



HEATH AND SAFETY OPERATION PROTOCOLS IN COVID-19 ERA

The document outlines a minimum set of standards we are setting in terms of Safety & Sanitation to protect the wellbeing of our guests, business partners and colleagues alike during the prevailing COVID-19 era.

FRONT OF THE HOUSE
PRE-ARRIVAL
Formalities: For our pre-booked guests, all check-in formalities will be completed beforehand, where possible, in order to reduce contact and time at Reception.
DRIVERS
PPE for Drivers: Our drivers that we cooperate with, will wear protective mask in line with local health guidelines.
Disinfection of vehicle's key high-touch points: Frequently touched areas inside vehicle in the passenger will be disinfected with every arrival, e.g. door handles (inside/outside), seat belt buckle, arm rests, device charging cords, boot handle etc.
Hand disinfection: Our drivers will wash their hands before and after the disinfection of hot spots after dropping off guests and after loading/unloading luggage.
Luggage Disinfection: We will seek approval from guests to disinfect exterior of guest luggage with UNIBAC powerful sanitizer ensuring the luggage remains locked/sealed. We will exercise caution when handling luggage made of leather/delicate fabrics.
Conversations: Whilst we have traditionally encouraged discreet conversations, we are now asking our drivers to engage with guests by minimal conversation
Guest Instructions: We will provide information which covers all the steps taken by the hotel for safety and sanitization along with the operational norms for restaurants, spa, room service, housekeeping & laundry procedures during COVID-19 era.
Guest amenities: We will provide pocket travel size antiseptic gel, as well as convenient disposal bins.
ENTRANCE
Temperature check: Our hotel hostess, will wear PPE as required by local health guidelines. Mandatory temperature checks will be performed at entrance.
Hand disinfection: We encourage mandatory hand sanitation on arrival and will provide hand sanitizer.
Febrile guests: Guests running a temperature of more than 37.3°C will be politely directed to the closest hospital/medical facility; we have a designated quarantine area in the hotel in the event the guest cannot be transferred to a doctor/medical facility straight away.
Luggage Disinfection: We will seek approval from guests to disinfect exterior of guest luggage with UNIBAC sanitizer ensuring the luggage remains locked/sealed. We will exercise caution when handling luggage made of leather/delicate fabrics.
Provision of PPE to guest on arrival: We will provide masks where required by local health guidelines, should guests not already have their own. If a guest has booked a hotel transfer, surgical mask will be provided at onset of transfer.
RECEPTION (CHECK-IN /OUT), CONCIERGE, GUEST SERVICES
PPE for Receptionists & Porters: Where stipulated by local health guidelines, colleagues will wear protective gear.
Social Distancing: We will place discreet, yet visible markings on the floor to maintain social distancing. Our colleagues will observe social distancing whilst checking in and rooming guests.
Hand disinfection: Hand sanitizer will be readily available to guests. Hand sanitizer will be available to colleagues behind the Reception counter.
Hotel Sanitation Norms: Guidelines will be displayed at Reception/Guest Services and displayed on the home page of our TV systems in guest rooms (where applicable).
Touchless Interactions: Touchless payment options and e-mail receipts will be encouraged; Payment terminals will be disinfected before and after each transaction.
Key Cards: We will disinfect collected cards with UNIBAC powerful sanitizer
ELEVATORS
Social Distancing: Clear signage will be displayed to avoid overcrowding in elevators.
Sanitation: We will sanitize high-touch point areas e.g. entire elevator cabin, especially operating buttons, with UNIBAC sanitizer at frequent timings.
Hand disinfection: A hand sanitizer stand will be available next to elevators.

GUEST ROOMS

PPE for Room Attendants: All our room attendants will wear protective gear as required by local health guidelines.

Hotel Sanitation Norms: Our hygiene guidelines will be displayed on the home page of in room TV system in guest rooms (when applicable). Printed guidelines can also be found across the hotel in public areas.

Housekeeping Service: Our housekeeping service will continue twice daily and can be flexible on timings in order to minimize person- to – person exposure.

Bed Linen & Towels: Our linen will be handled with extreme care to prevent raising dust and potential contamination. Used line will be washed at a minimum of 72°C for at least 25 minutes to kill potential bacteria.

In-Room Sanitation: Frequently touched areas will be disinfected regularly e.g. telephone, remote control, door/window/wardrobe handles, toilet seat/flusher, faucets, shower controls, coffee maker, tea kettle, light switched, thermostat, hair dryer, minibar door, minibar fridge handle bottle opener, guest directory, in- room dining menu, safe, etc. We will use fresh and clean set of microfiber cloths for each room to avoid cross- contamination.

