COVID-19 Secure advice

and risk assessment

for B&Bs and guest houses

Version 1.0 - as at 25 June 2020

with thanks to our colleagues at:

This guidance document is <u>not</u> a legal document, it is intended to help hospitality businesses plan and prepare their own operational procedures measured against the overarching Government COVID-19 Secure guidelines. This is version 1.0, and will undergo revision as further guidance and operational practices develop over coming weeks. This guidance should be read in conjunction with the latest Government social distancing guidelines and premises closure restrictions.

B&B Association COVOD-19 Secure Guidelines:

INTRODUCTION

The core parts of this document have been developed by our colleagues at UK Hospitality, the trade association for hotels, restaurants and venues. They reflect a huge amount of experience gained by hotels and other accommodation providers accommodating key workers during the "lockdown" phase of the 2020 Covid-19 pandemic. The guidelines have been through a painstaking process involving many businesses, industry bodies and experts, and have been **approved by the Government** as at 25 June 2020.

For that reason, it would not be appropriate for the B&B Association to cut out sections of the core guidance. Our members have told us, though, that they would prefer a more B&B-specific context however, so we have sought to add that where possible, and to omit the elements of the full UK Hospitality protocols that relate to other business types, and to link to further elements (some developed by colleagues at other industry bodies, such as PASC) which might be relevant and helpful to B&B and guest house owners.

How do B&Bs and guesthouses qualify to open to all guests?

To open to all guests as from 4 July (the provisional opening date at the time of writing), hotels, B&Bs and guesthouses in England will be required to operate in a COVID-19 Secure way. That means having done your own **COVID-19 Risk Assessment** for your business and implementing the risk mitigation measures identified in your Risk Assessment. *This is exactly the same in principle to what every B&B and guesthouse has had to do by law since 2006 for fire safety: producing your own Fire Risk Assessment.*

As with the Fire Risk Assessment, the important things are the process and the actions, not the final document: so copying another B&B's Risk Assessment and filing it away is not what will protect you, your family and your guests. Exactly as you did with your Fire Risk Assessment, **you need to go through the process of tracing the COVID-19 risks through every stage of your customer's interaction with your business**, from pre-booking to checkout. Recording these risks and the mitigation measures you have chosen to take will form your COVID-19 Risk Assessment. There is a Risk Assessment template later within this document.

For other relevant guidance documents and useful resources, go to the B&B Association's Coronavirus page here:

http://www.bandbassociation.org/coronavirus.htm

What is this document?

UKHospitality and partner organisations, including the B&B Association, have consolidated advice and good practice from many parts of the hospitality and visitor sector into one guidance document, to help businesses make their workplaces COVID-19 Secure, in line with Government guidelines which can be found here:

https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/hotels-and-other-guest-accommodation

This document is not a comprehensive or prescriptive list, as each business is unique. It is intended to help businesses think about the specific measures that they themselves can reasonably take in their own workplace, to mitigate the risks and make their workplace COVID-19 Secure.

Once you have read and understood the COVID-19 Secure guidelines, this document can be used in conjunction with other advice and, crucially, **influence your own bespoke measures that fit your B&B, guesthouse or independent hotel**.

This guidance should be considered alongside local public health and safety requirements and legislation in England, Northern Ireland, Scotland and Wales. Tourism is also a devolved competency; as such, where this guidance links to UK Government guidance it is meant to complement any guidance in the Devolved Administrations, where relevant. This guidance only relates to activities permitted by Her Majesty's Government regulation.

What do I need to do?

The Government's COVID-19 Secure guidelines are the standards against which to assess your premises and make your business COVID-19 safe. As an employer, you have a legal responsibility to protect workers and others from risk to their health and safety. This means you need to think about the risks they face and do everything reasonably practicable to minimise them, recognising you cannot completely eliminate the risk of COVID-19.

This means **you need to undertake a risk assessment for your individual B&B or guesthouse, assessed against the relevant Government COVID-19 Secure guidelines referenced at the start of this document**. The examples in this advice document are to help you to translate into areas that may be relevant to your business, and any measures that are taken should fit appropriately with the operational needs of your business as well as relevant legal requirements.

The Government COVID-19 Secure guidelines state:

The opening up of the economy following the COVID-19 outbreak is being supported by NHS Test and Trace. You should assist this service by keeping a temporary record of your customers and visitors for 21 days, in a way that is manageable for your business, and assist NHS Test and Trace with requests for that data if needed. This could help contain clusters or outbreaks. Many businesses that take bookings already have systems for recording their customers and visitors – including restaurants, hotels, B&Bs and guesthouses.

You should also keep a temporary record of your staff shift patterns for 21 days and assist NHS Test and Trace with requests for that data if needed. This could help contain clusters or outbreaks. If you do not already do this, you should do so to help fight the virus. The Government will work with industry and relevant bodies to design this system in line with data protection legislation, and set out details shortly.

The Health and Safety Executive has more information on its approach to managing risks and risk assessment, including a template risk assessment and examples (see below).

You should consult on, and share, the results of your risk assessment with your staff and colleagues either directly or via employee or Union representatives. HSE has guidance on worker involvement which may be helpful. People who can work from home should continue to do so. Employers should decide, in consultation with their employees, whether it is viable for them to continue working from home. Where it is decided that workers should come into their place of work then this will need to be reflected in the risk assessment and actions taken to manage the risks of transmission in line with this guidance.

Once you have completed your risk assessment and made relevant adjustments to your premises and work practices, there is a Government poster within the main guidelines to display, to communicate to staff and customers that you have risk assessed your premises and taken appropriate steps to minimise the risk of COVID-19 in your individual workplace.

This guidance does not supersede any legal obligations relating to health and safety, employment or equalities and it is important that as a business you continue to comply with your existing obligations, including those relating to individuals with protected characteristics. It contains non-statutory guidance to take into account when complying with

these existing obligations. When considering how to apply this guidance, take into account agency workers, contractors and other people, as well as your employees (if you have any).

We know many people are also keen to return to or contribute to volunteering. Organisations have a duty of care to volunteers to ensure as far as reasonably practicable they are not exposed to risks to their health and safety. This guidance around working safely during COVID-19 should ensure that volunteers are afforded the same level of protection to their health and safety as employees and the self-employed.

What are the key principles to work through when doing my risk assessment?

