Shaza ASSURES 4.0



- Active Safety & Sanitisation measures to Uphold and Reassure Excellence in Service
 - Hotel Operations Protocol
 - Updated August 2022





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 Excellence in Service).

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 a replacement or substitute.

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.

OVERVIEW

INTENTION

OUTCOME



| General Guidelines | Actions | |
|---|--------------------|---|
| Front of House•Guest Transport•Property Entrance•Reception•Guest Elevators•Public Area Bathrooms•Guest Rooms and 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 GuidelinesHeart of House•Colleague Transport•Time and Attendance•Colleague Locker Rooms•Colleague Locker Rooms•Colleague Equipment•Cafeteria or Dining Rooms•Kitchen•Stores and Receiving Docks•Service Elevators•Colleague Training•Sales Teams•Engineering and Maintenance | General Guidelines | While being guided propractices for the safet Create a Safety Terre Rooms Division Max The team should errecord/log will be an official of the practice applicable It is recommended development of the development of the emergency) in place required, for the another of the concerned person managers should approved by the order of the with certification the with certification the development of the with certification the the risk of spread |



Short Description

primarily by the code in place at any given time by the local health department, Shaza Hotels recommend the following ety of the guest and the staff.

Team to be led by the People Engagement Manger. The team is to comprise of Head Chef, F&B Service Manager, Nanager, and Chief Engineer.

ensure that all measures are being implemented and audited (and recorded if so, required by the local authorities). The scrutinized periodically by the Corporate Office.

to conduct a detailed **workshop** about this program for colleagues at every townhall meeting to reiterate the current ble at the hotel.

ed that at least once a week, the daily morning management operations meeting will include an update to teams on the he situation to ensure the adequacy of the control measures taken and adjust them if necessary

Crisis Management Plan (that includes the nearest two hospitals to be reach our guest or colleagues in case of lace and define the methodology and the reporting line for any issues that arise in the hotel. A quarantine policy, if colleagues should be clearly defined. Also, have procedures of reporting any suspected cases or possible issues to the ons. The Crisis Management Plan is essentially a step of actions to be taken at the hotel by various echelons of d an emergency occur pertaining to the pandemic. The hotel should have a copy of the Crisis Management Plan Corporate Office.

have a regular program once every six months of regular external audits for hygiene, safety and risk management by a recognized external agency i.e. Bureau Veritas. Submitted as part of Operations Tracker to Corporate Office.

equivalent agency is required to carry out a hygiene safety audit at least once every two months, both in Food and Guest Room areas.

sation, when used in the program, means "lowering the number of germs on surfaces or objects to a safe level, as health standards or requirements. This process works by either cleaning or disinfecting surfaces or objects to lower ding infection" (Center of Disease Control (CDC), USA).







| Oel | neral Guidelines | Actions | |
|--|---|--------------------|---|
| • • • • • • • • • • • • • • • • | 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 | General Guidelines | Some good practices t Hand sanitizers showhere available, of The general pract shaking hands, eit Avoid touching ey Hand disinfection Respiratory etique disposed of immed Respiratory hygier Stay at home order |
| • • • • • • • • | Other Guidelines art 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 Colleague Training Sales Teams Engineering and Maintenance | Front of House | Guest and colleague g over your heart and gr Guest Transport • Recommend the d • The car should be • An individually wr to the guest befor • Driver should be in • Guest transport sh |



Short Description

to be observed until the pandemic is declared as dead are:

should be available at key locations OR on request. Hand sanitiser dispensers shall include 70-80% alcohol content, and touchless where possible.

ctice of social engagement is encouraged to be cautious and refrain as far as possible from hugging, kissing, or ither with guests or amongst colleagues

eyes, nose, and mouth.

n is recommended after exchanging objects (money, credit cards) with guests.

Jette means covering mouth and nose with bent elbow or tissue when coughing or sneezing. The used tissue should be ediately in a bin with a lid.

ene is recommended to include the use of medical masks by all staff members and vendors.

ders and restrictions on movement announced by the local government should be complied with wherever applicable.

greetings across all areas of the property should be "contactless". In keeping with the culture, place your right hand greet with a slight bow of the head.

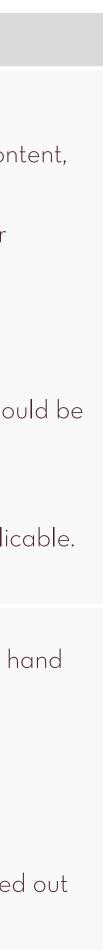
driver is wearing protective gear such as mask, gloves etc.

e disinfected before every arrival

rapped face mask and a sanitiser placed on a tray should be on the back seat of the car. This should be pointed out bre the drive commences (Shaza standard)

instructed to limit conversations to minimal

should follow all local guidelines and drivers are encouraged to wear protective gears such as a mask.





