



## Staying safe at Holland House



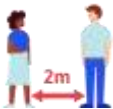
### Extensive Covid Secure Risk Assessment Completed

- ✓ Using the *Health and Safety Executive 5 Step Risk Assessment Guide*, we have reviewed all our meeting rooms, bedrooms, bathrooms, toilets, corridors, as well as entrance and exit routes, staff-administrative areas and kitchen. Holland House has put in place processes and procedures in line with Government Guidelines for Hotels and Restaurants in order to maximise Covid security and keep guests, suppliers and staff safe.



### Sanitising and cleaning

- ✓ Anti viral cleaning products have been purchased and will be used extensively throughout the House
- ✓ Touch-point cleaning will be in operation throughout the day, including door push-plates, hand rails / banisters / regularly used work surfaces
- ✓ Shared toilet facilities will be cleaned using Anti viral products regularly through the day, cloth hand towels have been removed and replaced by disposable paper-only products
- ✓ Up to 12 Residents (i.e. overnight) have their own bathrooms assigned for their sole use only. More than 12 and the shared bathrooms are thoroughly cleaned with antibacterial cleaner between 12 - 2pm each day. Guests are also encouraged to use the cleaning products left in the bathrooms after use as well. Every bedroom has its own handbasin.



### Social Distancing

- ✓ Limitations on how many people are allowed to visit the House at any one time have been put in place to ensure a sound basis for social distancing. The "rule of 6" applies to *social* activity in the house, not to worship, lectures / talks (teaching situations).
- ✓ Where possible, rooms have been physically re-configured to allow for **a minimum of 1m spacing**
- ✓ Where appropriate one-way travel around the House has been put in place to ensure no "pinch-points" or queueing arises, and guests are required to wear face-coverings when travelling around the house (not needed in the dining room or outside).
- ✓ Where appropriate, signage has been installed to help guests navigate the House safely



### Personal Safety

- ✓ All guests are guided to hand-sanitising stations on arrival, before moving into their respective meeting rooms
- ✓ Hand sanitisers are available throughout the House
- ✓ Disposable face-coverings are also available for guests to use
- ✓ All Staff have access to PPE equipment in-line with the safety requirements of their particular tasks
- ✓ Track and Trace processes are in place with appropriate information required of each guest as per Govt requirements



### Food and drink

- ✓ The highest standards of hygiene in food preparation have always been employed by Holland House which was awarded 5 stars at its last inspection by the Foods Standards Agency.
- ✓ All food will be individually plated with the exception of guests identifying as Households or "Bubbles", which can be "family service".
- ✓ The bar area is controlled via social spacing with one person at a time allowed into the space to purchase a bottled drink



### Enhanced Training for Staff

- ✓ All staff have undergone Covid Awareness Training via an on-line course

These enhanced processes and procedures have been assessed and approved by the Trustees of Holland House to ensure guests, suppliers and staff can safely enjoy Holland House.