

GUEST WELCOME SANITARY GUIDELINES POST COVID-19

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For External Use



DISCLAIMER



This document was drafted based on information available at the time of writing from the World Health Organisation (WHO)

This Document is an **extract of the ALLSAFE ACCOR Sanitary Guidelines**. It will allow to get an overview of actions Accor Group is taking in Accor Hotels properties. Please note that **these guidelines will be adapted for their implementation per region of the World and per Brand according to Local legislation**.

The aim of this protocol is to provide guidelines for **hotels within the ACCOR group** to put in place a **Guest Welcome Protocol** after the lockdown period is over.

It is the hotel's responsibility to assess the situation and make its own decisions. When drafting this protocol, it is recommended that each hotel takes due account of its own specific characteristics, its brand and particularly its size, its business structure, environment and location.

These documents and the health & safety advice therein are based on information available at the time of writing from the World Health Organisation and the Ministries of Health and Employment. It will be adapted in line with legislative changes and new decisions taken by each brand.

Legislation and instructions issued by local health authorities take precedence over the guidelines contained in this guide.

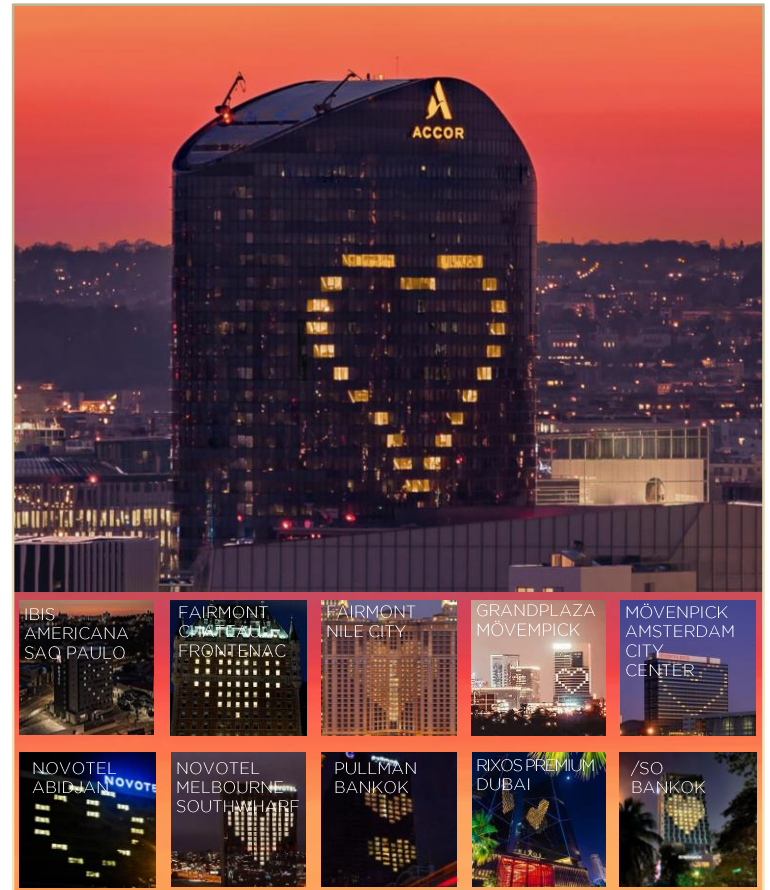
INTRODUCTION

Welcoming, safeguarding and taking care of others is at the heart of what we do and who we are. The health, safety and well-being of our staff, guests and partners remains our top priority as the world goes through this unprecedented crisis.

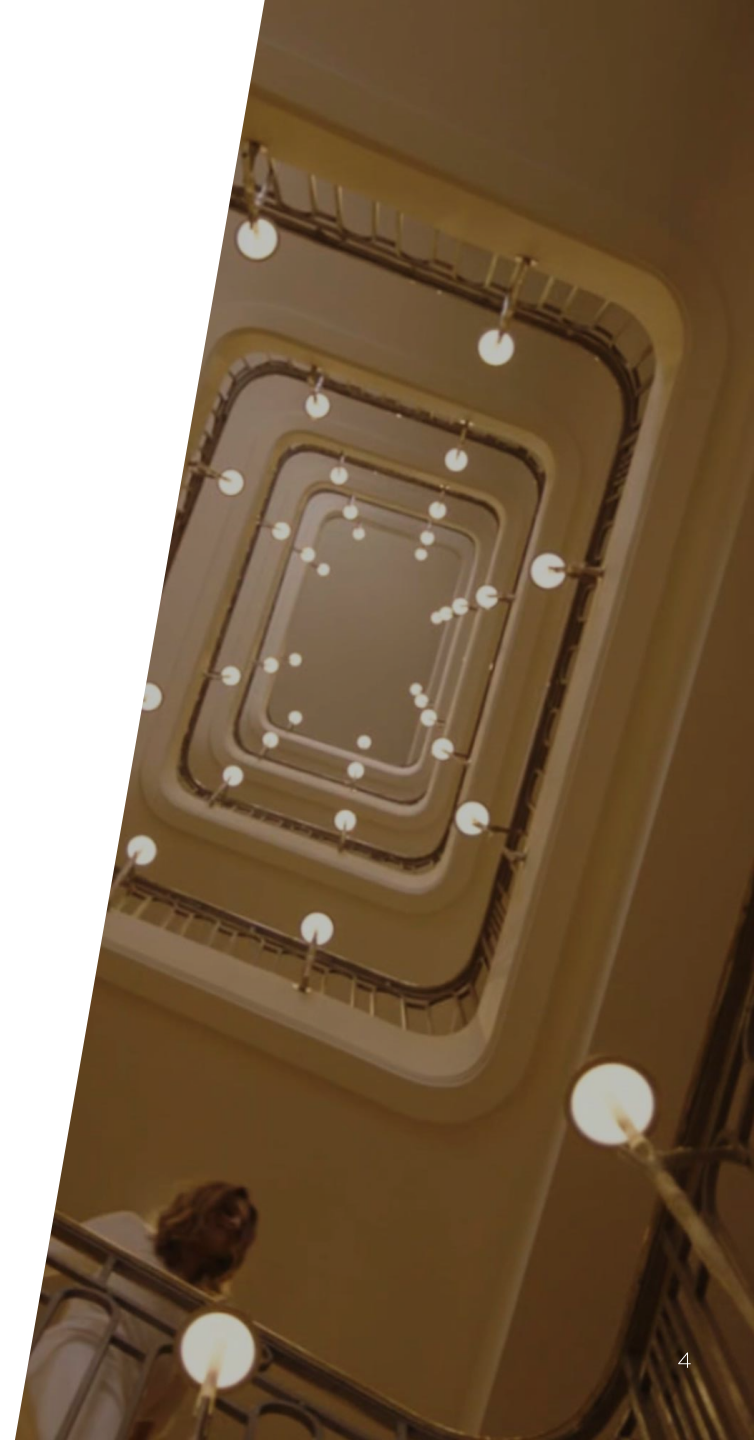
Accor has now established some of the most **stringent cleaning standards & operational procedures** in the world of hospitality to ensure guest safety as hotels reopen around the world.

We showed great solidarity & emotion, when closing our hotels. We want to re-open them with even greater care & passion. Welcoming back our Heartists (Staff) and Guests around the world with a reassuring global **#ALLSAFE Label** at the heart of our Reopening Sanitary protocols strategy.

These Sanitary guidelines are here to help operations align on a set of common standards and inspire best practices to implement when reopening a hotel, after the lockdown period is over.



SUMMARY





ACCOR GLOBAL STANDARDS

#ALLSAFE LABEL



HEARTISTS: CARE & TRAIN

- ▮ **ALLSAFE Officer 24/7**
- ▮ **Heartists** provided with appropriate **mask and sanitiser solutions**
- ▮ **Heartists** given comprehensive **safety & hygiene training**
- ▮ **Heartists** regular **health checks** conducted
- ▮ **Reinforced cleaning program** in **heart of house** with **frequent disinfection of high touch areas**



GUESTS: CARE & REASSURE

- ▮ **Guests** access to **medical professionals**
- ▮ **Guests** provided with **individual sanitiser, wipes and mask** at arrival (Luxury/Premium) or on request
- ▮ **Guests temperature control system** available and temperature taken at hotel entrance(s) if legally required
- ▮ **Guests** dedicated **customer hotline** to best prepare their stay



HOTEL: ALLSAFE PROCEDURES

- ▮ Reinforced **food safety** standards & limited buffet
- ▮ **Safe room service** provided at no extra charge in case of restaurant closure
- ▮ Promote **contactless** check-in, check-out and payments whenever possible
- ▮ **Social distancing** enforced in all common areas
- ▮ **Reinforced cleaning program in public areas with frequent disinfection of high touch areas**
- ▮ **Sanitiser** provided in **key public areas** (front desk, restaurant, elevators, toilets, etc.)
- ▮ **Room extra disinfection** of high touch room & bathroom areas (door knob, TV remote...)

ALLSAFE LABELISATION PROCESS

HOW TO GET THE LABEL & MAINTAIN IT OVER TIME ?



ALLSAFE LABELISATION RELIES ON A **TWO STEPS APPROACH** :

STEP 1

ALLSAFE PROTOCOLE IMPLEMENTATION

ALLSAFE Protocol implementation by the Hotel to be eligible for the ALLSAFE label.
See detailed steps next slide.

> Operations to use **TASKWORLD** digital platform to support Labelisation monitoring and inter accreditation process (when applicable)

STEP 2

ON GOING ASSESSMENT OF STANDARDS

Hotel to **maintain ALLSAFE label requirements** over time through ongoing ALLSAFE standards self-assessments (daily, weekly, monthly)

> **Hotel teams** to use **iAUDITOR** digital platform with dedicated checklists (available end June)

MAJOR CHANGES AT A GLANCE (1/2)



WELCOME BACK OUR COLLEAGUES

- **Action Plan** for housekeeping, heart of house, front office & F&B
- **Distribution of protective items** (masks, hand sanitiser, gloves if necessary), if possible reusable ones
- Regular health checks
- **Reorganising business activity** for minimal contact (e.g. staggered breaks, changing room access)
- E-learning focused on Covid-19*
- **Covid-19 code of practice*** implementation

* Work in progress with Bureau Veritas: details will be issued soon



WELCOME BACK OUR GUESTS

- **Dedicated hotline** to best prepare guest stay
 - **An ALLSAFE Officer:** appointed person fully trained
 - Guest access to **medical professionals**
- Procedure for informing Guests:**
- Information on changes to service
 - Hygiene instructions and sanitiser on arrival
 - Social distancing
 - Encouraging online check-in and check-out
 - Process for handling suspected virus cases (reception area equipped with first aid kit & thermometer)
 - Information communicated to guest via email, receptionist & through digital or physical posters at the hotel



FRONT OFFICE

- Revised **welcome procedure**
- Desk reconfigured to ensure **social distancing**
- **Panel screens installed recommended**
- **Floor markings** or any alternative for social distancing (e.g. easels...)
- **No physical contact** with guests
- **Contactless payments** encouraged
- Lobby reconfigured, with **sanitisers**
- **Frequent cleaning** of all critical points of contact (WC, lifts...)