You should read the COVID-19 Secure guidance in full and note more than one guideline may have to be taken into account for your business. Some key risk control measures identified by the guidance are summarised below and should be worked through as part of the assessment process:

- In every workplace, increasing the frequency of handwashing and surface cleaning.
- Businesses and workplaces should make every reasonable effort to enable working from home as a first option. Where working from home is not possible, workplaces should make every reasonable effort to comply with the social distancing guidelines set out by the Government
- Where the social distancing guidelines cannot be maintained, in relation to a particular activity, businesses should consider whether that activity needs to continue for the business to operate, and if so, take all the mitigating actions possible to reduce the risk of transmission between their staff.
- Further risk reduction measures include:
- Further increasing the frequency of hand washing and surface cleaning.
- Keeping the activity time involved as short as possible.
- Using screens or barriers to separate people from each other.
- Using back-to-back or side-to-side working (rather than face-to-face) whenever possible
- Reducing the number of people each person has contact with by using 'fixed teams or partnering' (so each person works with only a few others).

The sectoral advice in this document is a collation of good practice from across the wide variety of business in the hospitality sector, to help inform **your own** robust risk assessment and changes to **your** premises and operating plans, supported by individual risk assessments for each specific site - as each hospitality business is different.

You can use a risk assessment template available on the [HSE Website here](#) to help you keep a simple record of:

- who might be harmed and how
- what you're already doing to control the risks
- what further action you need to take to control the risks
- who needs to carry out the action
- when the action is needed by

The HSE guidance includes worked risk assessment examples, including one for food preparation, cooking and service (https://www.hse.gov.uk/risk/casestudies/pdf/foodprep.pdf) which may be helpful as a guide to think about some of the hazards in your business and the steps you need to take to manage the risks. **It is important <u>not</u> to simply copy an example and put your company name to it as that would not satisfy the law and would not protect your employees**. You must think about the specific hazards and controls <u>your</u> business needs. There is also a template risk assessment at Annex 1 of this document.

This guidance document has been subdivided into different industry sectors to assist businesses in developing their own risk assessments, to ensure they can open and operate safely for their staff and customers in line with Government COVID-19 guidelines. Some businesses will operate across sectors and therefore may need to consider which elements work best for their premises.

We envisage compliance checks will be carried out by enforcement bodies (HSE or Local Authority), and these will be responsible for checking your risk assessment and the steps you have taken to manage the risks in your establishment.

Government advice states:

Where the enforcing authority, such as the HSE or your local authority, identifies employers who are not taking action to comply with the relevant public health legislation and guidance to control public health risks, they are empowered to take a range of actions to improve control of workplace risks. For example, this would cover employers not taking appropriate action to ensure social distancing, where possible.

Failure to complete a risk assessment which takes account of COVID-19, or completing a risk assessment but failing to put in place sufficient measures to manage the risk of COVID-19, could constitute a breach of health and safety law. The actions the enforcing authority can take include the provision of specific advice to employers to support them to achieve the required standard, through to issuing enforcement notices to help secure improvements. Serious breaches and failure to comply with enforcement notices can constitute a criminal offence, with serious fines and even imprisonment for up to two years. There is also a wider system of enforcement, which includes specific obligations and conditions for licensed premises.

Employers are expected to respond to any advice or notices issued by enforcing authorities rapidly and are required to do so within any timescales imposed by the enforcing authorities.

The vast majority of employers are responsible and will join with the UK's fight against COVID-19 by working with the Government and their sector bodies to protect their workers and the public. However, inspectors are carrying out compliance checks nationwide to ensure that employers are taking the necessary steps.

- Read and understand the Government COVID-19 Secure guidelines
- Read and understand the relevant advice sections below and how these could apply to your own business
- Make any adjustments to your operating procedures and premises based on your own risk assessment
- Talk to your staff to gauge their concerns and whether you plan to addresses them, and if not how these can be addressed
- Complete your risk assessment reflecting the above (template examples at Annex 1, HSE template linked above)
- Communicate the results of your risk assessment (such as via the Government poster)

Other considerations – Government advice

*From COVID-19 Secure guidelines **– if you host live music or performances***:

Venues should not permit live performances, including drama, comedy and music, to take place in front of a live audience. This is important to mitigate the risks of aerosol transmission - from either the performer(s) or their audience. There will be further guidance setting out how performing arts activity can be managed safely in other settings, for instance rehearsing or broadcast without an audience.

All venues should ensure that steps are taken to avoid people needing to unduly raise their voices to each other. This includes - but is not limited to - refraining from playing music or broadcasts that may encourage shouting, including if played at a volume that makes normal conversation difficult. This is because of the potential for increased risk of transmission - particularly from aerosol transmission. Government will develop further guidance, based on scientific evidence, to enable these activities as soon as possible. Government advice states you should take similar steps to prevent other close contact activities - such as communal dancing.

Venues should reconfigure entertainment spaces to enable customers to be seated rather than standing. For example, repurposing dance floors for customer seating.

Making customers aware of, and encouraging compliance with, limits on gatherings. For example, on arrival or at booking. Indoor gatherings are limited to members of any two households (or support bubbles); while outdoor gatherings are limited to members of any two households (or support bubbles), or a group of at most six people from any number of households.

Legionella – and important risk to be aware of:

Due to premises being closed or having reduced occupancy during the COVID-19 outbreak, water system stagnation can occur due to lack of use, **increasing the risks of Legionnaires' disease ("legionella")**. Please find HSE advice here regarding reinstating water systems, air conditioning units and related systems:

https://www.hse.gov.uk/news/legionella-risks-during-coronavirus-outbreak.htm

Terrorism

Whilst the risk to health from COVID-19 is at the forefront of everyone's minds, the threat of terrorism nonetheless remains substantial. It is essential that businesses and other organisations remain cognisant of these threats as they look to adjust their operations, ensuring that security measures are proactively adapted to support and complement other changes.

You should consider the security implications of any changes you intend to make to your operations and practices in response to COVID-19, as any revisions may present new or altered security risks which may need mitigations. If you have a security department or manager, they should be consulted and involved throughout to help ensure good security is maintained as far as possible and that there are not any unintended security consequences of these changes. This should be achieved by conducting a security risk assessment of any new measures or changes. For further information consult the National Counter Terrorism Security Office (NaCTSO) and Centre for Protection National Infrastructure (CPNI) for specific security advice related to COVID-19

https://www.cpni.gov.uk/staying-secure-during-covid-19-0, https://www.gov.uk/government/organisations/national-counter-terrorism-security-office

Our core aim is to ensure our customers and our staff are safe in our businesses

Please note that this is a working document, the operational requirements outlined in this document are taken from current Government advice, operational practice and existing health and safety guidelines carried out by all hospitality businesses, enhanced social distancing measures and cleaning measures, and member planning for their individual businesses.

