



<b>Business Name &amp; Address</b>	<b>Morag's Lodge, Bunoich Brae, Fort Augustus, PH32 4DG</b>
<b>Type of Operation</b>	Hostel
<b>Services Provided</b>	Accommodation, Food & Beverage
<b>Head Office Details</b>	Radical Travel Group, 2 <sup>nd</sup> Floor Atholl Exchange, 6 Canning Street, Edinburgh, EH3 8EG
<b>Responsible Person (s)</b>	Claire Christie (author), Graeme Ward (Managing Director), All Staff on Site
<b>The hazard</b>	<p>SARS-CoV-2 is a respiratory virus that can invade a host via the respiratory route or via hand to eye / mouth / nose contact, causing the disease COVID-19. People who appear healthy may be carrying and shedding the virus, which can be passed on either directly or indirectly to others. This means we need to assume that anyone could be carrying the virus.</p> <p>The routes of transmission (how the hazard can cause harm – the risks)</p> <ul style="list-style-type: none"> <li>• Direct contact to face – eyes, nose from droplets or aerosols spraying from an infected person onto another person who is in close contact.</li> <li>• Contamination via droplets from sneezing and coughing landing on surfaces and then transferring via hands on to eyes and nose and mouth. Other means of secretions getting on to surfaces could be from infected people touching their eyes, nose and mouth and then touching surfaces with contaminated hands.</li> <li>• Contaminated hands of infected people can transfer the virus directly to others (e.g. handshakes) or on to hand contact surfaces which can be picked up by other people's hands and transferred to their eyes, nose or mouth</li> <li>• Possible transmission from faeces to hands and then directly or indirectly to the body via hands and hand contact surface transfer.</li> </ul> <p>The main controls are:</p> <ul style="list-style-type: none"> <li>• Social distancing in accordance with government guidelines</li> <li>• Disinfecting hand contact surfaces</li> <li>• Hand washing and hand sanitiser use at key moments</li> <li>• Not touching eyes, mouth or nose with contaminated fingers (if used)</li> </ul> <p>We acknowledge this is an evolving situation; our SOP and risk assessments will be reviewed in line with Scottish Government guidelines and adjusted as restrictions are enhanced or relaxed accordingly.</p> <p>The Customer journey &amp; controls and Staff journey &amp; controls can be found in appendix 1.</p>



KEY CONTROLS							
Operational Concern/Hazard	Previous Control	People Affected	Additional Controls Required (What)	Actions	Ownership (Who)	Completion Date (When)	Notes /Risk Factor High Medium Low
Back to work (fitness to work) policy	Standard sickness policy detailed in Company Handbook	Staff	Staff to self-certify fitness for work before starting day. Confirming they feel well and do not have any symptoms of coronavirus (covid-19). Contactless thermometer may be used to check & record temperatures	Template created on rota for staff to self-certify & contactless thermometers purchased. Staff trained on correct usage.	Manager	1 <sup>st</sup> July	Medium Staff on duty solo will not be able to test
Staff Training	Thorough induction training and mentoring from Supervisors/Managers	Staff	All staff to complete external certified training: WorldHost 2020 - Keeping Customers Safe (COVID-19)  All staff to receive thorough training on risk assessment, new safety & hygiene protocols, SOP's, customer and self-care.	Training certificates filed with risk assessment  Sign off sheets for staff to acknowledge internal training received	Manager	1 <sup>st</sup> July	High Comprehensive staff training is the most important aspect of keeping our property safe for guests
Disinfection	Standard eco products used for	Staff Guests	Products certified EN14476 to be used to	Viricidal Sanitiser has been sourced from	Manager	1 <sup>st</sup> July	Medium



