



# StaySafe Hospitality

## Cleanliness & Hygiene Assessment & Certification Program

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Our HQ is located in London and have been operating StaySafe Hospitality Risk Assurance & Certification programs specifically for the hospitality sector for over 4 years. We are a young company, creative, forward thinking and have global presence. Our teams are all hospitality professionals with a passion for what we do, helping to keep guests and employees safe and secure.

In our continued efforts to fight COVID-19 and improve safety & hygiene standards throughout the hospitality sector we have developed an online self-assessment & certification program. These will enable our clients to demonstrate they have adopted international best practices to prevent the spread of COVID-19 and other viruses.

## COVID-19 – The Global Pandemic

COVID-19 remains a global pandemic and has forced many businesses to change their ways of working and re-evaluate what the new normal will look like. The hospitality sector is no different and as we know the travel and tourism sector has been significantly impacted. However, the way out of this crisis for hospitality and tourism sector is for businesses to be able to demonstrate they are adopting the best standards in cleanliness and hygiene and infection prevention and control. Our job at StaySafe Hospitality is to provide those tools to facilitate this, including guidance, self-assessment and certifications. Cleanliness & Hygiene has become one of the most important factors in the road to recovery and for future business.



## Back 2 Business



As the COVID-19 virus spread globally it was very clear the impact would be huge and this would change the hospitality sector as a whole. Our clients asked to provide them a set of standards they could use to demonstrate when they re-open for business they have adopted the highest standards for infection prevention and control, including hygiene and cleanliness. We developed a specific self-assessment and a certification program to enable our clients to show they are safe environments for their guests. This program has been developed in collaboration with hygiene specialists and hospitality professionals within our international professional network.

# Infection Prevention & Control

A little positive news in these difficult times, we won't be in this situation for ever and those businesses that have planned and prepared their recovery will return. We believe those clients utilising the StaySafe Hospitality system have a great opportunity to return to the market even stronger.

Our intention whilst developing these enhanced Infection, Prevention & Control standards was to provide much more than your basic cleanliness and hygiene audit tool. We have reviewed each stage of the life cycle of the guest and employee journey, considered common touch points, typical areas where social distancing may present challenges and opportunities for infection and germ spread. The assessment is another step in the right direction to raise domestic and global confidence of a hotels hygiene & cleanliness standards.



Our 'StaySafe' certificate placed prominently at a hotel will provide guests and visitors a "peace of mind" and demonstrate compliance with required regulatory standards.

The criteria within this assessment & certification program will enhance the areas of possible infection, reduce the risk of spread of a virus and change behaviors. During this process we reviewed international guidance and frameworks from professional bodies such as Centers for Disease Control (CDC), AHLA, Public Health England, World Health Organization along with professional advice from our StaySafe Hospitality Risk professionals. This self-assessment and certification program will compliment any hospitality businesses existing health & safety initiatives.

## Overview

*We have listed below some of the elements included within the self-assessment and our audit criteria. This is not the exhaustive list.*

*Our framework and criteria has been developed to cover every step of the guest journey, from arrival through to the departure and all their activities between. We have also included employee health & safety requirements to protect your teams from infection of COVID-19, or other potential viruses.*

Framework Category	Overview (not full criteria)
Management, Policies & Procedures	<p>Enhanced Operating Protocols are implemented for the following:</p> <ul style="list-style-type: none"><li>○ Social / Physical Distancing – Employees &amp; Guests/Visitors (F&amp;B, Check-In/out, Leisure, meetings &amp; events, heart of house)</li><li>○ Enhanced cleaning &amp; sanitization procedures</li><li>○ Cleaning Products &amp; Supplies</li><li>○ Health Screening (guests &amp; employees)</li><li>○ Contactless (Payments)</li><li>○ Use of Hotel Vehicles</li><li>○ Laundry EOP</li><li>○ First Aid &amp; CPR provision</li><li>○ Incident Reporting (Suspected cases of COVID)</li><li>○ Training – Cleanliness, Hygiene, Hand Wash, Sanitization, PPE</li></ul> <p>All current coronavirus policies communicated to employees</p>

