



Operation Protocol in response to Covid-19

Purpose

The document is addressed to follow the operating guidelines to the greatest extent possible and is designed to ensure that we protect the health of all staff and clients. We have been working hard to make sure we are ready for a safe opening and have tailored our operating processes in every department, both front and back of house, to ensure we follow every government guideline. The Management Team at Kingfisher have made sufficient human and economic resources available to ensure that the action plan can be implemented rapidly and effectively.

Scope

Kingfisher Management Team, have used the advice given by local health authorities in order to establish an action plan tailored to the situation and implement it in accordance with the recommendations. The Kingfisher Action Plan has been prepared based on the advice provided by WHO, Interim Guidance 31 March - Operational Considerations for Covid-19 Management in the accommodation sector 2020. This work is available under the CC BY-NC-SA 3.0 IGO licence. This is used in conjunction with up-to-date information on the GOV.UK website.

Front of House
Administration and Pre-Arrival
Guest Information: Information provided on the company website will cover all steps taken by the hotel for health, safety and sanitation along with the operational standards for restaurants, room service, housekeeping and laundry procedure during Covid-19. Information is available for the visually impaired and updated accordingly. Communication are maintained between Management and staff through to all customers and visitors, in order to pre-define an information policy for guests as well as to rapidly provide and obtain information on incidents that may arise and to know the status of the situation at all times. Guidelines have been provided to the staff on how they should communicate the action plan and health authorities to ensure alignment consistency.
Public Health and Medical Centres Contact Lists: Reception desk are sufficiently informed about COVID-19 so that they can safely carry out their assigned tasks and prevent the possible spread of COVID-19 within the establishment. They are capable of informing guests who inquire about the establishment's policy in terms of the preventive measures established or other services that guests may require (for example, medical and pharmacy services available in the area or at the establishment itself). Staff will also be able to advise guests with respiratory symptoms to stay in their rooms until they are seen by a doctor—management should arrange it immediately—as well as to provide basic hygiene recommendations when asked.
Cancellation Policy: Information on our cancellation policy and the hotel's Health and Safety precautions during Covid-19 can be found on our website and in the Kingfisher Covid-Action Plan. Upon request, we also have audio recordings for visually impaired guests. For guests who need to cancel their reservation within 48 hours prior to their arrival due to government issued travel ban, please contact our team at the hotel directly.
Check-in Formalities: All check-in formalities should be completed online to confirm a reservation. The day before arrival, the Reception team will call guests using the contact details provided to confirm booking information, ETA and payment information for the stay alongside some health related questions. A registration form will be

emailed to the guest for formal acceptance and the guest will be pre-checked in ready for estimated arrival to minimise contact and time in our Reception area. All collected guest details will be entered into our Property Management System as this information can assist public health investigations and contact tracing.

Guest Instruction Booklet: We provide a detailed information sheet, covering all the steps taken by the hotel for the safety and sanitisation along with the operational norms for the restaurant, room service, housekeeping and laundry procedures during Covid-19. Short documents and informative posters are available to amplify the key messages among guests and staff, including the promotion of hand-washing, respiratory hygiene, and coughing etiquette. Official leaflets on basic hygiene practice and COVID-19, in different languages, are useful information tools and available. It may be useful to have an up-to-date list of the contact information of the staff, including emergency telephone numbers.

Entrance

Temperature Check: Where required by local health authorities, mandatory temperature checks will be carried out at the entrance. Reception and door attendants to wear PPE as required by local health authorities. Our Front of Desk staff are trained to assist guests with Covid-19 related questions and the hotel has a designated Covid-19 health and safety officer.

Hand disinfection: Hand sanitisation must be carried out on entering the property. There are a number of touchless hand sanitisation dispensers available for guest use.

Febrile guests: Guests running a temperature of more than 98.6° F or 37°C will be directed to a designated quarantine area in the hotel and encouraged to seek medical advice. We will not check in guests with Covid-19 related symptoms.

Luggage Disinfection: We will seek approval from guests in advance in order to disinfect the exterior of all guest luggage (including handles) with medical grade cleaning agents; We will ensure luggage remains locked/sealed; We will exercise caution when handling luggage made of leather/delicate fabric; Luggage carts will be disinfected every frequently.

