

SAEKER



Covid-19 Policy

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Contents

Contents	1
Introduction	2
Policy	4
Implementation	4
Monitoring	5
Review	5
Safe working practices	5
Posters / signage	5
PPE	6
Social distancing – front of house	7
Social distancing – back of house	7
Hand wash facilities	7
Thermal imaging cameras	7
Face covering	7
Public spaces / communal areas	7
Bedrooms	7
Reception	8
Food & beverage	8
Y Spa	8
Golf	9
Meetings & events	9
Serviced office	9
Contactless experience	9
Cashless	9

Introduction

Dear all,

At Wyboston Lakes Resort the health and safety of our team, customers and suppliers is of paramount importance and throughout this crisis we have demonstrated this with the proactive measures we have taken.

During the lockdown period we planned, invested and prepared so that our venues were ready to reopen. We introduced strict additional cleaning regimes to do all that we could to help stop transmission of this virus, as well provided physical barriers, signage and PPE. Technology has also been utilised with a new food ordering portal, both online and kiosk check in/out facilities have been installed, cashless payments rolled out across the site, digital in room information portal and thermal imaging tech has been introduced at all venues.

We are supported all year round by expert Health and Safety Consultants who offer proactive assistance in the form of regular updates on legal and best practice guidance from all aspects of Health and Safety. Their invaluable assistance allows us to benefit from a wider pool of knowledge as they support hospitality businesses large and small across the UK and it is with their expert insights, coupled with the skill of our highly trained and competent management team, that we have been able to put together this robust and comprehensive document.

This plan sets out what we are doing to help keep everyone safe and details the specific measures that are being taken. Given the ever-changing nature of this situation this plan will also keep evolving to ensure it remains up to date, relevant and effective. Having supported the NHS through the lockdown period with training facilities in one of our venues, we were able to refine our plans for the rest of the Resort.

We have been accredited by several external moderators as Covid Safe and the link below shows just some of the actions we have taken <https://view.contact-client.com/Addons.mvc/Addons/ViewInBrowser?v=Yakntv7JwE%2bDyhTulv4Hi%2fMfqXZmbYeAiURGuVifADgQ9wcJ8dAOOATouFRbKMThe6S%2fpgg6Fp8%3d>

We are having to do things differently and some of our usual standards and levels of hospitality will temporarily be amended but, rest assured we will still be putting you first, doing whatever we can to make your time with us as enjoyable as is possible but all wrapped in a package to keep you, along with my hard working and extremely dedicated colleagues, safe.

With many thanks



Steve Jones

Managing Director

COVID-19 is a new illness that can affect the lungs and airways. It is caused by a virus called coronavirus. The symptoms of Covid-19 are a cough, a high temperature and shortness of breath. These symptoms are similar to a common illness such as a cold and flu. Covid-19 is generally spread by virus particles from coughing or sneezing landing in the mouth or nose of others nearby and on some surfaces where others pick it up on their hands and transfer it to their mouth, nose or eye. The virus is believed to live outside the body on some surfaces for several hours.

People and businesses are concerned about Covid-19 for a number of reasons that may include the following:

- + The scientific community is learning quickly about this virus but there is a lot they don't know yet. Uncertainty about how long it will last and how serious it will be leads to concern. On top of that, media speculation about what might happen in the future and some of the sensationalist headlines we are seeing on TV and in the newspapers doesn't help.
- + The mortality rate (number of deaths relative to the number of cases) is believed to be higher than seasonal flu.
- + This virus is believed to be more contagious than seasonal flu.
- + Vaccines that protect people most at risk of flu and its complications do not protect against all flu viruses and there is currently no vaccine for Covid-19. This will almost certainly change in the future, but not in the short term.
- + Covid-19 has symptoms like most other flu viruses, so it can be hard to know if you have it. This isn't a problem for most people because symptoms are likely to be relatively mild, but they can be more serious for some including the elderly (over 70), those with a weak immune system and those with long-term conditions like diabetes, cancer and chronic lung disease. The Government has also included pregnant women in the higher risk category.
- + People can carry the virus without realising for up to 14 days.
- + A global epidemic can be bad news for countries without such an effective health system. This is one reason why Governments around the world are taking the situation so seriously. Another reason is the damage that can be done to the UK and global economy.

The purpose of this policy is to establish the management arrangements required for ensuring that our venues have measures in place for the protection of team members, others who are not in employment (guests, visitors and suppliers etc.) and for the purpose of demonstrating this to others as part of due diligence processes.

There is a range of guidance documents which should be read in conjunction with this policy.

Policy

So far as is reasonably practicable and in-line with UK government advice, we are committed to reducing the risk of exposure to Covid-19 to our team members, members of the public and others (guests, visitors and suppliers.)

The Department of Health and Social Care and Public Health England publish their guidance to www.gov.uk/coronavirus. This information and links to other relevant GOV.UK guidance is the primary source of information upon which this policy and guidance documents are based.

