



COVID-19 RESPONSE

LOCKDOWN MAINTENANCE

INTRODUCTION

Post COVID-19 all hoteliers will be required to demonstrate to guests and the wider travel market that suitable controls have been implemented to prevent the spread of infection (POSI). This document provides a simple checklist that will guide you in the processes and actions you will need to consider whilst your hotel is closed and prior to reopening in a POSI-ready status.

There are 4 phases to any effective COVID-19 response:

1. During closure / lockdown, to ensure the facility is being maintained
2. Pre-opening, when your operating procedures and systems will need updating accordingly
3. Re-opening property with new infection control arrangements in place
4. Post-crisis continuation, for on-going verification of standards and certification

LOCKDOWN HOTEL MAINTENANCE

To ensure that the hotel is being maintained correctly during the lockdown period please confirm the following:

Food Safety

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| 1 | Are all operational refrigerators and freezer units regularly checked to ensure required temperatures are being maintained? |
| 2 | Are all food items regularly checked for condition and expiry? |
| 3 | Are all waste items / refuse stored appropriately and made ready for collection considering any changes in collection timescales due to lockdown conditions? |

Pest Control

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| 1 | Are pest control systems maintained to ensure that all areas remain free of pests? |
| 2 | Are procedures in place to monitor pest activity and effectiveness of pest proofing? |

Water Safety & Legionella Prevention

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| 1 | Are disinfection protocols for the water system being maintained? |
| 2 | Are water tanks maintained with minimum water levels? |
| 3 | Are water tanks and access points to the water system regularly checked to ensure that they are secure? |
| 4 | Are all water features / using facilities (e.g. Jacuzzis) that are non-operational drained and kept clean? |
| 5 | Are water systems regularly flushed where necessary to prevent the stagnation of water? |
| 6 | Are the preventative maintenance protocols for cooling towers and HVAC systems being continued? |

Fire Safety

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| 1 | Are fire safety detection systems maintained and monitored during lockdown? |
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Preventative Maintenance

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| 1 | Are the preventative maintenance protocols for power, gas and key mechanical systems being maintained? |
| 2 | Are the preventative maintenance protocols for lifts being maintained? |
| 3 | Are chemical systems and storage areas maintained and secured? |

Cleaning

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| 1 | Is a minimal cleaning program being maintained? |
| 2 | Have all areas suspected of potential contamination been subjected to deep cleaning process? |
| 3 | Have all non-used areas been closed / appropriately covered to reduce re-cleaning on pre-open phase preparation? |

Security

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| 1 | Are direct employee security staff or third-party security companies contracted to start work prior to re-opening? |
| 2 | Have primary access controls (barriers, gates) and perimeter fencing, walls been checked by the security team to ensure there are no gaps? |
| 3 | Has the CCTV system been reviewed to ensure there are no faults in the system? |
| 4 | Has the property security plan been reviewed or updated and all security staff fully briefed? |
| 5 | Has the security risk assessment been reviewed? |
| 6 | Have all guest room locking mechanisms (door locks) been checked for serviceability? |
| 7 | Have all vulnerable areas of the property been adequately secured ready for re-opening? |
| 8 | Has the kids club access control process and safeguarding procedures been checked? |

Pool Maintenance

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| 1 | Are swimming pool water levels maintained to prevent damage to pool structure? |
| 2 | Are pool water treatment and disinfection arrangements still in place to ensure that the growth of microorganisms is effectively inhibited? |
| 3 | Are pool area items such as sunbeds, cleaned and stored securely? |
| 4 | Are all pool plant rooms and systems maintained in accordance with planned maintenance protocols and secured from unauthorized access? |
| 5 | Are pool hygiene facilities such as bathrooms, changing areas and showers cleaned and included in water system protocols (e.g. regular flushing and disinfection)? |

Infection Control Training

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| 1 | Have all staff been provided with infection control awareness training? |
| 2 | Have staff been identified from all areas of the operations that will be part of an infection control and crisis management team upon resumption of hotel operations? |

- 3 Has an infection control risk assessment been conducted and the results of this used to design the appropriate control measures?
- 4 Have infection control procedures been developed for the property for implementation during pre-opening on for ongoing operations?
- 5 Have physical changes to the property and equipment requirements been identified and a timeline for implementation been set that matches expected pre-opening and re-opening timescales?
- 6 Are systems in place to ensure that the infection control team have access to the most accurate and up to date information on Covid-19?

Personal Protective Equipment

- 1 Is a sufficient quantity of personal protective equipment (PPE) available for the infection control requirements of the hotel when fully operational?
- 2 Are supply arrangements in place to ensure that adequate re-supply is possible when required?
- 3 Are staff trained in the effective use, maintenance and safe disposal of PPE equipment?



END NOTE

This document is designed to guide you through the process of checking current conditions and preparing your hotel prior to reopening. It is not exclusive and is designed to only provide guidance and information with regard to the prevention of spread of infection.

For further information, advice and training please contact:

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