel reserves the right to refuse entry and or cancel reservation if the guest displays such symptoms on arrival for the security and protection of its guests and team members.



HOTEL ENTRANCES AND PUBLIC AREAS

- Social distancing applies everywhere including public areas and outside entrances.
- To support the Government's essential emergency measures we are required to monitor the number of people entering our premises and using our lobby to ensure social distancing rules are observed.
- Please help us by respecting social distancing and keep 2 metres (3 steps) apart from others. In some areas there are floor markers to assist with distancing.
- Please do not congregate in any of our public areas. This includes outside areas of the hotel and at entrances.
- **DISINFECTION STATIONS:** Provide stations at primary entrances and key high traffic areas, for instance, a station to allow guests to wipe the elevator button before pressing. ANTIBACTERIAL hand gel to be available for all guests to pick up from reception included in the toiletries amenities pack.
- **HOURLY CHECKS** of all wash rooms, cloakrooms, staircases - door handles etc in public areas.



RECEPTION

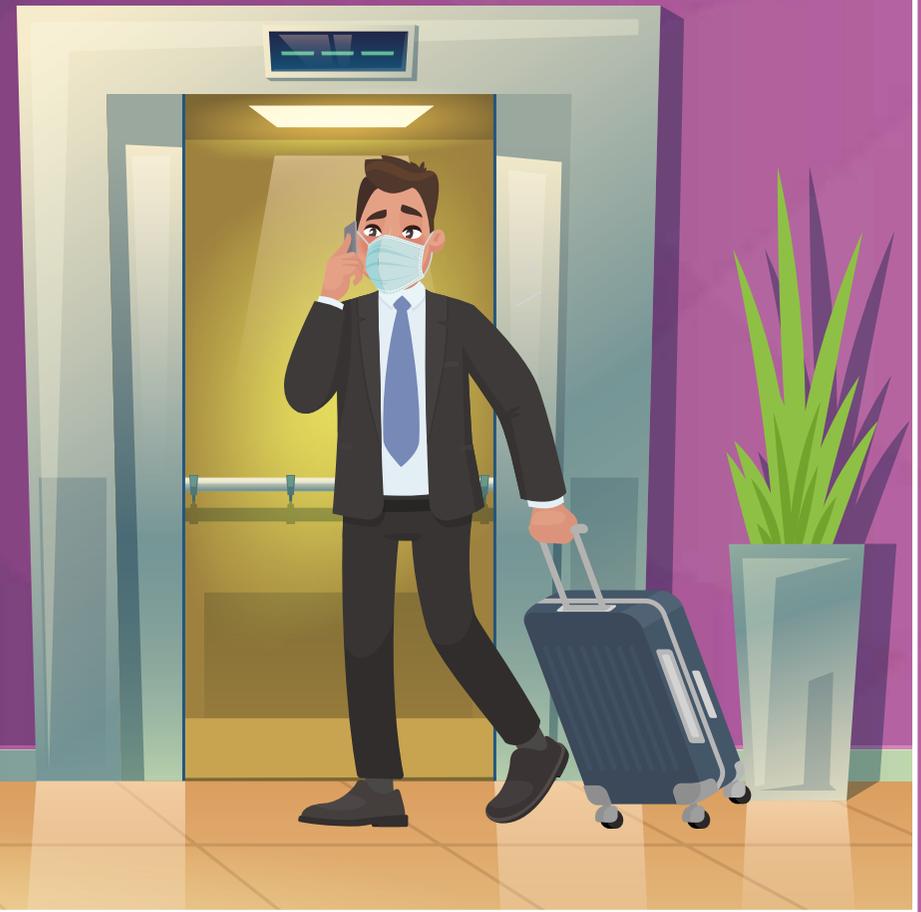
- Where there is a reception desk, team members must remain behind the desk.
- For mobile check in, consider a temporary arrangement such as a table or desk.
- If a temporary table is not practical, social distancing of at least 2m (3 steps) must be observed. Visible markings on the floor will help team members to ask guests to adhere to this.
- Sneeze screens should be considered to increase separation. These are simple screens which can be bought or made .
- Desk tops and Desk Equipment (e.g. keyboard, mouse, PDQ) must be sanitised regularly (D10).
- Don't handle the guests' payment card and always remind them to use contactless and be mindful that payment limit for contactless may have increased.
- Rooms to be **PRE-ALLOCATED** based on the lockdown status in the PMS system.
- Key Cards Should only be used once- metal room keys should be disinfected with D10 prior to each guest using the key.
- Guests should be asked to **USE CARD PAYMENTS ONLY- PDQ** machines should be wiped down with a disinfectant wipe after each guest use.
- Pens to be wiped down with a disinfectant wipe after each guest use - encourage guest to use their own pen when possible. Do not share pens between reception team members and or guests.
- Where guests ask for luggage assistance to be stored Reception team member to take guest to luggage store - with guest carrying the luggage - practicing social distancing - ensuring the door handle to the luggage store is wiped with disinfectant before using.
- Receptionist to wear PPE when front facing- gloves as a minimum and if not behind a screen - face mask also.
- **DISINFECTION STATIONS:** Provide stations at primary entrances and key high traffic areas, for instance, a station to allow guests to wipe the elevator button before pressing. ANTIBACTERIAL hand gel to be available for all guests to pick up from reception included in the toiletries amenities pack.



LIFTS

In line with Government Guidelines on applying social distancing we would like to remind all our guests that there should not be more than 1 person per lift, unless you are from the same room.

- **DISINFECTION STATIONS:** Provide stations at primary entrances and key high traffic areas, for instance, a station to allow guests to wipe the elevator button before pressing. ANTIBACTERIAL hand gel to be available for all guests to pick up from reception included in the toiletries amenities pack



BEDROOMS

- **ALL ROOMS LOCKED DOWN ONCE CLEAN- STATUS CHANGE MADE WITHIN COMPUTER SYSTEM SO RECEPTION ONLY ALLOCATE LOCKDOWN ROOMS** - Add an extra measure of assurance by placing a room seal on doors to indicate to guests that their room has not been accessed since being thoroughly cleaned.

- **BEDROOM ENTRY RESTRICTED.** No access will be made to the bedroom during a guest stay. Housekeeping or Maintenance team members will only enter the bedroom on the guests request, to re service the bedroom or fix a reported maintenance issue. If a member of staff has to enter a bedroom whilst the room is occupied the team member will be wearing PPE.

1 HANDLES & PUSH/PULL PLATES
Doors, Wardrobes, Draws, furniture

2 BATHROOMS
Toilet Handles & Seats, taps, towel rails, bins, shower screens/
curtains
Amenities- single use only, tissue boxes

3 IN ROOM FACILITIES

Television, Remote Controls, Telephone, Clocks/Radios, Hair-dryer, Coat hangers, Iron & Ironing Boards, Fridges, Heaters, Tea Tray, Glassware

4 HARD SURFACES

Tables, Desks, Wardrobes, Headboards

- **REMOVE ALL COLLATERAL FROM BEDROOMS:** Remove pen, paper and guest directory; supplement with digital or available upon request.

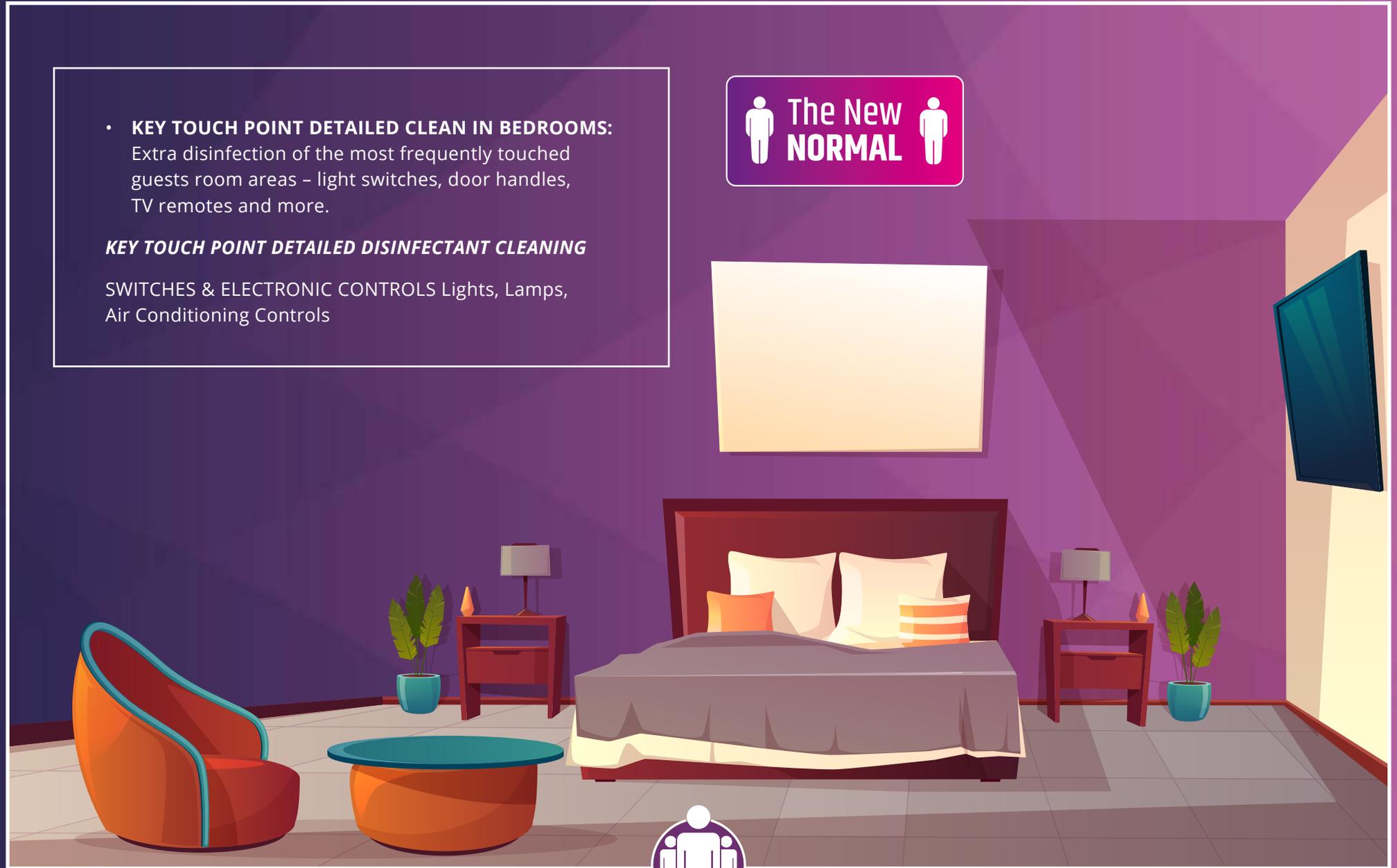
- **DISINFECTION STATIONS:** Provide stations at primary entrances and key high traffic areas, for instance, a station to allow guests to wipe the elevator button before pressing. ANTIBACTERIAL hand gel to be available for all guests to pick up from reception included in the toiletries amenities pack



- **KEY TOUCH POINT DETAILED CLEAN IN BEDROOMS:**
Extra disinfection of the most frequently touched guests room areas – light switches, door handles, TV remotes and more.