Provision of Personal Protective Equipment (PPE) to guest on arrival: Where required by local health authorities, we will provide a surgical mask if guest do not have their own.

Reception, Concierge, Guest Services

Provision of Personal Protective Equipment (PPE) for Receptionists and Porters: Where instructed by local health authorities, our colleagues will wear protective gear.

Hand Disinfection: Touchless hand sanitiser stand is available to guests; Hand sanitiser is available to colleagues behind Reception counter

Hotel Sanitation Norms: Information on our sanitisation standards can be found at Reception and are displayed in the guest directory in bedrooms

Sanitising of Equipment: We will regularly sanitise key high-touch points e.g. telephones, key card machine, payment terminals, pens, counter, and so on with disinfecting wipes or disposable paper towels sprayed with medical-grade antimicrobial cleaner.

Touchless Interactions: We encourage touchless payment options and can provide e-mail invoices and payment confirmation; Payment terminals will be disinfected before and after each guest use.

Key Cards: Guestroom key cards are disinfected after each use with medical-grade antimicrobial cleaning agent.

Guest Rooms

Provision of Personal Protective Equipment (PPE) for Room Attendants: Our room attendants will wear protective gear as required by local health authorities; Supervisors will monitor the correct use and replacement of PPE.

Hotel Sanitation Norms: Are to be displayed in guest directory in guest rooms and in prime locations throughout the hotel

Physical Distancing: We have signs to inform of physical distancing guidelines as required by local health authorities.
Housekeeping Service: Our housekeeping service will be carried out as a daily service as standard. If guest is present, we will offer to return at a later time in order to minimize person-to-person exposure. UV and Ozone sterilisation lamps will be used to ensure complete disinfection of upholstery and surface bacteria
Bed Linen and Towels: Linen will be handled with extreme care and washed at a minimum of 70°C.
In-Room Sanitation: We will regularly sanitise all key high-touch points using a new set of microfibre cloths for each room to avoid cross-contamination e.g. telephone, remote control, door/wardrobe handles, toilet seat/flusher, faucets, shower controls, coffee maker, tea kettle, light switches, thermostat, hair dryer, minibar door, bottle opener, guest directory, in-room dining menu, safe, handle of mini bar fridge, and so on. Ice will be provided upon request.
Utensils: All glass, china and silverware will be removed from guest rooms with disposable (plastic-free) single use stirrers and items. Any china is processed in a professional grade dishwasher at a minimum temperature of 82°C.
Vacuum Cleaners: We will replace dust bags every 48 hours, regardless whether they are full or not.
Bins: All bins will be disinfected inside and outside, with appropriate medical-grade cleaning agent.
Ventilation: Each time room is serviced it will be fully ventilated.
Housekeeping Trolleys: Housekeeping trolleys will be disinfected at the end of each shift.
Complimentary Guest Amenities: A bottle of liquid alcohol-based hand sanitiser is available as complimentary bathroom amenity; Single-use surgical masks are available upon request.
Soft Furnishings: We will dry steam furnishings and upholstery periodically to maintain freshness and cleanliness.
Public Areas (Lobby, Business Centre, Rest-Rooms, and so on)
Provision of Personal Protective Equipment (PPE) for Public Area Attendants: To wear protective gear as required by local health authorities; Supervisors monitor the proper use and replacement of PPE.
Hotel Sanitation Norms: Clear signage will be displayed in public areas to remind guests and visitors to observe physical distancing, good respiratory hygiene, hand-washing/hand-sanitising.
Physical Distancing: We have rearranged furniture in such a way that it allows for proper physical distancing; We have established a maximum number of people acceptable in public areas at any given point in time.
Sanitation: We will sanitise all key high-touch points e.g. telephones, chair arms, tables, hand rails, door handles, toilet seat/flusher, baby changing facilities; We will also provide hand sanitisers in rest rooms and ensure the availability of disposable tissues and lidded bins in all public areas.
Rest-Rooms: All public restrooms will be serviced and cleaned every 1.5 hours and a record log kept. We will sanitise bins once each day.
Soft Furnishings: We will dry steam furnishings and re-upholster them periodically.
Hair Dryers: Where required by local health authorities, any hair dryers installed in public areas, including changing rooms will be removed
Restaurants (Bar/Lounge)
Provision of Personal Protective Equipment (PPE) for Waiters and Hostesses: Our teams will wear protective clothing as required by local health authorities.
Hand Disinfection: Touchless hand sanitisers will be readily available at all entrance of restaurants and bars as well as next to vending machines (where applicable).

