

COVID-19 SAFETY RISK ASSESSMENT
Correct as of 28th July 2021

Performed by Dominique Carter

Hotel – Innsider Manchester

What are the hazards / dangers?	Risk	Groups at risk
COVID-19 Virus transmission	<p>Viral infection</p> <p>Various health issues dependant on individual's current health status</p>	Guests, organisers, hotel staff, speakers

Control Measures Required

On arrival

- Social distancing to be observed between customers and guests
- Guests can request to have their temperature taken
- Prior reservations may be required in order to maintain social distancing
- Cleaning equipment and products to be used from the arrival of customers until their departure in all touch points
- Installation of protective screens in reception
- Digital concierge through WhatsApp for individual and group customer service.
- Distribution of detailed and specific information to the group with regard to disinfection, hygiene and food safety
- Masks to be available on reception and on the restaurant, host desks for guests to use if requested
- Round stickers on the floor in the reception and lobby for social distancing purposes

Bedrooms

- Intensified cleaning and disinfection processes in bedrooms
- Room service to be delivered to the hallway, outside of the room
- A protocol for laundries for washing and collecting linen during the stay and after the customer's departure to avoid contamination

- Delegates can decide whether they want to use the cleaning service during their stay. Cleaning will always be done when the customer is out of the room.
- Paper and stationery in the room, with the exception of the menu will be eliminated and a digital directory installed on the TV and the Meliá APP.
- Bathroom waste bin not available
- Decorative items such as bowls, vases etc disinfected regularly
- Bottles of water only to be available
- TV/AV remote controls bagged and changed after every guest stay
- All amenities kits (dental, shaving, shoeshine, shoehorn, etc) will be available on request. Only essentials such as shampoo and soap will be kept in the room

Food and Beverage

- Some dining area services will be modified or no longer offered
- Market-style coffee breaks and buffets with service staff to avoid food being handled by customers
- Kitchen or FOH F&B staff bringing food to breakfast buffet must wear gloves and mask, with tongs and utensils washed regularly
- Restaurant and bar furniture and decorative elements (inc floors) to be cleaned and disinfected within every 3 hours

Wellness Suite

- Gym open to all guests with maximum 4pax in the space at a time
- Steam/Sauna is bookable at reception for 1hr with maximum 3pax in each
- The spa will offer a reduced list of treatments and only available on appointment

Meetings and events

- Signage systems that guarantee appropriate transit for groups and separation between them and other customers: digital screens, signs on the floor, stanchions and ropes will be available
- Definition of new capacity limits and redistribution of furniture in the different public spaces (waiting rooms and foyer) ensuring social distancing between customers thanks to their larger size.
- After disinfection of rooms and meeting rooms, all frequently used items (glasses and remote control) and the entrance to the room will be sealed.
- Gel dispensers at the entrance to the rooms, public areas and toilets
- Guarantee of catering services in a private dining room or reserved part of the restaurant for each group
- Self-service minimised eliminating food being handled by customers
- Coffee breaks with service staff to avoid food being handled by customers

- A Glass bottle of water per person, sealed cutlery and frequently used items, stationery delivered on request and sealed whenever possible using sustainable materials.
- All AV equipment, podiums etc before and after use to be disinfected with the remote control bagged with Stay Safe sticker

General

- A space management tool has been implemented to reduce capacity in restaurants, meeting rooms and swimming pools and manage bookings to guarantee social distancing and personal space.
- Hygiene certification to certify the hygiene, disinfection and quality standards in all operational processes
- Magazines and books removed from public areas
- Public area toilets to be cleaned, disinfected and signed off as checked every hour
- Special prevention and maintenance plan for air conditioning, heating, refrigeration and water systems to guarantee air quality and the disinfection of terminal points and equipment.
- An ambassador is appointed in each hotel to guarantee the implementation of the Stay Safe
- Hydroalcoholic solution dispensers for hand cleaning will be placed in public areas
- A signage system to inform delegates and indicate how spaces will be used and the need for social distancing
- Staff to wear masks when working front of house or whilst walking around the hotel
- Room capacities calculated to current government guidelines

Everyone to adhere to the Government Public Health messages:

- Hands – space – face
- Cover the mouth and nose with a tissue or sleeve (not hands) when coughing or sneezing (Catch it – Bin it – Kill it)
- Put used tissues in the bin straight away
- Wash hands regularly with soap and water for at least 20 seconds (use hand sanitiser gel if soap and water not available)
- Avoid close contact with people who are not well
- Do not touch face, eyes, nose, or mouth if hands are not clean
- If any of the members / guests have any of the coronavirus symptoms (a new, continuous cough, a high temperature or a loss or change to your sense of smell or taste) please do not attend the event and follow government advice to self-isolate and get a PCR Test