KEY TOUCH POINT DETAILED DISINFECTANT CLEANING

SWITCHES & ELECTRONIC CONTROLS Lights, Lamps, Air Conditioning Controls



RESTAURANT, BAR AND FOOD SERVICE

During lockdown and further until Government policy allows our lounges and bars will be closed.

WE WILL ONLY BE OFFERING ROOM SERVICE

- All restaurant areas must be closed for all food and beverage INCLUDING FOOD BOUGHT IN BY GUESTS.
- Room service if offered. Is to be taken to the rooms should be placed on a trolley and the guest takes it from the trolley. Never hand or receive a tray directly to/from a guest.
- The staff will deliver your order, leaving the tray outside your room then complete within three minutes satisfaction check.
- We will not ask for you to sign for room service. All tray, cutlery will be sanitised before delivery.
- Guests should not leave trays outside the room but call to have them collected or arrange a collection time.
- Team members delivering and collecting room service will wear PPE at all times and NOT enter the guests bedroom.



Once we can open the lounge and bar areas, bar stools will be removed and lounge chairs will be placed at 2 meters apart.

- Table service will be offered, signatures for food and beverage are required.
- Table service only- guests will not be permitted to stand at bars
- Tables and chairs will be positioned 2 meters apart where possible
- Menus will be limited
- Increased frequency of cleaning with hospital-grade disinfectants on all high-touch surfaces and shared spaces after each guest use
- Team members serving will be wearing PPE
- Cutlery, crockery and glassware are cleaned and disinfected after each guest use.
- No buffet service will be permitted
- Open displays of food will not be permitted
- All team members have been retrained on Food Hygiene Level 1 & 2 and H&S Level 1 & 2

- **DISINFECTION STATIONS:** Provide stations at primary entrances and key high traffic areas, for instance, a station to allow guests to wipe the elevator button before pressing. ANTIBACTERIAL hand gel to be available for all guests to pick up from reception included in the toiletries amenities pack.
- **HOURLY CHECKS** of all wash rooms, cloakrooms, staircases, door handles etc in public areas



TEAM MEMBERS

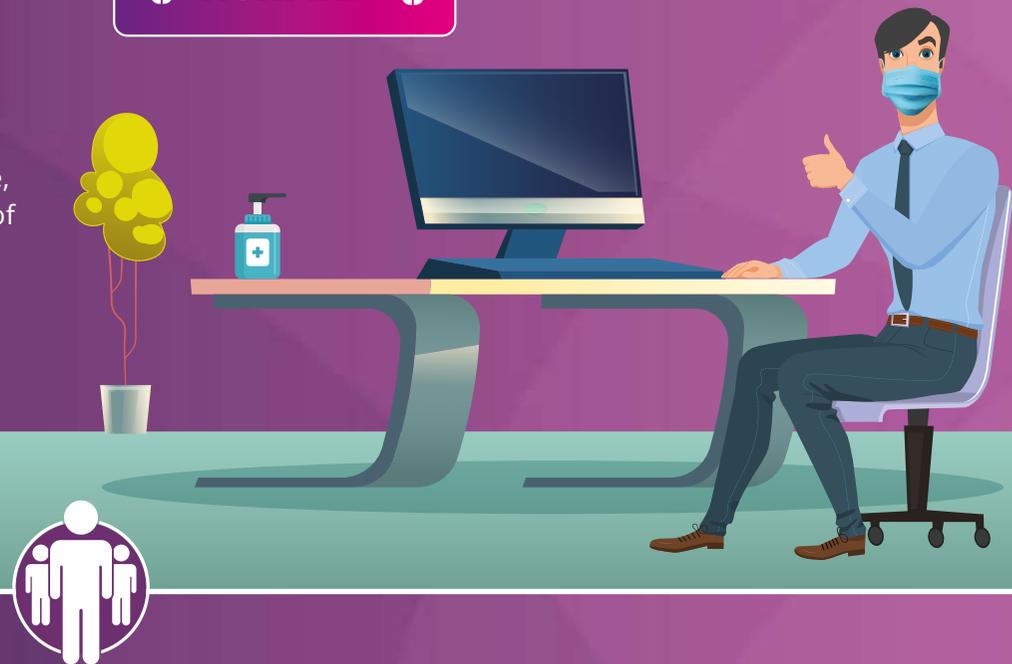
- All team members have been trained in line with Diversey UK (part of the Johnsondiversey Group) the new cleaning process for hygiene and cleanliness in all areas of the hotel
- All team members have completed recertification of H&S Levels 1&2, Food Safety Levels 1 & 2 and Covid 19 Awareness Training in conjunction with Flow Hospitality
- All team members and their families have access to COVID-19 testing if they suffer from symptoms- in line with Government testing for Key Workers.
- All team member canteens are closed - with team members taking breaks in designated areas each day that are then deep cleaned. Maximum of 5 people in the designated area at anyone time to ensure social distancing is practiced at all times.
- Hotel team members will be provided with the adequate amount of PPE to ensure they can continue to work in a safe way whilst offering true customer service.



OFFICES

- Where there are multiple workstations in close proximity, consider separating desks to create more space between them.
- Where there are fewer people in the office at any one time team members can be asked to work from a different workstation rather have fewer staff in one
- Try to have team members at one desk only, discourage sharing of equipment
- Where possible and in accordance with your hotel policy reservation stations should be 2 meters/ 6 ft. apart.
- Where possible workstations should not be shared unless sanitized between use.
- Headsets, telephones and desks including; keyboard, mouse, laptops and stationary should be sanitized before the start of each shift and at the end of each shift.
- Hand sanitizers should be available at each workstation.

- Hands should be sanitized before coming into contact with guests/employees including handling letters of confirmation/ information and before preparing mail to be posted.
- If sharing a workstation, a sanitization check list is recommended for before and after shifts. Supervisor is to ensure these logs are being completed daily.



STAFF CANTEEN/REST AREAS

All canteens and rest areas should be closed for service of food.

It is OK for these areas to be used for resting during breaks without food but social distancing must be observed. Consider having one table/one chair if possible

- Encourage staff to rest in other areas of the hotel, open up otherwise 'no go' areas such as unoccupied rooms, meeting rooms, etc.

CORRIDORS AND PASSAGEWAYS

There will be inevitable passing of each other in narrow corridors and passageways. This momentary social distancing lapse is OK. Just try to observe whenever possible so wait at doors for others to pass and keep close to the side of the corridor so there is as much distance as possible between you.

SPECIAL CONSIDERATIONS

Be especially mindful of team members who are in a higher risk groups such as those who have other health conditions.

Some may be wearing masks, gloves, etc. This must not replace hand washing and social distancing.

Exercise is allowed outside the hotel and, during authorised breaks, this must not be discouraged, especially for those who work mostly at a desk in a sedentary position.



COVID-19 CLEANING AND OPERATIONAL POLICY

LEISURE & SPA



SECTION 1: INTRODUCTION

Safety and sanitation in the Spa business are essential for health, from preventing infection and improving employees and guest's overall well-being.

The guidelines developed in this document were created to provide comprehensive advice on Spa operations around the world during the Pandemic of COVID-19. It is with these challenges in mind that ESPA has created comprehensive suggestions on social distancing within each area of the Spa to support the business during these unprecedented times.

These guidelines are not intended to replace existing sanitation procedures, laws, licensing requirements or regulations established by local government.



SECTION 2: COMMUNICATIONS & MARKETING

This section includes suggestions on how to maintain engagement and communications with your guests during the closure of the Spa or how to start communicating once the Spa reopens.

COMMUNICATIONS

- As Hotels & Spas re-open around the world at different timelines, ensure the Spa website is updated with the most current information, including expected re-opening date, reduced hours of operations or limited facilities available.
- Update Spa voicemail to reflect status of the Spa and expected re-opening date.
- Open communications with employees, guests and partner vendors to keep updated on a re-opening plan and actions.
- Maintain guest engagement during the lockdown with positive and encouraging communications via social media channels.
- Create a re-opening statement with a clear and positive message that shows sensitivity to what the world has endured and the vision for the Spa & Hotel moving forward.
- Carefully choose what is relevant to communicate when making changes to operations after the lockdown is lifted, which elements of these are relevant to share based on the region, to avoid adding any fear into the Spa Journey.
- Communicate the benefits of incorporating health & well-being back into life post lockdown.
- Control the message to re-assure guests that health & safety is always at the forefront of the Spa industry. Share standard practices the business follows, or any new and updated sanitation guidelines introduced during this time.
- Share communication from the Spa industry such as blogs from industry experts, forums, research, positive news encouraging guests back to the industry. Highlight news from Spas opening in different areas of the world.



SECTION 3. RESERVATIONS AND PRE-ARRIVAL

The intention of this support pack is to help provide guidance on recommended practices for Spa Reservations and Pre-Arrivals during enhanced procedures for COVID-19.

This information is to be used as a guideline and can be adapted to meet your specific spa needs. It is recommended to implement heightened Spa Operating Procedure's, during your first 3 months of re-opening. These should be reviewed regularly by Spa Management and adapted/extended as necessary.

Recommendations covered within this pack for Reservations and Pre-Arrival are:

- Reservation Procedure; Scheduling Guidelines, Scheduling Procedure, Scheduling Scripts
- Reservation Prompt Card
- Handling Contraindications, Specific to COVID-19
- Pre-Arrival Information; Digital Advanced Consultation Form, Covid-19 Spa Policies Template
- Confirming Appointments; Telephone, Email, Text Message, Room Card
- Group Bookings
- Internal Spa Reservations Hygiene SOP



RESERVATION PROCEDURE

Scheduling appointments is one of the most critical tasks for the Spa Receptionist's and Reservationist's. It is a juggling act that requires knowledge, common sense and flexibility. Scheduling affects every aspect of the spa operation and it is vital that we introduce added measures addressing COVID-19, to ensure guests and employee's feel safe and protected during this period. It is recommended to follow these amended guidelines to ensure your operation runs smoothly.