	cleaning & sanitising	Contractors Suppliers All Visitors	complement existing chemicals	supplier along with COSHH safety data sheets. Staff trained on correct usage.			
Ventilation	Windows open during cleaning. Windows & Doors open during day shifts to air building	Staff Guests Contractors Suppliers All Visitors	Request to guests to open bedroom window prior to check out to air room prior to staff entering	Request to guests in pre-arrival/check-in communication	Manager	1 <sup>st</sup> July	Low
Hand hygiene	Staff trained to wash hands regularly and between tasks	Staff Guests Contractors Suppliers All Visitors	Hand sanitiser located at entrance and throughout premises Handwashing posters located at communal sinks	Staff to visibly sanitise hand before dealing with guest Staff to request guests sanitise their hands All hand sanitiser units checked daily and refilled – checks added to SOP	Manager	1 <sup>st</sup> July	High Rated high due to hand hygiene being a key element of preventing the spread of coronavirus (covid-19)
Social distancing goal	N/A	Staff Guests Contractors Suppliers All Visitors	Perspex screen to provide protective barrier Floor stickers and signage to remind guests of social distancing rules	Perspex screen installed on reception desk Floor stickers and signage installed Staff trained to manage guests not adhering to social distancing	Manager	30 <sup>th</sup> June	High Rated high due to social distancing being a key element of preventing the spread of coronavirus (covid-19). Social distance may be reduced from 2m to 1m
Menu operation and	Buffet Breakfast	Staff	Buffet Breakfast will	Staff Trained on new	Manager	1 <sup>st</sup> July	Low



adaptation	Packed Lunch Plated Evening Meal	Guests Contractors Suppliers	cease until further notice and replaced with Packed Breakfast including Hot Roll that can be consumed on or off premises	Meal offerings			Transmission through food is considered low risk Food preparation protocols are to a strict hygiene standard
First Aid	Several Team Members First Aid Trained	Staff Guests Contractors Suppliers All Visitors	Additional PPE required for delivering First Aid	PPE has been acquired	Manager	27 <sup>th</sup> June	High
Smoking or vaping	Staff not permitted to smoke in front of guests (No smokers in the current team)	Staff Guests Contractors Suppliers All Visitors	Social Distancing adherence in smoking area	Staff trained to manage people congregating	Manager	1 <sup>st</sup> July	Low
Number of staff at work	Up to 6 staff on shift concurrently	Staff	Reduced guest capacity requires fewer staff	1 staff member per department area to allow for social distancing	Manager	26 <sup>th</sup> June	Medium
Customer capacity	Rooms & Dorms sold to Maximum Capacity	Guests	Social Distancing has reduced the capacity of the dorms by 50%. 6-bed dorms now 3- bed, 4-bed dorms now 2-bed.	Online booking platforms have been updated to reflect new room configuration. Staff trained on communal room capacities	Manager	26 <sup>th</sup> June	Medium 45 Guests total 20 Dining 10 Bar 15 Lounge
When staff feel unwell	Company Handbook states staff sickness protocol in detail	Staff	Staff must immediately stop work, return home, and refer to NHS Inform. If the staff	SOP details how to deal with staff who are displaying symptoms/self-	Manager	1 <sup>st</sup> July	High



			member is live-in they must self-isolate in their room and not share bathroom facilities	isolating			
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PRE-ARRIVAL							
Operational Concern/Hazard	Previous Control	People Affected	Additional Controls Required (What)	Actions	Ownership (Who)	Completion Date (When)	Notes /Risk Factor High Medium Low
Regular Facilities & Services being temporarily affected by covid-19 restrictions	Website & booking confirmation would provide F&B and general facilities info	Guests	Website kept up to date with current safety protocols in place Pre-arrival email to be sent with current information, followed up with phone call	Marketing to update website Reception staff to manage communications with guests and keep notes in BPO of all comms Email template to be set up	S&M Manager & ML Manager	15 <sup>th</sup> July	Low
Payment by card only	Cash & card previously accepted	Guests Staff	Self-check-in guests to be contacted to pay over the phone pre-arrival. Winter check-in procedure extended.	Welcome letter template set up	Manager	8 <sup>th</sup> July	Low
Protecting the local community	N/A	Staff Guests Local Residents	Welcome info/material including requesting guests recognise the importance of the local	Info added to pre-arrival email template	Manager	8 <sup>th</sup> July	Low