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 •
- Colleague Training
- Sales Teams ٠
- Engineering and Maintenance

Handling COVID19 Cases

Actions

Front of House

Property Entrance

- entrance for guests.

Reception

- time of making the reservation.

- their own safety.
- access to this information.
- hospitals, and assistance centers.



Short Description

• 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.

• Face Masks (individually wrapped where possible) and alcohol-based hand sanitiser should be placed in a convenient location at the

Small size disposable masks for children to be available at all times.

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.

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.

If the guest is arriving from restricted countries or regions, ensure that we have detailed information from the guest before arrival or at

For all pre-booked guests, all check-in formalities should be completed online to reduce contact and time at the front desk.

Recommend colleagues are wearing masks which are changed at regular intervals.

Keep paper, envelopes, brochures and all equipment sanitised.

Keep swabs or disinfecting wipes which guests can use to clean their phone or credit cards.

Requirement for usage of PPE by guests will be subject to local regulations.

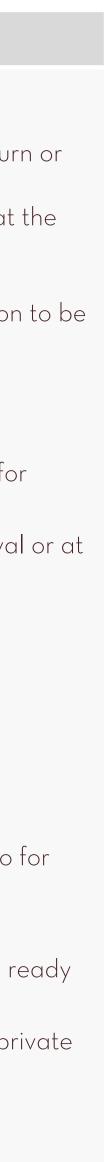
Face Masks (individually wrapped where possible) and alcohol-based hand sanitizer should be available on request for guests.

Wearing face mask will be subject to local regulations, however colleagues are encouraged to wear face mask if they choose to for

Colleagues should continue regular periodic handwashing process with soap and water at regular intervals.

• The latest definition of symptoms of suspected cases of COVID-19 can be found on the WHO website. Colleagues should have ready

The reception desk should have readily available the telephone numbers of the health authorities, medical centers, public and private





| General Guidelines | Actions | |
|---|----------------|--|
| Front of House | | Reception |
| Guest Transport | | |
| Property Entrance | | Duty Manager should |
| Reception | | aid guests through ap authorities. |
| Guest Elevators | | Reception colleague r |
| Public Area Bathrooms | | and to medical service |
| Guest Rooms and Bathrooms | | Small guest items like |
| Cleaning and Housekeeping | | should be given the o |
| Restaurants and Lounges | | request items delivere |
| Pool, Gym, and Spa | | |
| Business Centre and Meeting Rooms | | It is recommended as a m |
| • Kids' Club | | Germicidal dis |
| • Check Out | | Face masks |
| Other Guidelines | | Gloves (dispos |
| Heart of House | Front of House | Protective apr |
| Colleague Transport | | Full-length lor |
| Time and Attendance | | Biohazard dis |
| Colleague Uniforms | | |
| Colleague Locker Rooms | | Guest Elevators |
| Colleague Equipment | | |
| Cafeteria or Dining Rooms | | Ensure elevator floor b Kaap floor and ather a |
| • Kitchen | | Keep floor and other aInstall hand sanitiser d |
| Stores and Receiving Docks | | |
| Service Elevators | | Public Area Bathrooms |
| Colleague Training | | |
| • Sales Teams | | Install separate handPublic area attendant |
| Engineering and Maintenance | | Public area attendant sanitised once every t Waste bags to be wit |
| Handling COVID19 Cases | | |
| | | |



Short Description

Id log all relevant incidents that come to their knowledge, such as requests for doctor's visits. This information will appropriate advice, facilitating early detection, and rapid management of suspected cases with local health

must treat all this information with discretion and confidentiality, leaving it up to the senior leadership in the hotel ices to evaluate the situation and make appropriate decisions.

e messages, keys, passports ,credit cards etc. should collected and returned to guests on a disinfected tray. Guests option of picking up the item themselves from the tray. This practice should be implemented for all kinds of guest red by housekeeping as well.

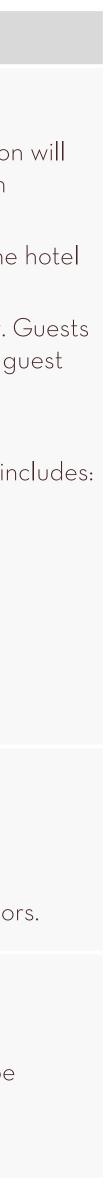
measure of abundant precaution that all hotel reception desks should have at least a few medical kits that includes: disinfectant/wipes for surface cleaning tissues.