Utensils: Dirty glassware, silverware will be removed from bedrooms and processed by our stewarding teams. Dirty items will be cleaned in efficient dishwashers operating at a high temperature of over 72°C

Vacuum Cleaners: We will replace/disinfect the dust bags every four days, regardless whether they are full or not.

Bins: We will disinfect bins with appropriate anti- microbial cleaning agent.

Ventilation: Each time a bedroom is serviced, we will ensure it is ventilated by opening windows and doors.

Soft Furnishing: We will steam furnishing periodically.

PUBLIC AREAS (LOBBY, BUSINESS CENTRE, RESTROOMS, ETC.)

PPE for Public Area Attendants: Our colleagues will wear protective gear as required by local health guidelines. These guidelines will be enforced by the management. Our supervisors will monitor the proper use of PPE.PPE will be replaced and sanitized as necessary.

Hotel Sanitation Norms: We will display signage in public areas to remind our guests and visitors to observe social distancing, handwashing / hand- sanitizing.

Social Distancing: We will rearrange furniture in such a way that it allows for proper social distancing.

Sanitation: We will sanitize all high -touch points e.g. telephones, phone chargers, chair arms, tables, handrails, door handles, toilet seat/flusher, baby changing facilities.

Restrooms: We will provide a disposable alternative to hand dryers e.g. paper towels along with pedal- operated lidded bin.

Soft Furnishing: Our soft furnishing will be steamed periodically.

RESTAURANTS, BAR/LOUNGE

PPE for Waiters & Hostesses: Our colleagues will wear protective gear as required by local health guidelines.

Hand disinfection: Mandatory hand sanitation will be enforced for our colleagues. Hand sanitizer will be readily available to colleagues at the Hostess stands and in the back of the house.

Social Distancing at Entrance: We will place discreet, yet visible markings on the floor to maintain social distancing.

Social Distancing Dining Room: We will reduce the number of tables to maintain social distancing norms. Seating for the tables will be reduced to half and will be appropriately set apart from each other. Servers will apply appropriate distancing.

Table Linen: Our linen will continue to be changed after each party has left and laundered as per our hygiene standards.

Placemats: Our placemats will be changed and disinfected. Disposable paper napkins may be provided as an alternative. Tabletops and chair arms will be disinfected regularly.

Service Style: We will exclusively provide 'A La Carte' service for breakfast, lunch, afternoon tea, and dinner but some cold items may be available for hand collection by guests.

Salt & Pepper Cruets: We will remove salt & pepper cruets and any other condiments, but offer these as served by our waitering team.

Menus: We will disinfect our menu folders after every use. At the pool and in room we will be using the QR Code system, to comply with hygiene standards.

Food Safety/HACCP*: We will continue to observe the strictest good hygiene practices across all areas of the hotel.
* Hazard Analysis Critical Control Point.

Ventilation: We will ventilate all restaurant outlets after each meal period.

IN-ROOM DINING

PPE for Waiters: Our waiters will wear protective gear as required by local health guidelines.

Menu: Pool menu and polo restaurant menu we will be using the QR code.

Delivery/Retrieval: We will minimize exposure in guest rooms as much as possible or offer guest contactless delivery by leaving tables/trays outside the room after ringing the door after announcing delivery. All food items will be covered in transit.

Hand disinfection: Mandatory hand sanitation will be enforced pre-/post-delivery of an order.

Food Safety/HACCP: We will continue to observe the strictest good hygiene practices on items such as salt & pepper cruets, flower vase, hot boxes, trays, etc.

MEETINGS & EVENTS

PPE for Waiters & Hostesses: Our colleagues will wear protective gear as required by local health Guidelines.

Hand disinfection: Mandatory hand sanitation will be provided with the help of touchless hand sanitizer dispenser in front of meeting rooms. Hand sanitizer will be available to colleagues in the back of the house areas.

Social Distancing Dining Room: We will reduce occupancy to main social distancing norms.

Service Style: We will provide individually portioned and served food & beverages. We will enforce social distancing whilst guests are in line to obtain hot / cold beverage / food. No self-service F&B will be offered.

Placemats: We will use disposable paper placemats after each meeting adjourns.
All pens/pencils will be disinfected after each meeting.

Meeting Room Sanitation: We will sanitize all key high-touch points e.g. telephones, projectors, remote control, door/wardrobe handles, light switches, cover of recessed electrical outlets, chair arms, flip charts & markers, etc.

Waste: We will provide pedal-operated lidded bin with plastic liner, these will be emptied during each break and disinfected after each meeting adjourns.

Ventilation: Each time a room is serviced, we will ensure it is well-ventilated by opening window(s) where possible.

PPE for Colleagues: Our colleagues will wear protective gear as required by local health guidelines.

Hand disinfection: Staff will comply with mandatory and regular hand washing and sanitization.