			community, and respect social distance and good hygiene practice in all contacts and activities both inside and outside of the hostel				
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EXTERNAL AREAS & GARDEN							
Operational Concern/Hazard	Previous Control	People Affected	Additional Controls Required (What)	Actions	Ownership (Who)	Completion Date (When)	Notes /Risk Factor High Medium Low
Arrival at premises - Car Park & External Areas. Untidiness is associated with lack of cleanliness. The external appearance of the property needs to give the guest a good first impression to provide reassurance.	Daily check of external areas for litter/cleanliness Gardener carries out regular grass cutting Window Cleaner makes 6-weekly visits	Staff Guests Suppliers Contractors All visitors	Frequency of external checks increased to 4 times daily Entrance ramps to be cleaned with water & brush daily Entrance mats sprayed with disinfectant	Cleaning SOP updated Staff to undertake window cleaning due to budgetary constraints. Staff Training.	Manager	1 <sup>st</sup> July	Low
External Seating & Railings	Daily check of external seating areas for cleanliness	Staff Guests Suppliers Contractors All visitors	External seating to be cleaned between uses Railings and door handles to be cleaned hourly	Cleaning/Reception/Bar SOP updated to include increased cleaning frequency. Staff Training.	Manager	1 <sup>st</sup> July	Medium
Entrance Door	Daily cleaning of entrance door and vestibule	Staff Guests Suppliers Contractors All visitors	Hand Sanitiser installed at entrance door Front entrance doors to be propped open whilst staff on duty &	Hand sanitiser dispenser filled & fitted Cleaning SOP updated to include checking for	Manager	1 <sup>st</sup> July	High



			weather permitting Increased frequency of cleaning door handles to between uses/every hour	refill. Staff Training.			
Coach Parking & Group Arrival	Coach pulls up close to entrance and group queues and congregates in reception area	Staff Guests Tour Group passengers/Driver	Coach to park in coach park Driver to liaise with reception staff prior to group members entering the building Groups of travellers on the coach to be permitted to check-in entry one group at a time	Training provided to hostel staff and drivers on new procedure	Manager	31 <sup>st</sup> July	High
Bike Shed	Guests have shared access to locked bike shed	Staff Guests	Keypad to be sanitised daily and between guest uses. Gloves to be made available if guests require access outside regular staff working hours	Cleaning SOP updated to include bikes shed keypad. Staff Training.	Manager	1 <sup>st</sup> July	Medium
Suppliers & Contractors Protocols for entering premises	Suppliers & Contractors present themselves at reception	Staff Guests Suppliers Contractors All visitors to premises	Safety protocols to be communicated to and followed by all accessing the premises	Protocols communicated to be logged by reception staff. Staff Training.	Manager	1 <sup>st</sup> July	Medium
Deliveries	Deliveries dropped both internally and externally	Staff Suppliers	Request external deliveries where possible. Where possible external	Suppliers contacted and SOP's updated. Staff Training.	Manager	1 <sup>st</sup> July	Medium



			packaging to remain outside				
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RECEPTION/OFFICE & SUNLOUNGE							
Operational Concern/Hazard	Previous Control	People Affected	Additional Controls Required (What)	Actions	Ownership (Who)	Completion Date (When)	Notes /Risk Factor High Medium Low
Social Distancing between staff on reception and guests/all other visitors	Distance with no control is approx. 1m	Staff Guests Suppliers Contractors All visitors	Perspex screen to provide protective barrier Floor stickers and signage to remind guests of social distancing rules	Perspex screen has been installed on reception desk Floor stickers and signage installed. Staff Training.	Manager	1 <sup>st</sup> July	High Social distance may be reduced from 2m to 1m
Hand hygiene	Staff regularly wash hands as part of daily routine	Staff Guests Suppliers Contractors All visitors	Hand sanitiser to be placed on reception counter for guests to use Hand sanitiser to be placed on reception desk for staff to use Handwashing signage placed beside handwashing sinks	Staff to visibly sanitise hand before dealing with guest Staff to request guests sanitise their hands All hand sanitiser units to be checked daily and refilled – checks to be added to SOP. Staff Training.	Manager	1 <sup>st</sup> July	High
Credit card Terminal	Daily Tamper Check	Staff Guests	Sanitisation of terminal before and after each use	Viricidal cleaning agent (Safezone Plus certified EN14476) to be used to clean	Manager	1 <sup>st</sup> July	Medium