Scheduling factors to consider:

- Ensure sufficient turnaround time between bookings, allowing for new Therapist and Treatment Room hygiene protocols.
- Recommend treatments with minimal contact or services that can be performed over clothes for guest that may feel nervous about re-visiting the spa.
- Consider limiting thermal use to one guest per booked appointment slot, with time in-between sessions for cleaning.
- Ensure treatment variety is even between therapists.
- Ensure bookings are evenly booked between therapists.
- Ensure breaks are scheduled in-between over 3 hours of treatments.
- Ensure you know what your booking limits are for each service type.
- 1-hour meal-break to be scheduled during cafeteria opening hours.
- Cleaning time should be included before or after a lunch break to allow for sanitization.
- Consider all contraindications (as per SOP).
- Maximize spa revenues by booking high yielding treatments and utilizing off-peak quiet times.
- Ensure any notes relevant to the booking are added to the reservation, for example; if a guest has mentioned they feel hesitant about returning to the spa, this should be noted so Reception and Therapists can greet the guest with extra care.



BOOKING TO ARRIVAL PROCEDURE

1. Appointment Booking; Reservationist checks client and household symptoms within last 14 days and schedules appointment, adding any necessary notes to the booking.
2. Reservationist sends email confirmation including; Booking Confirmation, COVID-19 Spa Policies and *Advanced Consultation Form (*required if the guest has booked outside of 2 weeks prior to appointment).
3. If applicable, 7 days prior to arrival, the guest sends back the Advanced Consultation Card to the Spa to be reviewed. If no symptoms have been noted, the booking may continue as usual. If symptoms have been noted, the guest should be called to obtain further information.
4. Within 36 hours and before 24 hours of the appointment, a booking reminder should be given via; Telephone, Email, Text Message or Appointment Card to Room. This should include a further advisory regarding newly developed symptoms.
5. Guest arrives at Spa for appointment and is greeted by Reception. If the guest has booked within 2 weeks and has not completed an Advanced Consultation Form, the guest should be asked to complete this and the regular spa consultation card together.



SPA SCHEDULING

The below should be added into your usual booking protocol:

Include:

1. COVID-19 Spa Policy Overview
2. COVID-19 Symptom Check
3. Amendment- Cancellation Policy
4. Amendment- Send Booking Confirmation, Spa COVID-19 policies and Advanced Consultation Form.

See Appendices for training notes



HANDLING CONTRAINDICATIONS

As a recommendation, any guest who has displayed the following symptoms a; Cough, Fever, Breathlessness, Sore Throat, Headaches within the last 14 days should be recommended to reschedule their appointment until they and their household members have been cleared of symptoms by 14 days, unless these symptoms are due to pre- existing medical conditions.

Countries, local authorities and individual hotel organisations may have different advisories regarding what is acceptable, in terms of, recent symptoms and safe timeframes of returning to spa's and public areas. It's important to check and understand what advice is relevant for your spa and hotel protocols.

Reservationist's are not expected or qualified to diagnose and issue advice regarding any individual's health. Should a guest ask for advice they should be referred to contact their doctor or local health service.

COVID-19 Symptoms as reported by WHO (World Health Organisation) Common symptoms include:

- High temperature/fever – this means you feel hot to touch on your chest or back (you do not need to measure your temperature)
- A new, continuous dry cough – this means coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours (if you usually have a cough, it may be worse than usual)
- Tiredness

Other symptoms include:

- Shortness of breath, aches and pains, sore throat
- Very few people will report diarrhoea, nausea or a runny nose
- Loss of sense of smell and taste

See Appendices for training notes



PRE-ARRIVAL INFORMATION

ADVANCED CONSULTATION FORM (DIGITAL)

It is recommended to send the Advanced Consultation Form to all guests who are booking outside of 2 weeks before their appointment. It is recommended that the guest is asked to return the digital consultation form 7 days prior to arrival. The spa should review each form and add necessary notes to the reservation or follow up with the guest to obtain further information if symptoms have been displayed.

If the guest has booked within 2 weeks of their appointment the Advanced Consultation Card should be completed upon arrival with the usual consultation form as symptoms would have been checked at the time of booking. It is at the spa's discretion if they wish for all guests to complete the form before arrival at the spa.



COVID-19 SPA POLICIES

Guests should be advised prior to arrival, the spa's specific measure's relating to COVID-19. This should be included in the confirmation email and saved as a PDF.

CONFIRMING APPOINTMENTS

All appointments should be confirmed before 24 hours and within 36 hours of the reservation.

Type of Guest

- Hotel Guest (in-advance) - Offer phone or email confirmation
- Hotel Guest – (in-house) - Send appointment card to room
- Local Guest/Member - Offer phone or email confirmation

TELEPHONE CONFIRMATION

- Guests should not be called to confirm if they have scheduled their appointment on that day
- Confirm appointment details
- "I can confirm that we have received your advanced consultation form over email. May I please check if this information has remained the same or if there are any changes that you would like to make us aware of?"

LEAVING A VOICEMAIL

- If you need to leave a voicemail to confirm an appointment, please use the following guidelines:
- Usual spa greeting and appointment confirmation
- "I can confirm that we have received your advanced consultation form over email. If any information has changed within the last 7 days, we ask that you please notify the spa before arrival, so we can obtain further information and advise you accordingly."
- "Should you have any questions please don't hesitate to ask"
- "We look forward to welcoming you to (name of the spa)"



TEXT MESSAGE CONFIRMATION

- Text message reminders should include a check for any newly developed symptoms within the last 7 days.
- If this text cannot fit into your appointment reminder, a second text should be generated specific to COVID-19.
- Examples of text messages below:
- First Text '<Guest name> you are booked for <treatment/ package> on <date> at <time>. Please arrive at least 15minutes prior. Should you need to cancel please call <number>.'
- Second Text 'Your Safety is our Priority. If you have felt unwell in the last 7 days, please call the Spa before arrival on <number>. Thank you <spa name>'
- Or 'If you have any of the following within the last 7 days, please contact the spa before arrival; Cough, Fever, Breathlessness, Headaches, Sore Throat <number>'

APPOINTMENT CARD TO ROOM

- Usual Spa Appointment Reminder to be dropped at the room before 24 hours of appointment.
- Where possible, additional text to be added to the appointment card as outlined below. Alternatively, a second card should be left with the appointment card as a final symptom check before arrival.
- "If you have developed any of the following symptoms; Cough, Fever, Breathlessness, Sore Throat, Headaches within the last 7 days, please contact the Spa via the speed dial button <Speed Dial Name/Number> before arriving for your appointment."



EMAIL CONFIRMATION

The below text should be included into your email reminders. These should be on company headed paper or templates. The text in greyscale should be amended accordingly. Recommended font size can be reduced from 10 to 9.5 to allow for the additional text.

If you have any questions, please do not hesitate to contact us and we look forward to welcoming you (back) to the Spa.

COVID-19

We would like you to relax during your visit and immerse yourself into the Spa Experience. For this reason, we have taken extra measures to safeguard our guests prior to arrival. We kindly ask the following:

For the safety of our guests and employees, if you or a member of your household has developed any of the following symptoms; Cough, Fever, Breathlessness, Sore Throat, Headaches within the last 7 days please contact the Spa prior to arrival of your appointment or facility use, so we can obtain further information.

As a gentle reminder, if you or any member of your household has recovered from any of these symptoms within the last 14 days we recommend you call the spa prior to arrival.



GROUP BOOKINGS

It is recommended to reduce group bookings in line with your spa's new policy and capacity levels during the first 3 months of re-opening. This is to be reviewed regularly and adapted/extended when necessary.

Reservationists should continue to obtain the following information upon enquiry: Information to Obtain when Booking in a Group

- Number of expected guests
- Requested date of the event
- Time available
- Estimated price per person to be spent
- Therapist availability on the requested date
- Type of treatments requested
- Do they require lunch?
- Contact person, telephone number and email
- Symptom check applying to all individual group members
- Reservationist to pass all details onto the Senior Reservationist/ Receptionist or Assistant/Spa Manager to review the booking and decide if the booking will be accepted.
- Guest to be contacted and booked or offered alternatives accordingly.



INTERNAL STAFF SOP

As precautionary measures during the first 3 months of re-opening the reservation team should adhere to the following guidelines:

WORK STATIONS

- Where possible and in accordance with your hotel policy reservation stations should be 2 meters/ 6 ft. apart.
- Where possible workstations should not be shared unless sanitized between use.
- Headsets, telephones and desks including; keyboard, mouse, laptops and stationary should be sanitized before the start of each shift and at the end of each shift.
- Hand sanitizers should be available at each workstation.
- Hands should be sanitized before coming into contact with guests/employees including handling letters of confirmation/information and before preparing mail to be posted.
- If sharing a workstation, a sanitization check list is recommended for before and after shifts. Reservation supervisor is to ensure these logs are being completed daily.



SECTION 4: SPA RECEPTION AND SPA BOUTIQUE

The use of personal masks is accepted for all Spa employees in accordance with local regulations.

- Create a welcome ritual for each arriving guest that includes a warm, moist hand towels which also includes hand sanitizer.
- Sign to be placed at the Spa Reception outlining the increased sanitization policies, should guests wish to review these.
- Each employee uses their own pen during shift and commit only to using their pen. If needed, flag pen with tape labelled with employee's name. Guests pens are sanitized after each use.
- Ensure each employee maintains their own workspace and does not use each other's workspace. If unavoidable, sanitize area before/after use.
- Add a HEPA air purifier to all Spa areas.
- Place a UV sterilizer machine near the front desk to disinfect small items overnight.
- Place hand sanitation stations and wipes around the Spa for guest and employee use.
- Practice social distance measures by marking floors in the Spa reception. Based on Spa size and lay-out configure Spa check-in to one area and Spa check-out to another area.
- Ensure all workstations maintain social distancing guidelines.
- Consider limiting the amount of time guests can use the locker room facilities to avoid overcrowding.
- Wipe down all surfaces after use including: telephones, desk, keyboards, credit card machines, mouse, etc. with disinfectant spray/wipes
- 1x per hour: Wipe down guest's side of the desk, including pull out trays, folio folders, pens, etc.
- Every 30 minutes and depending on traffic volume, clean and disinfect all door handles and high contact areas.



RETAIL

- Remove all testers from Spa boutique including skincare, body products, make-up, jewellery. A basket of top 20 product testers should be kept behind the reception. A sign should be placed within the retail display advising guests that testers are available at the Spa Reception.
- 1x per hour: Wipe down and disinfect items touched by guests
- As a precautionary, inventory deliveries should not be opened immediately after receiving, unless PPE is worn, and items are immediately wiped down.
- Do not allow guests to try on apparel or disinfect tried-on items after guest departure.