Physical Distancing at Entrance: We will place discreet, yet visible markings on the floor to maintain physical distancing, as required by local health authorities; We will advise on the maximum number of people acceptable in a restaurant or bar at any given time.
Physical Distancing Dining Room: We will reduce number of tables to maintain physical distancing norms as required by local health authorities; Our servers will apply appropriate physical distancing
Table Linen: Linen (where provided) will be changed after each party has left; linen will be cleaned and treated following professional wash programmes (at least 70°C for 25 mins).
Placemats: All mats will be changed and disinfected with medical-grade antimicrobial cleaning agent after each party has left; Each table top and chair arms will also be cleaned; Where required by local health authorities, disposable paper napkins will be provided instead of linen napkins.
Service Style: We will offer our 'A La Carte' table service for breakfast, all-day dining, and dinner exclusively, unless self-service buffets are permitted by local health authorities; 'Grab and go' concept available upon request.
Salt and Pepper Cruets: We will remove salt and pepper cruets and all other condiments e.g. Tabasco, Ketchup, etc. instead we will provide condiments in single servings.
Menus: Use of conventional menu folders will continue but will be sanitised after every use. Where suitable, we will consider implementing QR code system.
Soft Furnishings: We will dry steam furnishings and upholstery periodically.
Food Safety/HACCP: Strictest observations of good hygiene practices in front of the house and back of the house.
Ventilation: We will ventilate the restaurant spaces after each meal period.
Third Party Restaurant Operators: Suppliers must comply with guidelines issued by local health authorities as well as Kingfishers guidelines on Sanitation and Hygiene for Hotel Operations during Covid-19 pandemic
Beverages: We will cease usage of straws / stirrers/ non-food decorations, unless they are individually wrapped
Cutlery: We will not pre-set tables with cutlery and napkins; We will use paper napkins instead of linen and place on the table after a food order has been made.
Temperature Check: Where required by local health authorities, mandatory temperature checks for guests will be performed at the entrance or Host/ess. Staff carrying out the checks will wear PPE and our Front of the House staff will be fully trained to assist guests with potential Covid-19 related symptoms. We will have full safety measures on hand for guest perusal as well as suitable versions for the visually impaired.
In-Room Dining (as permitted by local health regulations)
Provision of Personal Protective Equipment (PPE) for Waiters: Our waiters will wear PPE where required by local health authorities.
Menu: We will reduce our existing menu and available in the guest directory and sanitised after every use
Delivery/Retrieval: We will minimize exposure in guest room as much as possible and offer contactless delivery by leaving the table/tray in front of room after ringing door bell and announcing department; All food items will be covered in transit.
Hand Disinfection: We will implement mandatory hand wash and sanitation pre-/post delivery of an in-room dining order.
Good Hygiene Practices (GHP): We will observe of good hygiene practices on items such as salt & pepper cruets, flower vase, hot boxes, trays, and so on. Disposable paper napkins/tray liners will be provided instead of linen napkins/liners.
Meetings and Events