				terminal between uses, Staff Training.			
Tourist Information booklets, leaflets, and excess collateral	Leaflet stands tidied daily	Staff Guests	Temporary removal of all excess collateral Leaflets etc to be kept behind reception	Local map to be issued to each guest and recycled if used. Staff to issue leaflets/info upon request	Manager	2 <sup>nd</sup> July	Low
Toys, DVD's, Games & Piano	Toys, DVD's, Games tidied daily	Staff Guests	Temporary removal of all Toys, DVD's, Games Cleaning of piano with viricidal cleaner between uses	Children to be issued pencils and colouring to keep Piano cleaning added to downstairs SOP	Manager	2 <sup>nd</sup> July	Low
Leather Seating	Hoovered when required and plumped daily	Staff Guests Suppliers Contractors All visitors	Seating and arms rests to be wiped with viricidal cleaner	Cleaning SOP updated. Staff Training.	Manager	1 <sup>st</sup> July	Medium
High Touch Points	Cleaned daily, or more frequently when required	Staff Guests Suppliers Contractors All visitors	High touch points to be cleaned between uses or hourly Includes but not limited to: Tables, door handles, reception desk, light switches, bins	Cleaning, Bar & Reception SOP updated. Staff Training.	Manager	1 <sup>st</sup> July	High
Guest Luggage	Baggage transfer services leave luggage in reception	Staff Guests Baggage transfer staff	Staff to clean/sanitise hands prior to transporting luggage. After handling luggage, staff should wash their hands or use a hand	Staff to transport luggage to room prior to guest arrival to prevent contact with other guests. Staff Training.	Manager	1 <sup>st</sup> July	Medium Contact baggage transfer services to confirm their safety protocols



			sanitiser.				
Keycards	Keycards were collected in deposit box and stored in index box	Staff Guests Contactors	Keycards and box to be disinfected  Keycards to be validated prior to guest arrival and stored in sealed envelope to prevent any contamination	Research keycard envelops  Reception SOP to be updated. Staff Training.	Manager	1 <sup>st</sup> July	<b>Medium</b> Onity have bespoke envelopes
Reception Desk	Two staff present and paperwork in use	Staff	Desk to be kept completely clear of clutter to allow for regular disinfection.  Only one staff member to work behind desk at a time.  All surfaces, computer equipment, till, phones, key-cards machine, and any other communal item to be sanitised at the start and end of each shift	Sanitisation added to reception checklist  Viricidal cleaner and blue roll, gloves, masks, and hand sanitiser to be located at reception. Staff Training.	Manager	1 <sup>st</sup> July	<b>Medium</b>
Waste & Recycling Bins	Liners changed once daily	Staff Guests	Bins lids to be included in frequent cleaning of high touch points	Cleaning/reception/ bar checklist updated. Staff Training.	Manager	1 <sup>st</sup> July	<b>Medium</b>



