



The Royal Foundation of St Katharine

Staying Safe at St Katharine's

Your safety is important and our top priority as we begin to welcome customers back to The Royal Foundation of St Katharine. We have enhanced what we do to keep you safe:



Confirmed compliance with HSE Five Steps to Working Safely during Coronavirus



Personal safety equipment & protocols



Upgraded sanitising and cleaning processes.



Food & Beverage Services tailored



Social distancing guidelines



Enhanced training for all staff



Reconfigured utilization of Meeting & Event spaces

The team at St Katharine's hopes to welcome you soon.

HSE FIVE STEPS TO WORKING SAFELY DURING CORONAVIRUS.

The Royal Foundation of St Katharine has all recommended measures in place to provide the safest environment for both customers and staff.

UPGRADED SANITISING AND CLEANING PROCESSES.

- **Anti-viral cleaning product** – we have confirmed the anti-viral effectiveness of our specialist cleaning product.
- **Surface and Touch Point cleaning in common areas** – the reception, lounge, corridors, bathrooms, dining room, Meetings & Events Spaces and other common areas are sanitised frequently throughout the day.
- **Room sanitising** – we use highly effective cleaning products on all surfaces, objects and decorative items, and clinically proven guidelines for laundering textiles.
- **Kitchen and utensil sterilisation** – using cleaning products and practices in line with hygiene regulations.

SOCIAL DISTANCING GUIDELINES

St Katharine's is following guidelines to enable the social distance required when interacting with others.

- **Safety signage** – we have created special signage in all common areas of hotels to remind everyone of the need to maintain a safe distance.
- **Redesign of common areas** – furniture has been moved, in line with new legislation, to help guests maintain social distance.
- **Support from staff** – to help guests apply these measures in all areas.

RECONFIGURED UTILIZATION OF MEETING & EVENT SPACES

We have reassessed each meeting space to provide social distance for customers attending meetings and events.

- **Layouts and configurations** – identified the optimum utilisation for each meeting space with a variety of furniture layout to achieve social distance.
- **Flexible scale** – layout and configuration can be amended depending on the social distance the organiser and delegates wish to adopt.
- **Support from staff** – to help guests apply these measures.

PERSONAL SAFETY EQUIPMENT & PROTOCOLS

We offer safety equipment to all our guests, staff and suppliers during their stay.

- **Safety and sanitising equipment for guests** – access to sanitizing gel, masks and gloves during your visit.
- **Employee protection** – all hotel employees have access to the equipment needed to do their work with maximum health guarantees.
- **Equipment required for suppliers** – all suppliers accessing St Katharine's must follow the required safety measures.

FOOD & BEVERAGE SERVICES TAILORED

To minimize risks, we have adapted our processes for ordering, preparing, delivering, consuming and paying for food & beverage services.

- **Food safety** - we are reducing product handling and human contact during both preparation and delivery, frequently using single-use packaging.
- **Room service and take away products** – all dishes are available served to your room or as a take away.
- **Adapted meeting and event catering** – new presentation options which minimise the risk of infection.
- **Supplier control** – we follow the strictest safety standards during delivery processes.

ENHANCED TRAINING FOR ALL STAFF

Since March we have undertaken an extensive retraining exercise with all staff to ensure everyone is knowledgeable about and naturally compliant with safety standards.

- **Personal Protective Equipment** – we have engaged a specialist trainer in the use of PPE for all our cleaning staff and the whole staff team has been retrained in the use of PPE.
- **Prevent Covid 19** – all staff have undertaken a specific online training course.
- **Food Hygiene** – all food service staff have completed the Level 2 Food Hygiene Certification.
- **Living and Breathing our Ethos** – every staff member has re-attended the training course we provide each year to ensure we 'live and breathe' St Katharine's intention to take care of everyone we encounter through worship, hospitality and service.