



# Shaza ASSURES 4.0

**A**ctive **S**afety & **S**anitisation measures to **U**phold and **R**eassure **E**xcellence in **S**ervice

Hotel Operations Protocol

Updated August 2022



## OVERVIEW

Social distancing and unprecedented hygiene concerns have become a norm in today's COVID-19 world, and we need to re-evaluate and update our operating standards to adapt to this change. We are introducing **Shaza ASSURES** (**A**ctive **S**afety & **S**anitisation measures to **U**phold and **R**eassure **E**xcellence in **S**ervice).

## INTENTION

This program is designed to assist Shaza Hotels in the creation of operating standards for managing daily operations once the lockdown has been lifted and hotels resume operations. Shaza ASSURES protocols are to be integrated with Shaza's current Operating Standards and should not be treated as a replacement or substitute.

## OUTCOME

This program has been prepared based on the evidence currently available about COVID-19 transmission and is designed to ensure that Shaza Hotels can protect the health of its colleagues and guests. Updates to the program will be made on an on-going basis as more relevant information becomes available.

## General Guidelines

### Front of House

- Guest Transport
- Property Entrance
- Reception
- Guest Elevators
- Public Area Bathrooms
- Guest Rooms and Bathrooms
- Cleaning and Housekeeping
- Restaurants and Lounges
- Pool, Gym, and Spa
- Business Centre and Meeting Rooms
- Kids' Club
- Check Out
- Other Guidelines

### Heart of House

- Colleague Transport
- Time and Attendance
- Colleague Uniforms
- Colleague Locker Rooms
- Colleague Equipment
- Cafeteria or Dining Rooms
- Kitchen
- Stores and Receiving Docks
- Service Elevators
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- Sales Teams
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### Handling COVID19 Cases

Actions	Short Description
<p><b>General Guidelines</b></p>	<p>While being guided primarily by the code in place at any given time by the local health department, Shaza Hotels recommend the following practices for the safety of the guest and the staff.</p> <ul style="list-style-type: none"> <li>▪ Create a <b>Safety Team</b> to be led by the People Engagement Manger. The team is to comprise of Head Chef, F&amp;B Service Manager, Rooms Division Manager, and Chief Engineer.</li> <li>▪ The team should ensure that all measures are being implemented and audited (and recorded if so, required by the local authorities). The record/log will be scrutinized periodically by the Corporate Office.</li> <li>▪ The team leader to conduct a detailed <b>workshop</b> about this program for colleagues at every townhall meeting to reiterate the current practice applicable at the hotel.</li> <li>▪ It is recommended that at least once a week, the daily morning management operations meeting will include an update to teams on the development of the situation to ensure the adequacy of the control measures taken and adjust them if necessary</li> <li>▪ Have an official <b>Crisis Management Plan</b> (that includes the nearest two hospitals to be reach our guest or colleagues in case of emergency) in place and define the methodology and the reporting line for any issues that arise in the hotel. A quarantine policy, if required, for the colleagues should be clearly defined. Also, have procedures of reporting any suspected cases or possible issues to the concerned persons. The Crisis Management Plan is essentially a step of actions to be taken at the hotel by various echelons of managers should an emergency occur pertaining to the pandemic. The hotel should have a copy of the Crisis Management Plan approved by the Corporate Office.</li> <li>▪ All hotels should have a regular program once every six months of regular external audits for hygiene, safety and risk management with certification by a recognized external agency i.e. Bureau Veritas. Submitted as part of Operations Tracker to Corporate Office.</li> <li>▪ E-Cristal or an equivalent agency is required to carry out a hygiene safety audit at least once every two months, both in Food and Beverage and Guest Room areas.</li> <li>▪ The word sanitisation, when used in the program, means “lowering the number of germs on surfaces or objects to a safe level, as judged by public health standards or requirements. This process works by either cleaning or disinfecting surfaces or objects to lower the risk of spreading infection” (Center of Disease Control (CDC), USA).</li> </ul>