- osable)
- pron (disposable)
- ong-sleeved gown
- isposable waste bag

buttons are regularly sanitised by the Housekeeping colleague using an approved cleaning agent.

- area of the elevators that can be touched sanitised.
- dispensers in the elevators where possible or sanitisation pods, at least in the lobby next to the elevator doors.

- d soap and sanitiser dispensers.
- nt (specially trained for sanitisation) to be present at least from 7AM midnight. Thereafter, the facility to be two hours.
- ith string to be sealed prior to disposal.





| General Guidelines | Actions | |
|--|----------------|--|
| Front of House | | Guest Rooms and Bath |
| Guest Transport | | |
| Property Entrance | | Room allocation to k |
| Reception | | Recommend housekHousekeeping to ser |
| Guest Elevators | | Housekeeping to set Keep sanitisers at re |
| Public Area Bathrooms | | |
| Guest Rooms and Bathrooms | | |
| Cleaning and Housekeeping | | Cleaning and Houseke |
| Restaurants and Lounges | | Special consideration |
| • Pool, Gym, and Spa | | corridors, lifts, etc.) c |
| Business Centre and Meeting Room | S | Special attention to |
| Kids' Club | | Sanitizing solution sh |
| Check Out | | then applied. |
| Other Guidelines | | All linen being received the hotel should be stated. |
| Heart of House | Front of House | |
| Colleague Transport | | Where needed, the follo |
| Time and Attendance | | equipment (PPE) if nece |
| Colleague Uniforms | | |
| Colleague Locker Rooms | | The following enhanced should be implemented |
| • Colleague Equipment | | |
| Cafeteria or Dining Rooms | | All used items mu |
| • Kitchen | | masks, tissues) sł |
| | | for waste manac |

- Stores and Receiving Docks
- Service Elevators
- Colleague Training
- Sales Teams
- Engineering and Maintenance

Handling COVID19 Cases



Short Description

throoms

- be done in line with the current regulations by the local authorities.
- ekeeping attendants on the floor are always wearing a mask while on shift.
- ervice the room only when a guest is away to minimize the contact.
- regular spacing on the guest floor, especially in the elevator landing areas.

eeping

- ion should be given to the application of cleaning and disinfection measures in common areas (restrooms, lobby, as a general preventive measure during the entire COVID-19 epidemic.
- o frequently touched areas such as handles, handrails, switches, doorknobs, etc.
- should never be used directly on electronic equipment, control panels and screens but sprayed on a clean duster and

eived from outside laundry should be in protective wrapping removed only prior to actual use and all linen from within e sent outside with protective wrapping

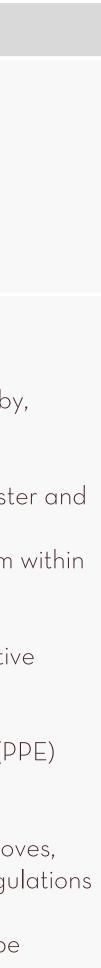
llowing enhanced operating procedures for cleaning, managing solid waste, and for wearing personal protective cessary, should be implemented for rooms or specific areas exposed to COVID-19 cases.

ed operating procedures for cleaning, managing solid waste, and for wearing personal protective equipment (PPE) d for rooms or specific areas exposed to COVID-19 cases.

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.

 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.

• 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.





| Ge | neral Guidelines | Actions | |
|-----|-----------------------------------|----------------|---|
| Fro | nt of House | | Restaurant and Lounges |
| • | Guest Transport | | |
| • | Property Entrance | | Please refer to F&B A |
| • | Reception | | National guidance sh |
| • | Guest Elevators | | It is recommended the |
| • | Public Area Bathrooms | | be more than 1 m apc |
| • | Guest Rooms and Bathrooms | | Keep face masks and |
| • | Cleaning and Housekeeping | | Small size disposable |
| • | Restaurants and Lounges | | It is recommended the |
| • | Pool, Gym, and Spa | | at the buffet counter. |
| | Business Centre and Meeting Rooms | | Colleagues should pe |
| | Kids' Club | | recommended that th |
| • | Check Out | | F&B ASSURES Stage |
| | Other Guidelines | Front of House | While introducing prindiscretion. |
| He | art of House | | Ensure cleaned and s |
| • | Colleague Transport | | It is recommended the |
| • | Time and Attendance | | Food to be covered w |
| • | Colleague Uniforms | | the guest. |
| • | Colleague Locker Rooms | | As a good practice, it |
| | Colleague Equipment | | ladles more frequentl |
| | Cafeteria or Dining Rooms | | Coffee machines, soc |
| • | Kitchen | | disinfected at least a |
|) | Stores and Receiving Docks | | In case of manual was |
| • | Service Elevators | | should be done using Identify and constant |
| | | | is string and constant |