<b>Employee Training</b>	Ensuring all colleagues have been trained on the new enhanced operating protocols and understand the signs and symptoms of COVID-19 and how to report suspected cases.
<b>Enhanced Cleaning Protocols &amp; Swab Testing</b>	Guest Room common contact / touch points e.g. door handles, key cards, light switches, remotes, phones, showers & taps, toilet flush systems, thermostats. Also communal areas such as gyms, restaurants, lounges, cafes, bars, lift call buttons and lift control buttons. Heart of house areas where employees, contractors etc attend and work. System in place to demonstrate guest room has been cleaned & disinfected (sanitized). Swab testing to be carried out to evidence effectiveness of cleaning protocols.
<b>Enhanced Technologies and Equipment (Optional)</b>	<p><b>Electrostatic sprayers</b> are used with hospital grade disinfectant to sanitize surfaces in guest rooms, gyms, lobbies and all public areas of the hotel.</p> <p><i>Note: Electrostatic spraying technology uses the highest classification of disinfectants recommended by the Centers for Disease Control and Prevention (CDC) and World Health Organization (WHO) to treat known pathogens. The sprayers rapidly clean and disinfect entire areas and can be used in a hotel setting to clean and disinfect guest rooms, lobbies, gyms and other public areas</i></p> <p><b>UV Light Wand technology</b> used for sanitizing keys, devices and common touch surfaces.</p>
<b>Cleaning Products &amp; Sanitization Wipes / Gels</b>	Ensuring cleaning products are suitable to kill the virus, ensure they are stored correctly and used with the correct PPE. Providing hand sanitizer in key locations for guests and employees. Ensuring sufficient soap, water and hand drying facilities.
<b>Social / Physical Distancing</b>	Planning for meeting & events, gymnasiums, beach & pool areas, restaurants, check-in, valet etc, use of elevators/lifts, company vehicles, pool plant operations.
<b>Employee Safety, Health &amp; Welfare</b>	workplace practices and safe environments, ensuring teams can socially distance in their workplace and in their team restaurants where provided, have appropriate PPE, training and welfare facilities to carry out their duties safely. Ensure PPE is provided as per local authority guidelines as a minimum
<b>Engineering &amp; Maintenance</b>	<p>Property re-opening checks / procedures</p> <ul style="list-style-type: none"> <li>- Statutory / OSHA compliance inspections / testing &amp; maintenance</li> <li>- Legionella testing</li> <li>- Swimming Pool Checks etc</li> </ul>
<b>Communications, Information &amp; Signage</b>	Ensuring appropriate signage for social distancing, hand washing, sanitizers etc throughout the hotels.
<b>Personal Health Screening</b>	Conduct Temperature checks to identify those with a fever, guests & employees. Use personal health questionnaires to confirm if guests and employees are displaying symptoms or have recent contact traceability.
<b>Food &amp; Beverage</b>	Tables & seating re-arranged to enable social distancing, walkways signed for one way where ever possible. Kitchen, food prep areas with enhanced sanitization programs. In room dining & buffet protocols reviewed.
<b>Transport (Hotel vehicles / Limos/bus etc)</b>	Cleaning & disinfecting, social distancing, contactless payment and invoicing, driver safety and passenger safety.
<b>Laundry &amp; Housekeeping Services</b>	Procedures for soiled linen, housekeeping services in guest rooms (use of high grade disinfectants / sanitization)
<b>Incident Reporting – Suspected Cases of COVID-19</b>	How to recognize a potential COVID-19. Report COVID-19 suspected cases (internal & external to health authorities)

	Respond to guest / employee with symptoms Quarantine (isolation) procedures for guests with symptoms
<b>Emergency Response Procedures &amp; First Aid Provisions</b>	<p><b>Evacuation Procedures:</b> Emergency Evacuation Procedures to be reviewed to consider social distancing. Assembly / Muster Points to be reviewed to support social distancing where possible. Where social distancing at assembly points is not possible provision of disposable face masks and gloves is a good practice. Evacuation procedure for disabled guests – When providing physical assistance to a disabled guest during an emergency evacuation, appropriate PPE must be worn (gloves, mask, apron). Fire Wardens / Marshalls / Emergency Response Teams to be issued with appropriate PPE (E.g. disposable gloves, masks, aprons and eye wear)</p> <p><b>Bio Hazard Spill Kits</b> - A fully stocked biohazard kit (or proper disinfectants, personal protective equipment, and needed equipment) is available for response to clean-up of illness events.</p> <p><b>First Aid Provisions &amp; CPR</b> (First Aiders &amp; Life Guards) – Do not provide 'mouth to mouth' resuscitation. All First Aid Kits to have disposable gloves, masks, aprons and eye wear as a minimum.</p>

## Steps to Certification

### Self Assessment / Self Evaluation

We know how important it is to your business to act quickly against this virus. We have introduced the self assessment (self-evaluation) to enable your business to measure against our international standards and take actions to address any areas of improvement that you have identified. The self assessment is available via our mobile auditor tool and produces online reports, action plans and a management dashboard for you to monitor your progress. It will provide you a score / rating to demonstrate your possible achievement towards our independent certification.

### Independent Audit / Certification

Similar to our other International Risk Certification programs to achieve Certification will require our independent verification of your audit. Once the self-assessment is verified by our independent verification process you will be awarded our Infection Prevention & Control (Cleanliness & Hygiene) Certification which is accompanied by a plaque, e-banners to showcase on your company websites, media channels and your social media. You will also receive a signed certificate.

## Contact Us

For further information on our StaySafe Infection Prevention & Control assessment program please contact us.



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