



# PORTLAND BROWN

## COVID-19 RESPONSE – KEEPING OUR GUESTS SAFE

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Portland Brown Limited

MARCH 2021

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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 GENERAL PRECAUTIONS TO BE TAKEN BY GUESTS

The most recent advice (as per CDC and the government) suggests the following preventative measures be taken to avoid the spread of virus:

- Avoid close contact with people who are sick, or displaying symptoms including high temperature and/or new and continuous cough
- Avoid touching your eyes, nose and mouth with unwashed hands
- Cover coughs and sneezes with a tissue and then put the tissue in the bin
- Regularly clean and disinfect surfaces
- Regularly wash your hands with soap and water for at least 20 seconds
- Regularly wash your clothes
- Keep areas where people from different households come into contact well ventilated

### 2.1 Social Distancing

In line with government guidelines regarding the easing of lockdown, guests should follow Social Distancing Measures both at work and at home, to help reduce transmission of any infection.

They are:

- Stay at home as much as possible
- Avoid contact with someone who is displaying symptoms of coronavirus (COVID-19). These symptoms include high temperature and/or new and continuous cough
- Avoid non-essential use of public transport, varying your travel times to avoid rush hour, when possible – we strongly advise walking, cycling, or using your own personal vehicle where possible
- Avoid large gatherings, and gatherings in smaller public spaces
- Keep your distance from people not in your household (2 metres apart where possible)
- Use telephone or online services to contact your GP or other essential service

Everyone should be following these measures as much as is pragmatic. Those who are more vulnerable to COVID-19 are advised to follow these measures strictly.

Guests are requested to adhere to any signage within our buildings and respect any limits on numbers of people in spaces, particularly lifts.

## 2.2 Handwashing

In line with the latest guidance from the UK government, everyone is encouraged to wash their hands regularly with soap and water for at least 20 seconds.

## 2.3 Face coverings

In line with guidance provided by the government, everyone is required to wear a face covering when in enclosed spaces where social distancing is not possible and where you will come into contact with people you do not normally meet unless you are medically exempt. Face coverings are now required when visiting shops and food outlets, as well as on public transport. Face coverings are encouraged in other enclosed public spaces where there are people you do not normally meet.

In some of our complexes, the building management team requires face coverings to be worn in communal areas. Where this is the case you will be advised separately.

It is important that you thoroughly wash your hands before putting on and after taking off any face coverings. When wearing a face covering, avoid touching your face or face covering. Your face covering should be changed at least daily but more frequently if it becomes damp or you have touched it. Reusable face coverings should be washed regularly. If wearing a disposable face covering, this should be disposed of securely.

It is important to remember that wearing a face covering is not a replacement for the other ways of minimising the spread of the virus and therefore social distancing rules and other guidance should still be followed.

## 3 NATIONAL LOCKDOWN

With effect from **5 January 2021**, the UK government has introduced a national lockdown across England.

During this lockdown, everyone is required to stay at home and only leave their home for specific purposes permitted by law. These are as follows:

- shop for basic necessities, for you or a vulnerable person
- go to work, or provide voluntary or charitable services, if you cannot reasonably do so from home
- exercise with your household (or support bubble) or one other person, this should be limited to once per day, and you should not travel outside your local area. From 8 March you will be permitted to socialise outdoors with one other person.
- meet your support bubble or childcare bubble where necessary, but only if you are legally permitted to form one
- seek medical assistance or avoid injury, illness or risk of harm (including domestic abuse)

- attend education or childcare - for those eligible
- If you do leave home for a permitted reason, you should always stay local - unless it is necessary to go further, for example to go to work. Stay local means stay in the village, town, or part of the city where you live.

If you are clinically extremely vulnerable you should only go out for medical appointments, exercise or if it is essential. You should not attend work.