For the purpose of compliance with health and safety law, the content of this document is designed to meet the functional requirements of the following legislation:

- + The Health and Safety at Work etc. Act 1974.
- + The Management of Health and Safety at Work Regulations 1999.
- + The Personal Protective Equipment Regulations 2002.
- + The Control of Substances Hazardous to Health Regulations 2002.
- + The Workplace (health, safety and welfare) Regulations 1992.

Implementation

This policy and guidance documents, along with all revisions, will be issued to each venue General Manager and Operations Manager.

Each General Manager is responsible for:

- + Implementing this policy and operating standards within the Venue under their control and for maintaining the standards in place at all times through regular checks that must include enforcing regular handwashing, provision of Anti-bac and regular cleaning schedules.
- + Providing operational feedback to assist with improvements to this policy and/or operating standards to Linden Beattie, General Manager
- + Providing returning travel advice to their team members in line with the information provided at www.gov.uk/coronavirus.
- + Directing team members requesting travel advice to www.gov.uk/guidance/travel-advice-novel-coronavirus

Monitoring

The Department of Health and Social Care and Public Health England website will be monitored daily by Linden Beattie, Simon McMahon, Pat O’Hea, Emma-Jane North and Katherine White. Any significant changes that affect this policy or operating standards will be communicated to the following personnel:

Senior Management Team

During the course of the outbreak there will be a weekly conference call between Linden Beattie and Simon McMahon, or more frequently as necessary, organised by Linden Beattie. The purpose of the call is to keep this policy and guidance up to date by reviewing any changes to the primary source of information and operational feedback. Information and advice from Saeker Consulting Ltd (health and safety advisors) will also be taken into consideration.

Review

Linden Beattie is responsible for making any agreed changes and for issuing updated versions of this document to each venue General Manager and posting into the online Saeker system library.

Safe Working Practices

The resort has reopened to the general public. During the period of lockdown we have ensured we were planning and organising the venues in advance of re-opening. Throughout this process our team, guests and supplier safety remains paramount and should not be compromised.

Training

All team members will be required to complete training prior to returning to work. This will include the completion of an e-training module prior to the return to work. Once returned and prior to completing any tasks the team will be required to complete a departmental training program which will cover the process for safe working within the department. This training will cover specific processes for each department and as a minimum the following will be covered:

- +How to wash your hands correctly
- +Covid-19 awareness
- +Social distancing
- +The importance of personal hygiene
- + Employee awareness
- + Cleaning and disinfecting your work area

Posters & signage

These will be displayed as reminders to all team members & guests in the following areas

Title	Suggested display locations
Information & Advice for Employees	<ul style="list-style-type: none"> + Inside employee entrance + Employee notice board + Shared facilities e.g. canteen, changing areas
Hand hygiene	<ul style="list-style-type: none"> + Hand wash basins + Changing areas + Toilets
Social distancing	<ul style="list-style-type: none"> + Inside employee entrance + Employee notice board + Shared facilities e.g. canteen, changing areas
PPE	<ul style="list-style-type: none"> + Employee notice board + Housekeeping stores + Changing areas
Respiratory hygiene	<ul style="list-style-type: none"> + Employee notice board + Shared offices + Changing areas + Toilets
Accommodation high contact touch point cleaning	<ul style="list-style-type: none"> + Housekeeping stores & trolleys

PPE

Personal protective Equipment will be provided to team members where appropriate, the guidance on when PPE should be worn is detailed in the covid-19 employee hygiene standards SOP. The decision to wear PPE will be decided by each venue manager relating to the specific department with support from Saeker and training will be provided on how to safely apply and remove the PPE. Each department will be provided with a station to sanitise / wash their hands regularly

Social Distancing – front of house

Guests will be advised to practice social distancing by standing at least 2 meters away from other people not travelling with them while queuing at reception, in the bar, waiting for elevators or moving around the resort. Restaurant tables, lounge areas, bar areas and other physical layouts will be arranged to ensure appropriate distancing or maximum capacities are introduced.

Social Distancing – back of house

Wherever possible team members will work from home. Team members not working from home will be trained to practice social distancing wherever possible. Team meetings will be conducted online or in an environment that allows for safe social distancing measures. Team members will be encouraged to bring their own food, additional space for team members to take their breaks will be introduced and team members will be encouraged to eat in outside areas or to take their food back to their desk for consumption.

Where possible team members from a department should not be in the breakout room at the same time as a different department. Rota's will be considered and where possible, a group of team members will be rota'd together and will not come into contact with another group of team members.

Hand wash facilities

Hand sanitiser stations will be placed at all staff and guest entrances and all areas where guests or team members are required to be present in any volume. These will include reception, restaurant, bars, coffee lounges, Y Spa and there will be prompts to remind guests and team members to sanitise their hands

Thermal imaging cameras

Thermal imaging cameras have been installed at The Waterfront Hotel, The Woodlands Event Centre and The Willows Training centre. All team members, members of the public and others visiting these sites will have their temperature recorded on entry to the building. A separate policy has been implemented for guests displaying a raised temperature.