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<b>General Guidelines</b>	<p>Some good practices to be observed until the pandemic is declared as dead are:</p> <ul style="list-style-type: none"> <li>▪ Hand sanitizers should be available at key locations OR on request. Hand sanitiser dispensers shall include 70-80% alcohol content, where available, and touchless where possible.</li> <li>▪ The general practice of social engagement is encouraged to be cautious and refrain as far as possible from hugging, kissing, or shaking hands, either with guests or amongst colleagues</li> <li>▪ Avoid touching eyes, nose, and mouth.</li> <li>▪ Hand disinfection is recommended after exchanging objects (money, credit cards) with guests.</li> <li>▪ Respiratory etiquette means covering mouth and nose with bent elbow or tissue when coughing or sneezing. The used tissue should be disposed of immediately in a bin with a lid.</li> <li>▪ Respiratory hygiene is recommended to include the use of medical masks by all staff members and vendors.</li> <li>▪ Stay at home orders and restrictions on movement announced by the local government should be complied with wherever applicable.</li> </ul>
<b>Front of House</b>	<p>Guest and colleague greetings across all areas of the property should be “contactless”. In keeping with the culture, place your right hand over your heart and greet with a slight bow of the head.</p> <h4>Guest Transport</h4> <ul style="list-style-type: none"> <li>▪ Recommend the driver is wearing protective gear such as mask, gloves etc.</li> <li>▪ The car should be disinfected before every arrival</li> <li>▪ An individually wrapped face mask and a sanitiser placed on a tray should be on the back seat of the car. This should be pointed out to the guest before the drive commences (Shaza standard)</li> <li>▪ Driver should be instructed to limit conversations to minimal</li> <li>▪ Guest transport should follow all local guidelines and drivers are encouraged to wear protective gears such as a mask.</li> </ul>

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<p><b>Front of House</b></p>	<p><b>Property Entrance</b></p> <ul style="list-style-type: none"> <li>▪ Should you find that guests and colleagues running a temperature of more than 98.6°F or 37 °C should be politely asked to return or directed to the closest hospital/medical facility or as per guidelines provided by the local health authorities.</li> <li>▪ Face Masks (individually wrapped where possible) and alcohol-based hand sanitiser should be placed in a convenient location at the entrance for guests.</li> <li>▪ Small size disposable masks for children to be available at all times.</li> <li>▪ In situations where multiple guests are waiting for their turn at the reception, guest services should offer waiting guests, the option to be seated in the lobby with adequate spacing.</li> </ul> <p><b>Reception</b></p> <ul style="list-style-type: none"> <li>▪ Reservation and Front Desk colleagues should be capable of confidently informing guests who inquire about the hotel's policy for preventive measures established or other services that guests may require.</li> <li>▪ If the guest is arriving from restricted countries or regions, ensure that we have detailed information from the guest before arrival or at time of making the reservation.</li> <li>▪ For all pre-booked guests, all check-in formalities should be completed online to reduce contact and time at the front desk.</li> <li>▪ Recommend colleagues are wearing masks which are changed at regular intervals.</li> <li>▪ Keep paper, envelopes, brochures and all equipment sanitised.</li> <li>▪ Keep swabs or disinfecting wipes which guests can use to clean their phone or credit cards.</li> <li>▪ Requirement for usage of PPE by guests will be subject to local regulations.</li> <li>▪ Face Masks (individually wrapped where possible) and alcohol-based hand sanitizer should be available on request for guests.</li> <li>▪ Wearing face mask will be subject to local regulations, however colleagues are encouraged to wear face mask if they choose to for their own safety.</li> <li>▪ Colleagues should continue regular periodic handwashing process with soap and water at regular intervals.</li> <li>▪ The latest definition of symptoms of suspected cases of COVID-19 can be found on the WHO website. Colleagues should have ready access to this information.</li> <li>▪ The reception desk should have readily available the telephone numbers of the health authorities, medical centers, public and private hospitals, and assistance centers.</li> </ul>