- Colleague Training
- Sales Teams
- Engineering and Maintenance •

Handling COVID19 Cases

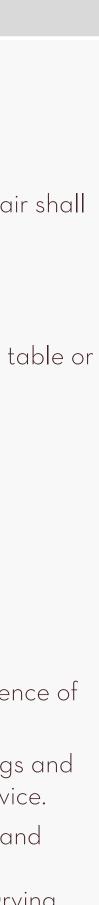


Short Description

- ASSURES Stage IV for additional detailed guidelines
- hould be followed on whether indoor dining is permitted. The premises should have adequate ventilation.
- nat the tables shall be arranged such that the distance from the back of one chair to the back of another chair shall part and that guests face each other from a distance of at least 1 m.
- d hand sanitiser available for guests at the host desk.
- e masks for children to be available at all times.
- nat the colleague should maintain a reasonable distance between themselves, and the guest weather at the table or
- perform personal hygiene (frequent regular handwashing, respiratory hygiene) as strictly as possible. It is the colleagues wear a mask at work.
- e IV to be followed for additional detailed guidelines regarding buffets.
- inted menus, hotels must continue to offer the option of the QR code at the table, to be used at the guests'
- sanitised utensils are properly stored to prevent cross contamination.
- nat hotels should have and promote a contactless method of payment.
- with a cloche while being picked up from the kitchen. The cloche should be removed at the table in the presence of

it is recommended that if there are buffets, guests should avoid handling food. When necessary, change tongs and tly, always leaving these items in separate containers. Clean and disinfect the buffet surfaces after each service. oda machines, and others, particularly the parts more in contact with the hands of users, should be cleaned and after each service and more often if necessary.

- vashing the usual steps should be followed (rinse, wash, disinfect) taking the maximum level of precautions. Drying g disposable paper towels. Likewise, tablecloths and napkins should be washed in the usual manner.
- ntly clean and disinfect surfaces frequently touched by colleagues and guests in restaurant such as menus, bill folders, electrical equipment (blenders etc..), phones & POS machines.





| 🔶 Gen | neral Guidelines | Actions | |
|---|--|----------------|--|
| • • • • • • • • • • • • • • • • • • • | Freepetion Guest Elevators Public Area Bathrooms Guest Rooms and Meeting Rooms Kids' Club Check Out Other Guidelines Tof House Colleague Transport Time and Attendance Colleague Locker Rooms Colleague Locker Rooms Colleague Equipment Cafeteria or Dining Rooms Kitchen Stores and Receiving Docks Service Elevators Colleague Training Sales Teams Engineering and Maintenance | Front of House | Restaurant and Lounges In-Room Dining Food warmers and have Ensure all food trolley At the time of delivery the door for guest to the Follow rest of the in-radiustic Follow rest of the in-radiustic Gym, beach, swimmin guidelines. Individuals using these facilities. Occupancy restriction Each facility should for that in steam baths, v number of users, hygic Guest should have ear room areas. Towels provided must Provide a bin for guess Drinking water should |



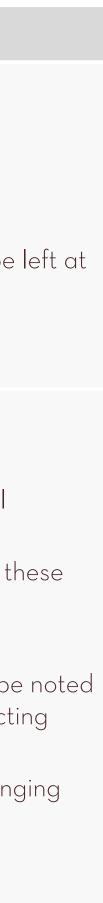
Short Description

es

- not boxes which are sent to guest rooms should be sanitised before every shift and after each use.
- eys are sanitised before and after each food delivery.
- ry 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 take over.
- -room dining procedure as per Shaza Service Essentials.

ing pool, spa, sauna and steam bath facilities can be used with restrictions, in accordance with relevant local

- ese facilities should follow national and/or local requirements for wearing of masks in public settings such as these
- ons at these facilities if any should be as per guidelines through local authorities
- follow the ventilation and air conditioning recommendations as described earlier in the document. It should be noted ventilation is normally minimal, and therefore extra attention should be paid to physical distancing by restricting giene, surface cleaning and disinfection.
- easy access to facilities for hand hygiene (soap and water and alcohol hand rub), especially in toilet and changing
- st be for single use only.
- ests to place their towel after use for laundering.
- Id be provided in containers for individual use.







