



## Reopening Risk Assessment

Village Hotels are committed to ensuring the continued safety of its teams and guests by adopting strict controls, in order to mitigate the risk of COVID-19.

In line with current advice for working in a COVID-19 secure environment, our risk assessments have identified several primary controls. The methodology for conducting risk assessments is consistent to the Health and Executives 5 steps to risk assessment - 1. Identify hazards. 2. Decide who might be harmed. 3. Evaluate risk and decide precautions. 4. Record findings. 5. Review.

The controls are listed in order of effectiveness based on the hierarchy of controls of elimination, substitution, engineering controls, administrative and Personal Protective Equipment.

The Primary Controls are summarised below:

### **1) Return to work health and ongoing screening**

The health and wellbeing of our teams is paramount. Now more than ever it is critical to create a safe and comfortable working environment.

Before returning to work all team members will be assessed and supported.

On-going, pre shift health assessments, including temperature control.

We ask that our guests and members do not attend hotels if showing any symptoms of COVID-19.

### **2) Social distancing and limiting prolonged contact (Engineering Controls)**

We have taken the necessary steps to promote social distancing within our hotels. This has included reviewing all working and public areas and adjusting the layout where necessary.

Where distancing is not continually achievable, we have:

- Kept the activity time involved as short as possible
- Used screens or barriers to separate people from each other
- Used back-to-back or side-to-side working
- Reduced the number of people each person has contact with by using 'fixed teams or partnering'

We ask that our guests please adhere to the social distancing measures we have introduced, to keep other guests and our teams safe.

### **3) Enhanced hand hygiene (Administrative)**

Hand hygiene remains dominant in the fight against COVID-19.

Team members will frequently wash their hands and have been trained on when and how to do this effectively.

Hand sanitising stations will also be available for guests and to support frequent hand washing for our teams.

### **4) Enhanced cleaning (Administrative)**

We pride ourselves on the highest of hygiene standards, however we understand our guests' expectations around cleaning has changed.

Already thorough cleaning regimes have been enhanced in bedrooms, public areas, and leisure paying attention to hand contact surfaces. The chemicals used are effective against COVID-19.

### **5) PPE and Face Coverings (PPE)**

When managing the risk of COVID-19, additional PPE beyond what is normally worn at work is not deemed to be beneficial. This is because COVID-19 is a different type of risk to the risks normally faced in a workplace and needs to be managed through social distancing and hygiene.

However, Village hotels recognise that during this time team members and guests may be reassured by the wearing of face coverings. As such each role has been assessed and additional PPE provided.

### **6) Training**

All team members have been trained extensively on all company strategies and new protocols in hygiene, safety & changes to guests' journey and experience, in order to protect themselves and others in the workplace. All training is recorded on line and tested with expectation of 100% pass mark.

### **Review**

The risk assessment process is governed by the Risk Committee, in consultation with operational leads. The risk assessments will be monitored to ensure they are effective and our position will be reviewed at minimum monthly, by the Executive Team. The operational risk assessments and health and safety management systems will be updated accordingly, and trained to all relevant team members.



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