Provision of Personal Protective Equipment (PPE) for Waiters and Hostesses: Our waiters will wear PPE where required by local health authorities.
Hand disinfection: Mandatory hand sanitation with help of touchless hand sanitiser dispenser in front of meeting room; Hand sanitiser is available to colleagues in the back of the house.
Physical Distancing Dining Room: We will reduce occupancy to maintain physical distancing norms in line with local health authority guidelines.
Service Style: We will exclusively offer individually portioned and served food & beverage, unless self-service buffets are permitted by local health authorities: We will enforce physical distancing as required by local health authorities; We may offer 'grab and go' items on request.
Meeting Room Sanitation: We will sanitise 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 and markers etc.
Soft Furnishings: We will dry steam furnishings and upholster them periodically
Waste: We will provide bins with plastic liners; These will be emptied during each break and disinfected after the meeting adjourns.
Ventilation: Each time room is serviced, it will be ventilated by opening window(s).
Weddings, Pre-arrival
Prior to arrival: All parties will be asked to inform Kingfisher Hotel if they are displaying any symptoms or have been in close proximity with any person displaying symptoms of Covid19 in the past 14 days
Disclosure of sickness: In the event of either of these, the couple will be asked to make arrangements to postpone their wedding ceremony before arriving at the venue.
Track and Trace: Couples will be asked to provide Kingfisher the names and addresses of their guests prior to the ceremony for 'Track and Trace' purposes. This will be kept on file for 21 days
Sanitisation: All ceremony and guest rooms, along with public communal areas will be cleaned before and after each wedding party in line with current government legislation and guidance.
Weddings; On arrival
Entrée: Hand sanitiser will be available upon arrival for all persons visiting
Social distancing: A minimum distance of 1 meter will be kept between staff and visiting guests in adherence with current social distancing guidelines.
Registrar support: On arrival, the registrars will be met by the Duty Manager and taken to the relevant ceremony room.
Concierge: The Bride and Groom will be called separately to the Ceremony room in order to be interviewed by the registrars.
Seating: The ceremony room will be laid out so as to ensure a distance of at least 1 meter can be kept between all parties.
Weddings; Conservatory Ceremony
Access routes: Access available through two doors.
Service Style: Wedding couple and two witnesses to enter through one door
Suppliers: Registrar to enter through second door
Physical Distancing: Table for wedding rings between Bride and grooms and registrar

Provisions: Table for Register and signing of Book.
Extended hygiene practices: Two meter distance between couple and registrar at all times
Ventilation: Well ventilated with large bi-folding conservatory doors
Seating and aisle music: Group singing and playing of instruments should be avoided wherever possible. Use of Perspex screens supplied for any speeches or activities requiring raised voices and or heavy respiration to play instruments
Weddings; Banqueting Suite Ceremony
Access routes: Access available through two doors
Service Style: Wedding couple and two witnesses to enter through one door
Physical Distancing: Table for wedding rings between Bride and grooms and registrar.
Third Party Operators: Registrar to enter through second door.
Provisions: Table for Register and signing of Book.
Extended hygiene practices: Two meter distance between couple and registrar at all times.
Seating and aisle music: Group singing and playing of instruments should be avoided wherever possible. Use of Perspex screens supplied for any speeches or activities requiring raised voices and or heavy respiration to play instruments
Weddings; Communal Areas
Third Party Operators The wedding couple will have their own bedroom /changing room with own toilet facilities
Restrooms: The registrars will have availability to separate toilet facilities which will not be used by the wedding couple or other guests.
Sanitation: Hand sanitiser will be available throughout all communal areas and customer hygiene notices
Weddings; Photographers
Third Party Operators: If the in-house photographer is acting as a witness he will not be moving around whilst the Ceremony is being conducted
Monitoring: External photographers will not be allowed within the Ceremony room if the Registrar does not want them within the room. If allowed they will be at all times 2 meters away from anyone and not allowed to move around until after the Ceremony has been completed.
Weddings; PPE and Sanitisor
Provision of Personal Protective Equipment (PPE) for Guests: We ask all guests to provide their own PPE wherever possible however masks, gloves and sanitiser is available at Kingfisher
Provision of Hygiene Stations: Hand sanitiser will be available within Ceremony, communal and toilet areas
Spa and Wellness / Fitness Centre / Locker Rooms / Spa Decks (if operation is permitted by local health authorities)
Provision of Personal Protective Equipment (PPE) for Colleagues: Our colleagues will wear protective gear where required by local health authorities and where client requests.
Track and Trace: All members will be asked to provide Kingfisher their names and address for 'Track and Trace' purposes. This will be kept on file for 21 days

Hand Disinfection: We will enforce regular hand washing and mandatory hand sanitation with help of touchless hand sanitiser dispenser; Hand sanitiser is available to colleagues in the back of the house.

