

# COVID-19

Sample

Standard Operating Procedures,  
Check Lists and Risk Assessments



NORTHERN  
IRELAND  
HOTELS  
FEDERATION



# SOP 1 - Social Distancing Standard Operating Procedure Template

NOTE: The following is a template and should be used to develop premises specific 'Standard Operating Procedures' (SOPs) following a 'Risk Assessment' of individual premises. Measures suggested in this template may not be required as premises specific mitigations; behavioural, physical and technological may provide alternative solutions

## **SOCIAL DISTANCING - STAFF**

- Social distancing protocols that follow Government guidelines must be observed in all areas
- Where this is not possible or where staff operate in small teams, workers must avoid direct physical contact. Consider the use of screens, face shields or back to back working
- The workplace should develop and display examples of physically distanced floor plans
- COVID-19 floor and wall signage should be prominently displayed outlining the social distancing requirements
- Where possible, separate doors should be used for staff entering and exiting the workplace
- If a locker or changing room is provided, provide signage and stagger access times to enable physical distancing
- Where possible create two teams of staff to work alternate shifts - if exposure to Covid-19 occurs on one shift, only the team working that shift will be affected
- Divide the workspace into zones - control the movement between these areas and limit the numbers of people in each area
- All delivery personnel must follow the social distancing guidelines when making deliveries- make arrangements for paperless delivery acceptance where possible
- Social distancing includes refraining from hugging or shaking hands – ensure all staff adhere to this.

## **SOCIAL DISTANCING - CUSTOMERS**

- Social distancing protocols that follow Government guidelines must be observed in all areas
- Queue management should be implemented to limit the number of guests gathering - clearly demarcate queuing areas by using floor markers, signage and barrier systems and minimise the number of entrances/exits where possible
- Full capacity limits should be defined in advance and all staff made aware with personnel in place to enforce capacity limits
- Communicate procedures and practices to guests in advance if possible, provide signage and verbally explain the social distancing to customers on arrival
- Encourage use of contactless payment methods
- Where possible, encourage advance bookings rather than walk-ins and stagger reservation times
- Entrance doors should be propped open where possible, if in line with fire regulations
- Individuals and family members who wish to be seated together should continue to do so
- Unrelated guests should not congregate in groups.

## SOP 2 - Staff Protection Standard Operating Procedure Template

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### STAFF PROTECTION

- All staff must complete a 'Return to Work Assessment' to identify possible symptoms, potential exposure, and fever
- Any worker who displays symptoms consistent with COVID-19 must stay away from work, self-isolate and contact their GP by phone
- You must alert your supervisor if anyone else in your household is ill or if they have had any direct contact with someone known or suspected to have coronavirus anywhere else outside of work
- If you become unwell in the workplace with symptoms such as cough, fever, difficulty breathing – report immediately to your line manager
- On arrival at work staff must change into clean, appropriate workplace attire and relevant PPE (if required)
- Uniforms should be washed at 60°C
- If uniforms are not supplied, staff must wash their clothes at 60°C after each shift
- Do not bring mobile phones or other personal belongings into the workplace. If you must use a phone, disinfect it with a sanitizing wipe and wash your hands
- Wash your hands thoroughly before commencing work and every 30 minutes (more often if required)
- Use the hand sanitising stations before entering the workplace and throughout the day after washing
- Avoid touching your eyes, nose or mouth
- Do not share objects that touch your mouth for example, pens, bottles, cups. Use disposable drinking cups
- Cover your mouth and nose with a tissue or your sleeve when you cough and sneeze and put used tissues into a sealed bin before washing your hands.
- Clean and disinfect frequently touched objects and surfaces (TOUCHPOINTS)
- Carry out scheduled sanitising of all shared surfaces every 30 minutes
- Do not shake hands

## SOP 2 - Staff Protection Standard Operating Procedure Template

- Staff must familiarise themselves with all wall and floor signage erected throughout the building and follow this guidance
- If deemed necessary, PPE must be worn at all times
- Social distancing protocols that follow Government guidelines must be observed in all areas

## SOP 3 - PPE Standard Operating Procedure Template

*NOTE: The following is a template and should be used to develop premises specific 'Standard Operating Procedures' (SOPs) following a 'Risk Assessment' of individual premises. Measures suggested in this template may not be required as premises specific mitigations; behavioural, physical and technological may provide alternative solutions.*