BEDROOMS & BATHROOMS							
Operational Concern/Hazard	Previous Control	People Affected	Additional Controls Required (What)	Actions	Ownership (Who)	Completion Date (When)	Notes /Risk Factor High Medium Low
Capacity of rooms to allow social distancing to be adhered to	Dormitories contain multi-share bunk beds	Staff Guests	Capacity of dorms to be reduced to 50% of normal capacity i.e. 6-bed dorms now 3-bed, 4-bed dorms now twins. Some dorms changed to private rooms Individual dorm bookings to be accommodated separately	Online PMS and OTA's updated with new room set-up. Staff Training.	Manager	1 <sup>st</sup> May 2020	Medium Social distance may be reduced from 2m to 1m Separate parties are not allowed to share dorms at present
Guest Information Booklets in Rooms	Covers wiped during daily housekeeping	Staff Guests	Temporary removal of excess room collateral	Booklets to be stored until further notice	Manager	2 <sup>nd</sup> July	Low
Free and safe access to the rooms for cleaning	Staff would clean rooms with departing guests after they checked out and returning guests once the guest had vacated the room for the day	Staff Guests	Rooms will not be serviced or entered by staff during the guests stay, unless staying for 3+ nights or specifically requested. Room cleaning will be undertaken in the absence of the guest, unless it is difficult for the guest to leave the room (eg due to mobility constraints)	Cleaning SOP updated Careful allocation of independent guests so there is no changeover required during their stay. Staff Training.	Manager	1 <sup>st</sup> July	Medium



			whereupon social distancing shall be observed in the presence of the guest.				
PPE for housekeeping staff	Gloves worn by housekeeping staff	Staff	Hands to be sanitised and a new set of disposable gloves worn for each room Gloves to be disposed of after completing the room clean, hands sanitised, and new set for next room. Mask & Apron optional Full PPE kit available for cleaning rooms with suspected contamination	Cleaning SOP updated. Staff Training on correct usage.	Manager	30 <sup>th</sup> June	Medium
Hand/high contact surfaces to be disinfected	Regular cleaning products were used for all surfaces	Staff Guests Contractors	Viricidal cleaner to be used on all hand contact surfaces, including, but not limited to: <ul style="list-style-type: none"> <li>• Light switches</li> <li>• Bedside tables</li> <li>• Remote control</li> <li>• Taps</li> <li>• Flush handles and toilet seats</li> <li>• Door handles – inside and out</li> <li>• Ladders and Rails</li> <li>• Radiator thermostat</li> </ul>	Cleaning SOP updated	Manager	30 <sup>th</sup> June	Medium



Linen & Towels	Linen & towels for multiple rooms were transported by staff	Staff Guests	Linen & towels for individual rooms to be transported in sanitised basket Used/soiled linen to be transported directly to laundry for processing No linen or towels to be left in corridors All linen & towels to be washed at 60 degrees	Cleaning SOP updated Towel requests to be added to pre-arrival communication. Staff Training.	Manager	1 <sup>st</sup> July	Medium
Hand Towels	Shared hand towels in all bathrooms	Staff Guests	Multi-share dorms to be stocked with disposable paper towels	Cleaning SOP to be updated Hand washing and sanitising posters/facilities should be in place at entrance/exit of the bathrooms. Staff Training.	Manager	1 <sup>st</sup> July	High Good handwashing etiquette is essential
Bedding on Unoccupied Beds	All beds in all rooms were made up and changed if used	Guests Staff	Only beds being occupied to be made up Excess bedding to be stored	Cleaning SOP updated. Staff Training.	Manager	1 <sup>st</sup> July	Medium
Communal Bathrooms	All communal bathrooms were available for guests to use 24-hours	Guests Staff Contractors Suppliers	Guests encouraged to use bedroom bathrooms except in emergencies Bar loos to be used by staff/contractors and frequency of cleaning increased to 4 times daily	Cleaning SOP updated. Staff Training.	Manager	1 <sup>st</sup> July	Medium