Physical Distancing: We will rearrange furniture/exercise equipment to allow for proper physical distancing; Where required by law, we will establish a maximum capacity of users in gym and locker rooms and enforce it; Guests experiencing Covid-19 symptoms over the past 14 days will not be admitted into the spa area; Where physical distancing in locker rooms is not possible, guests should be encouraged to shower and change in their room.

Disinfection of Furniture: Our furniture will be cleaned and disinfected periodically; We will disinfect towel collection bins at the end of each day.

Sanitation: We will 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 and so on; Sterilisation of beauty equipment in autoclave; sauna, steam and thermal floor area care will be in line with regulations of local health authorities.

Sensitisation and hygiene: All public changing rooms will be serviced and cleaned every 2 hours and a record log kept.

Massage Bed Linen and Towels: We will place used linen of each room in clear plastic bag and seal each bag; We will follow professional wash programmes (at least 70°C for 25 mins)

Bins: We will regularly disinfect bins, inside and outside, with medical-grade antimicrobial cleaning agent

Ventilation: Each time a room is serviced, it will be ventilated.

Third Party Operators (spa, wellness, hair and beauty): Outside operators must comply with all guidelines issued by local health authorities as well as Kingfishers guidelines on Sanitation and Hygiene for Hotel Operations during Covid-19 pandemic. Hot and cold water taps will be flushed in line with local health regulations (Legionella) prior to opening premises to customers.

Best Practices - Heart Of The House

Temperature Check: We will enforce mandatory temperature check on colleagues before boarding the bus/van, where transport is provided; Colleagues running a temperature of more than 98.6° for 37° C, with/without symptoms will be sent home; Transport will be operated at 50% capacity only to ensure physical distancing.

COVID-19 Symptoms: Colleagues suffering from sore throat, dry cough, shortness of breath, fatigue, vomiting and/or diarrhoea will be asked to return home and contact the Public Health centre.

Colleague Entrance

Temperature Check: Mandatory temperature check on colleagues before entering premises; Our staff will have PPE available (use of gloves, face masks and alcohol rub), provided by Kingfisher Hotel. Additional precautions include use of a temperature scanner and recording log. We will Strictly follow GDPR guidelines.

COVID-19 Symptoms: Any colleague suffering from sore throat, dry cough, shortness of breath, fatigue, vomiting or diarrhoea will be asked to return home and contact the Public Health centre.

Febrile Colleagues: Colleagues running a temperature of more than 98.6° For 37°C with/without additional symptoms will be sent home and asked to get in touch with Public Health Department.

Hand Sanitisation: All our colleagues will be asked to use hand sanitisers before and after clocking in.

Physical Distancing: Colleagues will be instructed adhere to physical distancing as required by local health authorities.

Colleague Uniforms

Provision of Personal Protective Equipment (PPE): Our colleagues will be given PPE as indicated by local health authorities.

Changing of Uniforms: Fresh and sanitised uniforms (e.g. items that directly touch the skin such as shirt, blouse, or Chef's jackets/aprons) are provided to all colleagues. We will follow manufacturer recommended linen handling guideline and exclusively use designated professional wash programmes (at least 70°C for at least 25 mins) for best practice.

Worn Uniforms: Worn uniforms will be deposited to Laundry after each shift.

Cleaning of Shoes: Sole of shoes to be cleaned and disinfected with medical-grade antimicrobial cleaning agent as colleagues are entering building

Colleague Lockers and Toilets

Physical Distancing: We will stagger shifts to enforce physical distancing amongst colleagues and departments.

Hand Washing and Sanitisation: Our colleagues will be advised to enforce proper hand hygiene, coughing etiquette and respiratory hygiene; Thorough disinfection of staff locker rooms with medical grade antimicrobial cleaning agent will be undertaken.

Handwash Basins (HWB): HWB to be fully equipped with utilities; Hot water, bactericidal liquid soap, paper towels; Hand driers to where permitted by law) be operational.