| General Guidelines | Actions | | Sł | nort Description | |
|--|----------------|--|--|---|--|
| Front of House Guest Transport Property Entrance Reception Guest Elevators Public Area Bathrooms Guest Rooms and Bathrooms Cleaning and Housekeeping Restaurants and Lounges | | plastic, covers and upho Dirty surfaces should disinfection, diluted b Avoid the use of acid (NaOH), Ammonium Technogym has tested the second states of the second | Istery and damage consoles or screens be cleaned using a detergent or soap pleach solutions with a chlorine (NaClO lic cleaners (pH of 5.5 or less) or corros chloride (NH4Cl) or Alcohol (C3H8O a | and water prior to disinfection followin) concentration of 1000 PPM should b ive chemicals (pH of 11.5 or higher); Amr and C2H5O) are to avoid. your products. Follow the manufacturer | |
| Business Centre and Meeting RoomsKids' Club | | | | | |
| Check Out | | | TESTED DISINFECTANTS Diluted bleach solutions with a chlorine | ACTIVE SUBSTANCES | |
| • Other Guidelines | | | concentration of 1000 PPM | | |
| Heart of House | Front of House | | PureGreen24 - AXEN 30 Gym Wipes Antibacterial formula, Gym Wipes | Ag+; $C_6H_8O_7$ C3H8O; C2H302K; | |
| Colleague Transport | | | Advantage | C34H54Cl2N10O14 | |
| Time and Attendance | | | | Quaternary ammonium Compounds: | |
| Colleague Uniforms | | | QUARMON 2 AL | CI-C9NH17-CnH(n+1) n:8,10,12,14,16,18 | |
| Colleague Locker Rooms | | | | C20H44CIN, C22H48CIN | |
| Colleague Equipment | | The sanitisation activitie | s will be aimed particularly at the surfa | ices which are touched frequently by m | |
| Cafeteria or Dining Rooms | | chairs, tops, handles and | d knobs, buttons, switches. | | |
| • Kitchen | | | | ſ I · | |
| Stores and Receiving Docks | | The following precaution | ns are suggested while using a manual | spray for cleaning: | |
| Service Elevators | | Switch off the equipm | nent before each activity in order to red | duce the risk of the potentially hazardo | |
| Colleague Training | | Switch off the equipment before each activity in order to reduce the risk of the potentially hazardou Clean visibly dirty surfaces before disinfection, to remove organic material that could reduce the ef | | | |
| Sales Teams | | | | n cloths; Dampen the cloth and then cle | |
| Engineering and Maintenance | | cleaning liquid onto the cloth, not the screen, so that drips do not seep inside the display o and plastic surfaces always with the dampened cloth; | | | |
| Handling COVID19 Cases | | | | | |



the powder coating on frames, discolor

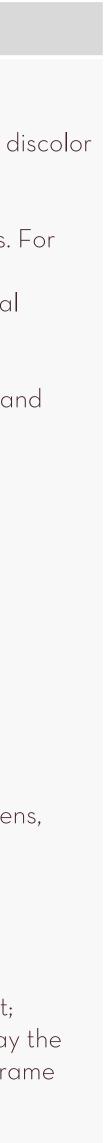
ring the user manual instructions. For be effective. mmonia (NH3-), Caustic chemical

er's instructions for all cleaning and

multiple people. Example - screens,

dous situations;

effectiveness of the disinfectant; clean the screen. Be sure to spray the the bezel; After that, wipe the frame





Handling COVID19 Cases

SHAZA ASSURES 4.0

| Ge | eneral Guidelines | Actions | |
|-----|-----------------------------------|----------------|---|
| Fro | ont of House | | Pool, Gym, and Spa |
| • | Guest Transport | | |
|) | Property Entrance | | Keep excess disinfec |
| • | Reception | | During applying the the times indicated a |
| • | Guest Elevators | | Handle and dispose |
| | Public Area Bathrooms | | waste bags (robust, v |
| I | Guest Rooms and Bathrooms | | |
| • | Cleaning and Housekeeping | | After cleaning and disin |
| • | Restaurants and Lounges | | products used on them (|
| • | Pool, Gym, and Spa | | |
|) | Business Centre and Meeting Rooms | | Business Centers and M |
| • | Kids' Club | | |
| • | Check Out | | Place multi-user bott |
| | Other Guidelines | Front of House | Limit the number of g Disinfect each desk, g |
| He | art of House | From of House | |
| • | Colleague Transport | | |
| • | Time and Attendance | | Kids' Club |
|) | Colleague Uniforms | | RIDS CIUD |
| • | Colleague Locker Rooms | | The kids club colleage |
| • | Colleague Equipment | | child's parents and t |
| 1 | Cafeteria or Dining Rooms | | Special cleaning and |
| • | Kitchen | | |
| • | Stores and Receiving Docks | | Check Out |
| | Service Elevators | | |
| | Colleague Training | | Create a separate cl |
| • | Sales Teams | | Wherever possible up |
| • | Engineering and Maintenance | | Advise the Guests toProvide sanitisers an |
| | | | |