Social Distancing: We will rearrange furniture such a way that it allows for proper social distancing. We will establish maximum capacity required.

Disinfection of furniture: Our furniture will be cleaned and disinfected periodically with appropriate anti-microbial cleaning agents.

Sanitation: We will regularly sanitise all high-touch points e.g. telephones, remote controls, door/locker handles, exercise equipment, toilet seat/flusher, water dispenser taps.

Bins: We will continue to disinfect bins with appropriate anti-microbial cleaning agents.

Ventilation: Each time a room is serviced, it will be ventilated by opening window(s).

SPA & WELLNESS / FITNESS CENTRE / LOCKER ROOMS / POOL DECKS

PPE for Colleagues: We will wear protective gear as required by local health guidelines. Spa therapist will be changing protective gear once treatment/s are finished and room is disinfected before welcoming a new guest.

Hand disinfection: We have mandatory hand sanitation with help of hand sanitiser dispenser at entrance and within all the areas of the spa. Hand sanitiser is available to colleagues in the back of the house.

Social Distancing: Our furniture and exercise equipment will be rearranged in such a way that it allows for proper social distancing.

Disinfection of furniture: We will continue to extensively clean and disinfect furniture periodically with appropriate disinfection products.

Sanitation: We will continue to sanitise all key high-touch points e.g. telephone, remote controls, door/locker handles, exercise equipment, floor mats, toilet seat/flusher, hair dryers, water dispenser taps, sterilisation of beauty equipment in autoclave, proper pool & hot tub care, etc.

Linen & Towels: All clean towels and linen used within the Spa are washed at 70°C as required and are sanitized and disinfected prior to use. Personal lockers are being sanitised before and after use by guests. Clean personal towel amenities will be sealed in clear disinfected bags.

Massage Bed Linen & Towels: Used linen will be placed in sealed bags. Wash programs are at 70°C for at least 25 minutes with appropriate disinfection products.

In Treatment Room Sanitation: Each treatment room will be sanitised and disinfected before and after every use, including all surfaces. Therapist will be wearing appropriate PPE as required by local health guidelines and follow sanitising policies during treatment performance and during disinfection time.

Ventilation: After service in each treatment room, room will be ventilated by opening treatment room doors whilst are being sanitised and disinfected. Locker Rooms, Spa Reception area and Spa Relaxation area will be ventilated through the operation hours to ensure required ventilation standards.

BEST PRACTICES - BACK OF THE HOUSE

Temperature check: We will enforce mandatory temperature checks on colleagues before entering the hotel premises. Colleagues running a temperature of more than 37.3° C, with/without symptoms will be sent home. Records will be kept for all colleagues for minimum 14 days as required by legislation. Status to be reported to Management. Strictly follow GDPR guidelines.

COVID-19 symptoms: Any colleague suffering from sore throat, dry cough, shortness of breath, fatigue, vomiting and / or diarrhea will be asked to return home and contact their local Public Health center.

Hand sanitisation: Our colleagues will use hand sanitizer before and after clocking in to work.

Social distancing: Our colleagues will always be instructed not to engage in unnecessary conversations and apply social distancing regulations.

Personal Protective Equipment PPE: Colleagues will be given PPE as indicated by Company Policy and/or local health guidelines; Supervisors will monitor the proper use of PPE.PPE to be replaced and disinfected as required.

Changing of uniforms: Fresh uniforms (e.g. items that directly touch the skin such as shirt, blouse, or Chef's jackets/aprons) will be provided to all colleagues at onset of each shift.

Worn uniforms: Worn colleague uniforms will be deposited to Laundry after the shift.