MAJOR CHANGES AT A GLANCE (2/2)



ROOMS

- New **cleaning processes** following guidelines
- **Disinfection** of frequent high touch areas
- **Removal of non-essential items**
- **Amenities dispensers highly disinfected**
- **Unused supplies** to be boxed for 5 days unless there can be evidence that the materials were clearly not touched.
- **Cardboard** items should be removed and stored for two days
- **Linen only change on request**
- **Housekeeping service on demand for repeat stay**



F&B

- **Breakfast:** recommended in the room or take away. If authorized locally, limited buffet service
- **Restaurant service** replaced with **room service** & no upcharge if the restaurant is closed
- **Kitchen: reinforced food safety standards.** Produce storage areas adapted; social distancing in the kitchen; new cleaning and disinfection procedures
- **Deliveries:** access restriction; delivery workers must wear masks and wash hands just before delivery; availability of hand sanitiser; reinforced cleaning procedures; creation of a waiting area; disinfection of outer packaging and decontamination of fresh produce.



GYM, SWIMMING POOL & SPA

- **Maintain temporary closure** pending recommendations on reopening & necessary measures from all relevant authorities
- **Gradual re-opening** will be in line with above recommendations



MEETING ROOMS

- **Maintain temporary closure** pending recommendations on reopening & necessary measures from all relevant authorities
- **Gradual re-opening** will be in line with above recommendations

1

GENERAL PREVENTIVE HYGIENE MEASURES



KEY INFECTION PREVENTION MEASURES FOR EVERYONE

✓
AVOIDING CLOSE CONTACT WITH INDIVIDUALS



✓
MAINTAINING AT LEAST 1M DISTANCE BETWEEN INDIVIDUALS



✓
SNEEZING & COUGHING INTO ONE'S ELBOW



✓
WASHING HANDS CORRECTLY & OFTEN WITH WATER & SOAP



✓
CLEANING HANDS WITH ALCOHOL-BASED SANITISER WHEN WATER & SOAP NOT AVAILABLE



✓
CLEANING & DISINFECTING HIGH TOUCH SURFACES & PERSONAL ITEMS



✓
STAY HOME IF YOU ARE UNWELL OR HAVE BEEN IN CONTACT WITH SOMEONE INFECTED WITH COVID-19 IN THE PAST 14 DAYS



AXA SOLUTIONS FOR GUESTS

OVERVIEW ON THE ACCOR / AXA PARTNERSHIP



On May 15th 2020, ACCOR announced an innovative strategic partnership with AXA, a global leader in insurance and assistance, to provide medical support to guests across the 5,000 Accor hotels worldwide, starting in July 2020.

2 AXA medical solutions will be made available to help Accor hotels deal with all guests' non-urgent medical situations, including suspected COVID-19 cases:

- 1. A NEW INNOVATIVE SERVICE:
Teleconsultation by phone.**
- 2. A COMPLEMENT TO CURRENT SERVICE:
Access to AXA's WW network of certified medical providers**

AXA's medical solutions aim to:

- ▣ Improve the level of service offered to guests
- ▣ Help hotels with turnkey and simple professional solutions
- ▣ Contribute to Accor's differentiation, especially in the current context of recovery

PLEASE NOTE

These 2 medical solutions:

- ▣ **Are free of charge for hotels.**
Teleconsultation is also free of charge for guests. Guests only pay for physical consultations if redirected to AXA's certified medical network.
- ▣ **Do not replace existing procedures** in case of emergency, they are a complement in case of non-urgent medical situations
- ▣ **Can be used for any guest medical need**, of course including suspected cases of COVID-19
- ▣ **Will still be available after the current crisis;** the partnership with AXA is a long term one
- ▣ **Do not engage hotels' liability:** in case of medical malpractice, the responsibility always lies with the medical professional (for both services)

AXA SOLUTIONS FOR GUESTS

2 SERVICES IN DETAIL



STARTING BY END JULY 2020



1. A NEW, INNOVATIVE SERVICE: TELECONSULTATION BY PHONE

If a guest has a non-urgent medical need

THE HOTEL TEAM:

- ▢ calls an AXA contact number
- ▢ gives the number at which the guest can be called back (mobile phone or room landline).

THEN, THE GUEST:

- ▢ Is called back on the phone by a general practitioner, within 15 min to one hour max
- ▢ Can get a prescription if necessary

THE SERVICE:

- ▢ Is free of charge for guests and hotels*
- ▢ Will first be available in English only (additional languages will come later on)
- ▢ Is particularly suitable in the case of a suspected COVID-19 case **without any severe symptoms**

* Excluding call costs: for the hotel, 3 min call to a regular line in Spain. For the guest: depending on country and mobile plan, possible roaming costs if called back on mobile,.



AXA SOLUTIONS FOR GUESTS

2 SERVICES IN DETAIL



STARTING BY END JULY 2020



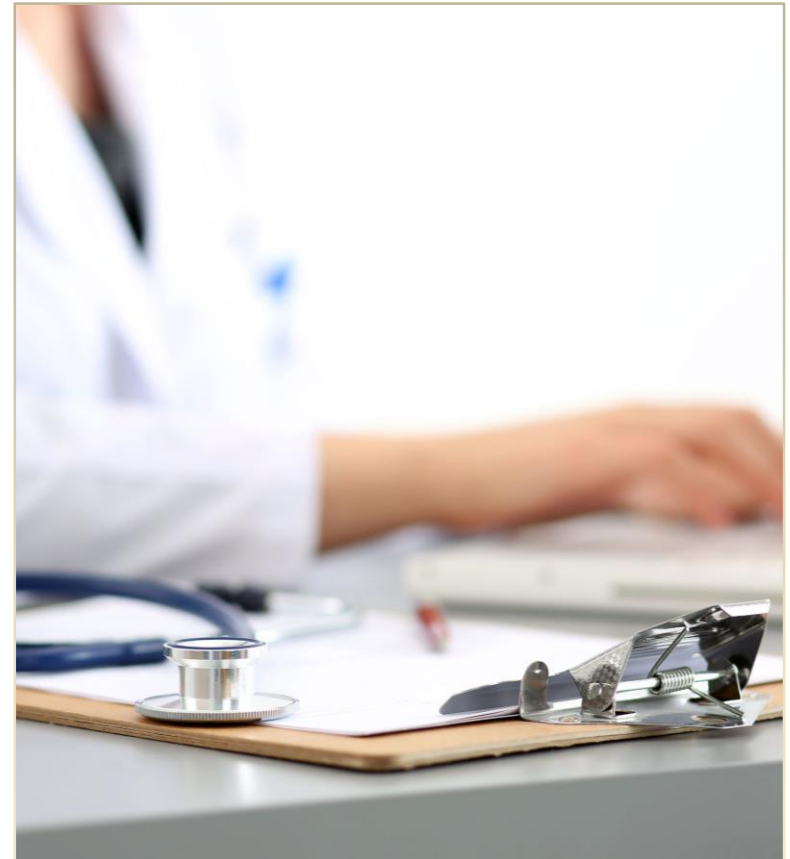
2. A COMPLEMENT TO CURRENT SERVICE: ACCESS TO AXA'S WORLDWIDE NETWORK OF CERTIFIED HEALTHCARE PROVIDERS

THE AXA NETWORK

- 840,000 healthcare providers worldwide
- Healthcare providers audited by AXA: hospitals, healthcare centers, general practitioners, specialists

AN ONLINE TOOL FOR HOTELS

- A search engine for finding certified medical providers near the hotel
- Providing all necessary information on:
 - location
 - medical specialty
 - languages spoken
 - opening days
 - type of service: office, house call, 24/7
- Free access to the online tool for all hotels
- Guests pay for appointments and medicine



2

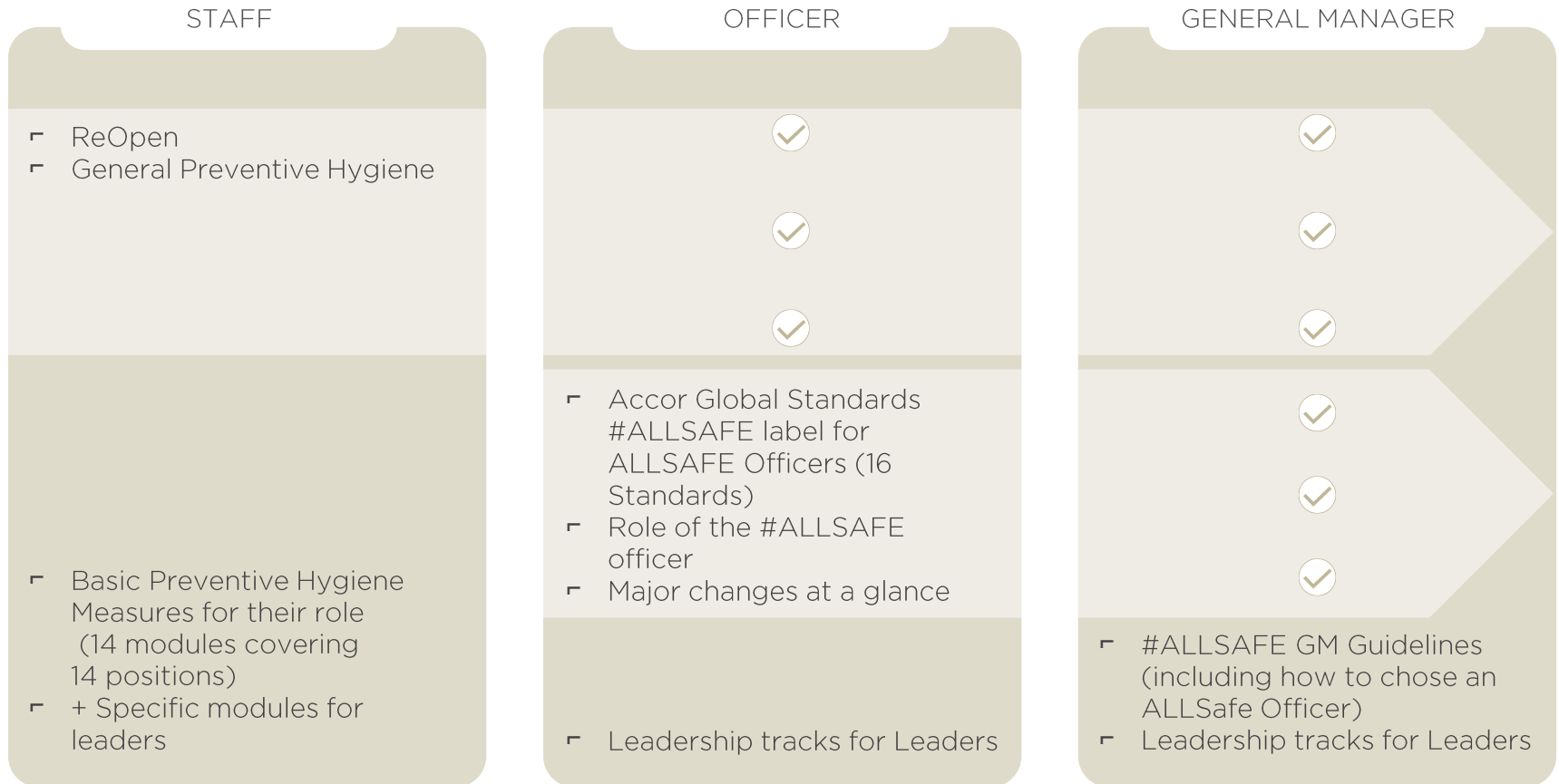
WELCOME BACK TO OUR STAFF



TRAINING & INFORMATION

ALLSAFE HEARTIST JOURNEY

THREE BASIC **CERTIFICATION PATHS:**



ROLE OF THE ALLSAFE OFFICER



ALLSAFE officer **from within senior management** of hotel team whose main role will be:

- To put the new daily work routines into practice, to monitor compliance with good practice and to lead the preventative hygiene measures
- Adapt the health & safety recommendations and requirements to the hotel
- Make sure that the team is fully briefed on procedures
- Ensure the implementation of the 16 ALLSAFE label standards and other required actions
- Ensure that the teams follow the procedures
- Display communication supports throughout in the hotel
- Stay up to date of changes to local legislation in order to adapt procedures accordingly
- Supervise online customer feedback & reviews regarding hygiene & ensure follow-up

3

WELCOME BACK TO OUR GUESTS



INFORM GUESTS



Guests must be fully informed of all exceptional service measures during their stay
Clearly display reminders of health & safety instructions in the lobby in several languages and using icons

KEY MESSAGES FOR GUESTS



A SAFE DISTANCE

We've reorganised the hotel to keep at least 1meter minimum between guests and staff. Please help us to respect this measure by following floor markings (or easels...), using the elevator one person at a time (only families are allowed). Local rules always prevail



CLEAN HANDS

We've provided sanitiser and soap around the hotel. Kindly make sure to wash your hands properly and regularly



CHECK-OUT

We recommend payment by credit card. Please Drop your room key in the box at reception on departure (if you have opted for the fast check out; your payment details are available at reception)



YOUR ROOM

Has been cleaned & disinfected with extra care.
 We have also removed all non essentials amenities to minimise risk but they are available at reception. Please ask us. Please ask the reception to only clean your room on request (if you do not want the service daily)



IF YOU FEEL UNWELL

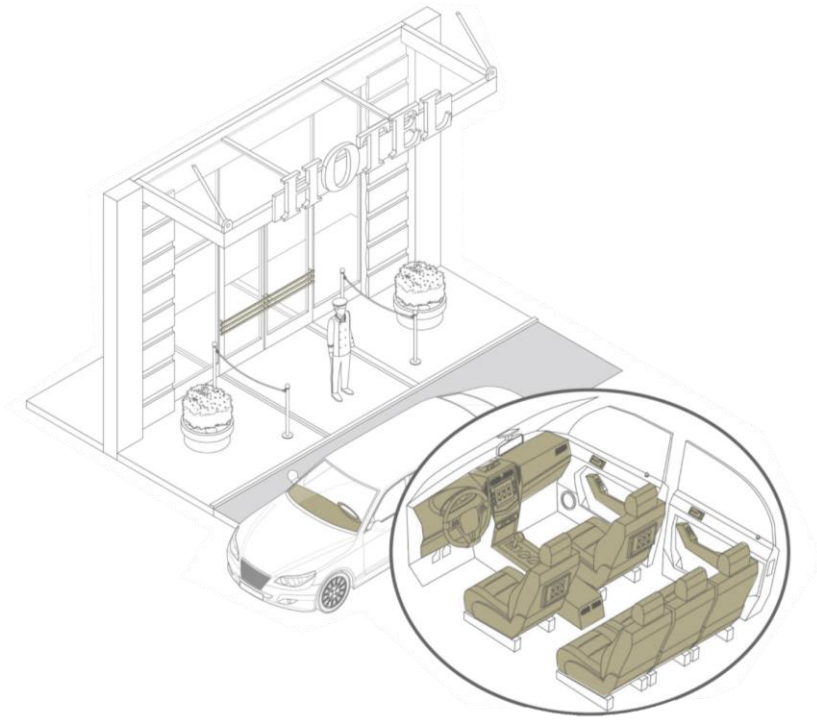
Please contact the ALLSAFE Officer via the reception from your room and we'll provide you with assistance.

4

PUBLIC AREAS



PRE-ARRIVAL TRANSPORTATION



KEY HIGH TOUCH AREAS



Dashboard



Wheel



Speed knob



Car seats and armrest



Door handles
(car interior and
exterior, main entrance)



- ▣ If outsourced, the **transportation partner** must follow the same protocol as hotel employees)
- ▣ **Driver is wearing protective gear** such as mask and has sanitizer gel
- ▣ The **car should be disinfected** at every arrival
- ▣ **Driver section can be segregated** with a temporary plastic or a transparent sheet
- ▣ Driver should be instructed to **limit conversations** to minimize interaction

LUGGAGE MANAGEMENT



LUGGAGE STORE AREA

- ▮ **Only one person is allowed inside the luggage storage area:** either the customer or a staff member
- ▮ **Hydroalcoholic gel available at the luggage room entrance**
- ▮ **Each suitcase placed in the luggage storage area must be disinfected** (employee must receive permission from the guest to do so)
- ▮ **No contact between different customer luggage** in the luggage storage area
- ▮ **For groups:** set aside the group suitcases if possible, to avoid over contamination
- ▮ **Key high touch points must be disinfected regularly**
- ▮ **Door of luggage storage area disinfected frequently**



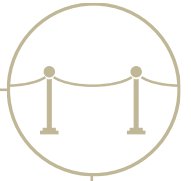
BAGGAGE DELIVERY

- ▮ **Guests requesting bell service** will be assisted and the bell cart will be sanitized after each guest is assisted
- ▮ **Luggage delivery for check-in and pick-up for check-out,** is possible only in front of the guest's room. No entrance into the room is allowed. Keep a safe distance when delivering luggage. Knock on the door and step back in order to maintain a safe distance. Wait for the guest to open the door
- ▮ **Do not take bags from hand to hand**
- ▮ **All packages will be placed in sealed, single-use plastic bags**
- ▮ **Luggage cart is covered with a cleanable, non-porous or disposable surface**
- ▮ **Assignment of equipment:** wherever possible, equipment must be assigned to only one person per department to minimize the risk of contamination through contact
- ▮ **Masks and gloves must be worn during delivery**

HOTEL ENTRANCE AREA



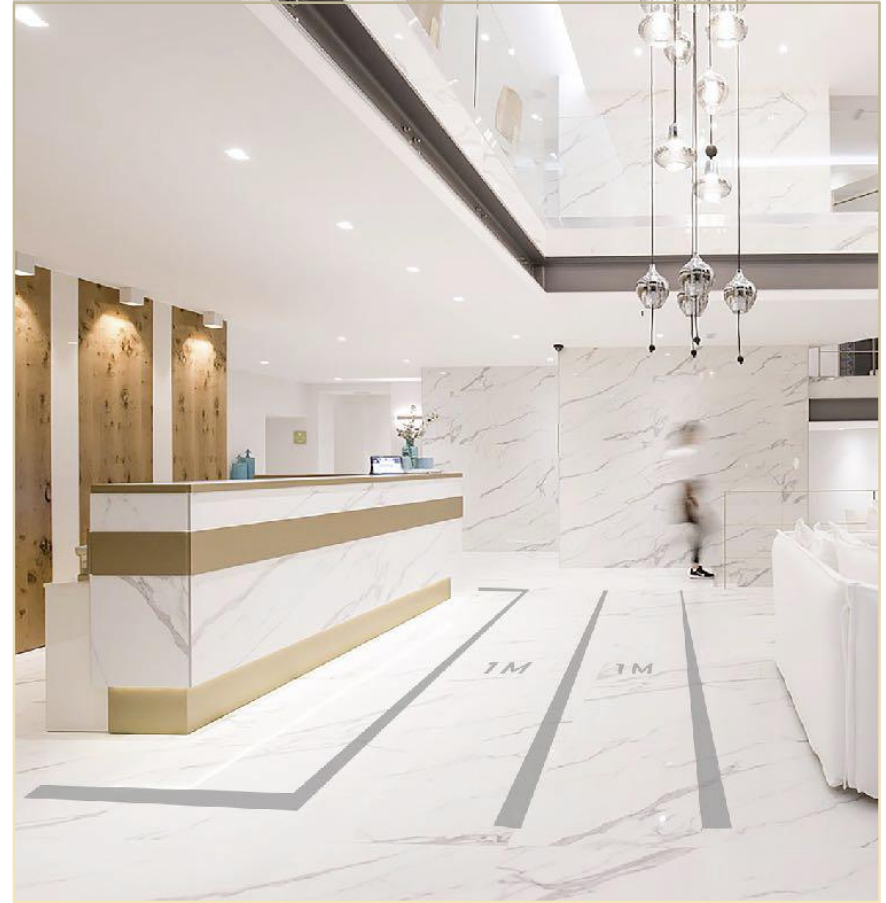
- ▣ **Install rope barriers and display official notices** to inform guests on the hotel rules to follow during the stay
- ▣ **Mandatory hand disinfection hub** with sanitiser gel for guests
- ▣ In line with local legislation & cultural habits, hotel may **take guest's temperature** on arrival
- ▣ Display **“Understanding Coronavirus”** posters in several languages in a prominent place in the hotel lobby
- ▣ **Limit the number of people in the lobby** at any one time by controlling access at entrance, space the waiting areas
- ▣ Ensure that flow of movement does not require opening doors



