



PORTLAND BROWN

COVID-19 Response – Keeping Our Guests Safe

Portland Brown Limited

MAY 2020

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1 OVERVIEW

Portland is continually monitoring the ongoing situation with the coronavirus (COVID-19) outbreak. We have always been committed to looking after people and therefore the health, well-being and safety of our guests, our employees and other partners is our highest priority.

Since the beginning of the outbreak we have followed the guidance provided by the World Health Organisation (WHO), the Centre for Disease Control (CDC) and the UK Government in line with Public Health England (PHE) in order to ensure that we are taking all precautionary measures to minimise the spread of the virus and to keep our guests, employees and other partners safe.

The measures that we are taking specifically related to keeping our guests safe are outlined in this document.

2 GUESTS' WELLBEING

2.1 Risk Assessment Questionnaire

All incoming guests are required to complete a risk assessment questionnaire prior to arriving at one of our properties. Please see [Appendix 1](#) for a copy of this questionnaire.

2.2 Self-isolation requirements

Guests are advised that if they are displaying any symptoms of the virus or have come into contact with someone displaying symptoms of the virus (either before arrival or during their stay) they are required to adhere to the self-isolation guidelines provided by the UK Government.

Guests will also be subject to border controls on entry to the UK and are required to adhere to any possible quarantine obligations set out by the UK government.

2.2.1 Self-isolation periods

- If you live alone, stay at home for **7 days** from when your symptoms started.
- If you live with others and you or one of them have symptoms, then **all household members** must stay at home and not leave the house for **14 days**. The 14-day period starts from the day when the first person in the house became ill. For anyone in the household who starts displaying symptoms, they need to stay at home for 7 days from when the symptoms appeared, regardless of what day they are on in the original 14-day isolation period

After 7/14 days, if the person feels better and no longer has a high temperature, they can return to their normal routine. If they have not had any signs of improvement and have not already sought medical advice, they should contact NHS 111 or online at 111.nhs.uk

2.2.2 Housekeeping and maintenance visits during self-isolation

Guests are required to notify Portland if they are self-isolating. During the isolation period, all housekeeping and maintenance visits to the property will be suspended. We will continue to attend to major maintenance/emergency issues in line with guidance supplied by the UK Government available [here](#).

2.2.3 Assistance during self-isolation

Portland can be contacted 24/7 during the guest's stay. We are committed to supporting our guests and can arrange contactless delivery of linen, groceries, cleaning supplies and other provisions if essential during a self-isolation period where possible.

3 MEASURES IN PLACE FOR OUR EMPLOYEES AND SUB-CONTRACTORS

Our employees have all been provided with the latest guidance available from the UK government and are required to adhere to social distancing and self-isolation rules at all times.

All employees are required to continually comply with the risk assessment questionnaire and are required to inform us immediately if they are displaying any symptoms of the virus or have been in contact with anyone who has the virus. If an employee notifies us of or displays symptoms, they are immediately sent home and are required to comply with the self-isolation rules. With immediate effect, all employees and sub-contractors are required to take their temperature each day that they are working (Portland have provided thermometers for this purpose) and if their temperature is recorded as higher than 37.5 degrees they are required to immediately inform their line manager and return home to self-isolate. Where possible, in line with guidelines set out by the UK government, we will arrange for employees with symptoms to have a COVID-19 test.

Our employees and sub-contractors are required to wear gloves, face coverings and shoe protectors (where applicable) when visiting apartments. Employees are required to thoroughly sanitise their hands prior to putting gloves on and the gloves are required to be safely disposed of after leaving the apartment in order to minimise any cross-contamination. Employees have also been provided with hand-sanitiser (to be kept on them at all times) to use when hand washing facilities are not readily available.

In line with current guidelines issued by the UK government, our employees are provided with face coverings to wear where social distancing is more difficult. Employees and sub-contractors are also required to wear face coverings when attending any apartment.

4 BREAKS IN BETWEEN BOOKINGS

Portland has implemented a policy of a three-day break in between bookings. The latest guidance from WHO is that the virus can live on surfaces for up to 72 hours. This break therefore minimises the possibility of the virus still being present on any surfaces when our housekeeping team attends and before the next guest arrives. The apartment is then thoroughly cleaned prior to guest arrival.

5 CHECK INS

Check ins are being conducted in line with social distancing guidelines currently in force. A self-check in can be arranged if preferred by the guest and will be arranged for those who are self-isolating on arrival.