 **The New
NORMAL** 



SECTION 5. LOCKER ROOMS, WET AREAS AND RELAXATION LOUNGES

- Tour of the locker rooms are conducted after the guest has changed into robe and slippers to avoid the guest walking with their shoes around the wet areas.
- Lockers must be assigned to each guest in consideration of social distancing guidelines.
- All lockers should be pre-locked to avoid guests from changing assigned lockers or from touching contents inside lockers.
- Based on Spa size and region, each locker should contain individually wrapped amenity kits. If this is not an option, vanity areas should only contain the essentials to be used each day (razors, Q-tips, disposable hair combs, cotton rounds, etc.). Alternatively, all amenities can be removed with a notice advising these are available upon request from the Spa Reception or Spa Attendant.
- Remove mouthwash and toothbrushes from vanity area, only offer upon request.
- All areas should contain hand sanitation station & sanitation wipes.
- Lockers must be sanitized after each use by the attendants.
- Attendants must wear proper PPE such as gloves and masks when removing dirty linen and items from linen baskets or trash cans.
- All door handles and doors must be sanitized on a regular basis. It is recommended once every 30 minutes.
- 1x per hour: Clean and disinfect vanity area.
- Depending on region and severity of the outbreak, steam rooms, saunas, inhalation rooms, ice rooms, Jacuzzis & indoor pools should not be available for guests to use. If these facilities are not available, consider adjusting treatment prices to reflect the lack of facilities.
- If wet areas are available for use, consider social distancing measures such as, limiting the number of guests allowed to use steam room, sauna, Jacuzzis at one time. This information should be displayed and provided to guests during their Spa Tour and members should be notified in their monthly newsletter.



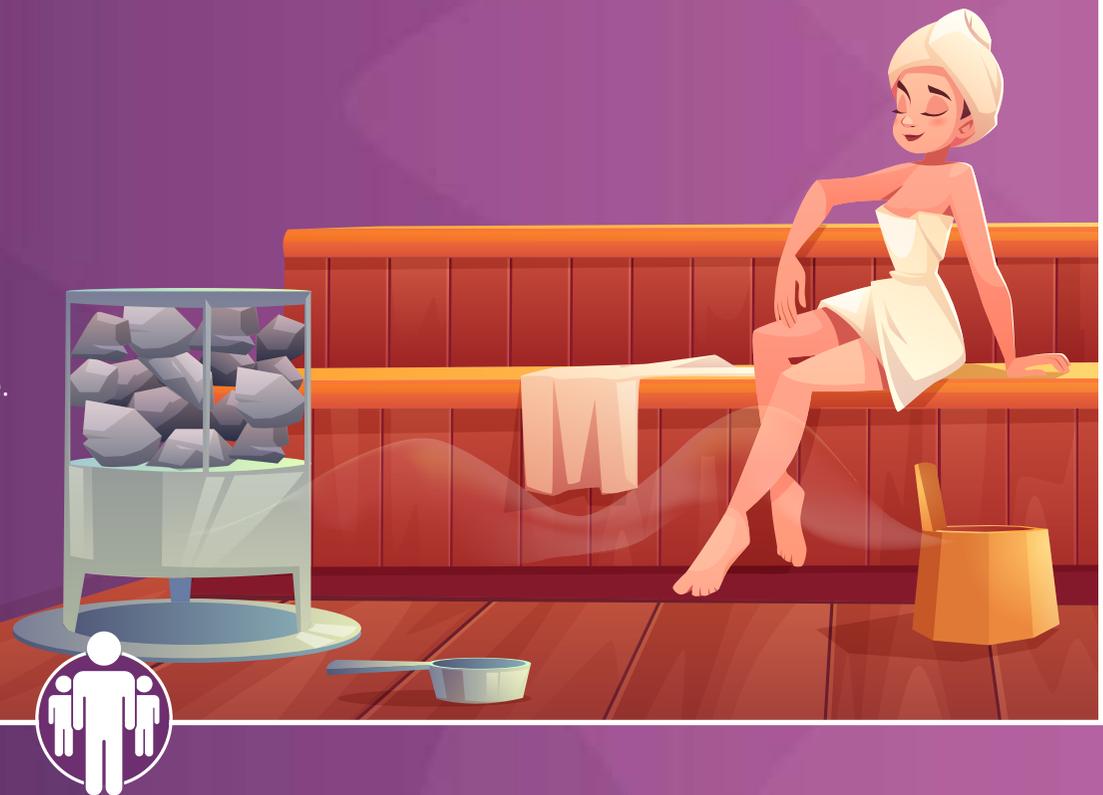
- Ice rooms, ice fountains, inhalation rooms should not be available due to the mild/cold temperature and humidity.
- Ensure all guests wear towels while using thermal experiences.
- Ensure wet areas are set to the correct temperatures as high temperatures are known to kill germs and common viruses

Steam Room (110-115 F; Sauna 150-175 F;
 Infrared Sauna 120-130 F; Jacuzzi 100-104 F; Cold Plunge 50 - 55 F)
 Steam Room (45 C; Sauna 50 - 75 C; Infrared Sauna 40-60 C;
 Jacuzzi 37-40 C; Cold Plunge 10-12 C)

RELAXATION LOUNGES

- Where possible, space out all furniture to comply with social distancing guidelines.
- Remove blankets, neck pillows and extra cushions from lounges and chairs.
- F&B offerings must be individually wrapped and single use. Offer fruit options that peel off such as bananas, oranges, grenadines. Remove apples, pears, etc.
- Headphone for TV's must be cleaned and sanitized after each guest.

- Sterilize all areas overnight by utilizing ozone machines or appropriate chemicals.
- Consider limiting thermal use to one guest per booked appointment slot, with time in-between sessions for cleaning



SECTION 6: TREATMENTS AND TREATMENT ROOMS

The recommendations below are in addition to existing cleaning and sanitation guidelines already in place. The use of personal masks is accepted for all Spa employees should this feel necessary in keeping with local authority recommendations. If a service provider chooses to wear a mask during a treatment the guest must be advised during the consultation. Suggested script "To provide you with reassurance during your treatment today, I am going to wear a face mask while I perform your service".

It is recommended that disposable masks are available at the Spa upon guest request. Spas must follow local laws and regulations relating to personal protective equipment.

- Recommend to all guests to shower pre & post treatments.
- Based on region, eliminate handshake introduction and replace with a right hand to heart gesture or Thai greeting - palms pressed together in a prayer-like fashion.
- Create a welcome ritual by offering a warm and moist hand towels which also contains hand sanitizer.
- Ensure treatments have 30 minutes in between each service to allow for treatment room cleaning and sanitation. Provider must wipe down counters, bottles, cabbies, jewellery box, head rests and treatment tables.
- Providers must spray and sanitize all skincare bottles and products used after each treatment.
- Remove from treatment rooms: bed skirts, duvets, pillows, runners, table warmers and mattress pads. All linen in the treatment bed must be used and washed after each guest.
- As a recommendation, employees should keep a spare clean uniform at work, so they can change during their shift if they feel it is required. Disposable aprons or gowns are acceptable as long as they are in keeping with 5- star presentation standards and do not cause noise during the service. Alternatively, providers should clean and disinfect their uniforms by spraying a skin safe disinfectant after each treatment.
- Each employee uses their own pen during shift and commit only to using their pen. If needed, flag pen with tape labelled with associate's name.



- Maintain HEPA air quality machine in each treatment room (alternate with OOO treatment rooms if necessary)
- Provider washes their hands before and after the treatments.
- Ensure autoclave cleaning is utilized with bags for additional measures. Ensure each autoclave bag is opened during the guest service (allow guests to see implements are in autoclave bag for added measure)
- Based on Spa size and availability, ensure providers alternate treatment rooms to avoid using the same room and allow treatment rooms to air out.
- Follow social distancing measures for service providers and Spa employees inside the employee lounge, linen rooms, spa back of house areas.

PERSONAL PROTECTIVE EQUIPMENT (PPE)

If masks are used by spa employee's, the below guidelines should be adhered to as recommended by the World Health Organisation. Spa Managers/Directors should organise relevant Health and Safety Training for the whole team.

How to wear a mask correctly:

- Before putting on a mask, clean hands with alcohol-based hand rub or soap and water.
- Cover mouth and nose with mask and make sure there are no gaps between your face and the mask.
- Avoid touching the mask while using it; if you do, clean your hands with alcohol-based hand rub or soap and water.
- Replace the mask with a new one as soon as it is damp and do not re-use single-use masks.
- To remove the mask: remove it from behind (do not touch the front of mask); discard immediately in a closed bin; clean hands with alcohol-based hand rub or soap and water.

For downloadable posters which can be used back of house, visit: <https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public/when-and-how-to-use-masks>. For further advice and information follow your local authority recommendations.



SECTION 7: FITNESS CENTRE AND FITNESS CLASSES

- Based on the region and facility, encourage all fitness classes to take place outdoors.
- Establish maximum numbers of guests per fitness class to ensure guests can practice social distance.
- Each studio equipment/mat needs to be 2 meters / 6 ft. apart at all times.
- Provide additional disinfectant products – antibacterial wipe dispensers and hand sanitizers in all areas of the fitness centre. Educate and encourage guests to clean and disinfect their own equipment before and after use by placing signs near the sanitation stations.
- Classes to be setup prior to the class starting due to people not having to crowd around one area to collect equipment.
- Re-arrange cardiovascular gym equipment to ensure there is 2 meters / 6 ft. apart between each of them. This includes treadmills, stationary bikes, ellipticals, stair climbers, etc. If spacing equipment or removing it from the fitness centre is not possible then limit the amount of equipment that can be used by creating out of order signs and unplugging each machine.
- Signage regarding social distancing and communication to guests to reiterate that if they are feeling unwell, they should not be using the fitness centre or fitness studio.
- Determine the maximum number of guests that can be present at once in the fitness centre in order for everyone to practice social distancing measures.
- Ensure attendants are cleaning and disinfecting all fitness centre equipment on a regular basis and removing dirty towels with appropriate PPE such as gloves and masks.
- Remove all F&B offerings from the fitness centre except for bottled water.
- Consider placing ozone machines overnight to clean and sanitize the area.



SECTION 8. HUMAN RESOURCES

Based on region and location the following recommendations from the CDC - Centers for Disease Controls should be incorporated.

<https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/businesses-employers.html>

ADDITIONAL MEASURES

- Pre-Screen: Employers should measure the employee's temperature and assess symptoms prior to them starting work. Ideally, temperature checks should happen before the employee enters the facility.
- Regular Monitoring: As long as the employee doesn't have a temperature or symptoms, they should self-monitor under the supervision of their employer's occupational health program.
- If employee tests positive for COVID-19 ensure contact tracing is performed for employees and guests who came in contact with the infected employee.