Further details and full guidance are available on the government's website: <https://www.gov.uk/guidance/national-lockdown-stay-at-home>

## 4 SYMPTOMS, RISK ASSESSMENTS, TESTING AND SELF-ISOLATION REQUIREMENTS

### 4.1 Symptoms of the virus

Symptoms of the virus are:

- New continuous cough and/or
- High temperature
- Loss of, or change in, your normal sense of taste or smell (anosmia)

### 4.2 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.

### 4.3 Testing

Testing is available for anyone experiencing COVID-19 symptoms. If you experience symptoms, you are encouraged to book a test as soon as possible via the government's website: <https://www.nhs.uk/conditions/coronavirus-covid-19/testing-and-tracing/get-a-test-to-check-if-you-have-coronavirus/> or by phoning 119. In line with government guidance, tests must be done within the first 8 days of having symptoms.

#### 4.3.1 Testing positive for COVID-19

If you test positive for COVID-19 you will be required to adhere to the self-isolation requirements outlined in section 4.5.3. Please let us know if you test positive via [guestrelations@portlandbrown.com](mailto:guestrelations@portlandbrown.com). You will also be contacted by NHS Test and Trace to provide details of those you have been in close contact with. If you need contact details for any Portland staff you have been contact with, please get in touch with us via [guestrelations@portlandbrown.com](mailto:guestrelations@portlandbrown.com). Any reports of positive tests will be treated in strictest confidence.

## 4.3.2 Testing negative with the Test and Release Scheme

If you test negative for COVID-19 through the Test and Release scheme, please notify us so that we can update our systems to show that you are no longer isolating. Further details about the Test to Release scheme are outlined in section 4.4.4.

## 4.4 Requirements for travelling to England

### 4.4.1 Testing prior to travel

You must now provide evidence of a negative COVID-19 test result taken up to 3 days before departure if you are travelling to England from abroad. If you do not comply (and you do not have a valid exemption) your airline or carrier may refuse you boarding and/or you may be fined on arrival.

Full details, including guidance around test providers and what proof will need to be shown, as well as exemptions to this regulation, are outlined on the Government's website [here](#).

### 4.4.2 Passenger locator form

Anyone travelling to the UK must show proof of a completed passenger locator form at the UK border. This can be completed up to 48 hours before entering the UK and should be done before arrival. The passenger locator form can be completed by visiting the UK government's website [here](#).

### 4.4.3 Quarantine and testing after arrival

All travellers to England from abroad are required to complete a quarantine period of at least 10 full days after arrival. If you are travelling from a 'red list' country, you will be required to complete your quarantine period in a government approved hotel. Further information about hotel quarantine is available [here](#).

If you are travelling from a country that is not on the 'red list' you are required to quarantine at home for 10 full days after arrival. The rules around quarantine are outlined [here](#).

All travellers will be required to take COVID-19 tests on or before day 2 after arrival (to screen for virus variants) and on or after day 8 (to check whether you have COVID-19). You will be able to end your quarantine period after the 10 day period provided that your test on day 8 is negative and you don't have symptoms of the virus. If you test positive on either day 2 or day 8 of the quarantine period or you develop symptoms, you will be required to start a new period of isolation for 10 full days from the day after your symptoms started or the day after the test was taken. If you are not travelling from a 'red list' country you may be able to end your quarantine period early by opting into the Test to Release scheme (see section 4.4.4 for further details).

If a guest needs to extend their stay with us in order to complete this isolation period then this will be discussed separately. If we are unable to extend the stay we will provide assistance in sourcing alternative accommodation (through the government if required).

## 4.4.4 Test to Release Scheme

With effect from **15 December 2020** travellers who need to self-isolate on arrival to England will have the option to pay for a private COVID-19 test. The earliest you can take the test is at least 5 full days after you left a destination which is not included in the travel corridor list. The scheme is completely voluntary and if you choose not to opt for a private test, you will still be required to complete 10 full days of self-isolation if you have arrived from a destination that is not on the travel corridor list.

To take part in the scheme, you must book your test before you travel to England and you will be asked to provide details of this when completing your passenger locator form. If you decide to opt in to the scheme once you have arrived in England, you will need to complete another passenger locator form.

If your test result is negative, you can stop self-isolating immediately. Please let us know (in writing to [guestrelations@portlandbrown.com](mailto:guestrelations@portlandbrown.com)) if you receive a negative test result so that we can update our systems accordingly. If your test result is positive, you must continue to self-isolate for a further 10 days from the day you took the test. Anyone who is staying with you in your apartment must also then self-isolate for 10 full days from the date of your positive test.

