COVID-19 Certificate of International Good Practice

The Rathbone Hotel, London has demonstrated on 21st September 2020 to our satisfaction that it has designed and implemented the necessary policy, process and procedures to help prevent and mitigate the incursion of COVID-19 within the establishment. Valid until 20/09/2021

PREVENT

- Prevent COVID-19 entering the hotel by establishing a health security perimeter around the hotel boundary
- Establish health security perimeters within the hotel which disrupt the spread of the virus from one area to another

RESPOND

- Maintain a proactive hygiene regime which assumes that no prevention mechanism is infallible and that a continuous response is required to ensure a hygienic environment within the health security perimeter
- Implement an effective incident management response to a suspected case within the health security perimeter

REASSURE

- Establish and maintain the policy, process and procedure to demonstrate to prospective users of the hotel (including guests, staff, suppliers, contractors, visitors) that the environment is and remains safe for them
- Create communication and engagement processes which gain the co-operation of users of the hotel relating to any suspected COVID-19 or other security incident

The Hotel has developed its strategy of prevention, response and reassurance to guests, staff, visitors, contractors and suppliers through the provision of satisfactory evidence that it has addressed:

- Strategic Risk Management - risk assessment, planning and control measures
- Staff Responsibilities & Training - staff buy-in, training and supervision
- Communications Strategy & Policy - internal and external, reservations policy, pre-arrival advice
- Prevention of the Spread of Infection (POSI) - plans for staff, guests, suppliers/contractors and/or visitors
- Incident Management - isolation and control of infection
- Hygiene Procedures - enhanced cleaning, personal hygiene/ respiratory etiquette and physical distancing measures for all persons, staff PPE

- 'Health Security Perimeter' - identify and maintain, arrival and departure procedures for all persons and objects, contact tracing
- Areas of operation (if applicable) - public areas, restaurants, bars and lounges, guest rooms, business facilities/meeting spaces, swimming pools/spa, leisure and entertainment facilities, transport, excursions, retail outlets, back of house areas (kitchen, laundry, offices and staff areas)

Brian Moore

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Operations Director
Global Secure Accreditation