COVID-19 CLEANING AND OPERATIONAL POLICY

GOLF FACILITIES



OPERATIONAL GUIDANCE FOR THE FUTURE PHASED RE-OPENING OF GOLF FACILITIES

This document produced in line with PGA and EGU guidelines contains operational guidance for professional staff engaged in the management of golf courses, clubs and driving ranges that may be adopted when government COVID-19 restrictions permit the re-opening of golf facilities. These guidelines may be updated depending on further government guidance or amended social distancing measures.

INTRODUCTION

The COVID-19 pandemic has resulted in the closure of golf facilities. At some point these restrictions will be lifted, most likely on a phased basis, and golf will open for business once again.

It will be essential that golf re-opens in a responsible and safe way and that government advice and policy are adhered to at all times. See the links below for the current guidance: UK link - <https://www.nhs.uk/conditions/coronavirus-covid-19/>

The purpose of this document is to offer practical advice and guidance across a number of areas to help golf clubs and courses, driving ranges and their professional staff to prepare for re-opening when the government advises that it is safe to do so. This guidance has been prepared and is supported by key stakeholders in the golf industry with a view to ensuring the safety and wellbeing of golfers and members of staff alike.

The guidance in this document is split into a number of areas: Preparing the golf course Starting a phased return to play Starting PGA Professional services Starting clubhouse management and administration Resuming full services.



PREPARING THE GOLF COURSE

Golf courses have been permitted to carry out essential maintenance during the period of course closure. If government regulations allow increased maintenance levels, then the primary consideration should continue to be ensuring staff safety.

- Ensure suitable disinfectant and hand sanitiser is provided in all communal areas
- Stagger working hours and break times
- Limit or prohibit use of communal areas
- Ensure there is a robust lone working policy
- Encourage staff to bring their own food and drink for their breaks and for this to be stored safely and separately
- Appoint a senior member of staff to be responsible for disinfecting / sanitising all surfaces that are touched, for example door handles, fuel pumps. The same member of staff should be responsible for opening and closing doors to the maintenance facility
- Ensure team meetings, if they are necessary, are held outdoors or in large indoor spaces with physical distancing implemented
- Utilise modern communication methods, for example online systems, mobile phones etc. for team communications rather than indoor briefings and job sheets
- Ensure there is a high focus on hygiene and physical distancing
- Ensure staff members work separately, not in pairs / groups where possible
- Allocate individual machinery to one staff member only
- Fully sanitise all machinery after use, focusing on all areas that the staff member has come into contact with

N.B. Where this document refers to 'sanitisers' and 'sanitising wipes', please follow government recommendations; this would usually advise that these should be a minimum of 70% alcohol based.



COURSE CONDITION

It is likely that due to reduced maintenance it will take some time for the course to return to 'normal' condition. It is important to manage golfer expectations and explain that the conditions they will experience are the result of limitations imposed by the pandemic essential maintenance safety measures and not through neglect.

OBVIOUS ISSUES WILL BE:

- Reduced pace of greens through higher cutting heights
- Higher cutting heights in all / most maintained areas
- Lengthier rough areas, particularly in 'out of play' areas
- Untidy bunkers
- Lack of golf course furniture such as bunker rakes, bins, ball washers, benches

Whilst some golfers may be disappointed with conditions, it does present an opportunity to remind golfers of the fine balance between turf health, maintenance cost and presentation. It may be that golfers enjoy a more natural, less manicured feel to the golf course and some of the changes may become permanent.

In returning the course to a more 'normal' condition, greenkeepers will ensure that heights of cut that have been raised during the course closure period are reduced slowly so as not to put undue stress on the plant. If heights are reduced too quickly it will encourage disease and weed / pest encroachment.

Additionally, it is likely that annual maintenance plans for the course will have been severely affected by the course closure

period, this means that some projects planned for 2020 may be delayed or cancelled.

Consideration should be given to the amount of invasive maintenance, such as aeration and topdressing that needs to take place in light of the shortened golf season.

This may have an effect on the quality of surfaces in the longer term.

It is possible that staff levels or hours of work will remain at a reduced level during the initial stages of play being permitted so progress may be slower than usual.



STARTING A PHASED RETURN TO PLAY PLAYING ON THE GOLF COURSE

When governments and authorities give express consent, play may be able to begin in a regulated way.

Looking ahead to this time, facilities are advised to begin planning for a range of procedures that may be insisted upon to allow safe play to take place, including but not limited to:

- Play should be managed by the professional staff / starter and they should remind golfers of the guidance on social distancing and safe play (see below)
- This guidance and advice for golfers should be posted on websites and on tee times booking pages • Tee time booking should be done online if at all possible
- Consider increasing the time between tee times to allow for easier social distancing • Consider restricting number of players in a group
- Consider playing a reduced number of holes (e.g. 9 holes)
- Any payment should be taken online or by contactless methods
- Clubhouses may initially remain shut so ask people to arrive shortly before their tee time (e.g. 10-15 minutes) and change their shoes etc. in the car park
- Consider the layout of the car park for easier social distancing
- Consider access to toilets
- It may be necessary to employ marshals on the golf course to ensure that the social distancing directive is maintained between players
- Remove the flagsticks or ask golfers to leave the flag in at all times. If the flagstick is left in, use a hole liner system that means that the ball doesn't drop and can be retrieved without touching the cup



- Remove the bunker rakes and cover or close ball washers and any other course furniture that would otherwise be touched
- Cover or remove all benches / seating from the course if possible
- Golfers should be asked to leave the venue as soon as their game is completed Once the details of the Government's COVID-19 restrictions are known, staff will need to finalise the "safe play" procedures and communicate these to the golfers.

Plans should be put in place to ensure that any practices required of golfers before, during and after the round, including communications of temporary provisions relating to the playing of the game, can be easily and effectively communicated in advance, and reinforced when golfers arrive to play.

It may be appropriate to send these guidelines, once finalised, to members, place these on the online booking areas of a website and also place signage on the first tee as a reminder.

DRIVING RANGE USE

The safe use of a driving range or practice area must also be considered. It should be noted that driving ranges might not necessarily be allowed to open at the same time as golf courses.

Safe use procedures include but are not limited to:

- If bays are not separated by partitions or walls, close every other bay to allow for social distancing
- Make sure the ball washer has soap in the machine
- Provide sanitising wipes for people to use as required
- Clean the ball dispenser surfaces frequently
- Coach on the side of the range that fewest people have to walk past
- Ask people to use their own equipment Driving range users should be advised of the "safe use" procedures once finalised.



STARTING PGA PROFESSIONAL SERVICES

When the PGA Professional's shop opens guidelines will need to be kept under constant review as government advice changes.

The safe use of the Professional's shop will require the adoption of a range of procedures including but not limited to:

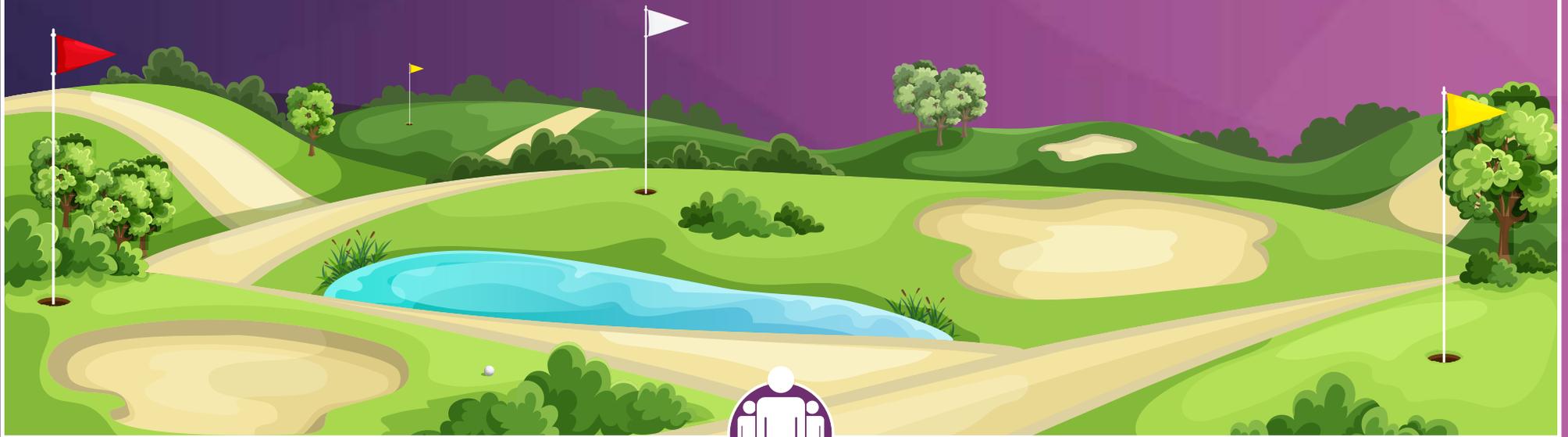
- There should be clear external signage to inform golfers a maximum of 2 golfers will be allowed in the shop at any one time (this may need to be 1 golfer at a time for small shops)

For larger shops, agreed numbers of customers may be permitted to enter but this must be in line with social distancing recommendations. Larger shops may also wish to suggest a route to be taken around the shop by use of arrows on the floor

- Staff shift patterns should be amended to take account of government advice, ideally one person working at a time – this may result in a lower staffing level in the shop than normal and a more basic service may be offered on initial opening
- Staff in the shop must conform to government advice on social distancing – ideally one person at a time working in the shop, if this is not possible, then a 2 metre distance should be kept
- Shop staff should wash hands regularly, as required
- Ideally one member of staff would use the till during a particular shift – if multiple people are operating the same till then hands should be washed / sanitised after each transaction
- There should be a clearly defined queuing area outside the shop where golfers must adhere to social distancing of a minimum of 2 metres
- Hand sanitiser should be positioned at the entrance to the shop and all customers should be asked to sanitise before entering
- The shop door could remain open to avoid contact with handles by golfers and to easily view number of customers in the shop



- In store signage should direct customers to the till area and then back out of the shop • Transactions should be by customer account or card only
- Sanitiser wipes should be provided for use before and after each transaction
- Rental trolleys will not be available unless handles are able to be removed and sanitised between each use
- Buggy use should be reviewed in latter stages of 'return to golf'. When this service is offered, it should be on the basis of one person only hire, with strict sanitisation between hires
- Where possible, a clear screen should be employed to protect shop staff
- Ideally, the shop should be merchandised with essential items positioned close to the till area, especially given possible lower levels of staffing
- Other transactions requiring advice will be located in an area where shop staff can offer advice whilst also observing safe social distancing of 2 metres



CLUB FITTING SESSIONS

Any club fitting sessions carried out both internally and externally should adhere to the following guidance to ensure safety of both customers and professional staff:

- This service should only be offered by prior booking
- Hand sanitiser should be positioned at the entrance to the club fitting area and all customers and fitters will be required to sanitise before entering
- Customer advice signage should be placed prominently when entering the fitting room or zone to notify the measures and procedures in place
- A strict 2 metre social distance must be adhered to between the fitter and the customer
- All golf fitting components must be sanitised after every use with a conforming alcohol sanitising wipes before being returned to its storage location
- Particular attention must be given to the sanitising of the club grip and the passing of component clubs between fitter and customer
- Golf balls used in the club fitting must also be kept clean to avoid cross-infection between customer and fitter



GOLF COACHING

Any golf coaching should adhere to the following guidance to ensure safety of both customers and professional staff:

- Promote coaching and playing lessons that takes place outdoors and ideally on the course although social distancing must still be observed
- If at all possible, don't coach in an indoor studio, but if doing this, social distancing guidance must be followed
- If using a practice ground or similar, create a 2 metre exclusion zone around the lesson tee/golfer that no one enters
- If you have to move a player into position, use an alignment stick, which is easy to wipe down with a sanitising wipes before and after the lesson
- Wash hands with soap and water before and after the session
- Provide sanitising wipes for you and your golfers

Offer short game coaching sessions that allow the golfers to use their own golf balls, that way they are not sharing equipment that other people have touched

- Take flags out of the holes on practice areas



STARTING CLUBHOUSE MANAGEMENT AND ADMINISTRATION

These guidelines will need to be kept under constant review as government advice changes.