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<b>Front of House</b>	<p><b>Reception</b></p> <ul style="list-style-type: none"> <li>▪ Duty Manager should log all relevant incidents that come to their knowledge, such as requests for doctor's visits. This information will aid guests through appropriate advice, facilitating early detection, and rapid management of suspected cases with local health authorities.</li> <li>▪ Reception colleague must treat all this information with discretion and confidentiality, leaving it up to the senior leadership in the hotel and to medical services to evaluate the situation and make appropriate decisions.</li> <li>▪ Small guest items like messages, keys, passports ,credit cards etc. should collected and returned to guests on a disinfected tray. Guests should be given the option of picking up the item themselves from the tray. This practice should be implemented for all kinds of guest request items delivered by housekeeping as well.</li> </ul> <p>It is recommended as a measure of abundant precaution that all hotel reception desks should have at least a few medical kits that includes:</p> <ul style="list-style-type: none"> <li>▪ Germicidal disinfectant/wipes for surface cleaning tissues.</li> <li>▪ Face masks</li> <li>▪ Gloves (disposable)</li> <li>▪ Protective apron (disposable)</li> <li>▪ Full-length long-sleeved gown</li> <li>▪ Biohazard disposable waste bag</li> </ul>
	<p><b>Guest Elevators</b></p> <ul style="list-style-type: none"> <li>▪ Ensure elevator floor buttons are regularly sanitised by the Housekeeping colleague using an approved cleaning agent.</li> <li>▪ Keep floor and other area of the elevators that can be touched sanitised.</li> <li>▪ Install hand sanitiser dispensers in the elevators where possible or sanitisation pods, at least in the lobby next to the elevator doors.</li> </ul>
	<p><b>Public Area Bathrooms</b></p> <ul style="list-style-type: none"> <li>▪ Install separate hand soap and sanitiser dispensers.</li> <li>▪ Public area attendant (specially trained for sanitisation) to be present at least from 7AM - midnight. Thereafter, the facility to be sanitised once every two hours.</li> <li>▪ Waste bags to be with string to be sealed prior to disposal.</li> </ul>

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<p><b>Front of House</b></p>	<p><b>Guest Rooms and Bathrooms</b></p> <ul style="list-style-type: none"> <li>▪ Room allocation to be done in line with the current regulations by the local authorities.</li> <li>▪ Recommend housekeeping attendants on the floor are always wearing a mask while on shift.</li> <li>▪ Housekeeping to service the room only when a guest is away to minimize the contact.</li> <li>▪ Keep sanitisers at regular spacing on the guest floor, especially in the elevator landing areas.</li> </ul> <p><b>Cleaning and Housekeeping</b></p> <ul style="list-style-type: none"> <li>▪ Special consideration should be given to the application of cleaning and disinfection measures in common areas (restrooms, lobby, corridors, lifts, etc.) as a general preventive measure during the entire COVID-19 epidemic.</li> <li>▪ Special attention to frequently touched areas such as handles, handrails, switches, doorknobs, etc.</li> <li>▪ Sanitizing solution should never be used directly on electronic equipment, control panels and screens but sprayed on a clean duster and then applied.</li> <li>▪ All linen being received from outside laundry should be in protective wrapping removed only prior to actual use and all linen from within the hotel should be sent outside with protective wrapping</li> </ul> <p>Where needed, the following enhanced operating procedures for cleaning, managing solid waste, and for wearing personal protective equipment (PPE) if necessary, should be implemented for rooms or specific areas exposed to COVID-19 cases.</p> <p>The following enhanced operating procedures for cleaning, managing solid waste, and for wearing personal protective equipment (PPE) should be implemented for rooms or specific areas exposed to COVID-19 cases.</p> <ul style="list-style-type: none"> <li>▪ All used items must be handled appropriately to mitigate the risk of potential transmission. Disposable items (hand towels, gloves, masks, tissues) should be placed in a container with a lid and disposed of according to the hotel action plan and national regulations for waste management.</li> <li>▪ In general, public areas where a case has passed through or has spent minimal time in (example - corridors) do not need to be specially cleaned and disinfected.</li> <li>▪ Housekeeping and cleaning colleague should stay alert and inform the management or the reception desk of any pertinent incidents, including possibly sick guests in their rooms. They must treat all this information with confidentiality.</li> </ul>