Cleaning of shoes: Outer shoes used inside hotel will be cleaned every day. Sole of shoes will be cleaned and disinfected with anti-microbial cleaning agent as colleagues enter building. Top of shoes will be polished.
Social distancing: We will stagger colleague shifts to enforce social distancing amongst colleagues and departments. 15-minute slots will prevent overcrowding in the locker rooms and rest rooms. All colleagues will comply with the 2m social distancing rules.
Hand washing & sanitisation: All our colleagues advised to enforce hand hygiene, coughing etiquette and respiratory hygiene. Our locker rooms will be thoroughly disinfected every day during overnight shift.
Windows: All our windows leading directly to the outside, where necessary and possible will be kept open for ventilation.
Wash hand basins (WHB): WHB will be fully equipped with necessary utilities. Hot water, bactericidal liquids towels. We will also ensure that all our bins are lidded pedal-operated and lined.
Alcohol hand-rub: Alcohol-rub will be affixed at strategic points.
Personal Hygiene Posters: We are displaying prominent signage, affixed in conspicuous areas including notice boards reminding colleagues to enforce strict cough etiquette, hand washing and hand sanitization.
Outer clothing and personal belongings: These items will be kept inside colleague lockers.
Monitoring: Our colleague locker rooms will be regularly monitored to ensure that WHB are functional and equipped, alcohol hand-rub will be readily available, bins emptied, and overcrowding will be avoided especially at start and end shifts.
OFFICES, WORKSTATIONS & MEETINGS
Alcohol hand-rub: We will ensure that alcohol-rub will be affixed at strategic points.
Social distancing: We will rearrange our offices to apply to social distancing regulations. Colleague workstations are where possible no longer facing each other. Where the rearranging of offices is not possible, we will assign 50% of colleagues to work from home, or other areas in the hotel, whilst the other 50% are in the office.
Working from Home: We will implement 'Working from Home', within reason, for colleagues in administrative roles whose physical presence on property is not essential.
Key high-touch points: Frequently touched surfaces will be disinfected regularly, e.g. tables and chairs, door handles, light switches, thermostats, telephones, keyboard, mice, hot water kettle, printer/copier/scanner, etc.
Meetings: We will move furniture and chairs to apply to social distancing regulations. Alcohol hand-rub will be readily available. We will ensure proper ventilation e.g. open door / window if meeting lasts for more than 30 minutes. We will continue to disinfect table tops and chair arms after each meeting and during breaks where appropriate.
DELIVERY AND RECEIPT OF GOODS
Goods Receiver: Our team will continue to observe excellent respiratory and hygiene standards as well as social distancing guidelines.
Receipt of goods: In line with HACCP standards, any food transported in dirty containers or dirty vehicles will be rejected and the delivery of loose food discouraged.
Alcohol hand-rub: We provide alcohol-sanitisers in our loading bay for colleague and supplier use.
Cleaning and sanitation: Our goods receiving area and loading bay will be cleaned and disinfected at regular intervals.
Cleaning of delivered goods and carts: Proper cleaning and disinfecting will be enforced before and after every delivery.
Quarantine items: We quarantine, and date code received food and food contact goods and store them appropriately in marked stores. Dry goods can be left for 47 - 72 hours before taking them into the stores
Chilled and frozen items: All food packaging items will be sanitized using appropriate cleaning agents, before taken into refrigerators and/or freezers, where possible outer packaging to be removed on unloading.
Suppliers: All our suppliers deliver as per scheduled times and are not allowed to unload their products at the same time. In order for distancing to be observed, our Suppliers and Drivers are not allowed to proceed beyond the demarcation line.
Waste collection: Our waste collection is scheduled in order that it does not coincide with during linen and food deliveries.
SERVICE ELEVATORS & SERVICE CORRIDORS
Sanitation: Sanitize key high-touch points e.g. entire elevator cabin, especially operating buttons, with disinfecting wipes or disposable paper towels sprayed with sanitizer UNIBAC.
Social distancing: We will ensure that H&S instructions, including the number of colleagues allowed at one time, are placed inside each service elevator and are easily visible. Our service elevator floors will have markings with directions, so that colleagues do not face each other and maintain social distancing. Where possible, we will implement a one-way traffic in service corridors.
Hand disinfection: Hand sanitation is mandatory with help of touchless hand sanitizer dispenser, prominently displayed on all service floors and back of house areas.

KITCHEN & STEWARDING

Sanitation: Our kitchen will continue to be sanitized at regular intervals as dictated by hotel cleaning schedules.

Social distancing: We will limit the number of colleagues to the minimum required. Our colleagues will be organized into teams to reduce interactions between individual colleagues. Workstations will be placed in such a way that colleagues are not facing each other and can maintain appropriate social distance.

PPE: All kitchen staff will wear disposable masks, gloves, hair nets and all other safety gear as dictated by HACCP based Policies and cleaning chemicals MSDS. All items will be sanitized, cleaned and replaced as per local policies.

Vegetable and fruit sanitisation: We ensure proper cleaning of vegetables using approved sanitizing agents.

Disinfection of food equipment, utensils and tools: We continue to clean and disinfect key high-touch points e.g. food equipment and food contact surfaces including chopping boards as dictated HACCP.

Sterilisation of knives and utensils: These implements are pasteurised in a dishwasher working at a rinse of 82°C.

LAUNDRY & GUEST LAUNDRY SERVICE

Social distancing: Our colleague workstations are being placed in such a way that colleagues can maintain appropriate social distances.

PPE: All our colleagues will wear disposable masks and gloves when processing soiled linen or guest laundry.

Delivery/Retrieval of Guest Items: We will minimize exposure in guest rooms as much as possible. All guest laundry items will be covered in transit. When retrieving/delivering guest items, colleagues will wear PPE in public areas as required by local health guidelines.

Washing Programs: We continue to operate washing programs for each type of linen, using Diversey cleaning and hygiene products.