

Bridge of Orchy Hotel Statement on Cleaning Protocols

We take standards for hygiene and cleanliness very seriously and are taking steps to ensure the safety of our guests and visitors. Our hotel is working to ensure that they meet the latest guidance on hygiene and cleaning. Our hotels' health and safety measures are designed to address a broad spectrum of viruses, including COVID-19, and include everything from handwashing hygiene and cleaning product specifications to guest room and common area cleaning procedures. Specific steps Bridge of Orchy Hotel is taking include:

- **Hand Hygiene:** Proper and frequent handwashing is vital to help combat the spread of viruses. Our staff are reminded that cleanliness starts with this simple act. It's important for their health and that of our guests. As recommended by NHS hand washing shall last for 20 seconds using water and soap. We have installed several motion-sensor hand sanitizer stations for the guests and customers use.
- **Ongoing Training:** In addition to training on housekeeping and hygiene protocols, hotel associates are also completing enhanced COVID-19 awareness training. We also monitoring UK Hospitality newsletters what are providing more detailed and specific instruction for hotel, restaurants, and pubs.
- **Real Time Information:** We use our internal channels to share information about any news and update regarding the COVID-19 on daily basis.
- **Employee screening:** All employees must temperature checked at the beginning of the shift with a non-contact forehead temperature gun. All results will be recorded.
- **Employee PPE:** All front of house staff must always wear facemask and gloves. PPE to be provided by the employer.

Cleaning Products and Protocols: We work with our partners and suppliers to make sure our hotels can procure and use virus-killing products in compliance with the current COSHH regulations. Our hotel uses cleaning products and protocols which are effective against viruses, including:

- **Guest Rooms:** Hotels use cleaning and disinfecting protocols to clean rooms after guests depart and before the next guest arrives, with attention paid to high-touch items. Housekeeping staff must always wear hand gloves and face mask while attending guest rooms and dealing with disposal, dirty linen, and amenities from the guest bedrooms.
 - **Public Spaces:** Hotels have increased the frequency of cleaning and disinfecting in public spaces, with a focus on the counter at the reception desk, till and card machines, door handles, public bathrooms and even room keys.
 - **Back of House:** In the spaces where staff work "behind the scenes," hotel is increasing the frequency of cleaning and focusing on high-touch areas like staff entrances, locker room, laundry rooms and staff offices. Bin area is considered high risk area where the general waste, recycling waste and dirty linen is kept. Protective equipment such as gloves and face masks must always be worn.
 - **Deliveries:** All deliveries apart from small parcels and letters must received in the back of house goods delivery area.
 - **Event Notification:** If we are alerted to a case of COVID-19 at one of our hotels, we immediately work with NHS INFORM to obtain the facts and guidance on steps to take with both guests and staff. We undertake an additional cleaning and disinfecting protocol of the common areas of the hotel as well as the areas we know the guest has been during their stay. In addition, the hotel seals the guest's room (e.g., preventing entry by staff or others) and undertakes a room recovery protocol that is designed to disinfect everything in the room including sanitizing the air.
- To call NHS 24/7 dial 111.**