Face coverings

The decision for team members to wear face coverings will be decided by each venue manager relating to the specific department with support from Saeker. Signage will be in place in all venues to remind visitors and others to wear face coverings in public areas.

Public Spaces and Communal Areas

The frequency of cleaning and disinfecting has been increased in all public spaces with an emphasis on frequent contact surfaces including, reception desks, bar areas, lounge areas, meeting rooms, public toilets, offices, elevators, door handles, public bathrooms, room keys and locks, stair handrails, dining surfaces and seating areas.

Bedrooms

Unnecessary items will be removed to limit the number of items that need to be cleaned or discarded. Items which will be removed include:

- + Scatter cushions.

- + Bed throws.
- + Dressing gowns/slippers.
- + Magazines and books including bibles leaflets or books

To reduce contact with guests' and the risk of spreading the virus, bedrooms will be serviced less frequently and guests will need to vacate their room whilst the housekeeping team service the room.

Laundry and rubbish will be bagged within the bedrooms to avoid spreading the virus and rubbish and laundry will not be moved from one room to the next.

Team members such as technical services will not enter the bedroom while guests are in the room.

Reception

Social distancing measures will be introduced, a queuing system will be in place with parties queuing 2 metres apart from those not travelling together, this will be enforced with both wall and floor signage. Screen guards, hand sanitising stations and tissues will be introduced to all reception areas.

Food & Beverage

Social distancing measures will be introduced, and protective screen guards will be placed on all bars. Tables and seating will be arranged accordingly, and capacities will be introduced to limit the number of people in any space. Where buffets are required, a one-way system will be introduced where possible. Food will be individually portioned to avoid the requirements for serving equipment wherever possible, where this is not possible a server will be provided who will work from a safe distance to control the distribution of the buffet and avoid the number of guests coming into contact with the buffet or a 30 minute sanitisation programme will be introduced. For plated meals guests will be encouraged to order using the online food ordering application, or to order and pay at the bar, where a team member is serving a table the team member will wear a face visor. All payment will be via chip and pin / contactless, cash will no longer be accepted. Room service will be delivered to the bedroom door, the team member will leave the tray on a stand outside the door and will knock clearly announcing themselves and stepping back to a minimum distance of 2 metres from the door.

Y Spa

Social distancing measures will be introduced, a queuing system will be in place with parties queuing 2 metres apart from those not travelling together this will be enforced by free standing signage. Screen guards will be present at all reception areas; hand sanitising stations and tissues will be introduced to all reception areas.

Guest numbers will be reduced, arrival times staggered and space between packages will allow a deeper clean of more public areas.

Screen guards will be present in food and beverage service areas and all food served will be either pre-packaged or ordered via the online food ordering application and all payments will be by spa account or credit or debit card, cash will no longer be accepted. Tables will be appropriately spaced apart and screening used where needed.

Lounge furniture inside the spa and on the decking will be spaced out appropriately, removed or closed off to ensure social distancing, although allowing guests who came together to still sit together.

"Limited contact" guest check-in and check-out will be in place and use of self-check in kiosk will be encouraged.

Pool and thermal rooms when reopened will have clear guidance on guest occupancy to aid social distancing and we will follow all government guidance on hygiene standards whilst in operation.

Meetings & Events

A separate risk assessment is in place for meetings and events. Signage is in place to remind delegates to socially distance and where possible one-way systems have been introduced. All meeting rooms are sanitised prior to use, once sanitised a seal is placed on the door of each room to prohibit entry. Hand sanitiser and sanitising wipes are provided to all meetings as standard. Organisers are sent the details of our policies prior to any event and are encouraged to share this information with trainers and delegates. Staff will limit the amount of time spent in occupied meeting spaces. High touch point areas have been grouped into zones with an appropriate sanitisation program introduced. Food and beverage break times are allocated to reduce crossovers between different groups.

Golf

Hand sanitiser will be provided in public areas and prior to entering the course. Social distancing measures will be in place in the golf studio, driving range and on the golf course. Play will be managed, and a reduced amount of tee times will be available. A contactless flagstick remover will be introduced, rakes will be removed from bunkers, benches will be removed from the course and pressure hoses for cleaning equipment will not be available for use. Golf buggies, when in use will not be shared by players from different households and a sanitising program will be introduced for after each use.

Serviced Offices

Social distancing measures are in place, hand sanitiser will be located throughout serviced office buildings, increased cleaning of public areas has been introduced, screens for reception have been installed and signage to remind visitors and clients to distance is in place.

Contactless Experience

For guests wanting a contactless experience this is being developed. Guests will be able to check in online in advance of arrival, collect their bedroom keys from the self-check-in kiosk and order food to be delivered to their room. On departure guests can check out using the express check out option or the self-check-out kiosk. Dedicated areas for check in will be available in the instance of a group check in being provided, for check out all guests can use the contactless express check out service.

Cashless

To reduce the risk associated with transferring the virus we will no longer be accepting cash on the resort. As such guests will be required to pay by debit or credit card for any goods / service. All guests will be notified of this policy change prior to arrival at the resort.