



## **THE NAVAL CLUB**

### SUMMARY OF ENHANCED HEALTH & SAFETY PRECAUTIONS

Keeping our staff, members, and guests safe remains the Naval Club's highest priority. As we closely monitor and adhere to changes in Government policy, the Naval club has enhanced our health & safety precautions to comply with the recommendations and guidelines set by the World Health Organization (WHO), the NHS and UK Hospitality. We will continue to improve our standards as best practices evolve. The detail of our work is contained in the followings:

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## 1. MESSAGE FROM THE CHIEF EXECUTIVE OFFICER

The Naval Club Chairman, Council and Staff are all focussed on establishing the best possible Covid-19 secure conditions within the Club for the safe enjoyment of our members and guests.

To achieve this, our Management Team has carefully reviewed every detail of our operations to implement enhanced safeguards. Some of these changes will be self-evident when you are in the Club, while others will be invisible to you when you are visiting. Nonetheless, all are important and will contribute collectively to a safe, enjoyable experience for our members and guests, while maintaining a safe working environment for our staff

The purpose of this document is to brief members, guests and staff about the precautions which have been taken to date. We hope we have anticipated your questions and explained that our efforts will aim to meet and exceed all Government guidelines and industry recommendations. We will continue to update this document as soon as new developments are identified which will clearly affect our members, guests, and staff when they are in the Naval club.

We look forward to re-opening the Naval Club on Monday 14<sup>th</sup> September; when you are at ease with returning to London, we will be here to welcome you back to the joys of 38 Hill Street.

Yours sincerely,

*Yours sincerely,*  


Phil Ingham

## 2. HEALTH & SAFETY

**Member's Reservations & Arrival.** To help protect fellow members, guests, and staff and as a condition of making a reservation, guests are kindly requested to confirm that they are, to the best of their knowledge, free of COVID-19 symptoms and exposures. Please note that on entry into the Club, temperature screening will take place to aid the detection of elevated body temperatures as part of our plan to help protect every Member, Guest, and employee. Every member of staff will also have their temperature scanned. The information which is observed is not stored, shared, or used for any other purpose. From the 8th August 2020, the Government in England has required that face coverings must be worn in additional indoor settings and this is enforceable in law. This expanded list includes public areas in hotels, hostels and social clubs, and this naturally encompasses the Naval Club. However, the Bar and Dining Room are clearly exempt from this rule and the application of the rule within such a small establishment is a combination of the use of common sense and the social distancing rules in force. We appreciate that many of our members cannot wear a face covering for entirely legitimate reasons, which is very often based on personal medical, or other health grounds. Accordingly, and to avoid any embarrassment or discomfort we will not turn away members and their guests from entering the Club if they are not wearing a face covering. We will, however, gently encourage everyone to follow the Government's direction to wear a face covering which safely covers the nose and the mouth in the public areas of the Club. The Club will display signage to that effect. If members or guests do not have their own face covering when they arrive, disposal face masks will be available at the Reception desk. Signage will be posted to remind all visitors of the Club's policies which will accord with the Government's requirements.

**Health Concerns:** Our staff have been trained on how to respond swiftly and report all member, guest or employee presumed cases of Covid-19 to their Manager, who will engage with the Chief Executive to coordinate the Club's response.

- a. For presumptive cases, such as if a member or guest advises or displays symptoms of Covid-19, the member will be requested to self-isolate in their bedroom, and to make contact with the National Health Services via Telephone Number 111, so that medical advice can be obtained. This may lead to the individual and their accompanying partner (if present) remaining in their bedroom until such time that they are safe to leave, or until they are assessed or collected by the Paramedics.
- b. Isolating members or guests should not engage with others. Staff will be able to deliver food and other supplies that the guest may require, in a contact-free manner. Isolated guests will not receive any housekeeping services during this time.
- c. Our Management Team during the day or the Night Porter will facilitate medical attention if necessary and liaise with the NHS as required.
- d. If we are alerted of a positive case of Covid-19 at the Club, we will communicate with Public Health England and follow their recommended actions.

**Medical Services.**

In the event members, guests or staff express any Covid-19 health related concerns we will refer them to a healthcare facility as designated by Public Health England.

**Physical Distancing.** Visors will be worn by members of staff in many locations in the Club, providing an extra level of precaution for members, guests, and staff. Members, guests, and staff will be reminded to remain at the Government recommended social distance in place, away from others.

Restaurant and bar seating will be arranged to provide appropriate distancing. Government mandated occupancy limits will also be closely monitored and enforced.