### **PERSONAL PROTECTIVE EQUIPMENT – PPE**

- PPE should only be worn in the event that the risk cannot be managed by other methods. PPE should always be a last resort.
- Gloves do not provide complete protection against hand contamination and should only be worn if the job dictates - washing and sanitising hands is the most effective way of hand hygiene and protection for staff
- Disposable gloves - Do not wear disposable gloves in place of washing hands.
- If avoiding contact is impractical or not enough to protect employees, gloves may be needed
- Single use gloves should be disposed of appropriately after each interaction
- Wash and sanitise hands after disposing of gloves
- Do not touch other foreign surfaces with the same pair of gloves - change gloves after each task to avoid possible cross contamination
- Do not touch face (eyes, nose or mouth) if in contact with surfaces and wearing gloves
- Disposable aprons may be provided in areas where the job requires added protection of the uniform from possible contaminated surfaces
- Face covering – Using a face covering is unlikely to be of any benefit if the wearer is not sick
- If using a face covering - Note that disposable face coverings can only be used once
- Where face coverings are being considered, using a visor may be more customer friendly, especially to customers with special needs. Note, visors may be suitable to be used more than once, if so, training in how to clean the visor should be given to staff
- If wearing a face covering, wash your hands thoroughly with soap and water for 20 seconds and use hand sanitiser before putting the face covering on, and after removing it
- When wearing a face covering, avoid touching your face or face covering, as you could contaminate them with germs from your hands
- Change your face covering if it becomes damp or if you've touched it
- If the material is washable, wash in line with manufacturer's instructions. If it's not washable, dispose of it carefully in your usual waste

## SOP 4 - Hand Washing Standard Operating Procedure Template

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### HANDWASHING

- Washing your hands properly is one of the most important things you can do to help prevent and control the spread of COVID-19.
- A pre-shift briefing should be held with all workers to remind them about hand-washing and the need to keep fingernails short.
- Hand washing should be frequent for all staff throughout their shift.
- All staff must be aware of the key times to wash their hands including
  - On arrival in the workplace
  - After blowing your nose, coughing or sneezing
  - After touching your eyes nose or mouth
  - After using the bathroom
  - Before and after preparing or eating food
  - Between different tasks
  - After touching any shared surfaces such as door handles, chairs, equipment handles, taps, work tools, work surfaces etc.
  - Before and after serving/clearing a table
  - After handling waste
  - After all cleaning activities
- Do not wear disposable gloves in place of washing hands. The virus can get on gloves in the same way it gets on hands
- Wearing disposable gloves can give a false sense of security. Gloves can become contaminated when taking them off
- All staff must keep fingernails trimmed short
- Please ensure you wash your hands properly – for at least 20 seconds. Make sure that you wash both your hands including the tips of your fingers, the palms of your hands and thumbs.
  - Wet hands thoroughly with water
  - Apply enough soap to cover all surfaces of the hand

# SOP 4 - Hand Washing Standard Operating Procedure Template

- o Rub the palms of your hands together - right palm over back of left hand and vice versa
  - o Ensure you clean between your fingers
  - o Complete rotational rubbing of thumbs with palms
  - o Rinse hands well with water
  - o Dry hands thoroughly with a disposable towel
  - o Use disposable towel to turn off tap
- Staff must familiarise themselves with all handwashing signage and follow this guidance

**HOW TO WASH YOUR HANDS**  
*and to stop the spread of germs in the workplace*

**HAND WASHING SHOULD TAKE 20 SECONDS**

00:20

1. Wet hands with water and apply soap or handwash.

2. Rub hands palm to palm.

3. Rub palm over the back of the other hand with interlaced fingers and vice versa.

4. Palm to palm with fingers interlaced.

5. Back of fingers to opposing palms with fingers interlocked.

6. Rotational rubbing of left thumb clasped in right palm and vice versa.

7. Rotational rubbing, backwards and forwards with clasped fingers of right hand in left palm and vice versa.

8. Rinse hands under running warm water.

9. Dry hand thoroughly with a paper towel.

10. Use your elbow or paper towel to turn off the tap.

**Why is Hand Hygiene So Important?**

- + Millions of germs are picked up by hands during every day activities. Many of these are harmless but some cause illness such as colds, flu & stomach bugs.
- + Hand hygiene is essential to prevent the transfer of these germs to other people & surfaces to stop the spread of illness.
- + Poor hand hygiene can lead to the spread of *Campylobacter*, *Salmonella*, *MRSA*, *Influenza*, *E. coli* & *Coronavirus*.