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<p><b>Front of House</b></p>	<p><b>Restaurant and Lounges</b></p> <ul style="list-style-type: none"> <li>▪ Please refer to F&amp;B ASSURES Stage IV for additional detailed guidelines</li> <li>▪ National guidance should be followed on whether indoor dining is permitted. The premises should have adequate ventilation.</li> <li>▪ It is recommended that the tables shall be arranged such that the distance from the back of one chair to the back of another chair shall be more than 1 m apart and that guests face each other from a distance of at least 1 m.</li> <li>▪ Keep face masks and hand sanitiser available for guests at the host desk.</li> <li>▪ Small size disposable masks for children to be available at all times.</li> <li>▪ It is recommended that the colleague should maintain a reasonable distance between themselves, and the guest weather at the table or at the buffet counter.</li> <li>▪ Colleagues should perform personal hygiene (frequent regular handwashing, respiratory hygiene) as strictly as possible. It is recommended that the colleagues wear a mask at work.</li> <li>▪ F&amp;B ASSURES Stage IV to be followed for additional detailed guidelines regarding buffets.</li> <li>▪ While introducing printed menus, hotels must continue to offer the option of the QR code at the table, to be used at the guests' discretion.</li> <li>▪ Ensure cleaned and sanitised utensils are properly stored to prevent cross contamination.</li> <li>▪ It is recommended that hotels should have and promote a contactless method of payment.</li> <li>▪ Food to be covered with a cloche while being picked up from the kitchen. The cloche should be removed at the table in the presence of the guest.</li> <li>▪ As a good practice, it is recommended that if there are buffets, guests should avoid handling food. When necessary, change tongs and ladles more frequently, always leaving these items in separate containers. Clean and disinfect the buffet surfaces after each service.</li> <li>▪ Coffee machines, soda machines, and others, particularly the parts more in contact with the hands of users, should be cleaned and disinfected at least after each service and more often if necessary.</li> <li>▪ In case of manual washing the usual steps should be followed (rinse, wash, disinfect) taking the maximum level of precautions. Drying should be done using disposable paper towels. Likewise, tablecloths and napkins should be washed in the usual manner.</li> <li>▪ Identify and constantly clean and disinfect surfaces frequently touched by colleagues and guests in restaurant such as menus, bill folders, electrical equipment (blenders etc..), phones &amp; POS machines.</li> </ul>



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<b>Front of House</b>	<p><b>Restaurant and Lounges</b> <b>In-Room Dining</b></p> <ul style="list-style-type: none"> <li>▪ Food warmers and hot boxes which are sent to guest rooms should be sanitised before every shift and after each use.</li> <li>▪ Ensure all food trolleys are sanitised before and after each food delivery.</li> <li>▪ At the time of delivery of food in the room, offer the guest if they want the trolley to be rolled inside the room or they want it to be left at the door for guest to take over.</li> <li>▪ Follow rest of the in-room dining procedure as per Shaza Service Essentials.</li> </ul>
	<p><b>Pool, Gym, and Spa</b></p> <ul style="list-style-type: none"> <li>▪ Gym, beach, swimming pool, spa, sauna and steam bath facilities can be used with restrictions, in accordance with relevant local guidelines.</li> <li>▪ Individuals using these facilities should follow national and/or local requirements for wearing of masks in public settings such as these facilities.</li> <li>▪ Occupancy restrictions at these facilities if any should be as per guidelines through local authorities</li> <li>▪ Each facility should follow the ventilation and air conditioning recommendations as described earlier in the document. It should be noted that in steam baths, ventilation is normally minimal, and therefore extra attention should be paid to physical distancing by restricting number of users, hygiene, surface cleaning and disinfection.</li> <li>▪ Guest should have easy access to facilities for hand hygiene (soap and water and alcohol hand rub), especially in toilet and changing room areas.</li> <li>▪ Towels provided must be for single use only.</li> <li>▪ Provide a bin for guests to place their towel after use for laundering.</li> <li>▪ Drinking water should be provided in containers for individual use.</li> </ul>

