

Gwesty Ty Newydd

COMPANY GUIDANCE POLICIES & PROCEDURES COVID-19

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Issue Date:	18/04/2021	Issued By:	B. Roberts
Revision No.	3	Authorised By:	I. Roberts

INTRODUCTION

The purpose of this document is to describe the Company's Policies and Procedures made in response to the current Covid-19 pandemic. This document also provides guidance to all our employees to help support a safe, clean working environment.

The guidance provided is not exhaustive, and should be used in conjunction with the Company's Covid-19 Work-Place Risk Assessment.

Overview of the Company's Covid-19 Work-Place Risk Assessment

The Company's COVID-19 Work-Place Risk Assessment is conducted and reviewed regularly by management and employee representatives with consideration given to the layout of premises and the working hazards associated with **Coronavirus disease 2019 (COVID-19)** made publicly known at the time of writing. The overall aim of the Risk Assessment is to limit/reduce possible transmission of the virus to the lowest reasonably practicable level possible by identifying where control measures are needed to significantly reduce and/or eliminate the risks.

The control measures the Company puts into place in response to COVID-19 **MUST** be adhered to by all employees and 'others' visiting the premises where applicable, as failure to do so could result in workplace illnesses and could cause operations to be temporarily closed or limited. Employees are also encouraged to speak up if they believe there is a safer way of completing a work activity or task.

It is essential that any work-place task or activities should not be carried out unless all specified control measures are in place. If one or more of the control measures is missing you must inform your supervisor or manager immediately for rectification.

Management will regularly monitor and review NHS, UK and Welsh Government Websites for up-to-date information. The Company's Covid-19 Work-Place Risk Assessment will be formally reviewed every 12 weeks or when a significant change is required as official understanding of how the virus spreads evolves.

Any necessary changes made as a result will be shared and communicated to all employees either verbally or in writing in this working document referred to as the Company's Covid-19 Guidance, Policies and Procedures.

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BACKGROUND INFORMATION

The impact of COVID-19 is not yet fully known. Reported illness ranges from very mild (some people have no symptoms) to severe illness that may result in death. Certain groups, including people aged 65 or older and those with serious underlying medical conditions, such as heart or lung disease or diabetes, are at higher risk of hospitalization and serious complications. Transmission is most likely when people are in close contact with an infected person, even if that person does not have any symptoms or has not yet developed symptoms. Precise information about the number and rates of COVID-19 by industry or occupational groups, is not available at this time of writing but there have been multiple outbreaks in a range of workplaces, indicating that workers are at risk of acquiring or transmitting COVID-19 infection. Examples of these workplaces include long-term care facilities, food production, warehouses, and meat processing plants,

As lock-down rules and orders are modified, it is essential that all possible steps be taken to ensure the safety of workers and 'others' such as customers, onsite visitors and contractors, delivery personnel.

Key prevention control practices include:

- ✓ physical distancing to the maximum extent possible,
- ✓ use of face coverings by employees and others,
- ✓ frequent handwashing and regular cleaning and disinfection,
- ✓ training employees on these and other elements of Covid-19 prevention,
- ✓ appropriate processes to be able to identify new cases of illness in workplaces and, when they are identified, to intervene quickly and work with public health authorities to halt the spread of the virus.

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Topics considered for Employee Training include but are not exhaustive to;

- Information on COVID-19, how to prevent it from spreading, and which underlying health conditions may make individuals more susceptible to contracting the virus. Self-screening at home, including temperature and/or symptom checks.
- The importance of not coming to work if employees have a frequent cough, fever, difficulty breathing, chills, muscle pain, headache, sore throat, recent loss of taste or smell, or if they or someone they live with have been diagnosed with COVID-19.
- To seek medical attention if their symptoms become severe, including persistent pain or pressure in the chest, confusion, or bluish lips or face. Updates and further details are available from NHS webpage.
- The importance of frequent handwashing with soap and water, including scrubbing with soap for 20 seconds (or using hand sanitizer with at least 60% ethanol or 70% isopropanol when employees cannot get to a sink or handwashing station).
- The importance of physical distancing, both at work and off work time.
- Proper use of disposal or re-usable PPE – Aprons, Gloves, Oven-cloths etc, with specific training given to face coverings, as not all face coverings protect the wearer.

Although Face coverings can help protect people near the wearer, they do not replace the need for physical distancing and frequent handwashing. It is essential that the wearer washes or sanitizes hands before and after using or adjusting face coverings.

The wearer should also avoid touching the eyes, nose, and mouth. Face coverings should be disposed of safely or washed after each shift.

Review of training needs

The company will review the training needs of employees as scientific information associated with the Covid-19 Virus develops which will be shared and communicated to all employees either verbally or in writing.

However, in addition we ask all employees to keep abreast of changes and developments in what is known about the virus and how it is spread by regularly accessing public information sources themselves.