**WHEN TO WASH YOUR HANDS**

00:20

Wash your hands before you:	Wash your hands after you:
+ Prepare or eat food	+ Use the toilet
+ Treat a cut or a wound	+ Blow your nose, cough or sneeze
+ Visit a hospital ward	+ Touch a sick or injured person
+ Insert or remove contact lenses	+ Handle rubbish
	+ Handle uncooked food
	+ Visit a hospital ward
	+ Touch animals or animal waste
	+ Change a nappy

# SOP 5 - Customer Protection Standard Operating Procedure Template

NOTE: The following is a template and should be used to develop premises specific 'Standard Operating Procedures' (SOPs) following a 'Risk Assessment' of individual premises. Measures suggested in this template may not be required as premises specific mitigations; behavioural, physical and technological may provide alternative solutions

## CUSTOMER PROTECTION

- Encourage pre-booking with staggered arrival times
- Communicate procedures and practices to guests in advance if possible, provide signage and verbally explain the social distancing to customers on arrival
- Post signage at the entrance that states that no one with a fever or symptoms of COVID-19 is to be permitted in the premises – "Stay home and seek medical attention if you have symptoms consistent with the disease"
- Determine entry/exit to and from toilets to establish paths that mitigate proximity for customers and staff (see toilet checklist)
- Customers should be reminded when entering and leaving the premises to use the hand sanitation station
- Customers attention should be drawn to the additional wall and floor signage giving more information and effective guidance
- Queue management – limit the number of guests gathering within or outside the premises and ensure queues are fast-moving
- Seating management– Customers should be seated in a manner that complies with the current government social distancing requirements
- Individuals and family members who wish to be seated together should continue to do so
- Screens should be used where appropriate to support social distancing
- Dining tables, bar tops, stools and chairs to be sanitised after each use
- Scheduled sanitising of all shared surfaces every 30 minutes
- All linen including underlays to be replaced after each use
- Tables should not be pre-set. Staff should provide cutlery, napkins as required - Condiments will be single use were possible – this includes salt, pepper and sugar
- Customers should not order at the bar. Bars should operate waiter service only
- Customers should not sit at the bar and should sit at one of the tables - placed in order to comply with the current social distancing requirements
- Menus to be single use and/or disposable

## SOP 5 - Customer Protection Standard Operating Procedure Template

- Hands, tills and card machines should be sanitised after each staff member interaction.
- Encourage use of card payment methods
- All crockery cutlery and glassware should be washed and disinfected in a dishwashing machine, including items that have not been used, as they might have been in contact with the hands of guests or staff - Avoid washing by hand where possible
- When clearing tables, staff member should avoid touching face and should wash hands immediately afterwards
- Kitchen preparation benches should be sanitised before use and every 30 minutes thereafter, unless further sanitation is needed between tasks
- Where possible, two kitchen porters should be in place, one with responsibility for handling dirty dishes and the other with responsibility for the safe handling of clean dishes
- All shelves used for stocking clean dishes etc. will be disinfected at the end of each shift
- Where appropriate, meals to be prepared and served on one plate to avoid the use of multiple dishes and plates etc
- All buffet and self-serve style events should be suspended until further notice

## SOP 6 - Table Service Standard Operating Procedure Template

NOTE: The following is a template and should be used to develop premises specific 'Standard Operating Procedures' (SOPs) following a 'Risk Assessment' of individual premises. Measures suggested in this template may not be required as premises specific mitigations; behavioural, physical and technological may provide alternative solutions

### TABLE SERVICE

- Pre-shift briefings should be carried out with staff to reinforce key areas such as handwashing, staff and customer protection, social distancing and cleaning regimes.
- Staff must be aware of the procedure to follow if a customer on the premises displays with COVID-19 symptoms – e.g. isolation area, protocols to follow, emergency contacts etc.
- Pre-booking should be encouraged with staggered customer arrival times. Customers should be given information, in advance, in relation to specific COVID-19 procedures
- Capacity levels must be agreed and monitored to ensure maximum numbers are not exceeded (do not forget to include Front of House staff in this calculation).
- Physical barriers should be placed to assist social distancing e.g. screens or rope barriers.
- Customers should be reminded, on arrival, of social distancing and hand sanitising protocols.
- Hand sanitising stations must be available at all entrances and exits.
- Staff should have bottles of hand sanitiser spray or anti-bacterial wipes available to use as required.
- Configuration of the seating areas must ensure a safe distance between tables and between seats as set out in current Government guidelines. Individuals and family members who wish to be seated together should continue to do so, but there should be an adequate spacing maintained between different groups of guests in accordance with Government physical distancing guidelines.
- Where and when possible, all Front of House staff should comply with physical distancing guidelines. The amount of personnel at waiter stations should be limited and minimise movement between stations. (These should be cleaned and sanitized at least twice per day).