It may be necessary to agree a periodic / weekly review meeting with club staff.

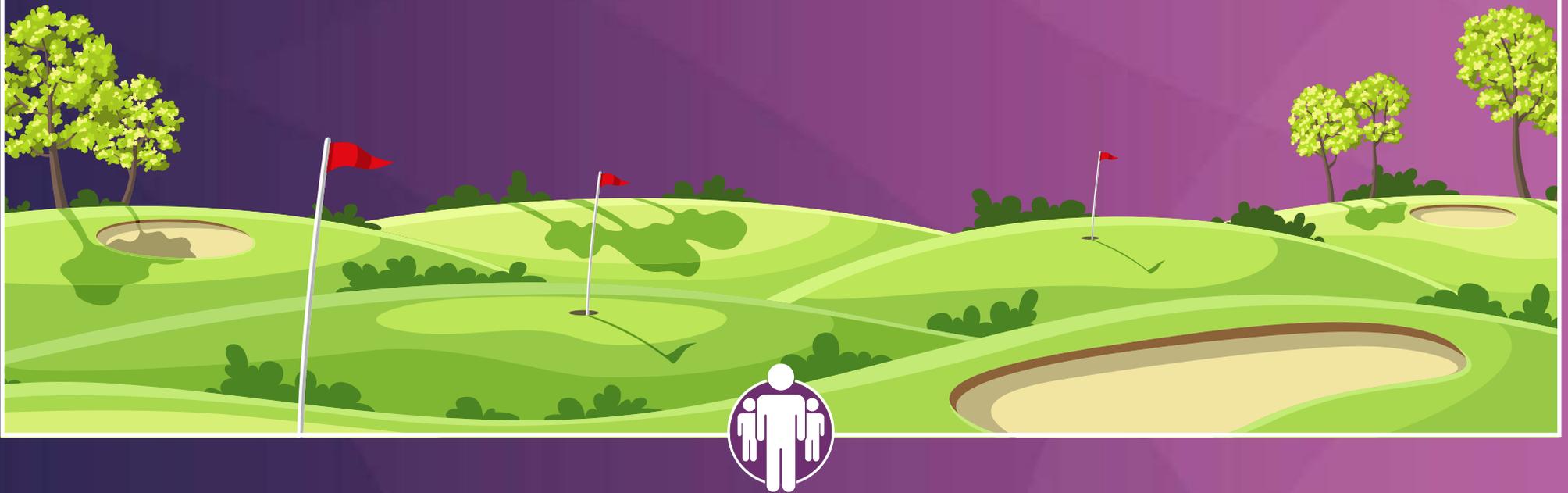
- The management and administration of the club will in many ways remain focused on its core objectives. However, certain procedures and policies will need to be introduced or amended to ensure the welfare of the staff, golfers and those outside personnel who will visit the club in their normal working day i.e. delivery, maintenance and even emergency personnel
- Whilst the clubhouse may remain closed for the initial period, there will be a need for the management of the club to be maintained. At this time offices and administration areas should not be available for golfers or visitors to frequent or visit. All members and visitors will need to be made aware of the alternative communication channels that are available to them
- Those responsible for overseeing the running of the club, Owners, Directors and Committee members, need to agree and adhere to a cohesive policy and set of procedures that are delivered on a consistent basis
- The club administration areas and offices will need to be sufficiently arranged to ensure that either lone working (split shifts) or adequate social distancing is adhered to. Should there be need to provide a reception facility, then adequate protective screening will need to be deployed
- Hand sanitisers and only disposable hand towels should be used for staff toilet facilities - regular cleaning procedures will be required for these areas
- In the instance of maintenance personnel being involved in clubhouse activities, they should be suitably attired with protective clothing and report in and out of the facility
- Administer the arrangements for playing golf as outlined above



- In the event of Clubs offering a take-away coffee / tea service enforce social distancing rules and ensure staff wear protective gloves. All drinks or snacks are served in either plastic or paper containers
- Should the decision be made to open the locker rooms and toilets, then there is a need to ensure they are cleaned and sanitised at regular intervals
- Ensure all safety measures are shared with all employees and that their health and wellbeing is the number one priority, encourage them to share any concerns and empower them to request that golfers adhere to social distancing measures and report any issues to managers

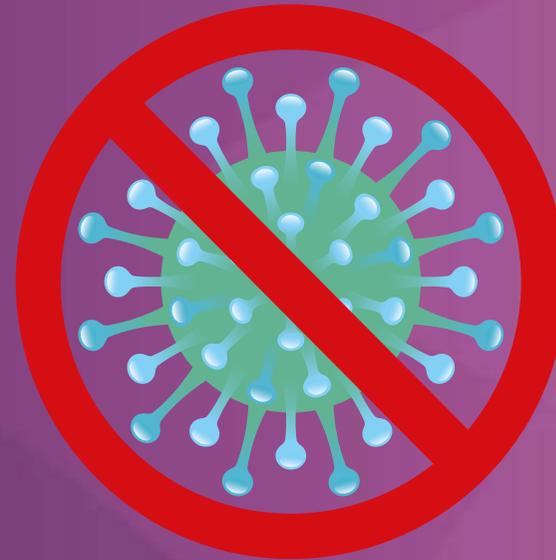
RESUMING FULL SERVICES

Over time the full services provided by the club and professional staff will resume. However, it must be noted that there may be certain restrictions in place for some time, such as a degree of social distancing, that will necessitate a phased return to full operation



COVID-19 CLEANING AND OPERATIONAL POLICY

APPENDICES



Scenario Examples:

Booking Time Frame	Guest Response	Reservationist Response
Within 7 days	If guest answers yes to any symptoms directly or within household	<p>Obtain further information:</p> <p>“Can I ask which symptoms have been experienced?”</p> <p>“To your knowledge are these due to any pre-existing medical conditions?”</p> <p>If symptoms are not common for the guest and they’ve been present within 7 days, it is recommended that the appointment be rescheduled until 7 days have passed with no symptoms.</p> <p>If symptoms have been displayed by a member of the household, it is recommended that the appointment be rescheduled until 14 days have passed with no symptoms.</p>
	If guest answers no	Proceed with booking. Appointment reminder should follow within 36 hours before with additional symptom reminder. Advanced Consultation Form can be completed at booking (within 36 hours) or completed upon arrival.



Scenario Examples:

Booking Time Frame	Guest Response	Reservationist Response
Within 2 weeks	If guest answers yes to any symptoms directly or within household	<p>Obtain further information: 'Can I ask which symptoms have been experienced?' "To your knowledge are these due to any pre-existing medical conditions?"</p> <p>Add the additional information to the reservation and ask the guest to complete the Advanced Consultation Form two days before arrival. If no symptoms have been displayed within 7 days, the appointment can continue. (dependant on hotel policy).</p> <p>If symptoms are displayed by a member of the household, it is recommended that the appointment be rescheduled until 14 days have passed with no symptoms.</p>
	If guest answers no	Proceed with booking. Advanced Consultation Form can be completed 7 days prior or completed upon arrival. (dependant on hotel policy)



Scenario Examples:

Booking Time Frame	Guest Response	Reservationist Response
Before 2 weeks	If guest answers yes to any symptoms directly or within household	<p>"To your knowledge are these due to any pre-existing medical conditions?"</p> <p>"As your appointment will be in <xx weeks/months> time, we require you to please complete an Advanced Consultation Form 7 days prior to arrival, so we can check that you have been symptom free for 7 days." (this is also required if any member of the household as experienced symptoms)</p>
	If guest answers no	Proceed with booking. Advanced Consultation Form to be completed 7 days prior.



SPA SCHEDULING SCRIPTS:

Recommended Scripts

1

COVID-19 SPA POLICY

"<Guests name>, before I provide you with recommendations, I would like to explain how we have amended our operating procedures, in response to COVID-19. These amended procedures have been implemented to ensure our guests are safe and protected throughout their spa experience. Do you have time for me to explain these to you?"

"We have introduced new policies for reservations, meaning I will need to ask you some additional questions during the booking. If your booking is outside of 2 weeks prior to arrival, we ask for a digital consultation form to be completed and returned 7 days prior to your appointment. Our hygiene protocols have always been of the highest standards and we have introduced additional sanitising procedures throughout the spa. These are outlined in the pre-arrival information email. We would like to provide you with as much information as possible prior to arrival, so on the day, you can fully immerse yourself into the spa experience."

"Do you have any specific questions at this stage regarding our policies, that you would like to ask me?"

"Are you happy to continue with your booking?"



Recommended Scripts

2

COVID-19 SYMPTOM CHECK

If the appointment is within 2 weeks of scheduling:

"<Guests name>, I now need to check if you have any medical conditions that may affect your treatment or visit. Please be assured that all information will be held confidentially in line with Data Protection and GDPR."

"May I ask if you or any member of your household has had any of the following symptoms in the last 14 days, including minor; Fever, Cough, Breathlessness, Headaches, Sore Throat?"

If the appointment is outside of 2 weeks of scheduling:

"May I ask if you or any member of your household has had any of the following symptoms in the last 14 days, including minor; Fever, Cough, Breathlessness or Breathing Difficulties, Headaches, Sore Throat?"

"Thank you for providing this information. As your appointment is scheduled for <xx weeks/months> time, we will ask you to complete a digital Advanced Consultation Form 7 days prior to arrival."