Using these guidelines and/or your own measures to develop site-by-site risk assessments will help business meet the COVID-19 Secure guidelines.

Accommodation provider (B&B, guesthouse and independent hotel) operational risk assessment considerations

The Government's COVID-19 Secure guidelines are the requirement to adhere to make your business COVID-19 safe. These can be found here: https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/hotels-and-other-guest-accommodation

To do this, **you must have an individual risk assessment for your B&B or guesthouse,** outlining how you are meeting these guidelines, and carry these out in your business to keep your staff and customers safe. An example risk assessment can be found at Annex 1.

The sectoral advice in this section is a collation of good practice inform **your own** robust risk assessment and changes to your premises and operating plans, as each hospitality business is different.

Registration systems

The Government guidelines state: "the opening up of the economy following the COVID-19 outbreak is being supported by NHS Test and Trace. You should assist this service by keeping a temporary record of your customers and visitors for 21 days, in a way that is manageable for your business, and assist NHS Test and Trace with requests for that data if needed. This could help contain clusters or outbreaks. Many businesses that take bookings already have systems for recording their customers and visitors – including B&Bs and guesthouses. If you do not already do this, you should do so to help fight the virus. We will work with industry and relevant bodies to design this system in line with data protection legislation, and set out details shortly."

Staff return and fitness to work

It is recommended that businesses should carry out a return to work conversation, with staff. HSE has guidance on talking to employees about Covid-19. This should be carried out for all staff returning to work in the work environment, to ensure staff safety. Clinically extremely vulnerable individuals have been strongly advised not to work outside the home. Clinically vulnerable individuals, who are at higher risk of severe illness, have been asked to take extra care in observing social distancing and should be helped to work from home, either in their current role or in an alternative role. If clinically vulnerable (but not extremely clinically vulnerable) individuals cannot work from home, they should be offered the option of the safest available on-site roles, enabling them to socially distance from others. If they have to spend time closer than the social distance to others, you should carefully assess whether this involves an acceptable level of risk. As for any workplace risk you must take into account specific duties to those with protected characteristics, including, for example, expectant mothers who are, as always, entitled to suspension on full pay if suitable roles cannot be found. Particular attention should also be paid to people who live with clinically extremely vulnerable individuals.

You should also provide support for workers around mental health and wellbeing.

People who need to self-isolate

The current advice is that individuals who are advised to stay at home under existing government guidance do not physically come to work. This includes individuals who have symptoms of COVID-19 as well as those who live in a household with someone who has symptoms and those who are advised to self-isolate as part of the government's test and trace program. Enable workers to work from home while self-isolating if that is possible. See current guidance for employers and employees relating to statutory sick pay due to coronavirus. See current guidance for people who have symptoms and those who live with others who have symptoms.

Hygiene

Good hygiene is vital to the reduction of transmission. All handwashing to always be in line with Government guidelines regarding method and length of washing. All owners/hosts and staff should wash their hands when arriving at work, as well as before handling or eating food, or after blowing noses, coughing or sneezing, or going to the toilet.

Communications to staff should remind everyone to wash their hands or use a suitable hand gel at the start of every shift. Hand sanitiser could also be placed in multiple locations in addition to washrooms.

Advice for staff to take home

A general commitment to hygiene should be regularly communicated to staff, including transmission threats outside of the workplace, infection and quarantine guidelines, and actions to reduce risk of infection in the home.

Staff protection (for those who have employees)

All Government advice should be adhered to with regard to protection of yourselves (ie owners/managers) and your staff from COVID-19 and actions to limit risk of transmission. This will include developing cleaning, handwashing and hygiene procedures and maintaining social distancing, where possible. Below are some suggested control measures to consider as part of your risk assessment and development of risk management procedures. Please note this list is not exhaustive.

The most important thing is to remember the routes of transmission, and to work out what actions are most effective in your business.

- Heightened cleaning and disinfection to disinfect all frequently touched areas in staff areas such as tables, chairs, counters tills, card machines, etc.
- For staff break areas/canteens, stagger timings so that groups of staff have slots to come for their meals to reduce gathering.
- In office/admin areas, many people could be sharing the phone, keyboard, mouse, and the desk. If these items are shared, they should be cleaned using your usual cleaning products before being used, and cleaning products should be made available for this purpose.
- Make sure that the social distancing rule applies at lunch or smoking / vaping breaks

- Wash items in accordance with the manufacturer's instructions. Use the warmest water setting and dry items completely. There is more control if laundry is carried out in-house or professionally, rather than staff taking it home.

Protective equipment ("PPE")

The Government advises that when managing the risk of COVID-19, *additional PPE (beyond what you usually wear) is not beneficial*. This is because COVID-19 is a different type of risk to the risks you normally face in a workplace, and needs to be managed through social distancing, hygiene and fixed teams or partnering, not through the use of PPE. *Workplaces should not encourage the precautionary use of extra PPE* to protect against COVID-19 outside clinical settings or when responding to a suspected or confirmed case of COVID-19.

The Government advises that unless you are in a situation where the risk of COVID-19 transmission is very high, your risk assessment should reflect the fact that the role of PPE in providing additional protection is extremely limited. Government guidance can be found here: More information on PPE and face coverings.

Waste disposal

Contact your waste contractor to advise them of any changes in your procedures, such as increased frequency of collections. Consider additional litter bins on your premises to encourage customers to dispose of their own waste, such as takeaway containers or wrappers. This will reduce the need for staff to touch items that have been left or touched by customers, as well as reducing littering on and around your premises.

Training (if you have employees)

Training should be given to ensure that all staff understand the new risks, and should include details on social distancing requirements, routes of transmission and the importance of hand washing and surface disinfection at key times. All staff should be instructed about not coming to work if they have a high temperature, new continuous cough or the loss of taste or smell. They should stay at home for seven days (or for as long as prevailing guidance dictates).