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Front of House	<p><b>Pool, Gym, and Spa</b></p> <p><b>Gym Equipment</b></p> <p>Here are guidelines for cleaning and disinfection of gym equipment. Not following these will weaken the powder coating on frames, discolor plastic, covers and upholstery and damage consoles or screens.</p> <ul style="list-style-type: none"> <li>▪ Dirty surfaces should be cleaned using a detergent or soap and water prior to disinfection following the user manual instructions. For disinfection, diluted bleach solutions with a chlorine (NaClO) concentration of 1000 PPM should be effective.</li> <li>▪ Avoid the use of acidic cleaners (pH of 5.5 or less) or corrosive chemicals (pH of 11.5 or higher); Ammonia (NH<sub>3</sub>-), Caustic chemical (NaOH), Ammonium chloride (NH<sub>4</sub>Cl) or Alcohol (C<sub>3</sub>H<sub>8</sub>O and C<sub>2</sub>H<sub>5</sub>O) are to avoid.</li> </ul> <p>Technogym has tested the following disinfectants for use with your products. Follow the manufacturer's instructions for all cleaning and disinfection products (e.g.: concentration, application method and contact time, etc.).</p> <table border="1"> <thead> <tr> <th>TESTED DISINFECTANTS</th> <th>ACTIVE SUBSTANCES</th> </tr> </thead> <tbody> <tr> <td>Diluted bleach solutions with a chlorine concentration of 1000 PPM</td> <td>NaClO</td> </tr> <tr> <td>PureGreen24 - AXEN 30</td> <td>Ag<sup>+</sup>; C<sub>6</sub>H<sub>8</sub>O<sub>7</sub></td> </tr> <tr> <td>Gym Wipes Antibacterial formula, Gym Wipes Advantage</td> <td>C<sub>3</sub>H<sub>8</sub>O; C<sub>2</sub>H<sub>3</sub>O<sub>2</sub>K; C<sub>3</sub>H<sub>5</sub>Cl<sub>2</sub>N<sub>10</sub>O<sub>14</sub></td> </tr> <tr> <td>QUARMON 2 AL</td> <td>Quaternary ammonium Compounds: Cl-C<sub>9</sub>NH<sub>17</sub>-C<sub>n</sub>H<sub>(n+1)</sub> n:8,10,12,14,16,18 C<sub>20</sub>H<sub>44</sub>CIN, C<sub>22</sub>H<sub>48</sub>CIN</td> </tr> </tbody> </table> <p>The sanitisation activities will be aimed particularly at the surfaces which are touched frequently by multiple people. Example - screens, chairs, tops, handles and knobs, buttons, switches.</p> <p>The following precautions are suggested while using a manual spray for cleaning:</p> <ul style="list-style-type: none"> <li>▪ Switch off the equipment before each activity in order to reduce the risk of the potentially hazardous situations;</li> <li>▪ Clean visibly dirty surfaces before disinfection, to remove organic material that could reduce the effectiveness of the disinfectant;</li> <li>▪ Do not spray directly onto the equipment. Avoid using rough cloths; Dampen the cloth and then clean the screen. Be sure to spray the cleaning liquid onto the cloth, not the screen, so that drips do not seep inside the display or stain the bezel; After that, wipe the frame and plastic surfaces always with the dampened cloth;</li> </ul>	TESTED DISINFECTANTS	ACTIVE SUBSTANCES	Diluted bleach solutions with a chlorine concentration of 1000 PPM	NaClO	PureGreen24 - AXEN 30	Ag <sup>+</sup> ; C <sub>6</sub> H <sub>8</sub> O <sub>7</sub>	Gym Wipes Antibacterial formula, Gym Wipes Advantage	C <sub>3</sub> H <sub>8</sub> O; C <sub>2</sub> H <sub>3</sub> O <sub>2</sub> K; C <sub>3</sub> H <sub>5</sub> Cl <sub>2</sub> N <sub>10</sub> O <sub>14</sub>	QUARMON 2 AL	Quaternary ammonium Compounds: Cl-C <sub>9</sub> NH <sub>17</sub> -C <sub>n</sub> H <sub>(n+1)</sub> n:8,10,12,14,16,18 C <sub>20</sub> H <sub>44</sub> CIN, C <sub>22</sub> H <sub>48</sub> CIN
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<b>Front of House</b>	<p><b>Pool, Gym, and Spa</b></p> <ul style="list-style-type: none"> <li>▪ Keep excess disinfecting fluid away from electronic components to prevent electrical shock or damage;</li> <li>▪ During applying the disinfectant solution on the surface to be treated with the cloth, leave it to act for at least 3 minutes or according to the times indicated on the product label; After the mentioned period, with a new lint-free cloth, dry all the surfaces completely;</li> <li>▪ Handle and dispose off cloths used for cleaning, clothing used during disinfection and disposable protective gloves in the appropriate waste bags (robust, waterproof, avoiding laceration, labeled and closed appropriately to avoid material dispersion).</li> </ul> <p>After cleaning and disinfecting every single piece of equipment, wait for 30 minutes before plug the machine to electrical socket so that products used on them can totally dry, in order to reduce the risk of potential hazardous situations</p>
	<p><b>Business Centers and Meeting Rooms</b></p> <ul style="list-style-type: none"> <li>▪ Place multi-user bottles of sanitizer in easy visual reach.</li> <li>▪ Limit the number of guests in the area based on maximum allowed.</li> <li>▪ Disinfect each desk, chair, equipment and work area after the guest has moved out.</li> </ul>
	<p><b>Kids' Club</b></p> <ul style="list-style-type: none"> <li>▪ The kids club colleague responsible for children should be vigilant for any signs of respiratory disease and should immediately inform the child's parents and the management of such circumstance.</li> <li>▪ Special cleaning and disinfection protocols should be applied to all equipment and facilities in the Kids' Club.</li> </ul>
	<p><b>Check Out</b></p> <ul style="list-style-type: none"> <li>▪ Create a separate check-out area if over-crowding is expected</li> <li>▪ Wherever possible use e-check out by emailing the bill &amp; accepting online payments</li> <li>▪ Advise the Guests to inform their check-out plans in advance so that bills can be made ready</li> <li>▪ Provide sanitisers and disinfecting wipes in case the guest requires.</li> </ul>

