



SANDERSON PHILLIPS

TRAVEL SAFETY CONSULTANTS

Safety Advisory Document - COVID-19 (3 pages)

ABOUT US

Sanderson Phillips has been an authority in UK travel safety for more than 20 years. Initially focusing on hotel accommodation risk assessment, we have grown to include the auditing of transport and excursions, accessibility and sustainability as well as the Modern Slavery Act. Our clients include tour operators, bed banks, Destination Management Companies, member organisations and event management companies, who use our services to ensure they have a process of due diligence in place. We also provide consultancy services to a diverse range of hotels, tourism organisations, travel companies and accommodation suppliers on their health and safety practices.

Our diligent, common sense approach is backed up by relevant industry qualifications as well as extensive experience from well-travelled professionals. We are proud to act for some of the best known and most respected travel companies in the UK and beyond and believe our competent, professional, assertive and fair approach is integral to our success.

TRAVEL SAFETY

Our clients need to be able to demonstrate they have taken 'all reasonable skill and care' that the accommodation, transport and activities they provide to their customers as part of their package holiday are as safe as possible.

It is the responsibility of the suppliers to ensure their services are delivered safely and it is expected that risk assessments are conducted to ensure that hazards are identified and control measures are put in place to prevent accidents and illness so far as is reasonably practicable.

The following advice is based on internationally-accepted safety standards and we encourage you to review the information and take action where necessary to ensure that your operations are in line with these recommendations. We do not expect you to update us once changes have been made, rather, we expect that having been provided with this best-practice advice, that you would adopt the recommendations provided.

SAFETY ADVISORY DOCUMENT - COVID-19

Page 1

A documented risk management system/policy/plan must be in place specifically for COVID-19, as part of a wider hygiene plan or as a separate document. The COVID-19 system/policy/plan must comply with all Local Authority and/or National (Government) COVID-19 regulations in the country of operation and must account for the hygiene and safety requirements of all stakeholders who enter the property boundary, including staff, guests, suppliers, contractors and visitors/non-resident members (i.e. meeting delegates, gym/sports facility members).

The COVID-19 system/policy/plan must include:

- Control measures to prevent COVID-19 entering the hotel/accommodation
- Enhanced hygiene and cleaning procedures
- Staff training for COVID-19
- Prevention of the Spread of Infection (POSI) procedures for COVID-19
- Incident Management Policy/Emergency Plan to deal with suspected or active cases of COVID-19
- Communications strategies (internal & external) regarding COVID-19
- A process for monitoring and reviewing the system/policy/plan

Control measures must include:

- Amended pre-arrival information provided to guests
- Amended arrival, check-in and check-out processes for guests
- Amended arrival and departure processes for staff, suppliers, contractors and visitors/non-resident members
- 'Contact tracing' once persons are inside the hotel/accommodation's boundary
- Physical distancing guidelines and enforcement
- Personal hygiene & respiratory etiquette, including the proper use of Personal Protective Equipment (PPE)

Enhanced hygiene and cleaning procedures must be in place for:

- Guestrooms
- Public areas including restaurants, bars and lounges
- Leisure & recreational facilities including swimming pools & the spa, gym/fitness centre, sports courts, golf course, children's club)
- Business centre and meeting spaces
- Kitchens & back of house areas, including hotel laundry
- Staff rooms and accommodation
- All hotel/accommodation-owned vehicles and transportation

Please continue to Page 2

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Comprehensive staff training for COVID-19 must be in place for:

- Changes to their job role due to COVID-19
- Protecting themselves and others from the spread of COVID-19
- Procedures for identifying the symptoms consistent with COVID-19 in guests, other staff, suppliers, contractors and visitors/non-resident members
- Procedures for reporting their own illness if the symptoms are consistent with COVID-19
- Policy for dealing with a report of illness from a guest, other staff, supplier, contractor or visitor/non-resident member, if the symptoms are consistent with COVID-19
- Consequences of non-compliance with the hotel's COVID-19 risk management system/policy/plan and changes to their job role

Communications strategies (internal & external) regarding COVID-19 should focus on:

- Internal communications to keep staff informed of the risk level and any changes to Government advice and to remind staff of their responsibilities using verbal and written communications (including signage)
- External communications to provide guests with details of changes to COVID-19 advice and those searching for information with access to relevant aspects of the hotel's COVID-19 plan and control measures.
- Guests should be informed of COVID-19 specific procedures in operation at the hotel, Government quarantine/isolation regulations, limitations to services and what is required of guests to adhere to personal hygiene, physical distancing and respiratory etiquette protocol prior to arrival

Prevention of the Spread of Infection (POSI) procedures for COVID-19 & Incident Management Policy/Emergency Plan to deal with suspected or active cases of COVID-19:

- POSI procedures should include: suspected case management in guests, staff, suppliers, contractors or visitors/non-resident members, isolation of ill guest/s and evacuation of ill staff, suppliers, contractors or visitors/non-resident members, contact tracing of all persons and enhanced cleaning/ decontamination of guestrooms occupied by isolated guests, once the guest has left the hotel, or if the suspected case is not confirmed.
- The Incident Management Policy/Emergency Plan must include a 'Control of Infection Team' to handle COVID-19 incidents, how guests are isolated in dedicated zones of the hotel and how the hotel may need to be locked down/quarantined if the incident escalates

Monitoring and reviewing the system/policy/plan

- It is vital that the COVID-19 Risk Management System/policy/plan is continually monitored by senior management, with adequate staff supervision in place to ensure the control measures are being carried out effectively and a process to make adjustments should the control measures be inadequate.

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