Advice to staff working in B&B, guesthouse or hotel kitchens

- Kitchen management is challenging, and will require planning and rearranging. See current Government guidelines regarding distancing in kitchens here.
- As every accommodation business is different, a detailed plan for the individual site and kitchen should be developed as part of your overall risk assessment, reviewed and communicated to all staff.
- In kitchens, continue to use your regular cleaning regime as usual, and at the end of the shift you may want to go over all hand touch surfaces one more time before closing.
- You could include guidance regarding the number of people allowed in the chilled stores or dry stores at one time, keeping to social distance requirements, or the changing rooms / staff toilet areas.
- Use a dishwasher (if available) to clean and dry used crockery and cutlery. If this is not possible, wash them by hand using detergent and warm water and dry them thoroughly, using a separate tea towel.

Customer safety

Information should be made available to guests via pre-stay communications, as to the additional measures in place regarding COVID-19. *This has two benefits: (1) to reassure the guest that it is safe to book and stay in your B&B, and (2) to alert the guest of their responsibility to respect COVID-19 safe guidelines such as social distancing from other guests.*

- Staff communication is also key here – regularly communicate your plan regarding customer safety to staff.

Reception areas

If social distancing can't be maintained, staff should further increase the frequency of hand washing and surface cleaning, keep the activity time involved as short as possible. **Where appropriate and achievable, consider screens between staff and guests/visitors in communal areas**. Consider reducing collateral [*ie guest information materials and leaflets*] and complementary **items** to a minimum in reception areas. Below are further points to consider:

- Communicating, though signage and/or other means, explanations of social distancing rules and additional hygiene measures in place to protect guests and staff.
- Make clear in pre-stay communications the extra measures that are being taken, to offer reassurance.
- Ensure that guests observe social distancing, for example, if there is a queue for the reception desk.
- Make sure all reception staff, guests and visitors have access to sanitiser at the desk and that staff use this between serving guests.
- Reception desks should be organised so that staff can be the at the Government recommended distance away from guests as much as possible.
- Floor markings or other physical indicators, where implementation is appropriate and achievable, will be used to act as visible reminders of social distancing requirements.
- When guests sign documents and use the chip and pin machine, reception staff should step back to keep their distance. Any pens or machines that are used should be disinfected before the next guests, and staff should sanitise their hands. Consider the use of adopting non-contact payment methods/electronic singing of documents, etc. where reasonably practicable.
- Consider minimising the offer of staff to help guests with luggage, and if staff do help guests with luggage, they should keep the required distance apart from guests whilst collecting luggage and either take it to the room before the guest arrives there or knock on the door, step back and leave the luggage at the door. After handling luggage, staff should wash their hands or use a hand sanitiser.
- Consider a central key card deposit box placed in the lobby for disinfection of room keys.
- You could consider a welcome note/material including requesting guests recognise the importance of the local community, and respect social distance and good hygiene practice in all contacts and activities both inside and outside of the hotel.

Lifts (for those who have them)

Consider minimising lift usage from reception, and advice for safer use of lifts throughout the hotel can be advised in pre-stay communications and in-building signage and staff communications. Current Government advice states reducing maximum occupancy for lifts, providing hand sanitiser for the operation of lifts and encouraging use of stairs wherever possible.

Room Service

Hotels, guesthouses and B&Bs are advised to develop a plan to minimise cross-contamination as part of your risk assessment. In-room dining has obvious advantages in terms of managing social distancing and is an important element of a B&Bs' ability to reduce risks of transmission/infection. This guidance is offered for those properties choosing to offer room service and is not a minimum expectation – they are points to consider for **your own** risk assessment. You should also refer to Government guidance on food preparation and service.

- Manage expectations - ensure guests know that staff will have to operate social distancing and that room service trays will not be brought into the room. Explain what your process will be.
- Staff should wash their hands before picking up the room service tray to take to the guests.
- If you can, use "butlers' trays", which can be left on the floor next to the door, or think of other ways to protect the order, for example a small light table, or a folding luggage rack both of which have been disinfected first.
- Staff should knock on the door and leave the tray outside the door and step away. The guest can then pick the tray up, and the staff can remove the tray stand or table etc.
- The member of staff should wash their hands afterwards.
- Avoid any paperwork.
- If the guest wants to tip, then this should be done on the bill. Discourage the use of cash.
- Make clear whether guests are expected to retain their tray in the room, for later collection, or to leave the tray outside their door, for collection.
- Where guests are advised to leave trays outside their doors for collection, a system will be in place to ensure regular, timely collection, to reduce clutter of corridors and reduce cross-contamination risks.
- When trays are picked up, they need to be taken to the relevant area and disinfected – crockery and cutlery to go in the dishwasher, and the tray to be disinfected. Any linen used should be used in line with new housekeeping standards. Staff should wash their hands immediately after handling the trays.
- Single use items should be used where possible and disposed of in accordance with relevant guidelines.

Housekeeping

There is a risk of contamination/transmission subsequent to hand contact surfaces in bedrooms, on linen and towels. Staff should follow handwashing guidelines as per Government guidelines.

- Review the frequency of the cycle of cleaning and in-room services to take into account different lengths of stay.
- Room cleaning will be undertaken in the absence of the guest, unless it is difficult for the guest to leave the room (e.g. due to mobility constraints) whereupon social distancing shall be observed in the presence of the guest.
- The frequency of cleaning, requirement for the guest to vacate the room and any other relevant criteria to be communicated appropriately, including in pre-arrival communications.
- Hand contact surfaces should be disinfected. Make a check list of all the touch points which could include, but is not limited to, the following, all of which would – as a minimum - be disinfected when a guest checks out:
  - Light switches
  - Bedside tables
  - Remote control
  - Taps
  - Flush handles and toilet seats
  - Door handles – inside and out
  - Hair dryer handles
  - Iron and ironing board, trouser press
  - Safe buttons
  - Wardrobe doors
  - Mini bar handle
  - Kettle handle and lid
  - Heater and/or air conditioner controls

- Room collateral [*ie guest information packs, leaflets etc.*] should be kept to a minimum.
- Glasses and crockery should be removed and washed in a dishwasher not the room sink.
- Towels and linens should be washed in accordance with washing instructions.

Health clubs/fitness/swimming pools

These facilities are currently closed, This section will be expanded once Government guidance on these facilities is published.