Short Description

ecting fluid away from electronic components to prevent electrical shock or damage; ne disinfectant solution on the surface to be treated with the cloth, leave it to act for at least 3 minutes or according to d on the product label; After the mentioned period, with a new lint-free cloth, dry all the surfaces completely;

se off cloths used for cleaning, clothing used during disinfection and disposable protective gloves in the appropriate t, waterproof, avoiding laceration, labeled and closed appropriately to avoid material dispersion).

sinfecting every single piece of equipment, wait for 30 minutes before plug the machine to electrical socket so that m can totally dry, in order to reduce the risk of potential hazardous situations

Meeting Rooms

ottles of sanitizer in easy visual reach.

f guests in the area based on maximum allowed.

k, chair, equipment and work area after the guest has moved out.

ague responsible for children should be vigilant for any signs of respiratory disease and should immediately inform the the management of such circumstance.

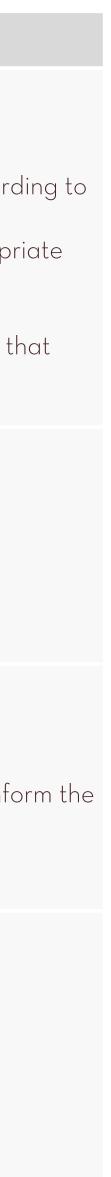
nd disinfection protocols should be applied to all equipment and facilities in the Kids' Club.

e check-out area if over-crowding is expected

use e-check out by emailing the bill & accepting online payments

to inform their check-out plans in advance so that bills can be made ready

and disinfecting wipes in case the guest requires.





| General Guidelines | Actions | |
|--|----------------|---|
| Front of House Guest Transport Property Entrance Reception Guest Elevators Public Area Bathrooms Guest Rooms and Bathrooms | Front of House | Other Guidelines All indoor areas surrooms, cafeteria shan shan shan surrooms, cafeteria shan shan surface the use of bleach is Sanitizing solution |
| 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 Colleague Uniforms Colleague Locker Rooms Colleague Equipment Cafeteria or Dining Rooms Kitchen Stores and Receiving Docks Service Elevators Colleague Training Sales Teams Engineering and Maintenance | Heart of House | Colleague Transport Do not crowd the w Sanitize the bus with It is recommended Ensure availability Time and Attendance Temperature check Hand sanitizer disp A member of the state to local guidance. Colleagues to stay and not in person to Colleague running Wearing face mast safety. |

Handling COVID19 Cases

 \bigcirc



Short Description

- uch as entrance lobbies, corridors and staircases, escalators, elevators, security guard booths, office rooms, meeting hould be mopped with an approved cleaning agent
- ces like door handles, security locks, keys etc., an alcohol-based disinfectant can be used to wipe down surfaces where is not suitable
- should never be used directly on electronic equipment and screens but sprayed on a clean duster and then applied.

vehicle more than the installed seating.

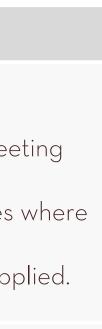
- vith an approved disinfectant after every trip.
- that all occupants of the bus wear face masks
- of hand sanitiser in the bus for occupants

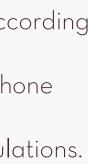
e Procedures

- ck for all employee on punching into the premises of the hotel
- penser should be available at the colleague sign in station.
- staff who has symptoms consistent with COVID-19 must immediately stop work and seek medical assistance according

y at home in case they have any symptoms of flu or are not feeling well and inform the PE Manager over the phone to avoid the risk of further exposure

g temperature more than 98.6° F or 37 ° C should be sent for medical attention or as per the local health regulations. sk will not be compulsory, however colleagues are encouraged to wear face mask if they choose to for their own







