

VILLAGE

HOTELS

COVID Risk Assessment

Village Hotels are committed to ensuring the continued safety of its teams and guests by adopting control in order to continue 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 . The Primary Controls are summarised below:

1) Ventilation

We have taken the necessary steps to ensure adequate and appropriate ventilation throughout our hotels.

2) Enhanced hand hygiene

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 are available for guests and to support frequent hand washing for our teams.

3) Enhanced cleaning

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 throughout the hotel paying particular attention to hand contact surfaces. The chemicals used are effective against COVID-19.

4) Face Coverings

Village Hotels recognise that during this time team members and guests may be reassured by the wearing of face coverings as such our teams will continue to wear face coverings.

5) 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.

Review

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



Gary Davis

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