Other considerations

Air-conditioning:

- Consider air filtration – review latest guidance, keep spaces and rooms well-ventilated.
- Where possible and appropriate, natural ventilation solutions to be applied.

Transportation of guests – eg airport or railway station pick up:

- Provide sanitiser dispensers with signage in shuttle bus service
- Vehicle to be disinfected subsequent to each journey
- Remove collateral
- Amend vehicle capacities to ensure social distancing
- Contactless payment where possible
- Drivers should minimise assisting with luggage, if this is necessary they should maintain the required distance where possible whilst handling luggage
- After handling luggage, staff should wash their hands or use a hand sanitiser afterwards.

Toilets:

Public toilets, portable toilets and toilets inside premises should be kept open and carefully managed to reduce the risk of transmission of COVID-19.

Steps that will usually be needed:

- Using signs and posters to build awareness of good handwashing technique, the need to increase handwashing frequency and to avoid touching your face, and to cough or sneeze into a tissue which is binned safely, or into your arm if a tissue is not available.
- Consider the use of social distancing marking in areas where queues normally form, and the adoption of a limited entry approach, with one in, one out (whilst avoiding the creation of additional bottlenecks).
- To enable good hand hygiene, consider making hand sanitiser available on entry to toilets where safe and practical, and ensure suitable handwashing facilities including running water and liquid soap and suitable options for drying (either paper towels or hand driers) are available.
- Setting clear use and cleaning guidance for toilets, with increased frequency of cleaning in line with usage. Use normal cleaning products, paying attention to frequently hand touched surfaces, and consider use of disposable cloths or paper roll to clean all hard surfaces.
- Keep the facilities well ventilated, for example by fixing doors open where appropriate.
- Special care should be taken for cleaning of portable toilets and larger toilet blocks.
- Putting up a visible cleaning schedule can keep it up to date and visible.
- Providing more waste facilities and more frequent rubbish collection.

Suspected Covid-19 cases in your business

Suspected COVID cases and guest self-isolation

If a guest presents themselves with symptoms of COVID-19 or is asymptomatic but declares the need to self-isolate, they should be advised to self-isolate according to current government guidance.

If a guest is displaying signs of the Covid-19 virus while staying in overnight accommodation (such as a B&B or guesthouse), they should inform the accommodation provider, immediately self-isolate where they are to minimise any risk of transmission, and request a test. If they are confirmed to have Covid-19, **they should return home if they reasonably can**. They should use private transport but only drive themselves if they can do so safely. If a guest cannot reasonably return home (for example because they are not well enough to travel or do not have the means to arrange transport), their circumstances should be discussed with an appropriate health care professional and, if necessary, the local authority. Guests should follow government guidance on dealing with possible or confirmed coronavirus (COVID-19) infection. Once the guest has returned to their main residence, they should continue to follow the government guidance on self-isolation, household isolation and social distancing.

This will apply to all guests that were present in the room.   If the guest shows acute symptoms has breathing difficulties or their life is at potential risk, seek medical help immediately.

Hotel cleaning after a suspected contamination

Whether an infection is confirmed or suspected relating to your premises, there is specific guidance that should be followed which includes how to deal with bedrooms safely. A link to this government guidance is found here.

Be aware that guidance can change, so always check the government sites if a case arises in your business.

It pays to make a plan for this eventuality before it happens and to make sure that you have the cleaning products you need. You also need to make sure that your staff are trained on new procedures.

Bedrooms where there has been a suspected infection

Where there has been a confirmed or suspected infection, follow the latest Government advice which can be found here.

This will reduce the risk to your housekeeping staff and guests and means that soft furnishings which can't be disinfected easily will be safe. If you do this, current UK Government guidance is that you can follow normal room cleaning regimes, as detailed above.

HVAC units

Ensure that the HVAC/air filters are regularly maintained as per the manufacturer's recommendation.

Public Areas

You will need to **clean and disinfect all high frequency touch points in the public areas** in the B&B as per your risk assessment and new operating procedures: disinfect surfaces such as grab-rails in corridors and stairwells, door handles and lift buttons. Don't just clean the touch points on the floor level where the infected guest was staying, others may have picked up the virus and transferred it to other floors and areas. Dispose of any cloths, mop heads etc. by double bagging and keeping secure for 72 hours before disposing in the general rubbish.

If you can't isolate the room

If you can't keep the room unoccupied after an infected guest has left, Government guidance includes some of the following information and we have added more suggestions to consider:

- Don't shake laundry and bag up in double bags and leave securely before washing. Wash hands and disinfect any surfaces that may have been contaminated by the bags after taking to the secure place.
- Steam clean soft furnishings and mattresses only if you can guarantee that the steam cleaner actually emits steam when it leaves the machine.
- Using a disposable cloth, first clean hard surfaces with warm soapy water. Then disinfect these surfaces with the disinfecting / sanitising products you normally use.
- Pay particular attention to frequently touched areas and surfaces, in the room as listed above.
- After cleaning dispose of single-use protective clothing, cloths and mop heads and any other waste in the room by double-bagging, and then store securely for 72 hours then throw away in the regular rubbish after cleaning is finished.
- After cleaning and bagging up waste, wash hands with soap and water for 20 seconds, and dry them with a paper towel. Dispose of paper towel appropriately.

Note:

- Although not mandated, properties may wish to use professional third party cleaning services - but check the provider's credentials and that they have performed their own risk assessment for COVID-19.

Breakfasts and other "Food & Beverage" services (eg evening meals)

For premises that offer a Food and Beverage service – and that includes the serving of breakfasts in a B&B or guesthouse - an Operational Plan needs to be developed to ensure employee and customer safety. This should include social distancing controls and how payments and any cash transactions should be made. The plan should be trained out to all staff and refreshed regularly. Government guidance for restaurants should be followed.

- Where a counter service system is operated e.g. Canteen, the preference would be to close this method of food service. Indoor table service should be used where possible, alongside further measures such as assigning a single staff member per table. Where counter service is unavoidable:
  - Preventing guests from remaining at the bar or counter after ordering.
  - Plates should be picked up only by hospitality staff, rather than customers handing the plates to the staff to fill.
  - When the food is plated, the plate can be placed on the customer's tray and, then the member of staff moves back, and the customer picks it up.
  - Where staff come into contact with items used by customers, they need to ensure that they wash their hands before moving on to another task.
  - Individually wrapped condiments and sauces could be offered on request and put with the plated food on the customer's tray.
  - Cutlery to be brought to the customer rather than customers helping themselves.
  - Space out tables in the canteen and allow only one family unit or support bubbles per table, or if very large tables, operate the social distancing rule.
  - Promote contactless payments wherever possible.