BAR, DINING ROOM, & SELF-CATERING KITCHEN							
Operational Concern/Hazard	Previous Control	People Affected	Additional Controls Required (What)	Actions	Ownership (Who)	Completion Date (When)	Notes /Risk Factor High Medium Low
Self-catering kitchen	24-hour guest access	Staff Guests	Self-catering kitchen temporarily closed until further notice Alternative meal options offered	Guests to be informed in pre-arrival communication	Manager	8 <sup>th</sup> July	Low
Social Distancing in Bar & Dining Room	Guests would cosy up together	Staff Guests	Temporary removal of tables/seating Staff to step back and allow 2m+ when guests ordering drinks. Mask to be worn if taking drinks to table or where social distancing not possible	Signage to remind guests of social distancing rules Training on social distancing protocols when guests are ordering drinks Staff to manage capacity of bar and encourage use of picnic benches/lounge. Staff Training.	Manager	2 <sup>nd</sup> July	Medium
Cutlery Tray & Condiments	Available in the dining room and self-catering kitchen for guest use	Guests	Removal of all cutlery & condiments  Cutlery to be provided when meal is served (wooden for breakfast)	F&B SOP Updated Staff Training.	Manager	2 <sup>nd</sup> July	Medium



			<p>Salt &amp; Pepper Sachets to be provided with meal</p> <p>Sauces can be requested in individual portions</p>				
Hand/high contact surfaces to be disinfected	Rooms were cleaned before & after use using regular cleaning products & techniques	Staff Guests Contractors All visitors to premises	<p>Regular cleaning to be supplemented with increased frequency of hand contact areas. Including:</p> <ul style="list-style-type: none"> <li>• Tables</li> <li>• Light switches</li> <li>• Door</li> <li>• Handles</li> </ul>	Cleaning checklists to be updated. Staff Training.	Manager	1 <sup>st</sup> July	Medium
Staffing	Multiple staff moving between departments	Staff	<p>Staff to be multi-skilled and covers multiple departments simultaneously</p> <p>Avoidance of staff sharing equipment. Where equipment is shared it must be sanitised between uses and start/end of each shift</p>	Refresher training on all departments and updated SOP. Staff Training.	Manager	1 <sup>st</sup> July	Low
Glass Washing in Bar	Glasses were hand washed and machine sanitised on a weekly basis	Staff Guests	Glasses to be sanitised after each use (hand washed then machine sanitised at end of shift)	Bar checklist/SOP to be updated. Staff Training.	Manager	1 <sup>st</sup> July	Medium



Glass & Bottle Collecting	Guests would bring empties to bar in addition to staff collecting	Staff Guests	Staff to collect all glasses/bottles to prevent unnecessary trips to the bar	Staff to explain system to guests. Staff Training.	All staff	1 <sup>st</sup> July	Medium
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MEAL SERVICE							
Operational Concern/Hazard	Previous Control	People Affected	Additional Controls Required (What)	Actions	Ownership (Who)	Completion Date (When)	Notes /Risk Factor High Medium Low
Restarting meal Service Operations During Covid-19	N/A	Staff Guests Suppliers Contractors	Supplementary checklist completed to cover all areas	Checklist: Restarting Food Business Operations During Covid-19 provided by Food Standards Scotland will be completed to supplement this risk assessment	DM	8 <sup>th</sup> July	Medium
Handwashing	Stock of hand wash, sanitiser & blue roll checked daily	Staff Guests Suppliers Contractors	Correct handwash technique communicated to all	How to handwash posters erected by all hand wash sinks	Manager	1 <sup>st</sup> July	High
Stocktake	Monthly stocktake by external contractor	Staff Contractor	Stocktake to occur internally until further notice Stock to be date checked and write offs recorded	Monthly stocktake list to be completed with dates	DM	8 <sup>th</sup> July	Low
Allergens	Allergens for meals available for staff & guests to refer to	Staff Guests	New food items check for allergen info	Allergens for new meal offerings to be updated in allergens folder. Staff Training.	DM	8 <sup>th</sup> July	High