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- Sales Teams
- Engineering and Maintenance

## Handling COVID19 Cases

Actions	Short Description
Front of House	<p><b>Other Guidelines</b></p> <ul style="list-style-type: none"> <li>▪ All indoor areas such as entrance lobbies, corridors and staircases, escalators, elevators, security guard booths, office rooms, meeting rooms, cafeteria should be mopped with an approved cleaning agent</li> <li>▪ For metallic surfaces like door handles, security locks, keys etc., an alcohol-based disinfectant can be used to wipe down surfaces where the use of bleach is not suitable</li> <li>▪ Sanitizing solution should never be used directly on electronic equipment and screens but sprayed on a clean duster and then applied.</li> </ul>
Heart of House	<p><b>Colleague Transport</b></p> <ul style="list-style-type: none"> <li>▪ Do not crowd the vehicle more than the installed seating.</li> <li>▪ Sanitize the bus with an approved disinfectant after every trip.</li> <li>▪ It is recommended that all occupants of the bus wear face masks</li> <li>▪ Ensure availability of hand sanitiser in the bus for occupants</li> </ul> <p><b>Time and Attendance Procedures</b></p> <ul style="list-style-type: none"> <li>▪ Temperature check for all employee on punching into the premises of the hotel</li> <li>▪ Hand sanitizer dispenser should be available at the colleague sign in station.</li> <li>▪ A member of the staff who has symptoms consistent with COVID-19 must immediately stop work and seek medical assistance according to local guidance.</li> <li>▪ Colleagues to stay at home in case they have any symptoms of flu or are not feeling well and inform the PE Manager over the phone and not in person to avoid the risk of further exposure</li> <li>▪ Colleague running temperature more than 98.6° F or 37 ° C should be sent for medical attention or as per the local health regulations.</li> <li>▪ Wearing face mask will not be compulsory, however colleagues are encouraged to wear face mask if they choose to for their own safety.</li> </ul>

## General Guidelines

### Front of House

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- Restaurants and Lounges
- Pool, Gym, and Spa
- Business Centre and Meeting Rooms
- Kids' Club
- Check Out
- Other Guidelines

### Heart of House

- Colleague Transport
- Time and Attendance
- **Colleague Uniforms**
- **Colleague Locker Rooms**
- **Colleague Equipment**
- **Cafeteria or Dining Rooms**
- Kitchen
- Stores and Receiving Docks
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## Handling COVID19 Cases

Actions	Short Description
Heart of House	<p><b>Colleague Uniforms</b></p> <ul style="list-style-type: none"> <li>▪ Uniform exchange daily should be the norm. Colleagues should wear fresh uniforms every day</li> <li>▪ Soiled uniforms should be collected at the drop off point, segregated and moved in a secure manner to prevent cross contamination.</li> <li>▪ Uniforms should be sanitised properly; steam press or heat iron can be used</li> <li>▪ Colleagues will be offered masks from the uniform room when exchanging the uniform.</li> <li>▪ Ensure that colleagues are maintaining social distancing during uniform exchange.</li> </ul>
	<p><b>Colleague Locker Rooms</b></p> <ul style="list-style-type: none"> <li>▪ It is a good practice not to overcrowd any indoor space.</li> <li>▪ Extensive hand wash and sanitizing arrangements must be made with signages explaining the need.</li> <li>▪ People Engagement should regularly monitor to ensure there is no crowding on arrival or in the locker rooms.</li> <li>▪ Increased frequency of cleaning of locker rooms with approved cleaning agents.</li> </ul>
	<p><b>Colleague Protective Equipment</b></p> <ul style="list-style-type: none"> <li>▪ When the situation so demands, proper tools and gears should be provided to colleagues which would include masks, gloves and tools in various departments which shall minimize human touch with a suspected case of COVID19, be it a guest or a colleague.</li> <li>▪ Use disposable masks only</li> <li>▪ It is recommended that colleagues should change face masks once they are damp.</li> <li>▪ When worn, masks always must cover the nose and mouth. Make sure there are no gaps between the face and the mask. Avoid touching the mask while using it.</li> <li>▪ Colleague to isolate themselves in case they have any symptoms of cold or flu and report the same to People Engagement.</li> </ul>
	<p><b>Cafeteria or Dining Rooms</b></p> <ul style="list-style-type: none"> <li>▪ Colleagues' meal breaks must be staggered to avoid cafeteria crowding</li> <li>▪ The hygiene guidelines stated in the guest buffet services to be followed in colleague cafeteria buffets as well.</li> </ul>