Other relevant guidance for accommodation and related sectors

Conferences and events

Exhibition or conference centres must remain closed for events such as exhibitions or conferences, other than for those who work for the business or organisation who run the venue.

Conference and events guidelines developed by the Meetings Industry Association can be found on the MIA website via the following links:

- o To the full guidance page: https://www.mia-uk.org/Safety-Resources
- o Direct to the Guidance document: https://www.mia-uk.org/write/MediaUploads/mia_Roadmap_to_reopening_and_operating_safely.pdf
- o To the Meetings Industry Association home page: https://www.mia-uk.org

Self-catering & Short term accommodation

Extensive cleaning guidelines and specific advice for the self-catering sector have been developed by the below bodies as part of PASC UK developed by PASC UK, the ASSC and Premier Cottages and are endorsed by:

- o PASC UK (Professional Association of Self-Catering UK)
- o ASSC (Association of Scotland's Self-Catering)
- o WASCO (Wales Association of Self-Catering Operators)
- o Tourism Alliance
- o Wales Tourism Alliance
- o Scottish Tourism Alliance
- o Premier Cottages
- o Short Term Accommodation Association

The top line principles can be found at Annex 2.

The full documents can be downloaded free of charge from:

- o www.pascuk.co.uk/standards
- o http://www.assc.co.uk/policy

ENHANCED SANITATION CONTROLS						
AREA ROH	CRITICAL	ACTION	ENHANCED	ACTION	HEIGHTENED	ACTION
Food Prep surfaces	✓	Every 30 MINUTES or sooner for the benefit of food safety cross contamination controls	✓	Every HOUR minutes or sooner for the benefit of food safety cross contamination controls	✓	Every 3 HOURS minutes or sooner for the benefit of food safety cross contamination controls
Fridge handles	✓		✓		✓	
Microwaves	✓		✓		✓	
Kitchen & WHB taps	✓		✓		✓	
All door handles	✓		✓		✓	
Cupboard handles	✓		✓		✓	
Light switches	✓		✓		✓	
Equipment handles	✓		✓		✓	
Locker handles	✓		✓		✓	
Trolley Handles	✓		✓		✓	

ENHANCED SANITATION CONTROLS						
AREA FOH	CRITICAL	ACTION	ENHANCED	ACTION	HEIGHTENED	ACTION
Till points	✓	After each use in the case of tables, table condiments and chairs and after each sitting for customer touchpoints	✓	Every 15 minutes in peak times in the case of tables, table condiments and chairs; and after each sitting for customer touchpoints	✓	Every hour in peak times in the case of tables, table condiments and chairs; and after each sitting for customer touchpoints
Trays	✓		✓		✓	
Tables	✓		✓		✓	
Table condiments	✓		✓		✓	
Door handles	✓		✓		✓	
Light switches	✓		✓		✓	
Chair backs	✓		✓		✓	
Chair arm rests	✓		✓		✓	
Locker handles	✓		✓		✓	
Trolley handles	✓		✓		✓	

Annex 1 – template COVID-19 Secure risk assessment

Currently this example is for a food-led business, **you will need to complete one for your own individual business**. **Please note that the final Risk Assessment can only be developed by YOU because it is about YOUR business**. Any steps or controls in this document are only examples, not prescriptive stages – only you will know how your business works.

Risk assessment template and further guidance on risk assessments can also be found on the [HSE website](#)

There is also a hospitality risk assessment tool developed by HOTREC and EFFAT [here](#).

The B&B Association has further guidance and indicative examples or Risk assessments for B&Bs and guest houses at: http://www.bandbassociation.org/coronavirus.htm

Risk Assessment Approach

Whilst every business is different, there are two things in common – the staff and the customer. Both will have 'journeys" through the premises. Some worked examples can be found on the HSE website here: https://www.hse.gov.uk/simple-health-safety/risk/risk-assessment-template-and-examples.htm

The main aim is to demonstrate that the business has considered the routes people take through the business and the hazard and risks encountered by both customers and the staff; confidence in management can be achieved by demonstrating the implementation of necessary controls. This is a hybrid of HACCP and a risk assessment.

Tracing the routes that people will typically take, either to carry out their jobs or as customers, will help inform what risks from COVID-19 are involved, and subsequently how to take action to reduce these risks. This first flow diagram may then need to be adjusted if it is found that the route or journey needs to be changed to ensure a safer environment.

The purpose of this COVID-19 risk assessment document

By setting concerns and control measures out in a logical way this will give confidence to enforcement officers and customers to show that that due consideration has been undertaken.

Customers can be advised in advance of their visit of actions taken to give confidence that the business has considered everyone's safety. This will also be useful to ensure

that customers know what the new "rules" are so that everyone's expectations are managed in advance and that there is a reduced risk of any aggressive behaviour during their visit.

Similarly, staff can be reassured that every aspect of their work has been considered in relation to COVID-19, and they will have an understanding of the measures you will take together to ensure safety of them and the customers.

Primary Authorities could also be involved where businesses have one, although many do not currently provide Assured Advice on this aspect.

Flow Diagrams

By plotting out the routes taken by staff and customers in your business, you will have a clear idea of where the potential issues may arise, particularly in relation to social distancing.

After doing this you may find that your business needs to be adapted because you can't manage social distancing rules effectively, and you may to reconsider your whole business, or part of it to make it work. It is likely that you may then have to re- draw the "new normal" customer or staff journey.

Things you may need to consider include:

- New routes, for example a separate exit and entrance
- Reduced number of staff

How to use this document

This document should form part of your Health & Safety management system and be referenced within your business's Health and Safety policy.