Sanitizing Resources. Hand sanitizer stations will be placed in all public spaces, particularly at key areas and 'touch' points.

Signage. Visual reminders for health, hygiene and physical distancing practices will be displayed throughout the Club in both member and staff areas.

Staffing Capacity. The Management Team will carefully assess the necessary staffing requirement based on business levels, while ensuring the highest standards of service.

### 3. EMPLOYEE PRACTICES

Hand Washing. Proper hygiene and frequent handwashing are vital to combat the spread of Covid-19. All employees have been instructed to wash their hands often with soap and water for at least twenty seconds, especially after using a WC blowing their nose, coughing, or sneezing; before and after eating, starting their shift or having a break. Sanitising stations will also be available throughout staff areas.

Upon arriving for work, employees will be screened daily for Covid-19 symptoms and temperatures over 38C. Employees confirmed to have symptoms or a temperature over 38C will not be allowed to enter the Club, until the cause is investigated.

Personal Protective Equipment (PPE). Appropriate PPE will be worn by all staff based on their role and responsibilities, and in adherence with Government guidelines. The Club will provide all necessary items of PPE for the staff.

Face Coverings.

All the Club's staff will wear a face covering when on duty, unless they are working behind visors, or in an office on their own. A face covering will be worn by staff who are walking in busy footfall areas. Naturally, if our staff have a medical reason for not wearing a face covering, they will not be compelled to wear one. Where possible we will always endeavour that our staff who are regularly facing our members will wear clear visors, rather than masks.

Social Distancing. Employees will be reminded to practice social distancing whenever possible. This will include seating in all break and dining areas, shared offices, workspaces, meeting rooms and other high-traffic areas. Flexible work arrangements, such as remote work and staggered shift times, will be used to reduce employee density.

Policies. Safe return to work guidance will be provided to our staff and will include flexible leave options, protocols for personal hygiene and social distancing requirements, property and workspace cleanliness standards, personal travel policies, and detailed steps for responding to presumed Covid-19 cases.

Shared Employee Space. The use of shared employee spaces will decrease as we practice social distancing and flexible work arrangements. All office areas will be cleaned and disinfected daily.

Shared Equipment. Shared tools and equipment will be cleaned and disinfected before, during and after each shift, or anytime the equipment is transferred to a new employee. Examples include work phones, keyboards, pagers, and tools. Payment terminals will be cleaned and disinfected between each user and before and after each shift.

Signage.

Signage will be displayed throughout work areas to remind employees of social distancing and personal hygiene practices, such as hand washing.

Training. Staff will continue to train in all enhanced health, hygiene, and social distancing practices to ensure they are consistently followed. Staff will also be trained to recognise and report Covid-19 symptoms and follow medical care and isolation procedures as recommended by the Government.

#### 4. THE MEMBER EXPERIENCE

Pre-Arrival. It would be helpful if members could provide an estimated arrival time to check in time to allow us to best manage the process efficiently and safely.

Arrival. Upon arrival at the Club, members and guests will need to maintain social distancing when gaining access. This process will inevitably take a little longer than before, and on the odd occasion some waiting may be outside of the Club. We would ask you to be patient with the staff during the arrivals process, which we will deliver as quickly as possible.

Member's Guests. If you have made a booking for a guest, it is very important that they have this information. Should you have guests visiting you at the Club or you intend to arrive with guests, please email Reservations who will sign your guests in for you on arrival. If we do not have this information before arrival waiting times will be increased.

Check-In & Front Desk. A maximum of one receptionist will be stationed at the front desk. The Receptionist will be wearing a visor to separate the receptionist and guest.

Digital Transactions, Contactless payments and room account only transactions will be expected.

Lifts. Lift buttons will be cleaned with a long lasting advanced anti-microbial technology product. Capacities will be limited to one family or party of two from the same household at a time. Otherwise the lifts will be for single use.