| General Guidelines | Actions | |
|---|-------------------|---|
| Front of House | | Colleague Uniforms |
| Guest Transport | | |
| Property Entrance | | Uniform exchange d |
| Reception | | Soiled uniforms shouUniforms should be s |
| Guest Elevators | | Colleagues will be or |
| Public Area Bathrooms | | Ensure that colleagu |
| Guest Rooms and Bathrooms | | |
| Cleaning and Housekeeping | | Colleague Locker Roor |
| Restaurants and Lounges | | It is a good practice |
| Pool, Gym, and Spa | | Extensive hand wash |
| Business Centre and Meeting Rooms | | People Engagement |
| Kids' Club | | Increased frequency |
| Check Out | | |
| Other Guidelines | lle aut of llours | Colleague Protective E |
| leart of House | Heart of House | |
| Colleague Transport | | When the situation s |
| Time and Attendance | | in various departmer |
| Colleague Uniforms | | Use disposable maskIt is recommended the |
| Colleague Locker Rooms | | When worn, masks c |
| Colleague Equipment | | touching the mask w |
| Cafeteria or Dining Rooms | | Colleague to isolate |
| Kitchen | | |
| Stores and Receiving Docks | | Cafeteria or Dining Ro |
| Service Elevators | | 3 |
| Colleague Training | | Colleagues' meal break |
| Sales Teams | | The hygiene guidelin |
| Engineering and Maintenance | | |

Handling COVID19 Cases



Short Description

- daily should be the norm. Colleagues should wear fresh uniforms every day
- build be collected at the drop off point, segregated and moved in a secure manner to prevent cross contamination.
- e sanitised properly; steam press or heat iron can be used
- offered masks from the uniform room when exchanging the uniform.
- gues are maintaining social distancing during uniform exchange.

oms

- e not to overcrowd any indoor space.
- ash and sanitizing arrangements must be made with signages explaining the need.
- nt should regularly monitor to ensure there is no crowding on arrival or in the locker rooms.
- cy of cleaning of locker rooms with approved cleaning agents.

Equipment

- n so demands, proper tools and gears should be provided to colleagues which would include masks, gloves and tools ents which shall minimize human touch with a suspected case of COVID19, be it a guest or a colleague. Asks only
- I that colleagues should change face masks once they are damp.
- always must cover the nose and mouth. Make sure there are no gaps between the face and the mask. Avoid while using it.
- te themselves in case they have any symptoms of cold or flu and report the same to People Engagement.

looms

- preaks must be staggered to avoid cafeteria crowding
- lines stated in the guest buffet services to be followed in colleague cafeteria buffets as well.





| Ge | neral Guidelines | Actions | |
|-----|-----------------------------------|------------------|---|
| Fro | nt of House | | Kitchen |
| • | Guest Transport | | Please refer to F&B / |
| • | Property Entrance | | Please release to FAD # Operational kitchens |
| • | Reception | | It is recommended th |
| • | Guest Elevators | | Ensure proper cleani |
| • | Public Area Bathrooms | | disinfect |
| • | Guest Rooms and Bathrooms | | Ensure all tools get s |
| • | Cleaning and Housekeeping | | Stores and Receiving D |
| • | Restaurants and Lounges | | |
| • | Pool, Gym, and Spa | | Proper cleaning pro |
| • | Business Centre and Meeting Rooms | | All supplies need to |
| • | Kids' Club | | Ensure area is sanit |
| • | Check Out | | Vendors should be aDrivers and other data |
| • | Other Guidelines | Heart of House | staff to be wearing |
| Hee | art of House | riedit of floose | Multi-use hand sanit |
| • | Colleague Transport | | с . г |
| • | Time and Attendance | | Service Elevators |
| • | Colleague Uniforms | | Ensure elevator floor |
| • | Colleague Locker Rooms | | Keep floor & other ar |
| • | Colleague Equipment | | Install hand sanitiser |
| • | Cafeteria or Dining Rooms | | |
| • | Kitchen | | Colleague Training |
| • | Stores and Receiving Docks | | Train the safety team |
| • | Service Elevators | | Training Managers s |
| • | Colleague Training | | Colleagues must be |
| • | Sales Teams | | Additional training m |
| • | Engineering and Maintenance | | Promote e-learning feature |



Short Description

B ASSURES Stage IV for additional detailed guidelines

ens must be sanitised at regular intervals

that all colleagues should wear disposable masks, gloves, hair nets and all other safety gear

aning of vegetables, meats and all other materials that are required in the kitchens; use approved sanitizing agents to

t sanitised after each use

Docks

procedures for items being received

to be fully sanitised before entering the stores and refrigerators

nitised at regular intervals

e advised on how you will accept goods and how their colleague should arrive with necessary protective gear

delivery staff should be encouraged to wear masks during the delivery process. It is also recommended for the hotel g a mask.

nitizer should be available within visible reach..

oor buttons are regularly sanitised

area of the elevators that can be touched sanitised

er dispensers in the elevators

am to handle and wear disposable PPE equipment in case they must evacuate a potential suspected case s should conduct sensitization classes for colleagues on upgraded hygiene standards

e well-informed about all COVID related operating standards for hotel operations through regular training sessions. may be needed for specific procedures and operating standards.