All apartment keys are sanitised and placed in a sealed bag prior to being provided to the guests. Guest are advised to use our taxi provider on arrival to transport them to their apartment, our provider is operating under strict COVID-19 guidelines and disinfecting cars in between journeys. Keys provided to the taxi company follow the same process and antibacterial wipes are provided for the guest for use in the taxi. For further information regarding the practices our taxi/courier companies are employing please refer to section 7.

On arrival in their apartment all guests are provided with a bottle of hand sanitiser and a packet of anti-bacterial surface cleaning wipes and are requested to wash hands and then clean the door handles or any other touch-points of the apartment once they have checked in. Guests will also be provided with information regarding their local supermarkets, pharmacies and food delivery services as well as updated information about our response to COVID-19.

6 HOUSEKEEPING SERVICES

Until further notice we are only conducting cleans pre-arrival and post departure

Our normal cleaning procedures adhere to high standards however, as a result of the COVID-19 outbreak we have put enhanced measures in place including:

- Increased focus on sanitising high-touch point areas such as door handles, taps and toilet flushes within the apartments
- Sanitisation of high-touch point areas in communal spaces
- All housekeeping contractors are required to adhere to rigorous personal hygiene standards including thoroughly sanitising their hands before putting on gloves to enter the apartment.
- Face coverings are worn by all housekeeping contractors whilst in the apartment
- All PPE is safely disposed of after leaving the apartment to avoid any cross-contamination
- Housekeeping contractors attend apartments in teams of two and adhere to social distancing requirements throughout the housekeeping visit
- Housekeeping contractors are assigned to dedicated areas to minimise the need to use public transport to travel between apartments
- All housekeeping visits must be conducted in line with the checklist outlined in [Appendix 2](#)

Further details of our housekeeping standards are outlined in [Appendix 3](#)

All housekeeping contractors are required to take their temperature prior to starting their shift and if recorded higher than 37.5 degrees are required to immediately inform their line manager and return home and begin the self-isolation process.

Extenuating circumstances where housekeeping visits are required during a guest's stay

In order to protect our housekeeping contractors, guests will be required to remove all linen from the bedrooms prior to housekeeping services being carried out. Guests will also be required to vacate the building prior to the clean. For further details on extenuating circumstances and processes please contact us directly.

7 TAXI AND COURIER SERVICES

7.1 Taxi services for guests arriving and departing

We use Carrot Cars to fulfil requirements for guest travel. They have a comprehensive response plan in place to COVID-19 including:

- Adhering to social distancing rules and only transferring one passenger at a time unless travelling with those from the same household
- Drivers are required to sanitise their vehicles in between journeys
- Drivers will wear a facemask if requested
- Sanitised infant and child seats can be provided for parents travelling with their children

Portland has provided hand-wipes to Carrot Cars for use by our guests when they get into the taxi.

Further information is available at <https://www.carrotcars.co.uk/> and in [Appendix 4](#) below.

7.2 Courier services

It is necessary to employ the use of couriers in order to assist us with making deliveries of items to apartments including keys for a self check-in. We currently use one company to fulfil our requirements and they have response plans to COVID-19 in place which are outlined below.

7.2.1 Stuart

Stuart are currently employing a contact-free delivery service:

- Couriers are required to adhere to strict personal hygiene standards including frequent handwashing and sanitisation of their vehicles
- On delivery of an item, the courier adheres to social distancing rules by knocking on the door/ringing the bell/buzzer and then stepping back at least 2 metres to wait for the door to be opened and the delivery collected
- If there is no answer, the courier will call up to three times to notify that the delivery has been made

Further information is available at <https://help-client.stuart.com/en/articles/3815883-contact-free-delivery> and in [Appendix 5](#) below.

APPENDIX 1

Risk Assessment

1. Are you currently suffering from any of the following?

- High fever (>37.5 degrees Celsius)
- Weakness and fatigue
- Dry cough
- Breathing difficulty

If you have any of the above symptoms:

- If you live alone, stay at home for **7 days** from when your symptoms started.
- If you live with others and you or one of them have symptoms, then **all household members** must stay at home and not leave the house for **14 days**. The 14-day period starts from the day when the first person in the house became ill. For anyone in the household who starts displaying symptoms, they need to stay at home for 7 days from when the symptoms appeared, regardless of what day they are on in the original 14-day isolation period

After 7/14 days, if the person feels better and no longer has a high temperature, they can return to their normal routine. If they have not had any signs of improvement and have not already sought medical advice, they should contact NHS 111 or online at 111.nhs.uk

2. Have you come into close contact with anyone who have been suspected of having COVID-19 Virus or presented with the same conditions above?

