

PANORAMA HOTEL

PRAGUE

STANDARDS FOR OPERATIONS PROTOCOL IN COVID-19 ERA

Purpose

This document is designated to provide information on measures being taken by each of our hotels taking up commercial activities again (or which have been operating continuously). This 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. This document was prepared based on evidence currently available about COVID-19.

Scope

This document is valid for all hotels owned or managed by Corinthia and our minimum expectations are being applied and maintained consistently until new guidelines from the World Health Organisation are published, and/or a vaccine is readily available in the market. Corinthia works with professional disinfectants, certified according to European Standard EN14476. In locations where guidelines from Health Authorities are more stringent, we will of course adopt such the local guidelines over and above our comprehensive minimum expectations.

Floriana, Malta, 24 June 2020

Simon Naudi

CEO

Best Practices - Front Of The House

Administration and Pre-Arrival

Cancellation Policy: Detailed information on our cancellation policy and the hotel's health and safety instructions during Covid-19 era can be found on our website; Upon request, we also have audio recordings available for visually impaired guests.

Formalities: For all pre-booked guests, all check-in formalities should be completed online (where applicable) to minimise contact and time in our reception area; Additionally, pre-arrival or upon arrival, we will collect guest contact details, subject to approval, and enter them into the Property Management System as this information can assist public health investigations with contact tracing.

Guest Information: Information provided on company website will cover all the steps taken by the hotel for health, safety and sanitisation along with the operational norms for restaurants, room service, housekeeping and laundry procedures during Covid-19 era; Information will be made available to the visually impaired and is to be updated accordingly; Additionally, information will include what to do in case guest develops symptoms during their stay or within 14 days following departure (here we will abide by local health authority guidelines). We will include reference to the avoidance of sharing elevators with others that are not sharing the same room; Front of House staff will be fully trained to assist guests with any new Covid-19 related measures deployed within the hotel and will have this information readily available for visually impaired guests.

Public Health and Medical Centres contact list: Comprehensive list of public health contacts is available from Front Desk. Additionally Human Resources and Security possess the telephone numbers of local health authorities, hospitals and medical centres, public and private hospitals for use whenever there is the possibility that a guest may be ill.

Guest Transport (applicable for contracted vendors only; not applicable for taxis, Bolt, Uber, and so on)

Personal Protective Equipment (PPE) for Drivers: Drivers to wear protective gear as required by local health authorities; Guidelines to be enforced by management.

Disinfection of vehicle's key high-touch points: Frequently touched areas inside vehicle in the passenger areas will be disinfected with every arrival, e.g. door handles (inside/outside), seat belt buckle, arm rests, device charging cords, boot handle, and so on.

Hand Disinfection: Driver to exercise hand disinfection before and after the disinfection of hot spots after drop off; After loading/unloading luggage.

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; If a guest declines disinfection, our drivers will wear gloves for luggage delivery.

Conversations: Our drivers will keep all communication with guests at to a minimum.

Guest Instructions Booklet: We provide a detailed information sheet, covering all the steps taken by the hotel for safety and sanitisation along with the operational norms for restaurants, room service, housekeeping and laundry procedures during Covid-19 era.

Guest Amenities: We provide sealed, disposable, sanitising alcohol-based hand wipes; If required by local health authorities, removal of nonessential high-touch items that cannot be disinfected such as newspapers/magazines and/or other items specified.

Entrance

Temperature Check: Where required by local health authorities, mandatory temperature checks will be carried out at entrance; Door Attendant and Sentinel to wear PPE as required by local health authorities; Our front of house staff are trained to assist guests with Covid-19 related questions and each property 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.

Physical Distancing: We have placed visible markings on the floors to advise on physical distancing where required by local health authorities; Our colleagues will observe physical distancing whilst rooming guests; Where required by local health authorities Perspex barriers will be installed.

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/Guest Services and are displayed on the home page of TVs in guest rooms.

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.

Elevators

Physical Distancing: Informative signage to advise of physical distancing will be displayed in and around the elevators; where practical stairs can be used as an alternative.