4. WAITING AREA AND FLOW THROUGH

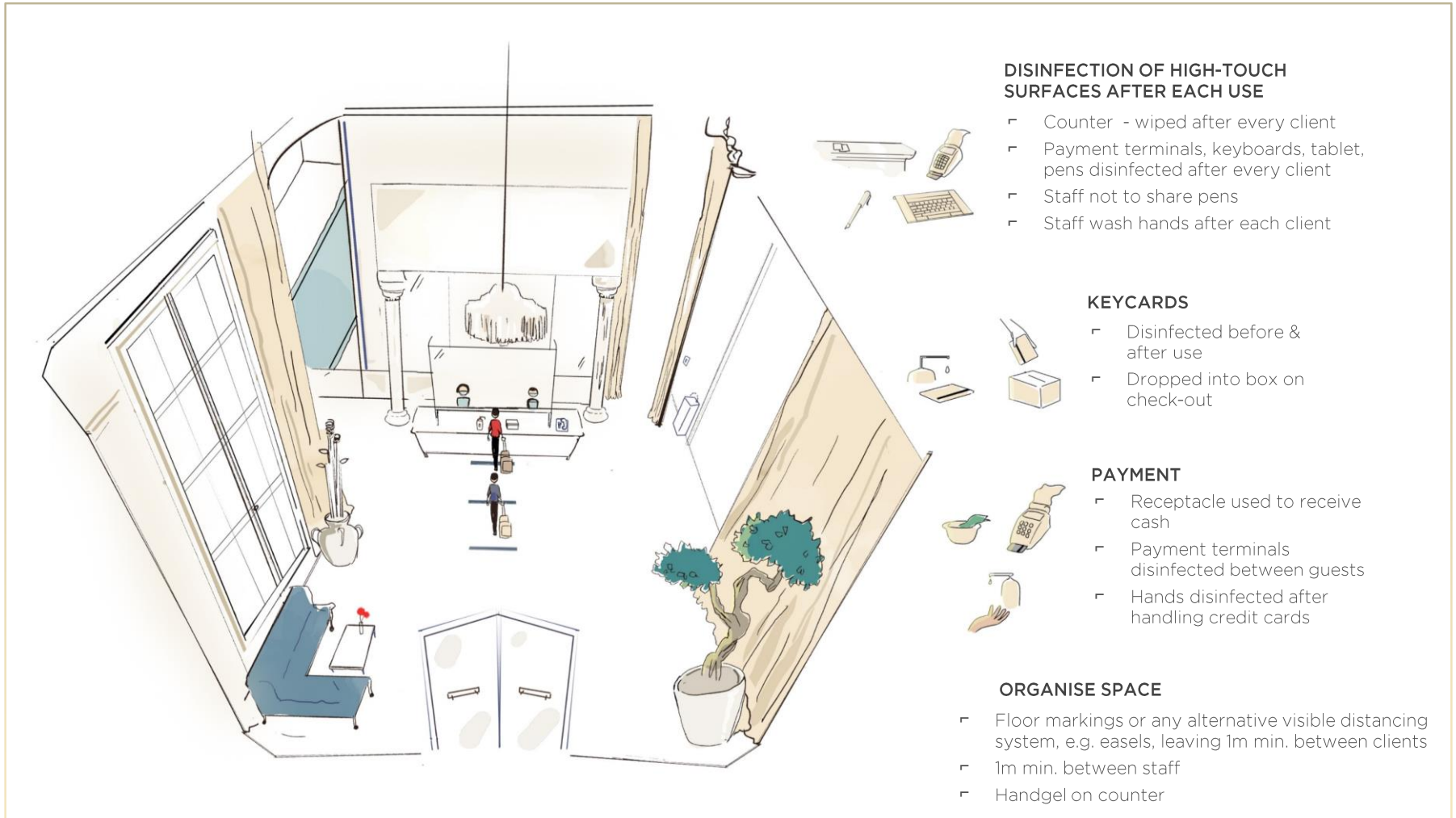


- ▮ **Marked flow-through passage to avoid contact**
- ▮ **Clear directional arrows** to avoid crossover contact between guests.
- ▮ Installation of **safety distance markers of 1m minimum** *
- ▮ **Marked pathway to public toilets**, with access doors propped open in such a way as to ensure that they always stay open.
- ▮ Limit to one person at a time in lift initially (except families) – to be relaxed progressively.
- ▮ Display **rules for use** on the lift door on all floors.
- ▮ **Install a disinfecting dispenser** in the lifts or at the exit on every floor.



FRONT DESK PROCEDURES*

AT A GLANCE



DISINFECTION OF HIGH-TOUCH SURFACES AFTER EACH USE

- ▣ Counter - wiped after every client
- ▣ Payment terminals, keyboards, tablet, pens disinfected after every client
- ▣ Staff not to share pens
- ▣ Staff wash hands after each client

KEYCARDS

- ▣ Disinfected before & after use
- ▣ Dropped into box on check-out

PAYMENT

- ▣ Receptacle used to receive cash
- ▣ Payment terminals disinfected between guests
- ▣ Hands disinfected after handling credit cards

ORGANISE SPACE

- ▣ Floor markings or any alternative visible distancing system, e.g. easels, leaving 1m min. between clients
- ▣ 1m min. between staff
- ▣ Handgel on counter

CHECK-IN/OUT PROCEDURES



CHECK-IN/OUT PROCEDURES WITH GUESTS

- **Inform guests on arrival of all the materials available in each hotel warrant an ALLSAFE stay**
- **Guests provided with individual sanitiser, wipes and mask at arrival (Luxury/Premium) or upon request**
- **Client are invited to clean their hands**
- **Guests are informed about the ALLSAFE Officer**
- **Keycards**
 - Customers are invited to drop their keycard in the Keybox at check out
 - Cards sprayed with disinfectant and wiped clean
 - New cards wiped before giving to clients



PAYMENT PROCEDURES

- **Payment procedures**
 - Remote debit authorisation activated & guests strongly encouraged to pay by bank card, contactless payment
 - For cash payment **do not pass money from hand to hand** (use a receptacle)
- As a preference, **send invoices by email** rather than printing them out (online check-in, fast check-out)

4. ONLINE CHECK-IN & FAST CHECK-OUT



BEFORE THE STAY

- **2 days before arrival the guest receives an invitation** to check-in online and, where applicable, to complete the ONLINE pre-authorization (if available)
- The information submitted will be inserted into the reservation (for hotelF1 and ibis budget the invoice can be settled immediately)
- Even if the guest has not done the online check-in, we **recommend completing as much of the arrival registration as possible in advance** (if the data permits). For example: legal forms, assign the room number...



ARRIVAL

- Upon arrival, the only things to do is to give the guest his/her room key
- **Fast Check-Out implementation is highly recommended**



THE STAY

- **An invoice statement is sent to the guest the night before departure** giving him / her to check it (FOLS / OPERA to be done manually)



DEPARTURE

- **Pre-authorization means that the bill can be settled automatically** (hotelF1 – ibis budget: invoice already settled in advance)
- **No further departure formalities**, simply ask the guest to put his / her key in the Keybox (make sure the box is clearly visible)
- **The guest will receive the final invoice by email**

LOBBY / RECEPTION

CLEANING PROCEDURE



Revise lobby capacity to ensure compliance with social distancing measures

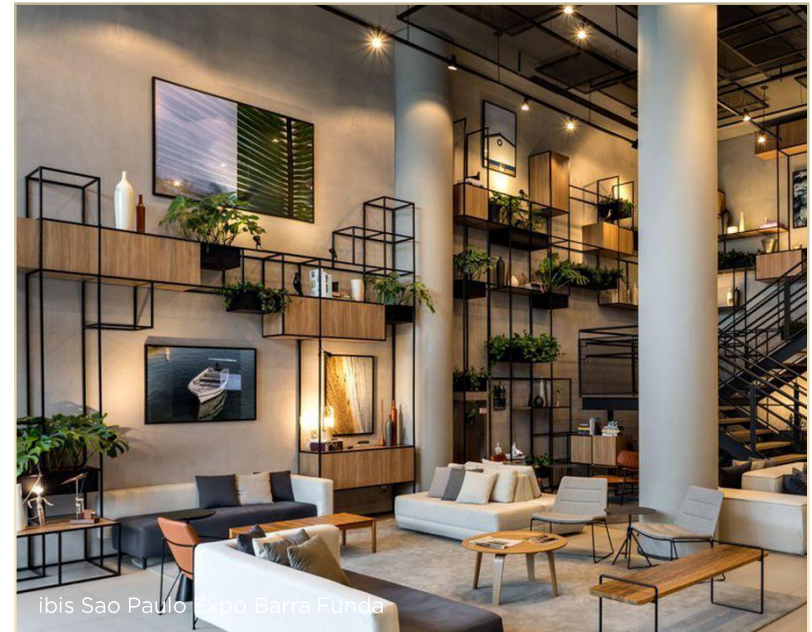
▮ **Children's corner:**

As a precaution, **keep these areas closed** pending recommendation from relevant authorities

- ▮ **Air Conditioning:** it is advisable to step up the **cleaning of air filters** and increase the level of ventilation of the air conditioning systems in order to renew the air more frequently

Cleaning the lobby / reception:

- ▮ **Reinforce measures for disinfecting surfaces, points of contact and lifts.**
Pay particular attention to door handles, tables, taps, lift buttons, telephones, TPE machines, and computers
- ▮ **Cleaning the floors:**
use the regular cleaning product
- ▮ **Disinfecting hands:**
Rub hands with gel sanitiser from installed dispenser, or with soap and water



ibis Sao Paulo Expo Barra Funda

PUBLIC TOILETS

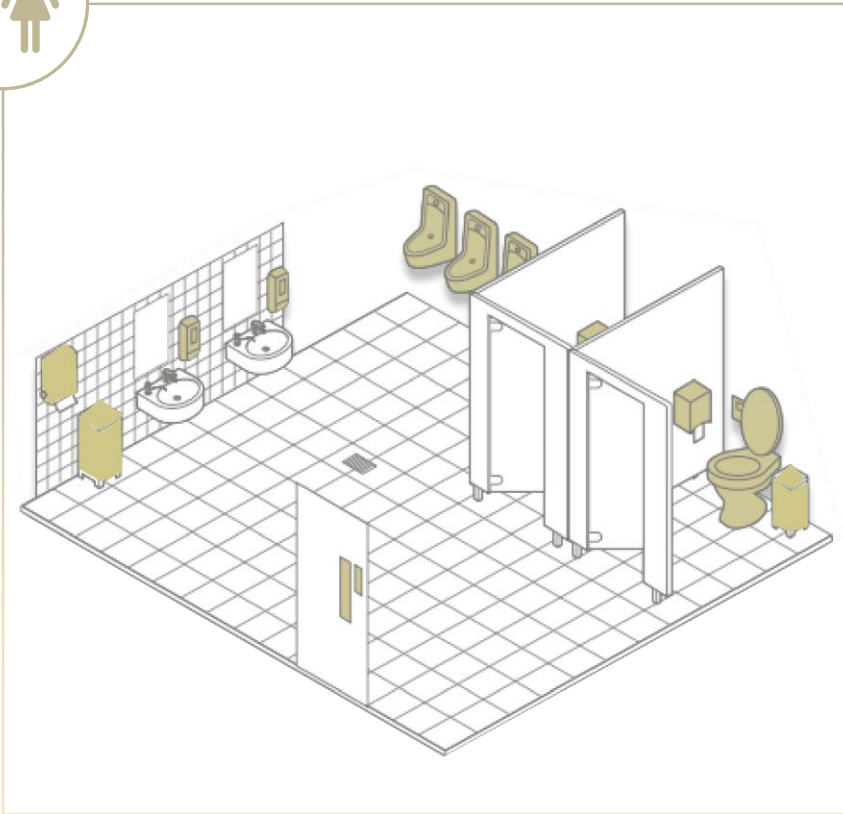
CLEANING PROCEDURE



- ▮ Checks that **soap dispensers, disinfectant gel dispensers, and paper towels** are well stocked must be carried out several times per day (depending on frequency of usage). Any defect or depletion must be repaired or replenished immediately
- ▮ It is preferable to **disconnect electric hand-driers**
- ▮ **Remove toilet brushes**
- ▮ We recommend keeping a **written record/ chart** to track these actions
- ▮ The **good working order and cleanliness** of the public toilets must also be monitored daily
- ▮ Display information about hygiene procedures in hotel & hand washing instructions
- ▮ Pedal operated closed waste bins are recommended