Recommended Scripts

3

CANCELLATION POLICY

"We have a cancellation policy 24 hours before your scheduled appointment, so please keep this in mind should you wish to cancel or amend your booking."

"Should you feel unwell or develop any symptoms within 24 hours of your appointment, the cancellation charge will be waived, as the wellbeing of our guests is our priority. If you are unsure whether to attend your appointment, please call the spa so we can advise you."

Or

"We have a cancellation policy 24 hours before your scheduled appointment. This policy is applied at the discretion of the spa."



MARKETING

- As Hotels & Spas re-open around the world at different timelines, ensure the Spa website is updated with the most current information, including expected re-opening date, reduced hours of operations or limited facilities available.
- Update Spa voicemail to reflect status of the Spa and expected re-opening date.
- Open communications with employees, guests and partner vendors to keep updated on a re-opening plan and actions.
- Maintain guest engagement during the lockdown with positive and encouraging communications via social media channels.
- Create a re-opening statement with a clear and positive message that shows sensitivity to what the world has endured and the vision for the Spa & Hotel moving forward.
- Carefully choose what is relevant to communicate when making changes to operations after the lockdown is lifted, which elements of these are relevant to share based on the region, to avoid adding any fear into the Spa Journey.
- Communicate the benefits of incorporating health & well-being back into life post lockdown.
- Control the message to re-assure guests that health & safety is always at the forefront of the Spa industry. Share standard practices the business follows, or any new and updated sanitation guidelines introduced during this time.
- Share communication from the Spa industry such as blogs from industry experts, forums, research, positive news encouraging guests back to the industry. Highlight news from Spas opening in different areas of the world.



CUSTOMER FOOD AND DRINK DELIVERY SERVICE

This risk assessment is for hospitality food businesses to transport hot and or cold food and drink to their customers. It considers delivery by foot, car, bike and push bike. In order for this risk assessment to be suitable and sufficient, the contents must be reviewed, controls amended to reflect the operation and then adopted. The use of a sign off sheet is recommended to record the adoption of the risk assessment and that findings of the risk assessment have been communicated to and understood by the relevant team.

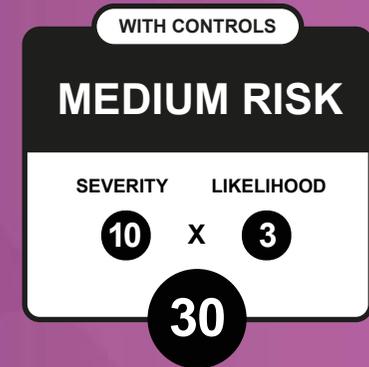
PEOPLE EXPOSED

Colleagues

Contractors

Visitors / Guests

Members of the Public



HAZARDS

Violence and aggression - Delivery personnel may be attacked in order to obtain goods, money or vehicle. There may be aggression from customers, members of the public and other road users.

Moving vehicles - Delivery person, members of the public and other road users could be injured in the event of a vehicle accident.

Breakdown - Vehicle breakdown leading to increased vulnerability of lone worker carrying out the delivery.

Manual handling - damage to back Lifting and carrying awkward loads.

CONTROL MEASURES

Cash limit - Delivery personnel are not to carry business cash with them. All orders being delivered must be paid direct to the business before delivery takes place. Customers advised at time of booking that delivery personnel DO NOT carry any cash and therefore cannot accept payment or give change / refunds.

Personal property - Delivery personnel not to carry valuables or large sums of money clearly visible.

Conflict management - Delivery personnel advised not to resist attempted theft. Training in identifying and handling aggression

Slip, trip or fall - Delivery person slipping, tripping or falling.

Burns and scalds - resulting from spilt drinks or foods.

Exposure to virus - Delivery person being exposed to virus or delivery person carrying virus and exposing customers and members of the public.

Exposure to hot surfaces, dangerous equipment and slip, trip or fall in commercial kitchen - Delivery person entering commercial kitchen and exposed to hazards within the kitchen.

given to delivery personnel. If customer is aggressive to delivery personnel, then noted and business can decide not to delivery to property in the future.

Contact between site and delivery personnel - Ensure a lone working risk assessment is conducted. The following controls are considered good practice: All delivery personnel to have means of contacting the business at all times (fully charged mobile phone or small change for payphone). Site must contact driver, initially by phone, if their ETA at delivery is not met or their ETA return to site is not met.



Follow designated route - Delivery personnel not to deviate from the agreed delivery route (unless road conditions dictate this is necessary). Delivery person and site to use the same route planning software so route known to both parties.

Local knowledge - Deliveries can be refused in high risk delivery areas. Deliveries to high rise and blocks of flats should be made to the main entrance only.

Vehicle suitability and insurance - All vehicles, including push bikes, used for deliveries must be in a road worthy condition, with valid MOT (where applicable). For powered motor vehicles pre use checks on fuel, tyre pressure, lights, indicators and screen wash to be carried out. For push bikes, pre use checks on tyres and brakes to be carried out. Rider to have lights if cycling in the dark or overcast weather. Where privately owned vehicles are used the driver must provide evidence of suitable insurance cover.

Driver authorisation - Only drivers with a valid and relevant driving licence to carry out deliveries (e.g. those with driving licence only for automatic cars cannot drive manual cars). Drivers with provisional licenses are not permitted to carry out deliveries. Drivers under the influence of drink, drugs (including prescription which may impair reaction time or judgement) or are tired must not be doing delivery tasks.

Mobile phone use - Mobile phones must not be used while driving or the engine is running- except in exempt circumstances where emergency (999) services are required urgently and stopping is not an option.

Suspension of service - poor weather - If there is adverse weather that impacts the ability to undertake deliveries safely, for example high winds, ice or heavy rain, the service will be suspended.

Signage to commercial vehicles - If vehicles are used that clearly indicate they are being used for commercial purposes, then signage on the windows "no cash is carried by driver" may discourage opportunist theft.

Use of Sat Nav - If sat nav devices are used, then they must be positioned as not to block the view of the driver. Sat navs must not distract the driver. If used by cyclists, they are to be secured to the bike and notdistract the rider.

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COVID-19 CONTROLS FOR TAKEAWAY OPERATIONS

This risk assessment covers the serving of takeaway food or drink from a premises during the COVID-19 outbreak. These premises may have already been trading as a takeaway or have converted to a takeaway in response to the outbreak. This risk assessment was created on 3rd April 2020. The COVID-19 situation is dynamic and hazards and controls must be updated as government advice changes. In order for this risk assessment to be suitable and sufficient, the contents must be reviewed and amended to reflect the operation and then adopted. The use of a sign off sheet is recommended to record the adoption of the risk assessment and that findings of the risk assessment have been communicated and understood by the relevant team.

PEOPLE EXPOSED

Colleagues

Contractors

Visitors / Guests

Members of the Public



HAZARDS

Spread of COVID-19 virus - COVID-19 is transmitted from small droplets that are created when infected persons sneeze or cough. These can be directly transmitted to another person or a surface and then transferred if a person touches their eyes, mouth or nose.

CONTROL MEASURES

Accepting payment - Reduce the contact with the member of the public. The hierarchy of controls are - Payment to be made over the phone before collection. Payment at the time of collection, using chip and pin machine. Payment with cash - If payment is made with cash, then team member to wash hands immediately afterwards. If possible, at the till point erect a screen to provide physical barrier between team member and customer.

Designated area to collect orders - To maintain distance an area for orders to be collected from is to be identified. A separation distance of 2 metres to be maintained between team member and customer. Consider a numbering system to help identify an order, as this will reduce communication with the guest.

If ordering by phone, collection time communicated - Customer is to be given a time to collect order. Instructed not to arrive before the allocated time. If they arrive early, then to remain

Threat of violence and aggravated theft - Team members may be attacked in order to obtain goods or money. There may be aggression from customers or members of the public.

Burns and scalds - Hot food or drink spilling and causing burns and scalds.

outside of the building. Consider taking mobile phone number and customer can be called when order is ready to collect.

Cleaning - Enhanced cleaning of hand contact surfaces. Use sanitiser that is effective against COVID-19. Contact time to be adhered to. Cleaning frequency to be based on how busy the site is, but minimum would be once an hour to clean hand contact points - eg door handles.

Lone working - Team are not to lone work. There must always be at least two people within the business.

Training - All team members are trained in COVID-19 precautions with special emphasis on hand washing.

Take away food packaging - All prepared food packaged safely and securely to minimise risk of hot food or drink spilling on collection.



Hand sanitiser - Hand sanitiser, with minimum alcohol content of 60%, to be provided on entrance to building and signage displayed requesting people collecting order use it.

Restrict numbers entering premises - In order to maintain social distancing, limit the number of members of public in the premises. Signage to instruct customer to check if another member of the public is in the premises. If there is, then continue to wait outside. Markings to be made outside of the property indicating 2 metre separation distance. Team to enforce distancing by asking member

of public not to enter if there is already a member of the public in the premises. Assessment of the premises may find that the property is large enough to allow more one member of the public inside at a time. Occupancy limits must ensure that a separation distance of 2 metres is maintained.

Restricting number of orders - The number of orders taken to be restricted to ensure there is sufficient time to implement controls measures.

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COVID-19 IN KITCHEN ENVIRONMENT

This risk assessment covers the risk of COVID-19 spread in a kitchen environment. It recognises that kitchens are environments where team members would normally have to work in close proximity to one another. The assessment must be read in conjunction with the food safety management system for the operation and the high standards of hygiene and hand washing implemented. This risk assessment was created on 3rd April 2020. The COVID-19 situation is dynamic and hazards and controls must be updated as government advice changes. In order for this risk assessment to be suitable and sufficient, the contents must be reviewed, controls amended to reflect the operation and then adopted. The use of a sign off sheet is recommended to record the adoption of the risk assessment and that findings of the risk assessment have been communicated to and understood by the relevant team.

PEOPLE EXPOSED

Colleagues

Contractors

Visitors / Guests

HAZARDS

Spread of COVID-19 from person to person, both from team and other visitors to the operation - COVID-19 is transmitted from small droplets that are created when infected persons sneeze or cough. These can be directly transmitted to another person or a surface and then transferred if a person touches their eyes, mouth or nose.



CONTROL MEASURES

Fitness to work - Team are to observe the latest government guidance regarding self isolation. Managers to be aware of the symptoms of COVID-19 (new continuous cough and / or high temperature) and exclude workers if they exhibit these symptoms.

Restriction of access to the kitchen - Access to the kitchen limited to essential persons only. Other team members are not to enter the kitchen. For example, if they are collecting food it must be done only from the pass or another agreed area of the kitchen.

Deliveries to the kitchen - Deliveries to the kitchen must be left in the designated area and a distance of at least 2 metres maintained between the delivery person and team members. A sign to be placed at the point of delivery instructing delivery persons to observe the 2 metre rule and where delivery is to be left.