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## Handling COVID19 Cases

Actions	Short Description
<b>Heart of House</b>	<b>Kitchen</b> <ul style="list-style-type: none"> <li>▪ Please refer to F&amp;B ASSURES Stage IV for additional detailed guidelines</li> <li>▪ Operational kitchens must be sanitised at regular intervals</li> <li>▪ It is recommended that all colleagues should wear disposable masks, gloves, hair nets and all other safety gear</li> <li>▪ Ensure proper cleaning of vegetables, meats and all other materials that are required in the kitchens; use approved sanitizing agents to disinfect</li> <li>▪ Ensure all tools get sanitised after each use</li> </ul>
	<b>Stores and Receiving Docks</b> <ul style="list-style-type: none"> <li>▪ Proper cleaning procedures for items being received</li> <li>▪ All supplies need to be fully sanitised before entering the stores and refrigerators</li> <li>▪ Ensure area is sanitised at regular intervals</li> <li>▪ Vendors should be advised on how you will accept goods and how their colleague should arrive with necessary protective gear</li> <li>▪ Drivers and other delivery staff should be encouraged to wear masks during the delivery process. It is also recommended for the hotel staff to be wearing a mask.</li> <li>▪ Multi-use hand sanitizer should be available within visible reach..</li> </ul>
	<b>Service Elevators</b> <ul style="list-style-type: none"> <li>▪ Ensure elevator floor buttons are regularly sanitised</li> <li>▪ Keep floor &amp; other area of the elevators that can be touched sanitised</li> <li>▪ Install hand sanitiser dispensers in the elevators</li> </ul>
	<b>Colleague Training</b> <ul style="list-style-type: none"> <li>▪ Train the safety team to handle and wear disposable PPE equipment in case they must evacuate a potential suspected case</li> <li>▪ Training Managers should conduct sensitization classes for colleagues on upgraded hygiene standards</li> <li>▪ Colleagues must be well-informed about all COVID related operating standards for hotel operations through regular training sessions.</li> <li>▪ Additional training may be needed for specific procedures and operating standards.</li> <li>▪ Promote e-learning for all colleagues through the Lobster Ink platform</li> </ul>

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## Handling COVID19 Cases

Actions	Short Description
<b>Heart of House</b>	<p><b>Colleague Training</b></p> <ul style="list-style-type: none"> <li>▪ Train the safety team to handle and wear disposable PPE equipment in case they must evacuate a potential suspected case</li> <li>▪ Training Managers should conduct sensitization classes for colleagues on upgraded hygiene standards</li> <li>▪ Colleagues must be well-informed about all COVID related operating standards for hotel operations through regular training sessions.</li> <li>▪ Additional training may be needed for specific procedures and operating standards.</li> <li>▪ Promote e-learning for all colleagues through the Lobster Ink platform</li> </ul> <p><b>People Engagement</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Constant communication should be maintained between Management and rank &amp; file colleagues</li> <li><input type="checkbox"/> Official leaflets &amp; posters on basic hygiene practice and COVID-19, in different languages should be used as information tools</li> <li><input type="checkbox"/> Maintain an up-to-date list of the contact information of all colleagues, including emergency telephone numbers</li> <li><input type="checkbox"/> People Engagement should maintain the same level of cleanliness, hygiene and preventive measures across all areas of the colleague accommodation facilities</li> <li><input type="checkbox"/> All suspected or proven cases involving employees, or the public should be recorded in a daily log</li> <li><input type="checkbox"/> A <u>return-to-work policy</u> for staff who have been infected and recovered from COVID-19 should be in place.</li> </ul>
	<p><b>Sales Teams</b></p> <ul style="list-style-type: none"> <li>▪ Sales &amp; Marketing colleagues who visit various offices for sales visits must follow the recommended and necessary precautions of mutual safety.</li> <li>▪ If they are visiting clients, ensure that they are aware of the necessary safety precautions they should be taking during their meetings</li> <li>▪ All teams should be regularly updated with the latest guidelines by WHO and your local &amp; central government authorities.</li> </ul>

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### Engineering and Maintenance