Sanitation: We will regularly sanitise key high-touch points e.g. entire elevator cabin, especially operating buttons, with medical-grade cleaning agent and disposable paper towels; we will also ensure proper ventilation in accordance with manufacturer instructions and building regulations.

Hand Disinfection: Touchless hand sanitiser stand is available next to elevators on guest floors in operation.

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 on home page of TV system in guest rooms, were applicable; Alternatively, they will be printed on hotel letterhead (replaced after departure).
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 twice 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.
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, shoe horn, cloth brush, 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 on request.
Utensils: All glass, china and silverware will be removed from guest rooms and processed in a professional grade dishwasher at a minimum temperature of 82°C.
Vacuum Cleaners: We will replace dust bags every four days, 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: We will provide an alternative to hand dryers e.g. disposable paper towels; 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.
Business Centre: We will keep enough space between work desks and disinfect desks, chairs, equipment and other key high-touch points after each guest has left; Where required by local health authorities, we will enforce the wearing of face masks.
Restaurants (ADD, Bar/Lounge, Executive Club)
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 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' service for breakfast, lunch, afternoon tea, 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: Where possible we will avoid the use of conventional menu folders; Where suitable, we will consider 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 Corinthia's guidelines on Sanitation and Hygiene for Hotel Operations in Covid-19 Era.
Beverages: We will cease usage of straws / stirrers/ non-food decorations, unless they are individually wrapped.
Cutlery: We will avoid pre-setting 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; Host/ess or Sentinel 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 (if 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 where possible it will be uploaded to the TV system; Where applicable, we will consider QR code system in room to access online PDF version of the menu.
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; Where required by local health authorities, 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.
Placemats: We will continue to use leather blotters with disposable paper placemats; We will replace paper placemats after meeting adjourns for the day.
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).
Spa and Wellness / Fitness Centre / Locker Rooms / Pool 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.
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; Pool, sauna, steam and thermal floor area care will be in line with regulations of local health authorities.
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 Corinthia's guidelines on Sanitation and Hygiene for Hotel Operations in Covid-19 Era; 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
Colleague Transport
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 Sentinel will wear filtering facepiece respirators (FFRs) and use a verified IR scanner; 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) will continue to be provided to all colleagues at start of each shift.
Worn Uniforms: Worn uniforms will be deposited to Laundry after each shift.
Physical Distancing: We will place visible markings on the floor to maintain physical distancing during the uniform drop-off, collection and/or exchange.
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 shifts
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 47 - 72 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 Elevators and Service Corridors
Sanitation: We will sanitise key high-touch points e.g. entire elevator cabin, 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 same elevator 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 board the elevator to reach their work station.
Kitchen and Stewarding
Sanitation: All our operational kitchens will be sanitised at regular intervals as dictated by hotel cleaning schedules.
Physical Distancing: Workstations will be 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 our colleagues will wear disposable masks, gloves, hair nets and all other safety clothing as dictated by HACCP based policies and Health and Safety risk assessments.
Menu Revisions: We will review menus to include more options of cooked food rather than raw food; Whenever possible, we will source seasonal and local products.
Vegetable and Fruit Sanitisation: Unless prohibited by national legislation, we will ensure proper cleaning of vegetables using approved sanitising agents.
Dishwashers and Glasswashers: We will continue to ensure that our equipment is well-maintained; dishwashers must operate wash cycles reaching 60°C and rinse temperatures reaching 82°C (DIN 10510 & 10512). Glass washers must operate wash cycles reaching 55°C and rinse temperatures reaching 63°C (DIN 10511); Our employees will wear gloves when loading dirty crockery and cutlery and their gloves will be replaced when unloading clean items.
Disinfection of Food Equipment, Utensils and Tools: We will regularly clean and disinfect key high-touch points e.g. food equipment and food contact surfaces including chopping boards as dictated by the Company HACCP.
Sterilisation of Knives and Utensils: All implements will be either pasteurised in a dishwasher working at a rinse of 82°C or sterilised using an autoclave, boiling water methods or UV, as a per our standards.
Monitoring Devices and Records: We will implement the use of thermo-labels to monitor dishwasher and pot washer effectiveness; We will maintain records for each meal period that the equipment is in use.
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 B20Head Of Departments and Operational Coaches 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.