## SOP 6 - Table Service Standard Operating Procedure Template

- All Menus should be single use and disposable (or easily sanitized, through lamination for example). Alternatives include electronic menus, phone apps or menu boards.
- All staff should have their own equipment, e.g. individual pens, pads or electronic devices should be assigned to relevant staff.
- If equipment and tools are shared, they must be sanitised before being 'passed over'.
- Waiting staff should take the customer order from an appropriate physical distance (as per current Government guidelines). With the time required for order taking to be less than 15 minutes (this also applies to all other communication between the guest and the server).
- Where it is impractical to practice social distancing, alternative measures must be in place
  - Clear screens in place to create a physical barrier
  - Staff to wear a disposable face covering.
- Attention must be paid to hand and respiratory hygiene during order taking and table service. When serving/clearing tables, staff should wear a disposable face covering and avoid touching their face.
- Disposable gloves are not compulsory as handwashing is a greater protective barrier to infection than wearing disposable gloves. If gloves are worn, then they must be disposed of properly. Correct hand hygiene is extremely important, whether using gloves or not.
- Where staff come into contact with any items used by customers, they must ensure they wash their hands before moving on to another task.
- Where appropriate, meals should be served on one plate to avoid the use of multiple dishes.
- Cutlery should be brought to the table as a 'Roll Up' and stored in a cleaned disinfected covered area.
- Condiments should be provided in single use portions or sanitized individual containers.
- Tables and chairs should be sanitised between customer usage and at the beginning and end of each service.
- Tables should not be pre-set, and napkin service should be suspended (no placing in a guest's lap or refolding) Avoid use of candles/flowers etc. on table. Tableside cooking should be suspended.
- All linen, including underlays, should be replaced after each use. Where possible use disposables.

## SOP 6 - Table Service Standard Operating Procedure Template

- Individual bottles of water should be offered in place of jugs/carafes. Bottles must be wiped in advance with sanitiser.
- Drinks should not be garnished with pre-cut fruit. Accessories for drinks, such as straws, must be individually wrapped. Embellishment of drinks should be kept to a minimum.
- Cashless transactions should be encouraged. Where possible, Point of Sale terminals should be assigned to a single server and sanitized before and after each shift.
- If multiple staff are assigned to a Point of Sale terminal, hands and surfaces must be sanitised after each use.

## Toilet Facilities Checklist

### Checklist for Businesses opening Toilet facilities

Structure and signage considerations

	Action	Person Responsible	Action Taken	Date Completed
1	Ensure that a building re-opening checklist has been completed with reference to water supplies/legionella risks etc.			
2	Ensure that clear signage is erected so that people know the restrictions/rules for using the toilet facilities.			
3	Consider where people will have to wait/queue to use the toilet facilities, consider using floor markings/barriers etc. Consider if the waiting area must be remote from the Toilet/s if the access is narrow. If the toilet queue is going to go past desks or tables in a café/restaurant/bar will those persons who are seated be protected or should the desk/table be moved or closed?			
4	Consider providing sanitiser dispensers before the entrance of the toilets to reduce potential viral load on touch points and for customers to use after exiting the toilets to reduce viral load from touch points after hand washing (for example exit doors.)			
5	Measure your toilet facilities to determine the maximum occupancy while maintaining 2m social distancing.			
6	Identify urinals and/or cubicles and wash hand basins that need to be closed to maintain social distancing: - for example closing every other urinal, or wash hand basin. (Unlikely a cubicle would			

## Toilet Facilities Checklist

	need to be closed unless access is very tight.)			
7	Close off the facilities identified above so that they cannot be easily utilised.			
8	Decommission hand dryers it is thought that hand dryers can circulate the virus in the air so their use should be avoided.			
9	Display clear signage within the toilets reminding people to wash their hands thoroughly before and after using the facilities.			