If the test result is inconclusive, you must continue to self-isolate, although you may choose to take another private test if you wish.

Tests provided by NHS Test & Trace will not allow you to shorten your isolation period.

Full details about the Test to Release scheme are available on the UK government website: <https://www.gov.uk/guidance/coronavirus-covid-19-test-to-release-for-international-travel>

If you choose to opt in to the scheme, you will still be required to take the COVID-19 tests on day 2 and day 8 in addition to the Test to Release test.

## 4.5 Self-isolation requirements

### 4.5.1 Self-isolation when symptomatic

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.

### 4.5.2 Self-isolation after a positive test result or after being contacted by NHS Test and Trace

Guests are advised that if they test positive for COVID-19 or are contacted by NHS Test and Trace to advise that they have been in contact with someone who has the virus, they are required to adhere to the self-isolation guidelines provided by the UK Government.

## 4.5.3 Self-isolation periods

- If you live alone, stay at home for **10 full days** starting from the day after your symptoms started (or the date your positive COVID-19 test was taken if you do not have symptoms).
- 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 **10 full days**. The 10-day period starts from the day after the first person in the house became ill (or the date your positive COVID-19 test was taken if they do not have symptoms). For anyone in the household who starts displaying symptoms, they need to stay at home for 10 days from the day after their symptoms appeared, regardless of what day they are on in the original isolation period

After the isolation period, 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](https://111.nhs.uk)

## 4.5.4 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](#).

## 4.5.5 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.

## 4.5.6 Breach of self-isolation rules

Our priority is to keep everyone safe and all guests are therefore required to comply with the self-isolation rules outlined by the UK government. If we are made aware that a guest is not adhering to the rules, this may be reported to the relevant authorities as appropriate.

## 4.6 Experiencing symptoms after departing

If you experience symptoms within 14 days of your departure from your apartment, please notify us immediately via [guestrelations@portlandbrown.com](mailto:guestrelations@portlandbrown.com) so that we can take any required precautions.

## 5 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. We have a comprehensive policy in place for our employees which they are required to follow 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. 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. If a temperature of 37.8 or higher is recorded, the person must immediately 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.

If a member of our team or one of our contractors/suppliers notifies us of a positive COVID-19 test, we will advise you immediately in line with guidance around 'close contacts' provided by the UK government. Similarly, we may pass on your details to the NHS Test and Trace system if required. Please note that we will only provide the information that is necessary for this purpose and any data provided will be GDPR compliant.

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.

## 6 CHECK INS

We are operating on a self-check in basis for all guests. At the request of the guest, it may be possible to arrange a 'face-to-face' check in. Face-to-face check ins will be conducted in line with social distancing guidelines currently in force.

All apartment keys are sanitised and placed in a sealed bag prior to being provided to guests. Guests 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 11.

No assistance can be provided with luggage for guests who are required to self-isolate on arrival. For those guests not required to self-isolate, assistance can be provided on request. Where assistance is provided, this will be done adhering to social distancing guidelines and with the use of PPE.

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.

## 7 DELIVERIES TO APARTMENTS

Whilst the country is subject to the national lockdown rules, we are operating on an 'emergency only' basis and are therefore only able to attend your apartment for emergencies and deliveries of essential items.

We will review our service levels at regular intervals and will provide updates as appropriate.

### 7.1 Deliveries made by Portland Brown

Where it is necessary to deliver items to your apartment, this will be done on a contactless basis by a member of our team. They will be required to wear a face covering and gloves at all times.

#### 7.1.1 Where items can safely be delivered to the apartment door

- On arriving at the apartment, the Portland employee will knock on the door and then immediately step back so that there is at least two metres between them and the doorway.
- The Portland employee will then wait to ensure that the guest collects the items

#### 7.1.2 Where items have to be taken into the apartment

- Where possible, we will arrange for the items to be delivered whilst guests are out of the apartment. If this is not possible, we will ask guests to stay in another room for the duration of the visit. This is to ensure that social distancing measures can be adhered to properly.
- Before entering an apartment, our employee will thoroughly sanitise their hands and put on fresh gloves, a fresh face covering and fresh shoe covers.
- Our employee will knock on the door and then stand at least two metres back from the doorway to allow the guest to open the door safely (if you are in the apartment). The guest will then be given time to move safely to another room so that the employee can then deliver the items whilst adhering to social distancing measures.
- The employee will clean and sanitise any surfaces they have touched whilst they have been in the apartment prior to leaving.
- The employee will pay particular attention to thoroughly sanitising the door handles of the apartment on leaving.