- You should **complete a Risk Assessment document for COVID-19** prior to re-opening after the lock down period. See the introduction to the main document for more information on what you should consider.
- After drawing the flow diagrams and thinking about all the steps staff and customers do and could take in your business, check the steps on the first column and add or delete as appropriate to your business.
- Examples for different sectors are included in the sectoral guidance
- You can support this document with photographs of your control measures where appropriate and this would be useful for any discussions with the EHO which would have to take place virtually.
- Staff briefing on your controls is an essential part of this process and should be documented. HSE has guidance on talking to you employees at: https://www.hse.gov.uk/news/assets/docs/talking-with-your-workers.pdf

- Once this is done, you can communicate the message to customers to ensure that they understand that you are behaving responsibly with everyone's safety in mind, and everyone knows what to expect and how to behave.
- **Review the document frequently** – possibly weekly during the initial stages of re-opening to ensure that you are taking into account any changes in national guidance.

Living Document

This is a living document that will be continuously edited and updated as understanding of the virus improves, government guidance changes and the industry develops improved solutions.

RISK ASSESSMENT

Business Name and Address:
Type of Operation (B&B, guesthouse or independent hotel):

Services Provided: sleeping accommodation, breakfast [*add other services if provided*]
Name of Person who has developed this document:

The hazard

SARS-CoV-2 is a respiratory virus that can invade a host via the respiratory route or via hand to eye / mouth / nose contact, causing the disease COVID-19.

People who appear healthy may be carrying and shedding the virus, which can be passed on either directly or indirectly to others. This means we need to assume that anyone could be carrying the virus.

The routes of transmission (how the hazard can cause harm – the risks)

- Direct contact to face – eyes, nose from droplets or aerosols spraying from an infected person onto another person who is in close contact.
- Contamination via droplets from sneezing and coughing landing on surfaces and then transferring via hands on to eyes and nose and mouth. Other means of secretions getting on to surfaces could be from infected people touching their eyes, nose and mouth and then touching surfaces with contaminated hands.
- Contaminated hands of infected people can transfer the virus directly to others (e.g. handshakes) or on to hand contact surfaces which can be picked up by other people's hands and transferred to their eyes, nose or mouth
- Possible transmission from faeces to hands and then directly or indirectly to the body via hands and hand contact surface transfer.

The main controls are:

- Social distancing in accordance with government guidelines
- Disinfecting hand contact surfaces
- Hand washing and hand sanitiser use at key moments
- Not touching eyes, mouth or nose with contaminated fingers (if used)

The controls set out in this document will be specific for this operation, taking into account how the business operates, and how customers and staff use the premises and interact.

Flow Diagrams

Routes taken by staff and customers in the business, are considered to show the steps in the journeys where controls are needed. Sketch out your own flow diagrams (you may have several for a large business). You could number each step.

You may see an immediate issue, and have to rethink the way you run the business at this stage.

Put your final flow diagrams in here:

Prerequisites

These are controls which will work throughout the system and are not part of the flow diagram. You may have more to add to the list.

This is a list of possible examples of controls that you might pick.

Write in your Prerequisites for your business here:

Item	Our controls
Back to work (fitness to work) policy	
Disinfection	
Ventilation	
Hand hygiene	
Social distancing goal	
Menu operation and adaptation	
First Aid	
When staff feel unwell	
Smoking or vaping	
Number of staff at work	
Customer capacity	

Customer Journey Risk Assessment

The next part is to write in all the steps that you have identified in column 1 and **delete any that don't apply to you**. You may have additional ones – put them all in.

The put in the controls that you intend to operate in your business. This depends on the type of business you have, and only you will know what works. Opposite is an example of what sort of controls you could put in – but this is only an example!

Customer Journey Risk Assessment *(example)*

(please delete steps that are not needed, add any others)

Customer Journey *(add or delete according to the steps identified in your flow diagram)*	Controls in my business *(Pick controls that suit your business from the UKH Sector specific advice or other guidance, or your own bespoke controls)*
Pre-booking (if feasible)	
Arrival outside venue	
Queuing outside venue	
Checking in	
Walking to breakfast table	
Ordering food and drinks	
Bar Service (if any)	
Food and Drinks Service	
Clearing the customer table	
Going to the toilet	
Paying	
Checking out	

Staff Journey Risk Assessment *(if you have staff)*

Follow the same process for staff journeys as for customer journeys – tailor the list in column 1 to your business and pick the steps from the list below, delete those that are not relevant add more as necessary.

Staff Journey *(add or delete according to the steps identified in your flow diagram)*	Controls in my business *(Pick controls that suit your business from the UKH Sector specific advice or other guidance, or your own bespoke controls)*
Before returning to work	
Pre-arrival	
Arrival	
Uniform change (if applicable)	
Changing / locker rooms (if applicable)	
Kitchen steps Food Storage (chillers, freezer, dry stores) Work benches and tables Equipment Dishwashing Pot washing Grill Fryers Pass	
Service	
Outdoor areas (guest areas, bins and storage)	
Cellars	
Deliveries	

Staff Journey *(add or delete according to the steps identified in your flow diagram)*	Controls in my business *(Pick controls that suit your business from the UKH Sector specific advice or other guidance, or your own bespoke controls)*
Front of house	
Table clearing	
Dish / glass washing	
Payment	
Interaction with work colleague	
Using the Staff office	
Leave work	
Using the Staff rest rooms	
Using the staff kitchen	
Using the toilets	

Other steps, for example could be:

- o Taking room service
- o Reception desk
- o Canteen / counter service
- o Bar service

Final Stages

Once you have completed your risk assessment, share it with team through briefing sessions and create the necessary signs and communications to customers to make sure everyone plays their role.

This document should be kept ready to discuss with an enforcement officer who may wish to discuss how you are controlling the hazard of SARS-CoV-2 in your business.

System and Document Review

Make sure you review your risk assessment frequently (probably weekly) during the crisis because guidance may change, and also you may find that working adjustments need to be made. Keep a note of this here.

Review date	Issue Number (if applicable)	Signed

For more indicative examples of risk assessments, other relevant guidance documents and useful resources, go to the B&B Association's Coronavirus page here:

http://www.bandbassociation.org/coronavirus.htm

Annex 2 – SELF CATERING AND SHORT TERM ACCOMODATION HIGH LEVEL GUIDELINES

Extensive cleaning guidelines and specific advice for the self-catering sector have been developed by the below bodies as part of PASC UK developed by PASC UK, the ASSC and Premier Cottages and are endorsed by:

- PASC UK (Professional Association of Self-Catering UK)
- ASSC (Association of Scotland's Self-Catering)
- WASCO (Wales Association of Self-Catering Operators)
- Tourism Alliance
- Wales Tourism Alliance
- Scottish Tourism Alliance
- Premier Cottages
- Short Term Accommodation Association

Below are the sector high level guidelines:

General advice

You may want to consider increasing the time required to clean, or indeed leave properties empty between guests. Individual property owners or managers will have to make a professional judgement. There is **no** requirement to leave a property empty for 72 hours.

