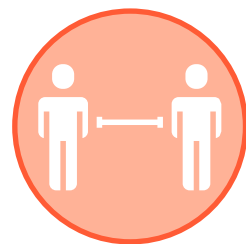


# SAFETY PROTOCOL 2020 POST COVID 19

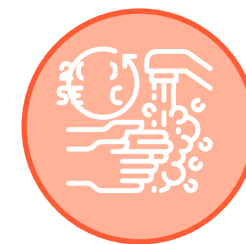
## BASIC HYGIENE PROTOCOL



● **Social distancing  
of at least 1meter**



● **Wearing of masks  
is compulsory**



● **Employees' hygiene and grooming  
includes trimmed nails  
and regular washing  
of hands for at least 20sec**



● **Avoid grouping  
Max 4 persons allowed**



● **Mandatory temperature  
screening**



● **Our premises and equipment  
are regularly disinfected**



● **Sanitisation desk is available  
with laser thermometer,  
hand sanitisers  
and respiratory masks**



● **Employees are trained  
in hygiene protocol  
and wearing PPE**



● **Strict surveillance  
and reporting of incidents**

**\* PPE - Personal Protective Equipment**

# SAFETY PROTOCOL 2020 POST COVID 19

## EMPLOYEE JOURNEY ROADMAP & ACTIONS



### ARRIVAL

Journey of the employees from home to the hotel until their operation area

- ORGANISATION OF TRANSPORT • SOCIAL DISTANCING
- DRIVER'S PPE • TEMPERATURE CHECK • HAND SANITISERS



### CLOCK IN

Keep a safer record of employees logs

- CONTACTLESS ATTENDANCE BIOMETRICS • HAND SANITISATION
- SOCIAL DISTANCING MARKINGS • TEMPERATURE CHECK
- EMPLOYEE PPE • TEMPERATURE CHECK ON CLOCK OUT



### UNIFORMS & LOCKERS

Operation uniforms & equipment to allow employees to work safer

- STEAM PRESS SANITISATION OF UNIFORMS
- REGULAR CHANGE OF MASKS & GLOVES
- DISPOSAL CORNER FOR USED PPE
- SOCIAL DISTANCING IN CHANGING AREAS
- HR & DELEGATED EMPLOYEE TO CONDUCT REGULAR AUDITS ON MASK, GLOVES & SANITISERS



### CANTEEN

For lunch breaks and shift pauses

- STAGGERED SHIFTS TO AVOID CROWDING
- HAND SANITISERS • EMPLOYEE PPE
- SEATING CAPACITY REDUCED TO ALLOW SOCIAL DISTANCING
- EXTENSION OF CANTEEN HOURS
- COMPLETE DISINFECTION BETWEEN GROUPS



### SUPPLIERS & VISITORS

All food, beverage, equipment, tools, materials, every single third party delivery at the hotel

- TEMPERATURE CHECK • EQUIPMENT DISINFECTION
- SOCIAL DISTANCING
- FOOD GRADE SANITISING AGENTS
- ALL DELIVERABLES SHOULD BE DISINFECTED BEFORE STORAGE
- VENDOR HYGIENE STANDARDS
- CHANGE GLOVES & MASK BETWEEN EACH SHIPMENT
- DELIVERY NOTES & INVOICES SHOULD BE ELECTRONIC
- DISPOSAL CORNER



### TRAINING

Employee development program

- SOCIAL DISTANCING • HAND SANITISER • HEALTH CHECK UPS
- PROPER PPE EQUIPMENT
- SAFETY TRAINING FOR PROTOCOL APPLICATIONS
- EACH DESK & EQUIPMENT DISINFECTION AFTER USAGE

# SAFETY PROTOCOL 2020 POST COVID 19

## GUESTS JOURNEY ROADMAP & ACTIONS



### ARRIVAL

Journey of the guest from arrival to the hotel until their room

- TEMPERATURE CHECK • LUGGAGE DISINFECTION
- CONTACTLESS CHECK-IN • DEDICATED ENTRY POINTS
- SOCIAL DISTANCING • AUTOMATED SANITISATION AT RECEPTION
- DISINFECTION OF ALL EQUIPMENT IN CONTACT WITH GUEST



### ROOMS

Measures taken to keep rooms safe and sanitised

- ROOM DEEP CLEANING • AC CLEANING • DISINFECTION
- ROOM SERVICE DELIVERY PROTOCOL
- IN-HOUSE BOOKING VIA IPTV & MOBILE APP



### FOOD & BEVERAGE

Journey and experience in restaurants

- SOCIAL DISTANCING • SEATING CAPACITY • SANITISATION
- EMPLOYEE PPE • CONTACTLESS MENU & PAYMENT
- SANITISATION STATIONS • WRAPPED CUTLERY FOR ROOM SERVICE
- MORE COOKED RATHER THAN RAW FOOD
- STRICT HEP STANDARDS FOR FOOD SERVICES



### LEISURE

Sanitising and keeping kids club, pools, gyms and spas ready

- TEMPERATURE CHECK • EQUIPMENT DISINFECTION
- SOCIAL DISTANCING • SEATING CAPACITY • EMPLOYEE PPE
- COMPLETE SANITISATION • E-MENU & PAYMENT
- SANITISATION STATIONS • MORE OUTDOOR ACTIVITIES
- PHONE BOOKING • STRICT HEP STANDARDS FOR FOOD SERVICES
- DISINFECTION OF LOCKERS & PERSONAL EQUIPMENT



### SERVICES

Conference Room, Nurse station, Babysitting and others

- TEMPERATURE CHECK • EQUIPMENT DISINFECTION
- SOCIAL DISTANCING • SEATING CAPACITY
- SANITISATION STATIONS • EMPLOYEE PPE
- STRICT HEP STANDARDS FOR FOOD SERVICES
- SCHEDULED TIME TABLE TO AVOID CROWD
- TECHNOLOGY TO BE INSTALLED TO AVOID CONTACT
- DISPOSAL BIN FOR GLOVES ETC
- ALL STATIONERIES & HIGH TOUCH POINTS  
SANITISED SEVERAL TIMES A DAY



### CHECK OUT

Advance checkouts and safe distances

- SOCIAL DISTANCING • E-CHECK OUT & PAYMENT • EMPLOYEE PPE
- SOCIAL DISTANCING • AUTOMATED SANITISATION AT RECEPTION
- DISINFECTION OF ALL EQUIPMENT IN CONTACT WITH GUEST