PUBLIC TOILETS

CLEANING PROCEDURE



HIGH TOUCH AREAS FOR DISINFECTION

-  Door handles
-  Hand contact area:
Paper dispenser
-  Soap dispensers
(loaded, in good order, clean)
-  Switches
-  Toilet seat, flush, splash wall
-  Trash bin
-  Water taps

5 ROOMS

RAFFLES
HOTEL ROYALTY SINCE 1887



RAFFLES
HOTEL ROYALTY SINCE 1887

ROOMS

NEW HOUSEKEEPING RULES



PROCESS

- **Review new disinfection procedures** with team
- **Adapt time** for room cleaning accordingly
- **Avoid assigning the room for 24 hours minimum** between each stay in case of suspected cases Covid-19
- **Remove all non-essential items** from the bedrooms (pens, flyers, room directory, decorative cushions, bed cover...) & make available at reception upon guest request
- **All room amenities (bathroom, tea & coffee) to be removed and available upon request.** Keep the Welcome Tray but with disposable items for Luxury & Premium brands.
- **Mini bars locked** (ideally with a seal) or emptied with items provided upon request
- **Adjust quantity of towels** in the bathrooms to no. of guests to avoid unused towels
- **Amenities dispensers highly disinfected.** Unused supplies be boxed for **5 days** unless there can be evidence that the materials were not touched. Cardboard items should be removed and stored for two days



SERVICE

- Clearly communicate to the guest the room has been extra cleaned using a door sticker/notice (door hangers, sticker on door...)
- Turn down service temporarily suspended
- Suspend all guest **laundry services, or retain only if appropriate processes for handling in all safety are provided**



REPEAT STAY

FOR ECO/MIDSCALE

- Daily room cleaning upon request

FOR PREMIUM/LUXURY

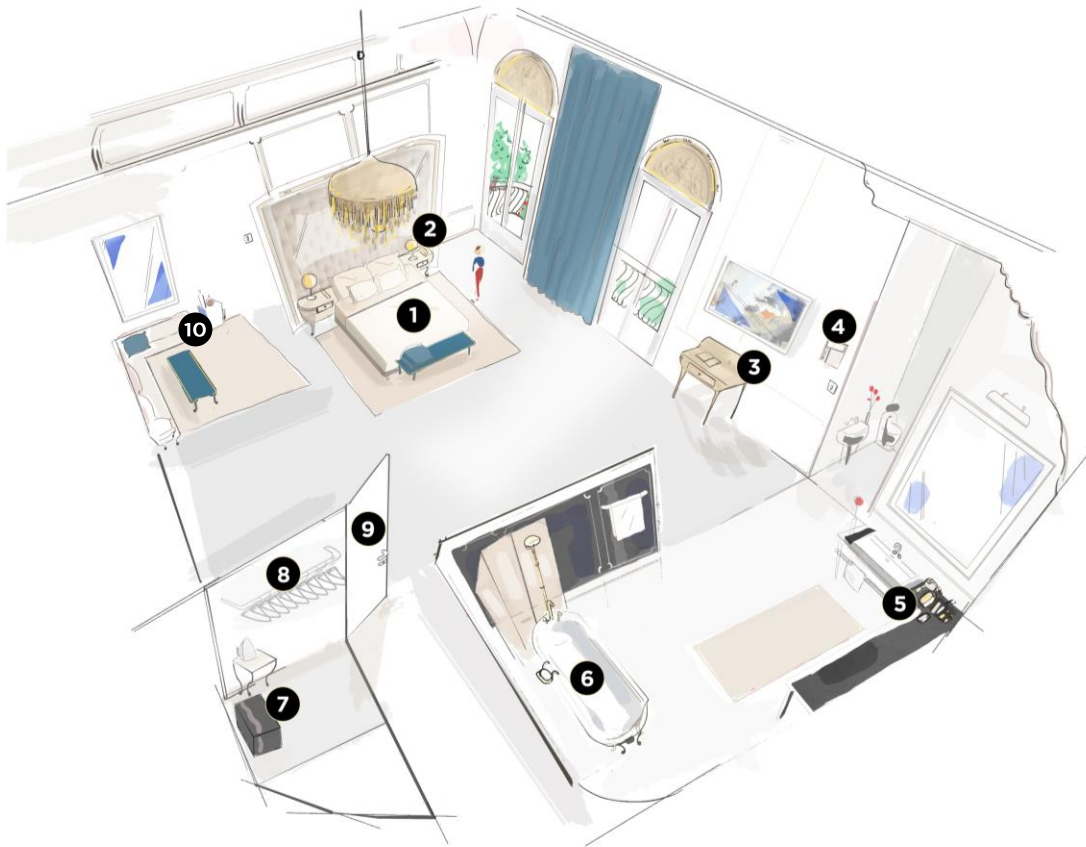
- Room cleaning every day

FOR ALL SEGMENTS

- Optional: Propose compensation to guests through Trees planting, ALL points or F&B vouchers (choice made by guest)

ROOM CLEANING

HIGH TOUCH AREAS



See Appendix for more Eco-Mid illustration

S

1. BEDLINEN

Reinforced cleaning & treatment

2. TELEPHONE, REMOTE CONTROLS, PADS

3. HARD SURFACES

Chair armrests, nightstands, desk, drawers inside & out

4. SWITCHES & CONTROLS

Wall lights, lamp switches, temperature control panels & thermostat

5. BATHROOM AMENITIES

Hairdryer, soap dispenser & others

6. BATHROOM SURFACES

Sink, taps, showerhead, toilet flush, splash wall, toilet brush & others

7. LUGGAGE RACK, MINIBAR, SAFE

8. WARDROBE ITEMS

Iron, hangers

9. HANDLES, DOORKNOBS, LATCHES & PEEPHOLE

10. EXTERIOR OF COFFEE MACHINES & ROOM ACCESSORIES (KETTLE)

ROOMS

CLEANING PROCEDURE



- ▣ **Air the room**
- ▣ Put on **clean gloves** (washed in between rooms)
- ▣ **Visually inspect room**
- ▣ **Remove all glassware and plates** to be sanitized outside of room to be removed directly to pantry
- ▣ **Restock supplies** – change all, even if not used by guests



- ▣ **Spray (and do not wipe) all bathroom hard surfaces** with approved disinfectant cleaner (toilet, urinals, sinks, countertops, taps, shower/tub, dispensers)
- ▣ **Dust, clean and disinfect all hard surfaces in room** with reinforced focus on high touchpoints (see list on previous page)
- ▣ **Return to bathroom** after required disinfectant contact time to **wipe/scrub and rinse hard surfaces** starting with shower and ending with toilet



- ▣ **Pick up debris and empty trash;** replace trash liner if needed
- ▣ **Vacuum soft-surfaced floors** (carpet/rug); **sweep then mop hard-surfaced floors** (tile/LVT)
- ▣ **Wash hands with soap and water** (or remove gloves where required for safety/security)

ROOMS

LINEN



CLEAN LINEN - BE PARTICULARLY CAREFUL

- Separate always from dirty linen
- Retain protective plastic
- Distribute daily to avoid stockpiling on trollies

DIRTY LINEN

- Remove from bed with minimal agitation
- Put **used sheets and towels** into the washing basket immediately and be sure to keep clean linen and dirty linen separate
- Wash / Launder the Pillow cases and Mattress protectors after each stay
- Avoid leaving **soiled linen trollies** in areas open to staff or procure lockable linen trollies

GOLDEN RULES



CHANGE GLOVES AND WASH HANDS BETWEEN EACH ROOM



DISINFECT YOUR TOOLS AT THE START & END OF EACH DAY

Think of all items that have come into contact with hands at the start and the end of each working day:

- Vacuum cleaners
- Trollies (especially handles)
- Product bottles



NO FACE CONTACT

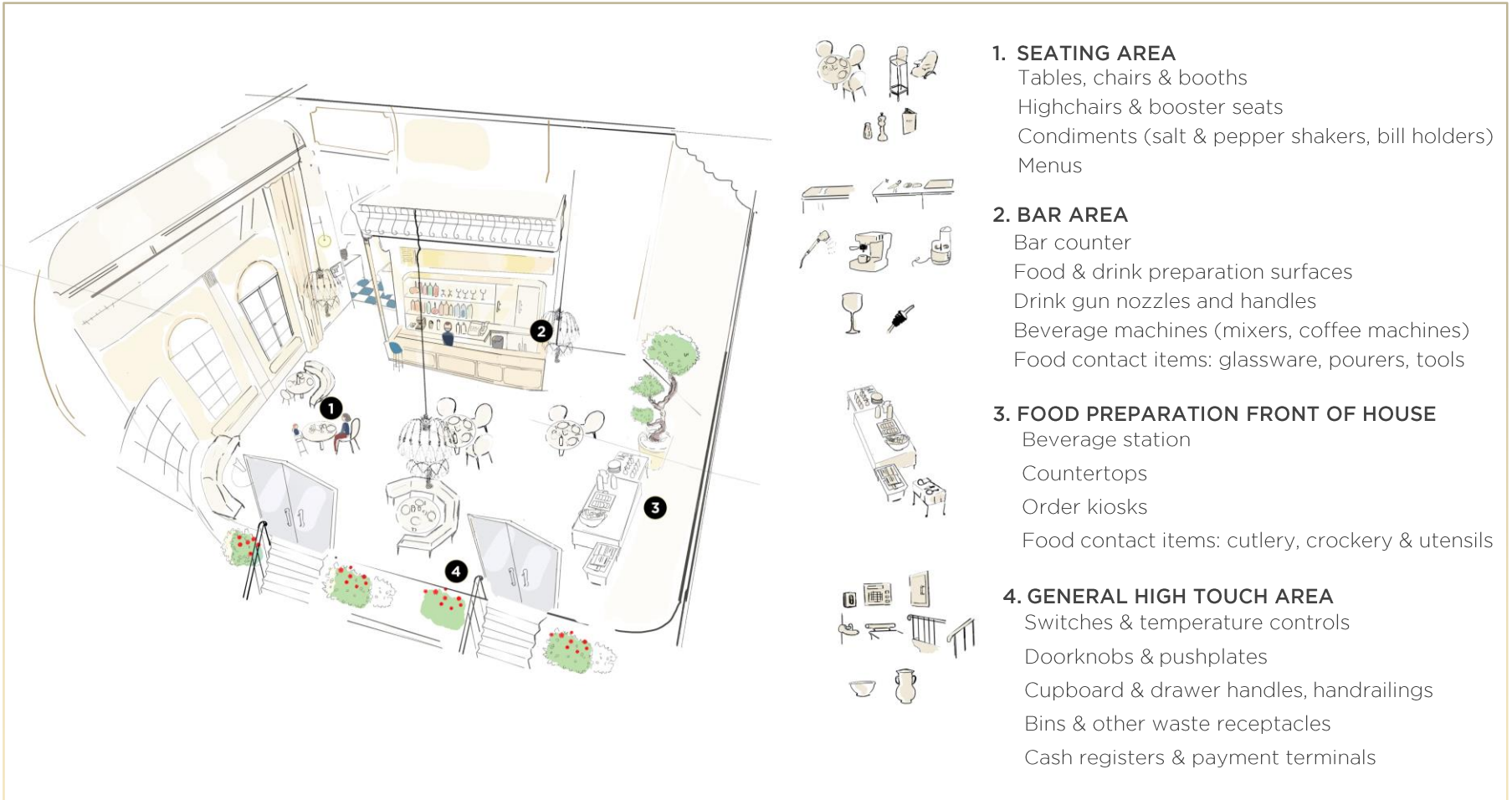
Do not touch your face with bed linen, towels or any item that could have been in contact with the guest

6

FOOD & BEVERAGE



FRONT OF HOUSE CLEANING



BREAKFAST SERVICE PROCEDURES



- ▮ Takeaway, room service recommended (buffet is limited as much as possible)
- ▮ Wear mask during service
- ▮ Remove order forms from bedrooms in favour of **remote ordering (digital display of menu or disposable menu)**
- ▮ Implement a **collection point** in the restaurant for takeaway meals
- ▮ Trays or bags containing meals must be **properly covered or closed**
- ▮ Inform guest to place **tray outside the room after breakfast and call for collection**



TRAY COLLECTION/DELIVERY RULES S

Economy: guest to collect breakfast tray from the restaurant (Or follow local regulations)

Midscale: guest to collect breakfast tray from the restaurant or delivered by team member in respect of hygiene measures. Tray to be placed by the guest outside the room after breakfast

Premium & Luxury: breakfast delivered by team member in respect of hygiene measures. Tray to be placed by the guest outside the room after breakfast

BREAKFAST IN THE DINING ROOM



Once authorization has been given for dining areas to welcome guests:

- **Arrange the room to allow a one-way movement flow of guests and minimizes points of contact between guests and staff**
- **Implement the necessary protection measures** (panel screen, clear and delimited waiting areas...)
- **Wear a mask during service and wash hands** / apply hand sanitizer regularly
- **Preferably use individual products or products individually covered**
- **Install a disinfecting dispenser** near the drinks machines
- **Protect the buffet with panel screens**
- **Avoid shared service utensils at the buffet;** provide each guest with individual buffet service utensils

ROOM SERVICE PROCEDURE

LUNCH & DINER



- **Tray service in the room, takeaway box or table-service only**
- **Keep a safe distance when delivering trays.** Do not enter the room during service. Knock on the door and step back in order to maintain a safe distance. Wait for the guest to open the door (bill to be left on the tray for signing by the guest) (Or as per local LSOP)
- Once finished, **the guest places the tray outside the door and calls for collection**
- At the end of the service period, take a walk around each floor to **collect trays wearing mask**
- For hotels where the kitchen remains closed suggest an **alternative offering from the Ready to Eat range and/or facilitate outside delivery**

Lay-out of trays:

- Tableware and / or products (glass, plate) to be protected with reusable lid or other means such as clingfilm
- Protect cutlery with a cutlery holder
- If using disposable containers, opt for plastic-free wherever possible.
- Wear mask during service
- Change mask for each service period

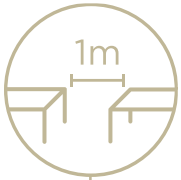


7

MEETINGS & EVENTS



MEETINGS & EVENTS



ORGANIZE ROOMS

- ▣ **Revise meeting room capacity** to ensure compliance with local social distancing measures
- ▣ **Rearrange furniture** to ensure a minimum distance of 1 meter between each participant (distance may vary upon local regulations)
- ▣ **Remove all papers, note pads and pencils**
- ▣ **Flip chart with pens will be put in meeting rooms only if requested by the organiser**
- ▣ **Organize circulation path (one-way traffic)** to access & exit the meeting rooms. Where possible, stairs will be clearly indicated as an alternative to lift
- ▣ **Organize a circulation path in the room** with an entry door and an exit door, when possible

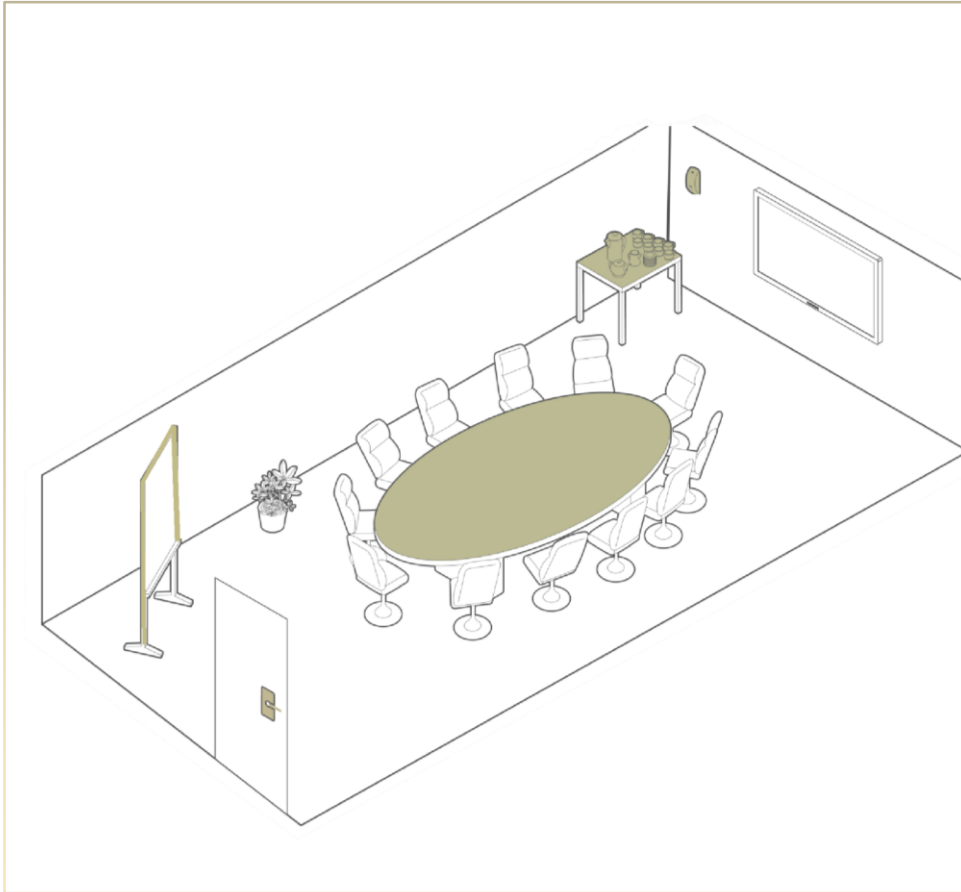


CLEANING & DISINFECTION






- ▣ **Focus on key high touch points**
- ▣ **High disinfection to be done during each break** (during lunch and after the event)
- ▣ **During disinfection, access will be locked** with a message on the doors informing guests that disinfection is in progress
- ▣ **When possible, regularly open windows or doors connected to outside during breaks to refresh air**
- ▣ **Air Conditioning:** increase the ventilation level of air conditioning systems in order to renew the air more frequently
- ▣ Set up **hygiene stations** in meeting areas for guests to disinfect hands
- ▣ Display a “**Disinfection agenda**” in each meeting room, where cleanings are marked with timing, name & signature of the person in charge of cleaning

CONFERENCE / MEETING ROOM

CLEANING AREAS



KEY HIGH TOUCH POINTS

-  Desks, table tops, flip chart
-  Door handles
-  Meeting room accessories
Coffee machines, kettle etc.
-  Telephone
-  Remote control
-  Switches
Cables (HDMI, VGA ...)
- Electric plugs &
multiple plug sockets

MEETINGS & EVENTS

WELCOMING GUESTS



- **ALLSAFE Officer (or Event Manager in large hotels) will contact Meeting Planner** few days before the event and will be part of the Welcome team upon arrival
- **Exceptional service measures must be communicated to all meeting participants** (by the hotel directly or the meeting organiser) via email before their arrival and by the hotel welcome team upon arrival
- **Optimize contactless communication with Meeting Planner** for onsite requests (e.g. Line / Whatsapp for ie: postpone break)
- **Consider video-conferencing and/or streaming** (simultaneously displayed in several rooms)
- **Guests provided with individual sanitizer and mask at arrival** (Luxury/Premium) or on request
- **Event Manager to wear mask** (if regionally appropriate) **and respect social distancing** when meeting the guest(s): 1 meter minimum (distance may vary upon local regulations)
- **Clearly display reminders of local health & safety instructions** in the meeting rooms and coffee break areas in several languages, using icons
- **In case of infection of a participant after the event**, the Meeting Planner will refer to the ALLSAFE Officer who will be responsible for notifying all participants as well as the hotel

MEETINGS & EVENTS

FOOD AND BEVERAGE



COFFEE BREAKS

- For permanent break: **sanitiser gel available** next to espresso coffee machine and food items
- **Food items to be individually protected** (fruits, snacks...)
- **Cups, glasses, cutlery individually wrapped to avoid contamination**
- Drinks in meeting rooms: opt for **individual glass bottle or water fountain frequently disinfected**

LUNCH & DINNER

- Buffet: only if locally authorized
- Limit number of guests per table to ensure compliance with local social distancing measures
- One team member only to deliver service per table
- Signage and markers communicating distancing protocols in all spaces
- Provide options that include self-contained vessels for service, or all items served individually.