We recommend that government guidelines are followed in reference to protective clothing for cleaners and housekeepers. Cleaners should consider wearing disposable gloves, aprons and masks, where appropriate, which should be changed between cleans. Cleaners should also wash their hands frequently or use hand sanitiser.

A potential risk when cleaning is accidentally transporting the virus from one part of the property to another, for instance via a cleaning cloth. Operators should consider how they can clean a property in a way which minimises entering parts of the property after they have been cleaned. It is a good idea to create a plan ahead of a clean which does this, and to execute that plan when cleaning.

Do remember to consider those who are at high risk, particularly those with underlying health conditions or the elderly…and that includes you and your family. If you deem the risk too high it may be in your interests to even defer from opening until such time as the threat has passed.

For each changeover, cleaners should follow these steps:

- Risk Assessment (cleaning companies may have their own particular guidelines and risk assessment protocols)
- Load reduction: removal of waste
- Deep cleaning process to remove any residual dirt on surfaces etc
- Professional disinfection: removes the unseen virus and leaves the space safe

Risk Assessments

The core principle of this guidance is risk management. Therefore, **all operators should conduct a risk assessment of their property**.

Broadly speaking a risk assessment involves identifying potential risks within a property, and taking active steps to mitigate those risks.

One size does not fit all: Whilst every business and property's requirements are different the issues raised here are those which most will have in common. It will be up to you to identify your businesses specific risks and the mitigation required. After all you know your business better than anyone else.

The basic steps for undertaking a risk assessment are as follows:

1. **Look:** for the points of transmission for Covid-19, i.e. the touch points.
2. **Decide:** the likelihood of transmission via that touch point.
3. **Evaluate:** whether your current regime is sufficient or whether you need to more and whether it is 'reasonably practicable' i.e. you may now need to wipe with a disinfectant cleaner all the door handles, which is reasonably practicable, but it will not be reasonably practicable to wipe down the garden gate!
4. **Record:** your findings and draw up a simple list of guidance points for the person/s who are going to do the cleaning, even if it is yourself.
5. **Review:** as the danger of the virus recedes you may want to gradually alter your regime, e.g. reduce the rate of disinfection or re-introduce removed items.

A risk assessment template is attached in the appendix as part of this guidance.

Guidelines for Cleaning

The following steps will minimise the risk of the people responsible for cleaning, contracting the virus and ensuring the accommodation is safe for new guests.

1. Carry out a **Risk Assessment**. This can be done in advance and there can be protocols put in place (A risk assessment template is attached as part of this guidance).

2. Ask guests to air the property during the stay and to strip beds / bag up linen on departure.

3. Provide the correct protective clothing and cleaning products for the cleaners.

4. Cleaners should follow the following process:

    a. Ensure the rooms/property is ventilated whilst cleaning. If it is safe to do so, and won't compromise insurance policies, suggest that guests leave windows open prior to departure. This will ensure that there is no air borne virus in the property.
    b. Understand the clean level required and have the appropriate equipment.
    c. Wear the appropriate protective clothing (gloves, apron and mask where appropriate).

d. Prepare the area to be cleaned (reducing the load) – remove waste, remove dirty linen and towels and carry out any initial cleaning required (ie load dishwasher, clear out fridge for leftovers, clear surfaces, etc).

e. Bedding & Linen: Use gloves to remove dirty linen carefully directly into bags (if it has not been stripped by guests). Linen should not be shaken in case viruses are dispersed through the air. Ensure it is removed from the property prior to cleaning. Clean pillow and mattress protectors should be used for each changeover. Bedding should be sprayed with disinfectant or pillows and duvets can be rotated (removed and left bagged for 72 hours between use). Remove gloves and dispose of them after stripping beds. Wash hands. Apply clean gloves before putting the clean linen on the beds.

f. The same applies to towels, bathmats, tea towels and any other removable linen items.

g. Disposal of waste: waste of any kind should be placed in a plastic bag, tied and removed from the property and disposed of in an external bin. Hazardous waste should be disposed of according to government or council guidelines.

h. Clean using general cleaning products – or hot soapy water. We suggest that all crockery, cutlery, glassware is put through the dishwasher to ensure virus free if possible. Alternatively wash in hot soapy water.

i. Disinfect using appropriate products and ensuring it is left on the surface for the required time to kill the virus: make sure the product will work on enveloped viruses. Look for EN14675 or EN14476 and follow manufacturers guidelines, some products can be misted onto soft furnishings.

j. Wash hands fully after the removal of protective clothing. Hand sanitiser can be used if hot running water is not available.

Guidance for Operators and Hosts

Guests

Operators or Hosts should:
- Keep contact with guests to a minimum, adhering to current social distancing guidelines. Where contact is inevitable (e.g. if checking passports/IDs is part of guest check in), operators or hosts should maintain a safe social distance.
- Consider using contact-free check in methods, such as key safes, wherever possible, although they must be mindful that such methods still pose a contamination risk.
- Consider installing a hand sanitiser station at the entrance to the property.
- Ensure that guests have all relevant information that they need ahead of their arrival.
- Provide helpful information for guests via email, including:
  - Helpful numbers and contacts;
  - Guidance in case a guest shows COVID-19 symptoms;
  - Local walks / attractions that are open for use under social distancing rules;
  - Appliance instructions;
  - Heating instructions.

- Make sure that guests have access to appropriate guidance in the event that they develop COVID-19 symptoms.
- Advising guests that you have taken extra steps and letting them know that you have taken all possible steps to protect them and clean the property suitably is important
- Consider providing a cleaning standard tick list for transparency for the incoming guest.
- All properties should have adequate supply of cleaning materials, including virucidal disinfectant, tissues, hand wash and/or sanitiser and cloths, disposable gloves for guests use.
- Guests should be able and encouraged to maintain the cleanliness of the property during their stay.
- Guest Information Folders should be stored in wipeable plastic folders or laminated. Where possible, consider providing these online or via email in advance of a guests arrival.

Regularly updated Cleaning Protocols are regularly updated and date stamped on
https://www.pascuk.co.uk/standards