Breakfast	Buffet Breakfast with shared serving utensils and beverage vessels	Staff Guests	Buffet breakfast withdrawn from service until further notice Package breakfast offered that can be consumed on or off the premises	Breakfast options to be communicated to guests pre-arrival and order confirmed in advance (where possible) Eco friendly disposable packaging to be ordered (veggie) Final pricing of packaged breakfast items from suppliers. Staff Training.	Manager	8 <sup>th</sup> July	Medium
Lunch	Packed lunch items were provided loose to guests/tour groups to pack into their own bags	Staff Guests Tour Group	Lunches to be individually packed into paper bags	Paper bags to be ordered. Staff Training.	Manager	8 <sup>th</sup> July	Medium
Evening Meal	Pre-ordered plated evening Meals with rolling menu	Staff Guests	Batch cooking of homemade meals that can be frozen and provided to guests when required	Menu Options Agreed. Staff Training.	Manager	8 <sup>th</sup> July	Medium
Kitchen Cleaning & Staffing	Kitchen cleaned before & after each shift and deep cleaned weekly Up to two staff on shift	Staff Guests Contractors Suppliers	Cleaning regime to include additional sanitisation with viricidal cleaning products, before, during, and after meal service	Kitchen cleaning HACCP checklist to be updated One staff member on kitchen shift until further notice. Staff Training.	Manager	1 <sup>st</sup> July	Medium
Shared equipment	Staff would wash	Staff	Shared equipment to	Cleaning SOP	Manager	1 <sup>st</sup> July	Medium



	hands between tasks		be sanitised before and after use.	updated. Staff Training.			
Vending Machine	Stocked with sweets & drinks	Staff Guests Contractors	Cleaning of buttons Hand sanitiser & masks to be added	Cleaning SOP updated. Staff Training.	Manager	1 <sup>st</sup> July	Medium

BACK OF HOUSE & STAFF QUARTERS							
Operational Concern/Hazard	Previous Control	People Affected	Additional Controls Required (What)	Actions	Ownership (Who)	Completion Date (When)	Notes /Risk Factor High Medium Low
Staff Bathrooms (living quarters)	Staff Responsible for hygiene & cleanliness	Staff	Increased frequency of cleaning and recorded management checks	Cleaning rota	DM	8 <sup>th</sup> July	Medium
Staff Living Quarters	Staff Responsible for hygiene & cleanliness	Staff	Increased frequency of cleaning and recorded management checks	Cleaning rota	DM	8 <sup>th</sup> July	Medium
Staff Visitors	Staff Visitors were permitted with the permission of Management	Staff Visitors	No staff visitors will be permitted overnight until further notice unless booking into a guest room	Update Staff	Manager	1 <sup>st</sup> July	Medium
Laundry	Laundry Room tidied & Mopped at end of each shift	Staff	Increased frequency of cleaning laundry room including the cleaning and disinfection of machine handles and buttons	Update SOP	Manager	1 <sup>st</sup> July	Medium
Stores	Tidied when deliveries are put away and deep	Staff	Frequent cleaning of locks, handles store fridge/freezer handles	Update SOP	Manager	1 <sup>st</sup> July	Medium



	cleaned weekly		and floor with disinfectant				
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GUEST WELLBEING & CUSTOMER SERVICE							
Operational Concern/Hazard	Previous Control	People Affected	Additional Controls Required (What)	Actions	Ownership (Who)	Completion Date (When)	Notes /Risk Factor High Medium Low
Routine temperature testing	N/A	Staff Guests	May introduce routine testing of guests at check-in. Only possible for face-to-face check-ins. Most will be self-check-in.	Contactless thermometer purchased and record template created	Manager	1 <sup>st</sup> July	High
PPE for Guests	N/A	Guests	PPE will be available free of charge to guests who request items. Branded neck-warmers/face-coverings available for sale	Communicate availability to guests	Manager	1 <sup>st</sup> July	Low
Guest Arrives displaying Symptoms of Covid-19	N/A	Staff Guests Contractors Suppliers All Visitors	If a guest arrives with symptoms of Covid-19 or is asymptomatic but declares the need to self-isolate, they should be advised to return home to self-isolate according to current government guidance.	Staff trained on protocol  Protocol Communicated to Guest Pre-Arrival  NHS Inform has current advice on what action to take in the event of a	Manager	1 <sup>st</sup> July	High