### 7.2 Deliveries arranged directly by guests

We understand that guests may arrange for grocery shopping and other food/items to be delivered to the apartment during their stay. We respectfully ask that the guidelines below are followed when arranging deliveries:

- Guests should only arrange for deliveries to be made whilst they are at home so that they can meet the delivery person at the door to the complex
- When the delivery arrives, the guest should meet the delivery person at the door to the building. Access to the building must not be permitted via entry phone or any other means

- Guests must wear a face covering in the communal areas (where required) and follow social distancing guidelines at all times

Guests should contact us to discuss ways in which we are able to assist you for deliveries that need to be arranged whilst the guest is not at the apartment.

## 8 HOUSEKEEPING SERVICES

All housekeeping visits will be suspended whilst the country is subject to national lockdown rules as we will be operating on an 'emergency only' basis in terms of attending apartments. Although the guidance provided by the government states that people *may continue to go to work, where it is necessary for you to work in other people's homes – for example, for nannies, cleaners or tradespeople*, we believe the correct decision at this time is to limit movement around the city and interaction at apartments wherever possible, hence only attending for emergencies.

Once housekeeping services are able to resume, 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 and gloves are worn by all housekeeping contractors whilst in communal areas of the complex and when 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, including additional measures to be taken for confirmed cases of COVID-19 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. If a temperature of 37.8 or higher is recorded, they must immediately return home and begin the self-isolation process.

If preferred, we can cease housekeeping visits. Guests are encouraged to contact us to discuss their individual requirements.

## 9 APARTMENT BLOCKS

Where a guest is symptomatic and enters a self-isolation period within 14 days of their departure date, a 72 hour block will be put in place after the departure in order to mitigate the risk of the spread of the disease during the housekeeping service.

A full deep clean of the apartment will be undertaken prior to another guest checking in.

## 10 APARTMENT VIEWINGS

Until further notice, all apartment viewings will be held virtually unless a physical viewing is absolutely essential.

In the event that a physical viewing is required, an employee from Portland Brown will be required to attend the apartment to open the door for the person viewing. In line with section 5, all employees will be required to wear a face covering and gloves when attending the apartment. The employee must adhere to social distancing guidelines whilst the viewing takes place. The guest will be required to vacate the apartment for the viewing to take place or, if this is not possible the guest must remain in one room which will not be able to be viewed.

The person viewing the apartment will be required to wear a face covering and gloves at all times whilst in the apartment and will not be permitted to touch anything in the apartment.

Landlord viewings will take place in pre-booked slots only and will be limited. All landlords will be required to wear face coverings and gloves at all times whilst in the apartment.

## 11 TAXI AND COURIER SERVICES

### 11.1 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 face covering and all passengers are required to wear face coverings
- 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.

## 11.2 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.

### 11.2.1 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
- Loss of taste or smell

If you have any of the above symptoms:

- If you live alone, stay at home for **10 full days** from the day after 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 **10 full days**. The 10-day period starts from the day after the first person in the house became ill. For anyone in the household who starts displaying symptoms, they need to stay at home for 10 full days from when the symptoms appeared, regardless of what day they are on in the original 10-day isolation period

After the isolation period, 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) \_\_\_\_\_

3. Are you travelling / Have you arrived from the UK, Ireland, Channel Islands or Isle of Man?

- Yes
- No
- Unknown (Please specify destination arrived from) \_\_\_\_\_

**If you have answered no to the above, you are required to self-isolate for a period of 10 full days from your date of entry to England unless you have opted in to the Test to Release Scheme (for arrivals from 15 December 2020).**