Alcohol Hand-Rub: We will affix alcohol-rub dispensers for regular use; Dispensers will to be checked regularly to ensure that cartridges are continuously being replenished

Personal Hygiene Posters: We will affix signage in conspicuous area including notice boards reminding colleagues to enforce strict cough etiquette, hand washing and hand sanitisation

Monitoring: Our locker rooms will be regularly monitored to ensure that WHB are functional and equipped, hand-rub available, bins empties and overcrowding avoided especially at start and end shift

Offices, Work Stations and Meetings

Alcohol Hand-Rub: Alcohol-rub to be affixed at strategic points for colleague use.

Physical Distancing: We will rearrange offices to apply physical distancing in-between work stations in accordance with guidelines of local health authorities.

Key High-Touch Points: These areas will be disinfected frequently; Surfaces include tables and chairs, door handles, light switches, thermostats, telephones, keyboard, computer mice, kettle, stationary, printer/copier/scanner, and so on.

Meetings: We will avoid in-person meetings whenever possible and use video conferencing instead; If a meeting is warranted, physical distancing is applied; We will ensure proper ventilation e.g. open door/window if meeting lasts for more than 30 minutes; We will disinfect table tops and chair arms and high-touch points after each meeting.

Colleague Dining Facility

Provision of Personal Protective Equipment (PPE) for Food Handlers and Stewarding: Food Handlers and Stewards will wear protective gear where required by local health authorities.

Hand Disinfection: Mandatory hand sanitation with help of touchless hand sanitiser dispensers will be in place throughout all staff areas.

Physical Distancing at Entrance and in Dining Room: We will place visible markings on the floor for ease of maintaining physical distancing.

Service Style: Colleagues to be served by certified Food Handler; Self-service permitted for tea/coffee/juices; disposable paper napkins.

Salt & Pepper Cruets: We will remove salt & pepper cruets and any other condiments e.g. Tabasco, Ketchup.

Key High-Touch Points: All high-touchpoint areas will be disinfected frequently; Surfaces including tables and chairs, self-service beverage dispensers, vending machines, microwave oven, etc. will be treated with medical-grade antimicrobial cleaning agent.

Pasteurisation/Disinfection of Plates, Glassware, Cutlery and Trays: All dirty ware will be cleaned in dishwasher cycle operating at a rinse of 82°C.

Food Safety/HACCP: We will continue to observe the strictest observations of good hygiene practices in front of the house and back of the house.

Ventilation: The colleague restaurant will be well-ventilated before and after each meal period.

Delivery and Receipt of Goods

Provision of Personal Protective Equipment (PPE): All colleagues will be given PPE as indicated by Company Policy.

Goods Receiver: Our goods receiving team will observe good hand hygiene, coughing etiquette and respiratory hygiene standards at all times.

Receipt of Goods: We will ensure that all parties adhere to HACCP related 'receipt of goods' procedure.

Alcohol Hand-Rub: We will affix alcohol-rub at strategic points for regular use

Cleaning and Sanitation: We will ensure our receiving areas are cleaned and disinfected at regular intervals as indicated by hotel cleaning schedules

Cleaning of Delivered Goods and Carts: We will enforce stringent cleaning on all items used for goods receiving or transportation.

Quarantine Items: Quarantine and date code received food, and food contact goods will be taken inside to our stores once disinfected; Dry goods will be left for minimum 48 hours before taking them into the stores.

Chilled and Frozen Items: All outer packaging of food items will be sanitised using medical-grade antimicrobial cleaning agent before taken into refrigerators and/or freezers.

Suppliers: Our suppliers will deliver at scheduled times, and will not be permitted to unload their products at the same time; Suppliers to be advised on our revised goods acceptance procedures and additional measures to be taken by their personnel; Physical distancing must be observed at all times.

Waste Collection: We will ensure that the collection of waste is timed not to coincide with linen and food deliveries.

Service Corridors

Sanitation: We will sanitise key high-touch points e.g. especially operating buttons, with disinfecting wipes or disposable paper towels sprayed with medical grade disinfectant; We will ensure proper ventilation of the elevator in accordance with manufacturer instructions and building regulations.