			If the guest has acute symptoms, has breathing difficulties, or their life is at potential risk, seek medical help immediately.	known or suspected case of Covid-19 within the premises.  Flexible cancellation rules will apply.			
Guest displays Symptoms of Covid-19 during their stay	N/A	Staff Guests Contractors Suppliers All Visitors	If a guest presents themselves with symptoms of Covid-19 or is asymptomatic but declares the need to self-isolate, they should be advised to check out and return home to self-isolate according to current government guidance. If the guest has acute symptoms, has breathing difficulties, or their life is at potential risk, seek medical help immediately.	Staff trained on protocol  Protocol Communicated to Guest Pre-Arrival	Manager	1 <sup>st</sup> July	High
Tour Passenger Arrives displaying Symptoms of Covid-19 or presents symptoms during stay	N/A	Staff Guests Contractors Suppliers All Visitors	Awaiting guidance from CPT. Unlikely to be tour groups imminently.	Protocols and staff training once official guidance has been received	Manager	TBC	High
Guest Experience of the covid-safe service &	Previously we would consider	Guests	Staff to continue to deliver exception	Staff to gather feedback during	All Staff	1 <sup>st</sup> July	Low



operations at Morag's Lodge	ourselves one of the top hostel experiences in Scotland		customer service levels and "craic" with the guests – but at a safe social distance	guests stay and encourage positive reviews			
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APPENDIX 1 CUSTOMER JOURNEY	
Steps in journey	Controls
Booking & Pre-Arrival	Communication to guests via phone and email of new protocols, facilities & services being offered
Arrival into Morag's Lodge Grounds	Grounds to be kept in good order to maintain good first impression
Entry through main door	Hand sanitiser & signage directing guests to use it outside entrance door. High touch points frequently sanitised
Check-in at Reception	If self-check-in guest will receive envelop with keycard and welcome letter with instructions and directions. Pre-payment will have been made with card. If check-in with member of team social distancing is achieved with floor markers and perpex screen. Hand sanitiser available on desk. Card terminal sanitised between uses. Keycards sanitised before and after each guest.
Navigate corridors & stairs to access room	High touch points such as door handles and railing frequently sanitised.
Bedroom & Bathroom	Cleaning supplemented with viricidal disinfectant certified EN14476. Towels & Linen washed at 60+. No guest groups will be mixed. Dorms limited to 50% capacity. Rooms will not be serviced whilst occupied
Sun Lounge, Bar & Dining Area	Increased frequency of cleaning and supplemented with viricidal disinfectant certified EN14476. Room capacity limited to 20 in dining, 15 in lounge, 10 in bar. Floor markings and wall signage throughout. Hand sanitiser available in all rooms
Meals	Self-catering kitchen closed until further notice. Buffet breakfast ceased until further notice. Packed take-away breakfast and limited evening meal & bar service. Staff must wear masks when social distancing not possible
Check-out & Post-stay feedback	Keycards can be dropped in box at reception. Follow-up email and request for feedback /review

STAFF JOURNEY	
Steps in Journey	Controls
Returning to work	Staff must not come to work if displaying symptoms of covid-19. Well staff must self-certify fitness prior to commencing shift and thermometer is available for recording temperatures.
Entry through main door	Hand sanitiser to be used before entering building
Handwashing	Staff must wash hands immediately after arrival at work, and between each task or every 60 minutes
Uniform & PPE	Uniform must be laundered at 60+ and if possible, on the premises. PPE is available – gloves, masks (mandatory when social distancing is not possible), aprons. Change uniform prior to leaving.
Areas of work	All staff will be multi-skilled to work in all departments which means covering various areas at once. Only 1 staff member per department at one time i.e. one kitchen, one reception, to allow social distancing between staff
Staff meal and toilet breaks	Self-catering kitchen is closed to guests and can be used by staff to prepare meals. Kitchen must be fully sanitised between each use using viricidal disinfectant certified EN14476. Communal toilets will be closed to guests but used by staff. Frequency of cleaning will depend on number working in building. At least 2 times per day.