Declared by (Name) \_\_\_\_\_ of Passport No. \_\_\_\_\_

of address  
\_\_\_\_\_

# COVID-19 RESPONSE

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Phone No \_\_\_\_\_

Reservation No \_\_\_\_\_

Name and Signature \_\_\_\_\_

Date: \_\_\_\_\_

## APPENDIX 2

### APARTMENT CLEANING CHECKLIST

TEAM MEMBERS _____	DATE _____												
TASKS	APARTMENT NUMBER												
<b>Disinfect 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;</b>													
Test smoke alarms in the apartment (report issues immediately)													
Empty dehumidifier and clean portable AC units													
Hoover all living space, kitchen and bedroom													
Mop all kitchen, living space and bathroom													
<b>Bedroom: 1/ 2</b>													
Check and report any damages													
Change the linen													
Put the cushions in correct place													
Polish mirrors													
Wipe down and disinfect all surfaces (specially inside the wardrobe+drawers)													
Clean the window sills													
If necessary tidy up all clothes (regular clean)													
Check bedding and bed for any sign of bedbugs, inspect the bed bug detector (immediately report any activity)													
Disinfect headboards (and bed frame if applicable)													
<b>Disinfect all cushions and throws. Fold all throws and place in the wardrobe/storage area in the bedroom</b>													
<b>Bathroom: 1/ 2</b>													
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 (departures only)													
Place the fresh towels into designated place													
Empty bin, replace bin bag													



# COVID-19 RESPONSE



<b>Stairwells and corridors</b>																				
Disinfect all door handles																				
Disinfect all door 'push' plates																				
Disinfect all handrails and other touch points																				
Disinfect all switches																				
Hoover and mop all flooring																				
<b>Lifts (where applicable)</b>																				
Disinfect all lift control buttons																				
Hoover and mop all flooring																				
<b>Bin store</b>																				
Disinfect all door handles																				
Disinfect any code pads/padlocks																				
Disinfect touch points on bins																				
<b>Storage areas</b>																				
Disinfect all door handles																				
Disinfect any code pads/padlocks																				
<b>Other</b>																				
Replenish hand sanitiser if required																				
Replenish tissues if required																				
Check that all signage is in place and in good condition																				
Time spent in the communal areas:																				
<b>As you exit the building once again, disinfect all apartment door handles including main door handles.</b>																				
<b>INITIALS:</b>																				

## 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 masks when entering any of our buildings and cleaning our apartments. Fresh gloves are 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 take their temperature at the start of their shift and not commence work if their temperature is recorded at 37.5 degrees or higher
- 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 and/or
- Loss of, or change in, your normal sense of taste or smell (anosmia)

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 **10 full days** from the day after 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 **10 full days**. The 10-day period starts from the day after 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 10 full days from day after their symptoms appeared, regardless of what day they are on in the original isolation period

After the isolation period, 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](https://111.nhs.uk)

All contractors are encouraged to arrange to be tested if they are displaying COVID-19 symptoms. This can be arranged by visiting the government's website or by phoning 119.

## **Returning from travel abroad**

Current regulations require that you must self-isolate for 10 full days since you were last in a non-exempt country when returning to the UK from abroad. There are certain countries that this does not apply to and a list of travel corridors, where self-isolation is not required on return to the UK can be found here: <https://www.gov.uk/guidance/coronavirus-covid-19-travel-corridors>

All contractors are required to comply with these regulations at all times.

## **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 point" areas
- 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 or confirmed COVID-19**

- As well as gloves and masks, disposable aprons 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 disinfected
- Used linen is to be carefully placed in a separate bag by the guest and stored securely for 72 hours before returning to the linen provider for washing or being disposed 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 - 13th September 2020**

From the 14th of September the max amount of passengers in an MPV will be five. This is in-line with the new 'Rule of Six' as the driver will be counted as one.

#### **COVID-19 UPDATE - 5th June 2020**

From the 15th of June all passengers will be required to wear a face mask when travelling with us. This is due to the TFL public transport rules and regulations.

#### **COVID-19 UPDATE - 29th May 2020**

We are proud to announce that we provide our drivers with free face masks.

#### **COVID-19 UPDATE - 25th April 2020**

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 travelling 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".