- No
- Yes (Please specify) _____

Declared by (Name) _____ of Passport No. _____

of address

Phone No _____

Reservation No _____

Name and Signature _____ Date: _____

APPENDIX 2

TEAM MEMBERS _____																				DATE _____
TASKS	APARTMENT NUMBER																			
Desinfect all door handles in the apartment, including kitchen and bathroom cabinets, disinfect all high-touch point areas such as taps and toilet flushes within the apartments;																				
Bedroom: 1/ 2																				
Check and report any damages																				
Change the linen																				
Put the fresh towels on the bed																				
Put the "signature" cushions in correct place																				
Polish mirrors																				
Wipe down all surfaces (specially inside the wardrobe+drawers)																				
Clean the window sills																				
If necessary tidy up all clothes																				
Check bedding and bed for any sign of bedbugs, inspect the bed bug detector																				
Smoke alarms																				
Bathroom: 1/ 2																				
Polish all mirrors and shower door/screen																				
Clean the bath and sink																				
Polish all chrome																				
Clean the toilet																				
Clean the toilet brush																				
Check toilet roll (should be 3 rolls in each toilet) if necessary replace																				
Clean all shower seals (plastic at the bottom)																				
Make sure you've clean all plug holes																				
Put the toiletries on the sink																				
Empty bin, replace bin bag																				
INITIALS:																				

Kitchen :																			
Put all dirty dishes in to the dishwasher or wash by hand																			
Dry dishes & put on place																			
Wipe down all work surfaces and check for damages																			
Clean the oven (inside and out)																			
Clean the microwave																			
Clean the hob !!!																			
Wipe down fridge shelves & door																			
Check the freezer if necessary defrost																			
Clean the sink, especially plug hole																			
Make sure sink is dry and polish																			
Polish splash back																			
Empty bin, replace bin bag																			
Put start pack(glove,bin bag,w.powder, dish.Tab.,yell cloth, tea towel)																			
Living space:																			
Clean the window sills																			
Empty ashtrays																			
Polish table and chairs and place in correct position																			
Clean balcony/terrace																			
Polish/ Hoover sofas																			
Polish table under the TV																			
Replace TV controls etc. to side of TV																			
Put the cushions in correct place																			
Tidy up all magazines																			
Make sure welcome folder is clean and tidy																			
Welcome box / essential pack delivered																			
Empty dehumidifier and clean portable AC units																			
Hoover all living space, kitchen and bedroom																			
Mop all kitchen, living space and bathroom																			
Time spent in the apartment:																			
As you exit an apartment once again, disinfect all apartment door handles including main door handles.																			
INITIALS:																			

APPENDIX 3

COVID-19 Housekeeping Standards

The safety and well-being of our contractors are of the utmost importance to us.

The following necessary measures have been put in place to ensure the safety of our contractors and our clients:

- All contractors are to regularly wash their hands using soap and water for at least 20 seconds and hands should be washed before putting on and after taking gloves off
- All contractors are required to carry and regularly use alcohol-based hand sanitizer
- All contractors are to use PPE including disposable gloves and face coverings when cleaning our apartments. Fresh PPE is to be used for each apartment
- Mobile phones are to be regularly sanitised
- Full work uniforms are to be worn
- All professionals are required to adhere to social distancing requirements and attend apartments in teams of a maximum of two
- All professionals are assigned to dedicated areas to minimise the need to use public transport

Contractors who are required to self-isolate

Under no circumstances are contractors permitted to attend work if they are displaying symptoms of the virus:

- High temperature and/or
- New continuous cough

If a contractor is experiencing these symptoms or is living with someone experiencing these symptoms, they are required to adhere to the self-isolation rules set out by the UK government:

- If you live alone, stay at home for **7 days** from when your symptoms started.
- If you live with others and you or one of them have symptoms, then **all household members** must stay at home and not leave the house for **14 days**. The 14-day period starts from the day when the first person in the house became ill. For anyone in the household who starts displaying symptoms, they need to stay at home for 7 days from when the symptoms appeared, regardless of what day they are on in the original 14-day isolation period

After 7/14 days, if the person feels better and no longer has a high temperature, they can return to their normal routine. If they have not had any signs of improvement and have not already sought medical advice, they should contact NHS 111 or online at 111.nhs.uk