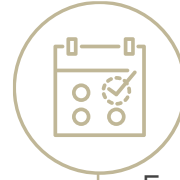
WELLNESS



BOOKING / PRE-ARRIVAL



- **Colleagues must be fluent in all of the additional safety and cleanliness measures** that are in place and be able to clearly communicate to guests the enhanced processes (training and scripting). **Promote the role of ALLSAFE Officer** in the hotel
- **Colleagues should advise guests of the requirements to use facilities or treatments;** including but not limited to:
 - Guests are symptom free.
 - No recent exposure to any Covid-19 cases.
 - No travel by guest or family members to high risk areas within 14 days.
 - Masks are required to be worn in certain areas.
 - May perform individual temperature checks upon arrival (country by country decision)
 - Must complete an enhanced health consultation form



- The **menu of treatment services should be reduced** to low risk services.
- **Low risk services** : As a guiding principle each spa should assess treatment protocols that can be adapted to maintain distance between guest and therapist face.
- It is recommended to **avoid all facial treatments** in the initial opening phase.
- **Appointments times should be adjusted** to support social distancing measures
 - No more than 3-5 people (depending on size of spa) circulate in common areas
 - Allocate additional time between treatments for deep cleaning and sanitization of rooms
- **Treatment cancellation policy** should be adjusted to allow for last-minute cancellations for any guest experiencing symptoms of illness or recent exposure to virus

LOCKER ROOMS



LOCKERS

- Lockers are sanitized, stocked and locked before being available for guest use (including handles, coat hanger, door and keypad/lock)
- Attendant sprays sanitizer on a cloth and wipes the locker down for the guest before providing instructions
- Attendant explains locker function without touching the locker.
- Attendant explains the status of Heat & Water and Fitness facilities as well as any guidelines around capacity restrictions and any pertinent details about sanitization procedures in place



AMENITIES

- Disposable counter amenities are removed from changing areas.
- Attendants offer any amenities that may be needed to the guest (razor, comb, shower cap, shower gel etc.) at the commencement of the guests use of facilities.
- A bottle of hand sanitizer should be placed in all changing areas for guest use.



SHOWERS

- Showers are cleaned and sterilized after every guest use. (allocate sufficient time/staffing between guests to allow for adequate cleaning)
- Guests are notified of which shower can be used in between cleaning and turn around by attendants.

TREATMENT DELIVERY

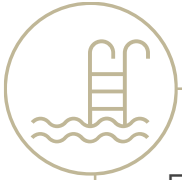


- **Therapist wears a mask during treatment** (Regional Decision)
- **The guest also wears a mask during treatment** (Regional Decision)
- **Therapist offers hand sanitizer** to guest upon arrival to treatment room
- All **guests to be asked if they prefer the therapist to wear gloves** during the treatment
- **Face cradle must be completely covered** with a washable fabric
- **Face cradle must be cleaned and sanitized** before every guest use



- **Therapist informs guest** that they are washing hands at the beginning and end of the treatment and completes thoroughly in the presence of the guest.
- **Any tools or utensils used in the treatment must be cleaned in front of the guest/or** removed from a sterilised packaging
- **Therapist only performs approved treatments** and follows social distancing guidelines set by each property.
- **The treatment room is cleaned after every guest** (allocate sufficient time and staffing for enhanced cleaning procedures).

SWIMMING POOL



- **Observe government guidelines** on reopening swimming pools
- **Occupancy limits for the pool may need to be established** to maintain social distancing (e.g. no more than one person per swimming lane or no more than one guest per 2 Sq. Meters of pool area).
- **Colleagues should wear masks at all times** when in pool areas.
- **Maintain a distance of 1.5m between for all pool seating.**
- **Pool furniture must be draped with towels** which are replaced after every guest use.
- Reinforce that **guests must shower prior to entering the swimming pool.**
- **No amenities are provided**
- **No loan items** (e.g. goggles, floats or equipment) are provided
- Swimming pool chemicals should be maintained at the higher **limits of recommended levels**
- Pool chemical levels to be tested every two hours by engineering.

FITNESS CENTER



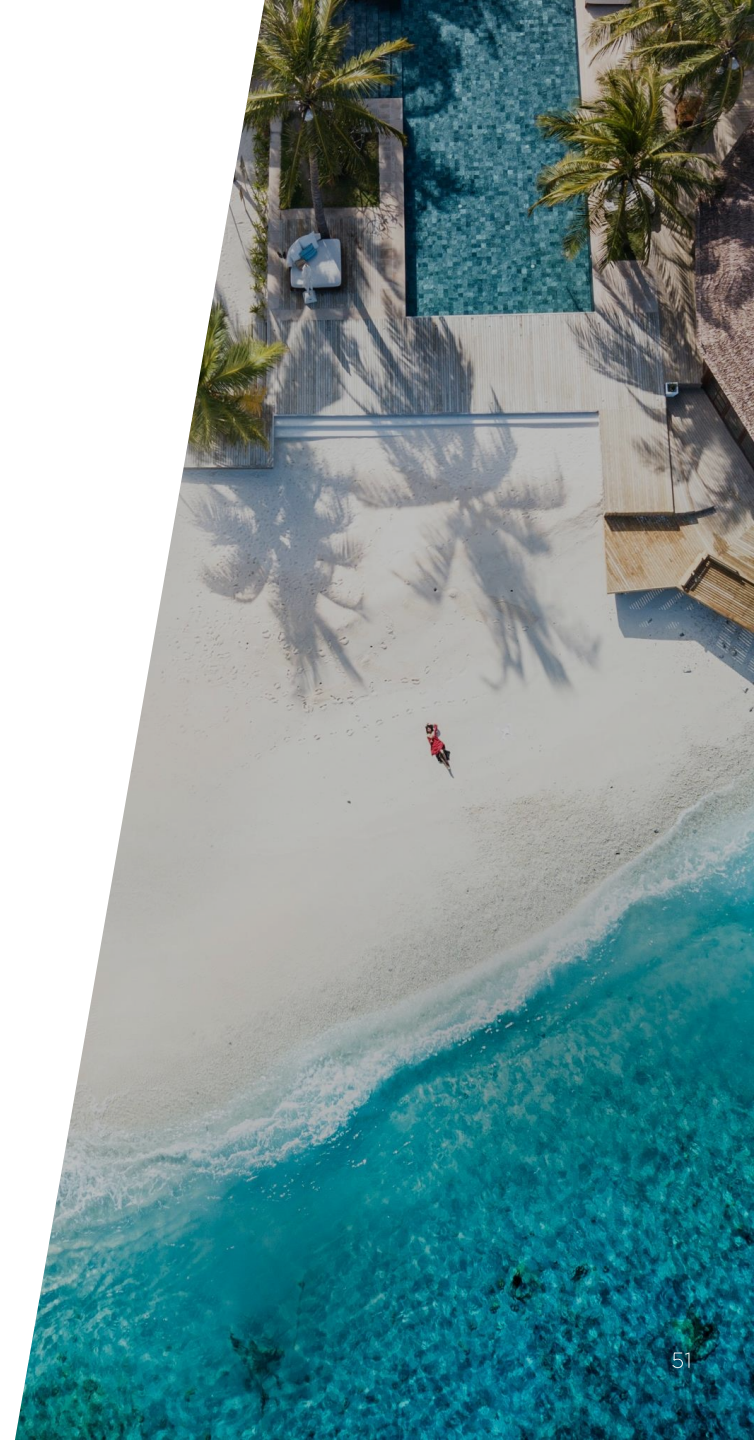
- ▮ **Equipment is adjusted to reflect social distancing requirements** (1.5m between pieces of equipment).
- ▮ Alternatively, **turn off one out of two machines that are adjacent to each other with signage** “Due to social distancing, this equipment is not in use”
- ▮ **The fitness center is deep cleaned and sanitized twice per day** (e.g., late morning, and evening).
- ▮ **Clear signage** in the fitness areas explains the sanitization procedures and protocols.
- ▮ **Guests are advised of the occupancy limits** for facility to allow for adequate social distancing
- ▮ It is **mandatory for guest to use towels** when exercising on the equipment



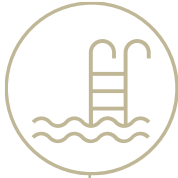
- ▮ **Masks are made available for guests**, and given on request.
- ▮ **Colleagues wear masks and disposable gloves** while cleaning/handling equipment.
- ▮ **Colleagues disinfect hands using hand sanitizer** in front of the guest prior to handling any equipment or demonstrating how to use any of the equipment.
- ▮ **Equipment must be cleaned and sanitized after every guest** (allocate sufficient staffing and time).
- ▮ **No cold towels** are offered.
- ▮ **No fruit or snacks** should be offered
- ▮ **No headphones** are provided
- ▮ **Fitness class participants must maintain a distance** of 1.5m
- ▮ **Aerobic and Yoga mats and equipment must be sanitized** after every studio class.

9

RESORTS & KIDS CLUB in Luxury brands



RECREATION



OUTSIDE POOL & BEACH

- **Observe all government guide lines** on reopening outdoor pool and beach facilities
- **Occupancy limits for the pool and beach** may need to be established to **maintain social distancing** (e.g. no more than one guest per 2 Sq. Meters of pool area, sunbeds and loungers appropriately spaced)
- **Ensure visible signage** that clearly explains the **sanitization procedures and schedule** in place for beach and outdoor pools
- **Maintain a distance of 1.5m between for pool seating**
- **Heartists should wear masks at all times** when servicing outdoor pool and beach areas
- **Chaise lounges** must be **draped with towels** which are replaced after every guest use.
- **Sunbeds sanitized** after each guests use
- **No cold towels or complimentary fruit/snacks** should be offered pool or beachside
- Reinforce that **guests must shower prior to entering** the outdoor swimming pool.
- **Outdoor swimming pool chemicals should be maintained** at the upper limits of recommended specifications
- **Outdoor Swimming Pool chemical levels to be tested every two hours.**