### Handling COVID19 Cases

Actions	Short Description
<b>Heart of House</b>	<p><b>Engineering and Maintenance</b></p> <ul style="list-style-type: none"> <li>▪ <b>Air-conditioning:</b> attention should be given, as in normal circumstances, to monitoring the condition of filters and maintaining the proper replacement rate of indoor air. The proper functioning of ventilation, air exchange, and dehumidification equipment of covered pools should be checked.</li> <li>▪ <b>Dispensers:</b> Regular checks should be carried out to ensure the proper functioning &amp; refilling of soap and disinfectant solution dispensers, hand dryers, disposable tissue dispensers, and other similar devices. Defective units should be rapidly repaired or replaced.</li> <li>▪ <b>Water disinfection:</b> It is necessary to maintain the concentration of disinfectant in water for consumption and in pools or spas within the limits recommended according to international norms and standards, preferably at the upper limits of the range.</li> <li>▪ <b>Dishwashing and Laundry Equipment:</b> The proper functioning of the dishwashing and laundry equipment should be checked, particularly the operating temperatures, as well as the correct dosage of cleaning and disinfecting chemicals.</li> </ul>
<b>Handling COVID19 Cases</b>	<p>If a guest or colleague develops symptoms consistent with COVID-19, efforts should be made immediately to minimize contact of the ill person with all guests and colleagues of the property. Reception or other hotel staff should follow the procedures in the COVID-19 action plan.</p> <ul style="list-style-type: none"> <li>• If the person with symptoms compatible with COVID-19 is a guest of the hotel, continued stay of the sick person in the establishment is not recommended.</li> <li>• The person can be isolated in a room on a temporary basis until the intervention of local health authorities, provided the room is not shared with other guests.</li> <li>• No visitors should be permitted to enter the room occupied by the affected guest.</li> <li>• Depending on the availability of rooms, accompanying persons, if any, should be moved to a different room. If this is not possible (for example, in the case of a child) all necessary precautions should be taken to minimize the risk of transmission of the virus to the accompanying person, who will be considered a contact, isolated from other guests and staff and monitored for symptoms of COVID19. Appropriate measures should be taken in consultation with local public health authorities and national guidance.</li> <li>• Guests suspected or confirmed to have COVID-19 should be transferred to an alternate care facility where isolation measures and clinical care, as needed, can be applied as soon as possible. The hotel or accommodation facility should have developed a plan for transfers in consultation with local health authorities.</li> <li>• If the situation requires that the ill person is not immediately transferred to a medical establishment, management of the ill person will be done in consultation with public health authorities and national guidance to provide the necessary measures for the ill person to remain isolated in his/her room until transfer.</li> </ul>



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## Handling COVID19 Cases

Actions	Short Description
<p><b>Handling COVID19 Cases</b></p>	<ul style="list-style-type: none"> <li>• Increase the ventilation rate in the room at least to 60 l/s/person with natural ventilation or at least 6 air changes per hour (ACH) with mechanical ventilation. Generate clean-to-less-clean air movements by re-evaluating the positioning of supply and exhaust air diffusers and/or dampers and adjusting zone supply and exhaust flow rates to establish measurable pressure differentials</li> <li>• The ill person in isolation room should wear a medical mask if staff must enter the room (e.g. for cleaning and disinfection) and practice respiratory hygiene. If the medical mask cannot be tolerated, the ill person should cough or sneeze into a bent elbow or use tissues to cover the mouth and discard the tissue immediately into a waste bag. Place tissues into an intact plastic bag, seal it for disposal and collection by municipal waste services; clean hands with soap and water or alcohol-based hand rub.</li> <li>• If staff must assist the ill guest and cannot maintain at least 1 metre distance, they should put on appropriate PPE including a medical mask and eye protection before providing assistance. and clean hands on leaving the guest's room.</li> <li>• If staff use PPE, they should remove them carefully to avoid self-contamination. Remove first gloves and gown, do hand hygiene; next remove the medical mask and eye protection, and immediately clean hands with soap and water or alcohol-based hand rub. Team must be trained in this procedure.</li> <li>• Staff should properly dispose off disposable PPE and other disposable items that had contact with the ill person's body fluids in biohazard bag or a secured bag, which will be considered as "biohazard" waste.</li> <li>• Potentially exposed staff should be monitored and quarantined according to local government guidance and public health authority recommendations</li> </ul>



# Thank you

For any clarification, please contact the Specialists concerned or Sandeep Rai ([sandeep.rai@shazahotels.com](mailto:sandeep.rai@shazahotels.com)), custodian of the program.