Distance between team members - A distance of at least 2 metres is to be maintained between team members. If this cannot be achieved, then consider amending the layout of the kitchen, ensuring that safety is not impacted. Alternatively, the food offer can be amended so team can maintain the 2 metre distance. If social distancing of 2 metres cannot be achieved, then the kitchen operation must cease.

Handwashing - A supply of hot and cold, or appropriately mixed, running water to be maintained to the kitchen. Supply of liquid soap and disposable towels to be maintained at all wash hand basins. Hand sanitiser (minimum 60% alcohol) can be provided to compliment hand washing, but is not a substitute. As per normal food hygiene practices, the wearing of gloves is not a substitute for washing hands and can increase the spread of organisms.

PPE - It is not considered necessary for team to wear face masks to control the spread of COVID-19. If team are displaying symptoms, they should not be in the workplace. The wearing of masks could encourage team to touch their face and increase the risk of the virus being transmitted.



Manual handling - Some manual handling tasks may require a two person lift or carry. This means team members potentially coming into close contact of one another. The task should be reviewed to consider if it is absolutely necessary or if an alternative approach could be used e.g. rather than moving kitchen equipment for cleaning, using a wet and dry vac to clean behind. If the lift or carry is absolutely necessary, then minimise the time team are in close proximity with one another. This can be achieved by ensuring the path is clear of obstructions and one person prepares the area ahead of the lift or carry. Note - the lift or carry should not be rushed, as this could increase the likelihood of injury, It is about minimising the time that team members are in close proximity to one another by preparing for the lift or carry.

Disinfection of surfaces - Food preparation and hand contact surfaces are to be disinfected at the beginning and end of the shift and regularly throughout. The chemical used must be effective against COVID-19 and the dilution rate and contact time implemented correctly. Relevant touch points are to be disinfected immediately after there has been a visitor to the kitchen, for example a delivery person.

Rest periods - Team must maintain the minimum 2 metre rule during rest periods. This could be achieved by staggering the team taking breaks or reducing the furniture in the rest rooms. A supply of disinfectant to be provided to the rest area and team instructed to disinfect the area before and after they have used it.

Recognise extra time needed for controls to be implemented - The extra controls in the kitchen may slow normal service time. The number of orders can be reduced, wait times increased or menu amended. Kitchen team must have sufficient time to properly implement the COVID-19 controls whilst the kitchen is operational.

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DISTANCE SELLING

The practice of distance selling covers purchases without face-to face contact with the customer, this method of selling has grown in popularity with customers now able to order food over the telephone, the internet or through mobile apps.

This Safe Method must be followed to ensure food is safe for consumption when it arrives with the customer and to ensure the consumer gets the correct information about their order. As the consumer will have limited contact with the food business operator, information surrounding allergens must be provided to the customer, the Safe Method will outline ways in which this can be achieved.

Food handlers must follow the safety points below in order to achieve a consistent level of safety. If a problem or mistake occurs with regard to any of the safety points below and the company procedure is not followed, in your relevant due diligence records with the corrective action, to ensure the problem does not reoccur.

The pre-requisite delivery, handling, preparation, cooking, cooling and subsequent storage of food items within the food business is conducted subject to the food safety controls found in your Food Safety Management System. This Safe Method is to be used for food businesses adopting additional distance selling processes.

Distance selling is conducted: YES NO

If you answer NO to this question, you do not need to complete the remainder of this Safe Method.

Food must be safe to eat when it arrives with the consumer, to ensure this food should be stored at correct temperatures and transported as quickly as possible.



SAFETY POINTS

FOOD TRANSPORT

The transportation method used, e.g. a van, must be regularly cleaned and inspected for signs of damage or pests.

Food must be adequately packaged and covered during transport to ensure cross contamination is minimised, this will generally include the use of disposable, single use, food safe packaging. If food is supplied chilled to the consumer, e.g. prepared salads, you must have a method of keeping these items cool in transit such as clean, well maintained coolboxes.

If food is supplied hot to be eaten straight away e.g. takeaway pizza, the food item must be cooked to an approved time and temperature combination, such as 75°C for 30 seconds, before being suitably packaged and covered for transportation to the customer. Hot food must be transported in a clean, well maintained thermal insulated box or bag to ensure the product received by the consumer has been maintained at a suitable temperature and protected from contamination.

POTENTIAL HAZARDS

Using unapproved or unclean containers will expose foods to contamination risks.

Transporting items in an unclean van or coolbox will increase the risk of contamination.

Uncovered food items may be exposed to physical or microbiological contamination or pest attack.

COMPANY PROCEDURE

Food for distance selling is transported via:

Food is transported in:

Food is covered during transportation by:

Food orders are delivered within 2 hours.



SAFETY POINTS

Food deliveries must be made as quickly as possible, within a maximum of 2 hours, to ensure that food is not kept out of refrigeration, or held at ambient temperatures, for long periods of time.

Temperature records must be taken of the food before transportation for your due diligence records.

Delivery drivers/riders working for the food business must be fit to work, additional information on fitness to work can be found within the Fitness To Work section of your Food Safety Management System (FSMS).

Delivery driver/riders to wash hands on commencement of work and when returning to the food business. Delivery drivers / riders to be provided with hand sanitiser with at least 60% alcohol content and use regularly when undertaking deliveries. Delivery person to sanitise touch points of vehicle at the beginning of the shift and regularly throughout. This can be achieved using a sanitising spray or wipes.

Delivery drivers/riders to complete food hygiene induction training , including fitness to work and personal hygiene.

POTENTIAL HAZARDS

If food is kept in the temperature danger zone, 8°C - 63°C, this will allow bacterial growth.

COMPANY PROCEDURE

Temperature records are kept for each delivery.

Any equipment used for the delivery of food orders is kept in a clean, well maintained condition and replaced if any signs of deterioration occur.

Delivery drivers/riders employed by the food business do not handle or deliver food orders if they are not fit for work. For further information on determining fitness to work please refer to the Fitness To Work section of the FSMS.



SAFETY POINTS

If a third party delivery service is used, such as Deliveroo, equipment for transporting food such as coolboxes, thermal bags and delivery vans/bikes is provided by their drivers/riders. In these cases effort must be made to ensure regular visual inspections are made of the third party equipment to ensure it is satisfactory and clean.

Records should be kept of all deliveries, including items ordered, quantities and the location delivered to, this will ensure orders can be traced should any issues occur. These details may be recorded on your till system or on a platform used for distance selling (where applicable).

POTENTIAL HAZARDS

If food is kept in the temperature danger zone, 8°C - 63°C, this will allow bacterial growth.

COMPANY PROCEDURE

Delivery drivers/riders employed by the food business do not handle or deliver food orders if they are not fit for work. For further information on determining fitness to work please refer to the Fitness To Work section of the FSMS.



SAFETY POINTS

ALLERGENS

It is important food handlers understand allergens and their effects, you must provide training for food handlers on how to safely prepare and package orders for consumers.

Training must include:

- The procedures for handling of allergen requests from distance selling customers
- How to prepare and package orders for consumers with allergies
- How advice is given to consumers on the allergens within menu items
- How to deal with an allergen complaint Staff training records must be kept as evidence that the training has occurred, plus the content of the training delivered.

Clear and accurate information about the allergens in products must be provided for distance selling consumers so that it is easier for people affected by food allergies to make informed choices.

Customers MUST be given allergen information at the point of ordering before the purchase is concluded and at the point of delivery.

POTENTIAL HAZARDS

Inaccurate information could lead customers to making uninformed decisions.

If a food handler is not trained on the procedure to follow when preparing an order for a consumer with an allergy, or trained on how to communicate an order of this type, they could make a mistake.

Unsecured food containers may leak leading to increased risk of cross contamination of allergenic ingredients.

COMPANY PROCEDURE

All food handlers have received training on how to handle orders for consumers with an allergy, how to handle customer enquiries regarding allergens and the procedure for complaints.

Training records for colleagues' allergen training are kept:

Allergen information is provided at the point of ordering by.



SAFETY POINTS

This could be done, for example, by asking every customer if they have any allergies before they order and labelling all takeaway containers with relevant allergen information.

When using third party delivery services the information **MUST** still be provided at the point of ordering and at delivery.

Cross contamination during delivery should be taken into consideration and adequate controls put in place to prevent this. Controls to minimise cross contamination include packing dishes for allergy sufferers separately from the rest of an order, and ensuring container lids are secured on all dishes to prevent leakages.

This could include thorough cleaning of delivery vehicles between deliveries and/or use of a different area of the vehicle for orders going to customers with an allergy.

If using a third party delivery service this should be discussed with your delivery company to ensure a consistent method is used.

Additional information on safe control of Allergens can be found within the Food Allergies and Intolerances section of your main Food Safety Management System.

POTENTIAL HAZARDS

Inaccurate information could lead customers to making uninformed decisions.

If a food handler is not trained on the procedure to follow when preparing an order for a consumer with an allergy, or trained on how to communicate an order of this type, they could make a mistake.

Unsecured food containers may leak leading to increased risk of cross contamination of allergenic ingredients.

COMPANY PROCEDURE

Information is also given at the point of delivery by:

Cross contamination during delivery is minimised by.



SAFETY POINTS

DATE LABELLING

This Safe Method covers food items sold for immediate consumption only.

Advice should be given to the consumer to reinforce that the food items for sale are to be eaten immediately, this advice can be given on the selling platform or verbally when the order is delivered.

If this information is verbal then additional training must be provided to delivery drivers to ensure this is consistently given.

POTENTIAL HAZARDS

Food that is kept incorrectly may pose a risk to the consumer

COMPANY PROCEDURE

Consumers are informed food is for immediate consumption by.

CORRECTIVE ACTION

- If an allergen free order is suspected to have been contaminated by an allergen it must be discarded
- If food handlers do not follow the above safety points you must re-train them in this Safe Method
- Improve and increase supervision if food handlers are not competent following training
- If packaging used for delivery is unsuitable - the packaging must be changed or deliveries stopped until suitable packaging procured
- Any food not delivered within 2 hours is discarded



RECORD KEEPING

- Record the temperature of food items dispatched to consumers in your due diligence records
- Make a note of any contraventions of the above safety points and the corrective actions taken in the due diligence records
- If staff are re-trained note this in their training record
- Records of all deliveries made are kept in the relevant records



This Safe Method must be followed at all times, as with the rest of your FSMS. Any deviation occurring on site that is not communicated in this Safe Method, or your Food Safety Management System, may result in an enforcing Environmental Health Officer awarding your business a Food Hygiene Rating Score of less than 3, this could then impact on your ability to continue distance selling if you use certain external companies to facilitate this.

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