#### 5. CLEANING PRODUCTS & PROCEDURES

Prior to Covid-19, the Naval Club already employed extensive health, safety, and hygiene measures across the Club. These operational practices will continue, but we are implementing additional systems and new technology for cleaning and disinfecting. These are as follows:

a. Air Filtration Systems. There will be increased cleaning frequency of our Heating and Ventilation, systems.

b. Cleaning Products. A variety of anti-microbial and surface disinfectants are already utilised in the Club. In high impact areas long lasting advanced anti-microbial technology products will be used as protection against Covid-19. The layer of molecular anti-microbial substance carries on working for up to thirty days on surfaces. Routine cleaning can continue and does not disrupt the molecule or its antimicrobial activity which provides 30-day protection.

c. Communal, meeting, and public spaces. The frequency of cleaning and disinfecting of all public spaces will increase. There will be emphasis on high-traffic areas and key touch points, such as

check-in desks, lift landings, meeting rooms, WCs, door handles, stair handrails, bins, entrances, dining surfaces and seating areas.

d. Furniture will be arranged to allow for social distancing.

e. Front Desk. Reception staff will wear visors. Room keys will be disinfected after every use.

f. Bedrooms. New cleaning procedures are in place for bedrooms with particular attention paid to high-touch items, such as doors, furniture handles and pulls, nightstands, toilet seats and handles, telephones, light switches, TV remote, carpet, and flooring. In room coffee and tea stations stock will be reduced, and new for each guest, strict stock rotation procedures are in place to ensure safety and reduce waste.

g. Housekeeping. A member or guest can accept or decline housekeeping service, by displaying the card door hanger each day, on their door handle on the corridor side. For your room to be serviced please display the PLEASE CLEAN THE ROOM; If no Service is required, please display the use DO NOT DISTURB side of the hanger card. Rooms without a door hanger will not be serviced. To minimise contact with guests while cleaning, the room must be vacant for service. Housekeeping equipment will be cleaned and disinfected at the start and end of each shift.

h. Laundry. All items will continue to be washed at a high temperature by our linen company and in accordance with current guidelines. Bed linen and towels will be changed in response to guest preferences during a multi-night stay. After departure, all linens, and towels, whether they appear used or not, will be cleaned.

i. WCs. All WCs will be cleaned and disinfected frequently. In-house guests are encouraged to use the facilities in their own bedroom.

j. Room Recovery Protocol. In the event of a presumptive case of Covid-19, the guest's room will be removed from service and quarantined. The room will not be returned to service until the case has been cleared. In the event of a positive case, the room will remain out of service for the recommended time frame needed for the virus to die, and it will then be thoroughly cleaned and disinfected before being used again.

## 6. CLUB OPERATIONS

Owing to Covid-19 members and guests will wish to note the following:

a. Member Activities. It is regretted that Club social events will be postponed, until it is safe to resume them.

b. The Ground Floor Computer Room will be closed until further notice, as will access to shared computers for use by members. Should you need printing services, please ask the Reception team. The Business Room on the second floor remains available by appointment subject to Social Distancing Rules.

c. Accommodation. We are not able to sell all shared facility bedrooms at present, as we are unable to keep cleaning them between users, nor can we guarantee Social Distancing regulations with all rooms in use, owing to the close proximity rooms on the first and second floors. Against this background 20 of the 26 rooms in the Club will be available for use when we re-open.

d. Luggage storage. Luggage can continue to be stored at the Club, but members and guests will be required to place their luggage in storage themselves.

e. Food and Beverage. The Naval Club had a wide-ranging lunch and dinner offerings in place prior to Covid-19 but owing to the pandemic for the food offering to remain financially viable changes have had to be made. Our breakfast offer will continue to be an a la carte menu served to your table. Lunch will be served in the Dining Room and there will be a bar table service throughout the day into the early evening. Menus will be paper and disposed of after use by each guest. We will continue to follow the Government's recommendations for hand washing and the staff will wear visors and use disposable gloves in all food service areas.

f. Functions and Catering: Each event area will have hand sanitiser stations for attendee use. All equipment, linen and meeting amenities will be cleaned, disinfected, and replaced between every event. Seating capacities and floor plans will be reviewed and customised for each event to ensure appropriate social distancing and catering will be provided if possible.

g. The Dining Room will be available for lunch with reduced seating capacities in compliance with Government guidance. Staff will manage social distancing. Unfortunately, the Dining Room will not be open for Dinner when we first re-open; we regret that walk-in dining is also not possible. Those wishing to Lunch will be required to pre-book. Hand sanitising stations will be available in the Dining Room. In the Bar and Reading Room we will provide table service only; tables can be pre-booked Payment terminals will be cleaned and disinfected between each user and before and after each shift. Dining tables, bar tops, stools and chairs will be cleaned and disinfected after each use. Menus will be single use.

## 7. MEETINGS & EVENTS

The Club's meetings and events will be managed in different ways to meet the needs of the Member while adhering to COVID-19 safety measure. The functions Manager, John Sonderskov, on 0207 529 5604 will be delighted to advise on the art of the possible.