## Staffing and management considerations

	Action	Person Responsible	Action Taken	Date Completed
10	Consider using a 'toilet attendant' during busy times to ensure no overcrowding occurs inside the toilets.			
11	Ensure that soap and hand sanitiser dispensers are regularly checked, cleaned and maintained. Adequate supplies of soap, and hand sanitiser should be provided at all times and any defective units should be rapidly repaired or replaced.			
12	Provide paper towels for hand drying and ensure an adequate supply is maintained.			
13	Consider disposal arrangements for paper towels and ensure the bins are emptied before they are full.			
14	Ensure that a thorough regular clean takes place of all surfaces that are likely to be touched such as taps, door handles/locks toilets seats etc. Organise cleaning after busy periods such as lunch time or			

## Toilet Facilities Checklist

	shift changes. You are likely to need to extend the hours of, or take on more, staff for cleaning.			
15	Consider if the Toilets need to be closed while cleaning is taking place to ensure staff safety.			
16	Consider PPE for cleaning staff including disposable gloves and aprons if required.			
17	Consider disposal arrangements for PPE can it be retained for 72 Hrs before disposal?			
18	Consider separate changing area and toilet for staff if possible.			

### Supplementary Information.

Example of points to include in signage for Toilet Facilities, in addition to Public Health Agency handwashing signage, available [here](#): -

1. These facilities are cleaned/inspected [X] times a day or [throughout the day]. It is still essential that you follow the guidance given to keep yourself and others safe.
2. The toilets will be closed/remain open during cleaning.
3. You must maintain a safe distance of 2 metres from others when entering, waiting or leaving the toilets.
4. Please use the hand sanitiser provided before entering the toilets (if provided).
5. If on entry you are unable to maintain social distancing, please wait in the designated queuing area, keeping 2 metres apart from others and avoid blocking the entrance to the toilet.
6. No more than X people [insert what is appropriate for the space] should be in the waiting area at one time.
7. Some facilities may be closed for your safety – do not use if closed
8. Avoid touching surfaces where possible and do not touch your face.
9. Before leaving the toilet WASH YOUR HANDS with soap and water for at least 20 seconds and dry thoroughly.

## Toilet Facilities Checklist

10. Dispose of paper towels in the bins provided.
11. Please use and leave the facility as quickly as possible.
12. Please use the sanitiser provided after you leave the toilets (if provided).

Please respect our staff. Thank you for helping us keep everyone safe.

### Design considerations / possible physical alterations.

Structure – Consider, could we alter any of the following to improve social distancing?

Access to the toilets

Size of toilets

Would making the toilet unisex be a benefit particularly space wise?

Should screens be provided within toilets?

Hardware - Consider could we use any of the following to reduce risk of infection?

Sensor taps

Sensor sanitiser dispensers

Sensor flushes

Sensor doors

Management – Consider could we provide sanitising wipes and a bin in each cubicle to clean toilet seats (how do we stop patrons blocking the sewer with wipes?)

# Risk assessment template

Company name:

Assessment carried out by:

Date of next review:

Date assessment was carried out:

What are the hazards?	Who might be harmed and how?	What are you already doing to control the risks?	What further action do you need to take to control the risks?	Who needs to carry out the action?	When is the action needed by?	Done

This is a draft copy of a **generic Risk Assessment** for dealing with the current Covid-19 situation in the workplace. It is not likely to cover all scenarios and each employer should consider their own unique circumstances. To keep up to date with HSENI advice to workplaces in this fast changing situation visit <https://www.hseni.gov.uk/news/coronavirus-covid-19-and-hseni-contact-details-update>

More information on managing risk <https://www.hseni.gov.uk/topic/covid-19-advice-and-guidance-places-work>

# Risk assessment template (sample with details)

Company name: The Hotel

Assessment carried out by: Joe Bloggs

Date of next review: 1/9/2020

Date assessment was carried out: 01/07/2020

What are the hazards?	Who might be harmed and how?	What are you already doing to control the risks?	What further action do you need to take to control the risks?	Who needs to carry out the action?	When is the action needed by?	Done
<b>Spread of corona virus</b>	Staff	Survey of Staff SOP's in revised form Training completed Available online & revised Return to work interviews Register of pre-conditions Increased Sanitation stations Teams assigned Handwashing Breaks PPE available	Review of Sanitation Online Staff Survey Fortnightly review schedule to be completed Review Teams & Shift patterns	Joe Bloggs	1.8.2020	
<b>Spread of corona virus</b>	Guests	Pre-Booking Survey				

What are the hazards?	Who might be harmed and how?	What are you already doing to control the risks?	What further action do you need to take to control the risks?	Who needs to carry out the action?	When is the action needed by?	Done
		SOP's online & revised Information Additional Sanitation Social Distancing Mensure				

This has been completed as a sample ONLY and you should look at your business operations, staff needs and SOP's to ensure that this risk assessment to a compliant standard.

More information on managing risk <https://www.hseni.gov.uk/topic/covid-19-advice-and-guidance-places-work>