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Company Control Measures

Personal Hygiene & Use of Personal Protective Equipment (PPE)

The following Personal Hygiene and use of PPE must be followed in addition to existing and well established Company Policies and Procedures;

- Employees who are sick or exhibiting symptoms of COVID-19 MUST stay home.
- Employees who have had contact with a confirmed case of Covid-19 must contact their doctor's surgery for guidance and advice on self-isolation while maintaining contact with management during self-isolation for any updates in Company Policies and Procedures.
- Employees must not return to work until their period of self-isolation has ended and a Return to Work Questionnaire has been completed.
- Employees must use the hand sanitisers provided in the work-place when and where required by following the method signage prominently situated at each station.
- Employees must maintain good personal hygiene with extra emphasis given to the frequent washing and sanitising of hands at the start of shift and on a regular basis throughout the working shift. Hands should be washed for a minimum of 20 seconds with soap and water following the handwashing guidance provided <https://www.nhs.uk/live-well/healthybody/best-way-to-wash-your-hands/>
- Employees are reminded to catch coughs and sneezes in tissues – e.g. Catch it, Bin it, Kill it, and to avoid touching face, eyes, nose or mouth.
- Employees must follow the guidance and training provided for the safe use, cleaning and disposal of PPE gloves, aprons and face coverings/visors to avoid self-contamination.
- Employees are reminded that wearing of gloves is not a substitute for good hand washing.
- PPE – disposable and re-usable such as cotton aprons, dish cloths and oven cloths must not be shared between employees. After use re-usable PPE must be bagged and stored until they can be thoroughly cleaned. Disposable PPE should be disposed of immediately after removal.
- Face coverings must be worn by all staff during their shift.
- Servers, and other employees handling items used by customers (dirty cups, plates, napkins, etc.) or handling trash bags must wear aprons and wash hands after dropping them off at station.
- Dishwasher / Glasswasher personnel should use PPE equipment provided to protect eyes, nose, and mouth from contaminant splashes and impermeable aprons must be changed frequently.
- Employees must ensure that the use of the Company's shared entertainment items such as board games, pool tables, vending machines etc is prohibited until further notice, and drinking straws etc must not be placed within reach of being handled by customers.

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Cleaning and Sanitising Procedures specific to Control against Covid-19 Virus

Management will allocate sufficient time to perform necessary cleaning tasks to keep the workplace as clean and safe as possible. Cleaning tasks will be assigned during working hours as part of the employees' work duties. Employees will be provided the necessary training and PPE to ensure the safe use of products inline with the manufacturer's directions and COSHH requirements. The following tasks and activities must be performed in addition to existing and well established Company Cleaning Schedules as follows;

- High traffic areas such as customer waiting areas and lobbies, areas of ingress and egress including entry ways, stairwells, reception/waiting areas must be cleaned before, after, and at regular intervals during opening hours.
- Commonly used surfaces, such as door handles, hand stair rails, light switches, elevator controls, credit card terminals, ATM PIN pads, phones must be cleaned at regular intervals.
- Employees must clean and sanitise touchable work surfaces and tables between shifts or between users, whichever is more frequent, including but not limited to working surfaces, phones, registers, touchpads/touchscreens, tablets, timeclocks, appliances, kitchen and bar utensils and implements, oven doors, grill and range knobs etc.
- Employees must avoid sharing phones, computers, desks, pens, and other work supplies wherever possible, if not they should be cleaned independently before and after users.
- Menus have been made digitally available so that customers can view them on their own personal electronic devices, however, If a hard hand-held menu is required it must be retrieved and effectively disposed of immediately after use.
- The practice of pre-setting tables with placemats, napkins and cutlery etc has been discontinued until further notice. Such items should be supplied individually to customers as required.
- Cutlery must be pre-rolled in napkins prior to use by customers. Employees must wash hands before pre-rolling utensils in napkins. The pre-roll should then be stored in a clean container. After customers are seated, the pre-roll should be put on the table by an employee with clean washed hands.
- Shared items such as condiment bottles, salt and pepper shakers, etc, must only be supplied to customers when needed and must be collected from the table as soon as possible to allow such items to be effectively disinfected after use.
- Items such as cutlery, glassware and crockery must be removed and properly washed, rinsed, and sanitized including the service tray used to collect used items. Employees should wash their hand after handling used items or used napkins for disposal.
- Post-cleaned cutlery, glassware, crockery, and food trays etc., must be properly stored away from customers and personnel until ready for re-use. Employees must have clean hands before handling clean items.
- Customer dining tables must be cleaned and sanitised thoroughly after every use. This will include the table itself as well as chairs, booster seats, highchairs etc. Employees must allow sufficient contact time for proper disinfection, by following product instructions.
- Employees involved in the check-in/check-out and cleaning of guest accommodation must follow the specific precautions and methods as stated in the Company's 'COVID-19 Accommodation Policy'.

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Social Distancing Control Measures

Entry and exit routes, work areas, public spaces, tables and seating, etc have been reconfigured to help maintain social distancing between employees and others in the workplace. Visual cues such as floor markings and notices have been placed in key areas where required to help people maintain compliance.

- Employees are encouraged to maintain a safe social distance of 2m (6 feet) or more between themselves and 'others', such as fellow work colleagues, customers and delivery personnel.

Where unavoidable, the frequency of working within 2m must be kept to an absolute minimum, for strictly low intensity, sporadic work where exposure is less than 15 minutes.

Face coverings are required to be worn by employees who cannot maintain the recommended social distance.

- Employees are encouraged to speak up or inform management immediately if they see another person on site breaching the social distancing rules and/or compromising other control measures.
- Employees must notify management immediately if they notice large groups of individuals arriving and/or congregating together, or a large group of customers have asked to be seated together
- Employees should, wherever possible monitor areas where customers are likely to cue or congregate such as restrooms, elevator, bar and reception areas.
- Employees must ensure that any notices, furniture, physical barriers or partitions purposely installed or arranged to assist social distancing are not interfered with or moved.
- Employees are encouraged to recommend customers to use outdoor seating over indoor seating where possible to minimize cross flow of customers in enclosed environments.
- Employees must avoid handshakes and similar greetings that require close physical contact.
- Employees must notify management immediately if they notice a person presenting themselves with symptoms of COVID-19, or if it becomes apparent that they are asymptomatic, and need to self-isolate.
- Maximum capacity of all public areas is displayed in the room.

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