ACTIVITIES

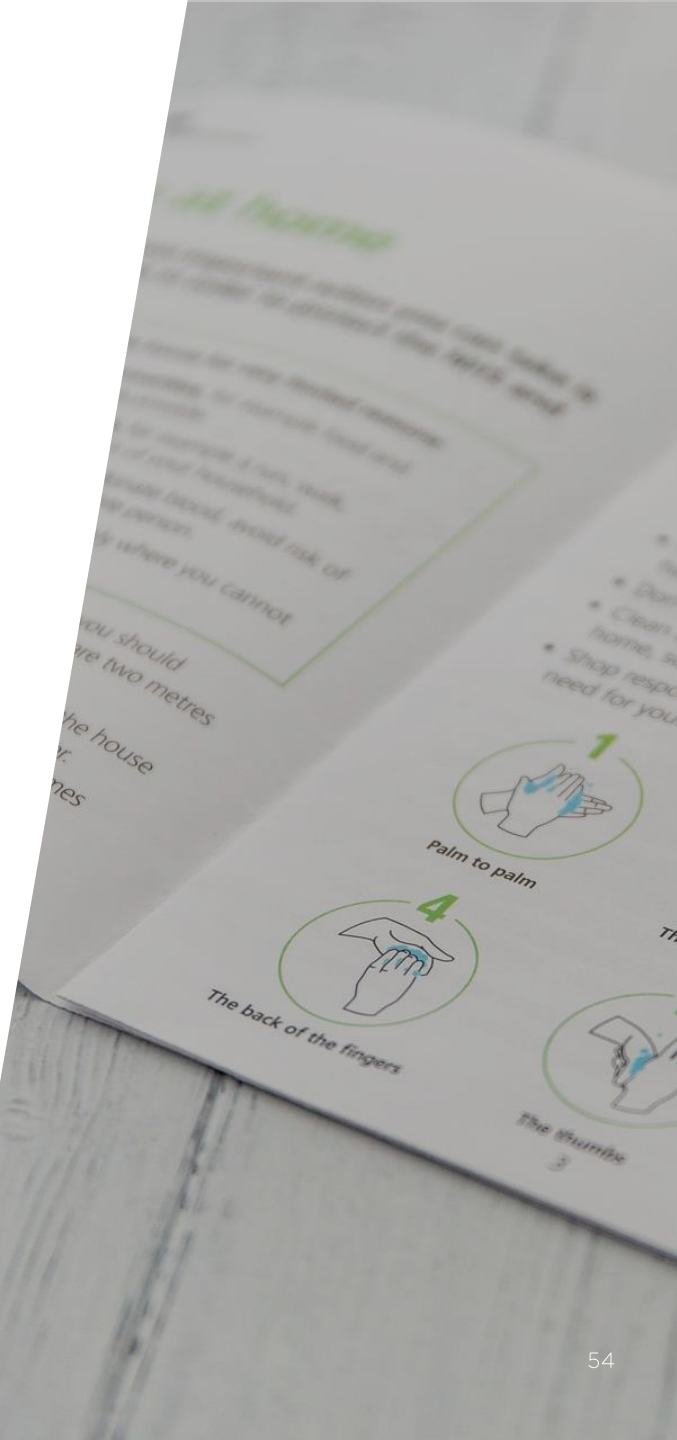
- **Avoid any and all contact group activities & sports** (i.e. soccer, volleyball etc.)
- **Limit activities 5 people or less** or review capacity to **ensure adequate social distancing** is maintained (i.e. boat trip)
- **All equipment is disinfected before and after** each activity, with focus on high-touch points, e.g. handles, grip areas, life jacket, etc.
- **Boathouse Social distancing** of 1.5 meter ensured in all activities. E.g. glass bottom boat, snorkeling trip with restricted number of guests to 30% of its capacity.

KIDS CLUB



- ▮ **Kids Club should remain closed in the first phase & should only be opened with government approval** and after all schools in the jurisdiction have been reopened
- ▮ **Children with any symptoms of respiratory illness are not able to participate**
- ▮ Access to Kids Club with **pre-booking and pre screening only**. Parents/guardians to **complete a health declaration as a part of the registration process** – offer before arrival and complete digitally if possible
- ▮ Consider **stagger drop off time to prevent overcrowding at arrival** – greet outside if possible
- ▮ **Children wash hands and/or use hand sanitizer** upon arrival and regularly throughout time at kids club
- ▮ **Temperature of kids is checked upon arrival**, follow hotel procedure for mandatory screening
- ▮ Limited number of children to allow for **adequate social distancing measures**
- ▮ **Children to be accompanied by one parent only** for drop-off and pick-up
- ▮ **Parents are not allowed to accompany children during activities**
- ▮ Heartists and kids should **wear masks when participating in indoor play areas**
- ▮ **Outdoor activities are encouraged vs. indoor – continue to respect physical distancing protocols**
- ▮ **Any toys that cannot be cleaned/sanitized easily should be removed from available toys**
- ▮ **All toys and equipment must be separated and cleaned** and sanitized before being placed back for use
- ▮ Consider **soapy water** as an alternative to clean **challenging materials**
- ▮ **Kids indoor areas must be deep cleaned and sanitized twice per day**
- ▮ No buffet style snacks – **food must be served in individual portions.**

10 COMMUNICATION



KEY PLACES FOR DISPLAYING INFORMATION AT A GLANCE

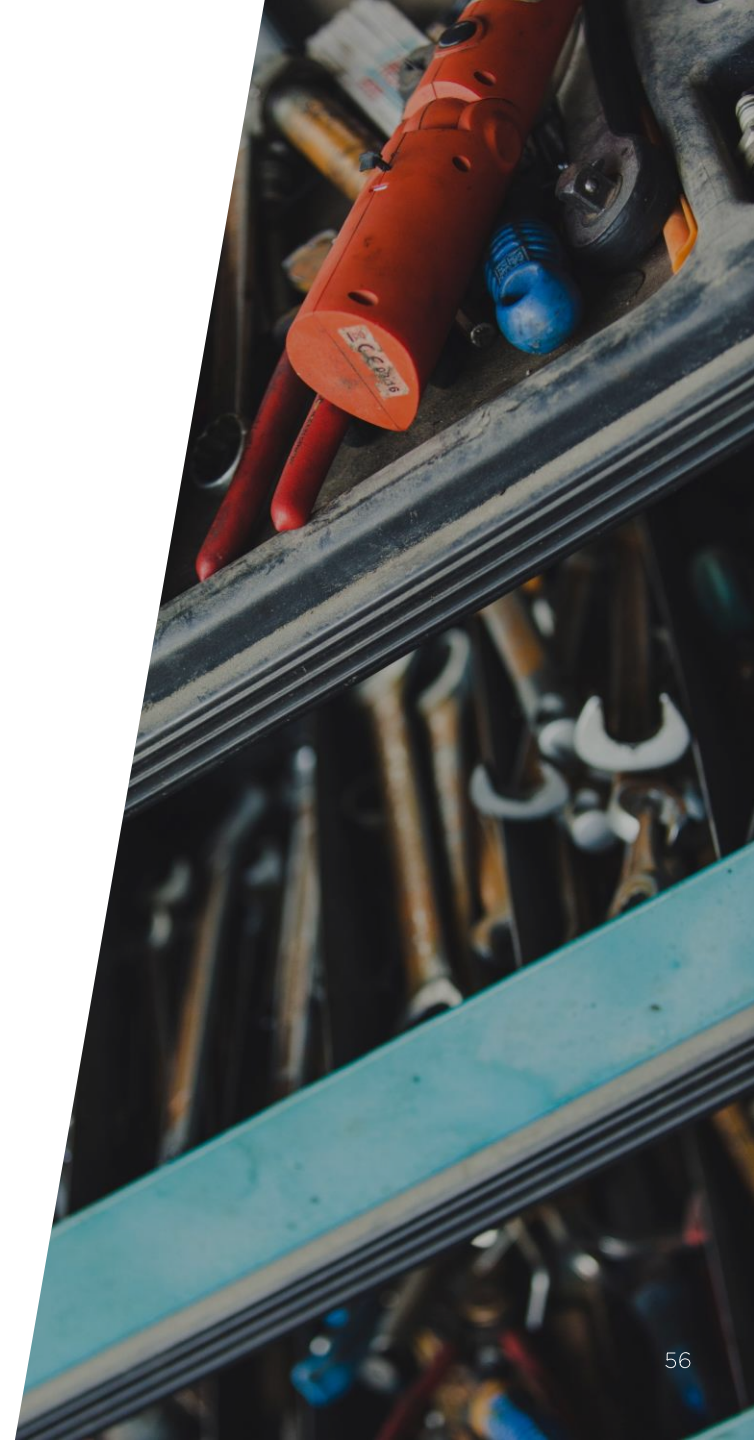


At the least, display information notices in the following spots

- Entrance** : 1st contact with the guest to summarise the security actions taken by the hotel
- Reception** : 2 formats, one printed and one digital to explain the welcome process
- Public toilets**: Inform the guest that the toilets are cleaned regularly (note that this poster will sit alongside 2 other notices: the security measure taken and and the correct method for washing hands)
- Next to lifts**: Indicating that only one person at a time in the lift due to hygiene measures
- In-room document or on TV**: Informing on cleaning process, check-out procedure, F&B offering
- F&B documentation**: Outline the breakfast and F&B offering with a menu adapted to each hotel.

11

ENGINEERING & MAINTENANCE



ENGINEERING & MAINTENANCE



- **Increase outdoor air ventilation** (disable demand-controlled ventilation and open outdoor air dampers to 100% as indoor and outdoor conditions permit) **Increase air exchange rate** and keep systems running longer hours (24/7 if possible)
- **Maintain public and high-density risk areas at negative pressure** if achievable. **Provide 100% exhaust of public areas**
- **Bypass energy recovery ventilation systems** that leak potentially contaminated exhaust air back into the outdoor air supply
- **Maintain humidity between RH 40-60%** to create unfavorable survival condition for microorganisms and to improve human resistance against respiratory infections
- **Improve central air, Guestrooms AC and other HVAC filtration to MERV-13, HEPA 13+** or the highest level achievable
- **Add portable room air cleaners** with HEPA or high-MERV filters with due consideration to the clean air delivery rate
- **Increase/adapt maintenance on AHU's and guestroom fan-coils** due to the increased cycles. High performance filters will get clogged quickly, therefore the units will trip on high static pressure
- **Compulsory use of PPEs when replacing filters or servicing the HVAC equipment**, especially the units that re-circulate air from public spaces. Keeping in mind that high performance filters will collect more pathogens, therefore it is required to handle it as hazardous waste
- Energy and Maintenance cost may go up slightly because of the preventive measures therefore **budget accordingly**
- **Water Safety protocols must reinforced** due to the hotel reopening and low occupancy to avoid legionella occurrences
- **Increased sanitizing of ice machines** in F&B & bars, and guest floors as these will be handled by staff & guests more frequently



RAFFLES \ ORIENT EXPRESS \ BANYAN TREE \ DELANO \ SOFITEL LEGEND \ FAIRMONT \ SLS \ SO \ SOFITEL \ THE HOUSE OF ORIGINALS
RIXOS \ ONEFINESTAY \ MANTIS \ MGALLERY \ 21C \ ART SERIES \ MONDRIAN \ PULLMAN \ SWISSÔTEL \ ANGSANA
25HOURS \ HYDE \ MÖVENPICK \ GRAND MERCURE \ PEPPERS \ THE SEBEL \ MANTRA \ NOVOTEL \ MERCURE \ ADAGIO
MAMA SHELTER \ TRIBE \ BREAKFREE \ IBIS \ IBIS STYLES \ IBIS BUDGET \ GREET \ JO&JOE \ HOTELF1