Physical Distancing: Where required by law, we will display maximum number of persons allowed to travel together in any confined spaces at any given time; We will encourage the use of stairs where possible and practical.

Hand Disinfection: We will enforce mandatory hand sanitation with help of touchless hand sanitiser dispenser, prominently displayed on floor where most colleagues clock in and or to reach their work station.

Floor Cleaning

Cleaning Materials: Our cleaning equipment will be properly cleaned and disinfected at the end of each cleaning session. We will disinfect any cleaning equipment made of fabric and absorbent material.

Cleaning Chemicals: We only use professional grade chemicals for cleaning purposes.

Laundry and Guest Laundry Service

Physical Distancing: Our new workstations are placed in such a way that colleagues are not facing each other and can maintain appropriate social distance.
Provision of Personal Protective Equipment (PPE): All of our colleagues will wear disposable masks and gloves when processing soiled linen or when processing guest laundry.
Delivery/Retrieval of Guest Items: We will minimize exposure in guest rooms to the greatest extent possible; All guest laundry items will be covered in transit; When retrieving/delivering guest items, our colleagues will wear PPE in public areas as required by local health authorities.
Washing Programs: We will follow manufacturer recommended linen handling guideline and exclusively use designated professional wash programmes (at least 70°C for at least 25 mins) for best practice.
Soluble Laundry Bags: Where required by local health authorities, we will replace fabric laundry bag with single use, soluble (alginate) laundry bags as an alternative.
Colleague Clinic (where applicable)
Clinic: We will continue to encourage regular health check-ups for colleagues; Where applicable we will have a well-equipped operational clinic within the hotel premises.
Training in use of Provision of Personal Protective Equipment (PPE): The Health and Safety Team at each property is trained how to handle and wear disposable PPE equipment in case they have to evacuate a potential suspected case.
Temperature Check: We will carry out mandatory temperature checks on our colleagues at the onset of each shift.
Engineering / Maintenance
Air Change: We will maintain Air Change per Hour (ACH) in building as per local health authorities guidelines. We will ensure that air-conditioning filters are cleaned regularly according to manufacturer's instructions.
Provision of Personal Protective Equipment (PPE): Colleagues will wear disposable masks and gloves when performing cleaning and maintenance of ventilation and ducting and cleaning of filters.
Humidity Level: We will maintain 30% (or higher) humidity level in building at all times.
Record Keeping: As a Hotel, we will keep maintenance and testing documents relating to microbiological and chemical water analysis and provide records of maintenance and operating procedures for dishwashers, laundry equipment and air-conditioner maintenance.
Training
Upgraded Training: We are conducting in-depth training with Head Of Departments and Operational Managers on our enhanced hygiene standards with a particular focus on proper hand washing and disinfection; Coughing etiquette, respiratory hygiene, application of physical distancing; Our teams return to work has been planned in line with 'EU guidance for a safe return to the workplace'.
COVID-19 Related Procedures: All of our colleagues will be well-informed on all COVID-19 related operating procedures, including use of PPE, and protocol in dealing with suspected COVID-19 cases.
Infection Control Team: Our specialised team will be re-trained in all POSI procedures (Prevention Of Spread of Infection) including COVID-19.
Housekeeping: Our Housekeepers will be trained on new, enhanced cleaning procedures.
Cleaning Team: Our Cleaners will be trained on proper use and storage of chemicals especially those targeted for SARS-CoV-2.
Colleague Welfare: We continue to celebrate our colleagues and their welfare is of paramount importance to us. We will consider how each and every one of our colleagues might have been affected by lockdown and how the changes caused by the pandemic might have had an affect on them.

SOPs: All of our internal 'standard operating procedures' have been updated with the information reflected in this document, combined with regulations from local health authorities

Fire, Life, Health, Safety and Security (FLHSS)

Contractors: Contractors will only be allowed on our premises if they are wearing the PPE required recommended by the local health authorities; Our teams will adhere to personal distancing when accompanying them onsite.

First Aid Rooms: When administering first aid, our first aiders will wear a face mask and gloves; Gloves will be disposed of after administering first aid and the chair will be cleaned with medical grade disinfectant before and after any first aid procedure is finished.