General housekeeping standards to be applied during all apartment cleans

- All our professionals are instructed to follow all relevant Portland Brown procedures and complete all checklists provided
- Use anti-bacterial surface cleaner specially for all door handles, lifts and all “high-touch points” areas
- Used linen is to be carefully placed in a separate bag and stored securely for 72 hours before returning to the linen provider for washing. Care should be taken to avoid shaking dirty laundry
- Keep the windows open during the service (where possible) in order to ensure proper ventilation inside the property
- Used cleaning materials and PPE is to be sealed and disposed of safely

Enhanced housekeeping standards to be applied for cleans where there has been a case of suspected COVID-19

- As well as gloves and masks, disposable aprons and protective eye-wear are to be worn for cleaning
- All surfaces are to be cleaned with warm soapy water prior to being disinfected. Surfaces are to be cleaned with a disposable cloth and particular attention is to be paid to frequently touched areas and surfaces, including bathrooms, grab-rails and door handles
- Floors are to be cleaned with disposable mop heads and disinfected thoroughly
- Care needs to be taken to avoid creating splashes and spray when cleaning
- Soft furnishings are to be steam cleaned
- Used linen is to be carefully placed in a separate blue bag and stored securely for 72 hours before disposing of. Care should be taken to avoid shaking dirty laundry
- All waste including used PPE and disposable cloths/cleaning materials should be placed in a plastic rubbish bag and tied when full. This should then be placed in a second bag and tied. The rubbish is then to be stored securely for 72 hours prior to being disposed of with normal waste.
- Hands are to be washed thoroughly using soap and water for at least 20 seconds after removing PPE

APPENDIX 4

Carrot Cars Covid-19 policy

COVID-19 UPDATE

Opening times are 24/7 as usual with bookings being taken over the phone, app and online portal.

We are following social distancing rules and are only able to transfer one passenger at a time unless travelling with those from the same household, however we strongly advise a maximum of one passenger per vehicle if transport is absolutely necessary.

Our drivers have been trained to sanitise their vehicles between journeys and will wear face masks if requested.

Please note that we are prioritising NHS staff, hospital appointments, mothers in labour and mothers with new-born babies, so we advise you to pre-book your journey when possible.

For extra safety we provide a range of sanitised infant and child car seats for parents traveling with their children.

APPENDIX 5

Stuart Couriers Covid-19 policy

Contact-Free Delivery

Helping during COVID-19



Written by AM - Nak Celli
Updated over a week ago

At Stuart, we have implemented new processes to help your customers, Stuwies, and clients stay safe during the outbreak of COVID-19.

See here the detailed process for **Contact-Free Delivery**.

IN STORE - What we expect from you

1. Train staff to take the necessary preventive measures to avoid the spread of COVID-19 as advised by [Public Health England](#).
2. Minimise the number of people who are exposed to packages by considering the area in which parcels are collected.
3. Keep the waiting area clean and separate from where food is being prepared.
4. Ensure packaging and bags are properly sealed using tape or staples before it's handed over.
5. If it is not possible to seal bags, consider double bagging delivery orders so that food is kept safe inside before it is delivered.

AT PICK-UP - What will happen at hand-over

1. Make sure any food deliveries are **safely sealed with tape or staples**.
2. The staff member will be asked to place the package **directly into the thermal bag** before it can be closed by the Stuwie.
3. The current NHS advice is that there is no evidence that the virus can be passed on through food or packages. However, taking precautions will minimise the risk of exposure to any potentially infectious airborne material.
4. If you are able to, **please allow Stuwies to wash their hands or use hand sanitiser in your store** to help keep everyone safe. Stuwies will be grateful to have the opportunity to keep clean and ready to work in safety.

AT DROP-OFF - What you can expect from Stuart

1. The Stuwie will double check the **delivery notes** to see if they have been provided more instructions for drop off.
2. They will open the thermal bag and **leave the package in front of the customer's door** (or follow delivery details to leave it where specified), making sure the package inside the bag is easy to reach.
3. The Stuwie will knock on the door or ring the buzzer to let the customer know they're there.
4. They will **step back at least 2 metres**.
5. If there is no answer, the Stuwie **will call the customer up to 3 times** to let them know it's there. If the customer is unreachable, the Stuwie will contact Stuart Support for further assistance.
6. If there is an age restricted item, the Stuwie will follow the normal C25 procedure, making sure they keep a safe distance throughout. If underage or age cannot be verified, the delivery will not proceed.
7. The package will be marked as delivered by the Stuwie when the customer has been seen collecting it.
8. If a signature is required, the Stuwie will mark this with an "X".