g for all colleagues through the Lobster Ink platform





| General Guidelines | Actions | |
|----------------------------------|----------------|---|
| Front of House | | Colleague Training |
| Guest Transport | | |
| Property Entrance | | Train the safety tear |
| Reception | | Training Managers sColleagues must be |
| levators | | Additional training m |
| ublic Area Bathrooms | | Promote e-learning f |
| est Rooms and Bathrooms | | |
| eaning and Housekeeping | | People Engagement |
| Restaurants and Lounges | | Constant communication |
| Pool, Gym, and Spa | | Official leaflets & po |
| usiness Centre and Meeting Rooms | | Maintain an up-to-da |
| Kids' Club | | People Engagement |
| heck Out | | accommodation faci |
| ner Guidelines | Heart of House | All suspected or prov A return-to-work poli |
| : of House | Heart of House | |
| Colleague Transport | | |
| Time and Attendance | | |
| Colleague Uniforms | | Sales Teams |
| Colleague Locker Rooms | | |
| Colleague Equipment | | Sales & Marketing co |
| Cafeteria or Dining Rooms | | mutual safety. |
| Kitchen | | If they are visiting cli All teams should be |
| Stores and Receiving Docks | | All teams should be |
| Service Elevators | | |
| Colleague Training | | |
| Sales Teams | | |
| Engineering and Maintenance | | |

Handling COVID19 Cases



Short Description

am to handle and wear disposable PPE equipment in case they must evacuate a potential suspected case s should conduct sensitization classes for colleagues on upgraded hygiene standards

e well-informed about all COVID related operating standards for hotel operations through regular training sessions. may be needed for specific procedures and operating standards.

g for all colleagues through the Lobster Ink platform

ication should be maintained between Management and rank & file colleagues

posters on basic hygiene practice and COVID-19, in different languages should be used as information tools date list of the contact information of all colleagues, including emergency telephone numbers

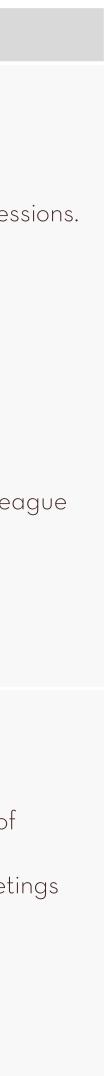
nt should maintain the same level of cleanliness, hygiene and preventive measures across all areas of the colleague cilities

roven cases involving employees, or the public should be recorded in a daily log

olicy for staff who have been infected and recovered from COVID-19 should be in place.

colleagues who visit various offices for sales visits must follow the recommended and necessary precautions of

clients, ensure that they are aware of the necessary safety precautions they should be taking during their meetings e regularly updated with the latest guidelines by WHO and your local & central government authorities.





| General Guidelines | Actions | |
|---|-----------------------------------|--|
| Front of House | | Engineering and Mair |
| 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 | Heart of House | Air-conditioning: a replacement rate of should be checked. Dispensers: Regula dispensers, hand de dispensers, hand de limits recommendee. Dishwashing and La particularly the operaticularly the operaticu |
| 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 Colleague Training Sales Teams Handling COVID19 Cases | <section-header></section-header> | If a guest or colleague person with all guests plan. If the person with s not recommended. The person can be shared with other generation of the person can be shared with other generation of the person can be shared with other generation of the person can be shared with other generation of the person can be shared with other generation of the person can be shared with other generation of the person can be shared with other generation. Depending on the case of the person can be shared with other generation. Depending on the case of the person can be shared with other generation. Depending on the case of the person can be shared with other generation. Guests suspected of the case of the person can be shared with other generation. Guests suspected of the person can be shared with other generation. Guests suspected of the person can be shared with other generation. If the situation requires the person can be shared in his/her measures. |



Short Description

intenance

attention should be given, as in normal circumstances, to monitoring the condition of filters and maintaining the proper of indoor air. The proper functioning of ventilation, air exchange, and dehumidification equipment of covered pools d.

lar checks should be carried out to ensure the proper functioning & refilling of soap and disinfectant solution dryers, disposable tissue dispensers, and other similar devices. Defective units should be rapidly repaired or replaced.

on: It is necessary to maintain the concentration of disinfectant in water for consumption and in pools or spas within the ed according to international norms and standards, preferably at the upper limits of the range.

Laundry Equipment: The proper functioning of the dishwashing and laundry equipment should be checked, perating temperatures, as well as the correct dosage of cleaning and disinfecting chemicals.

e develops symptoms consistent with COVID-19, efforts should be made immediately to minimize contact of the ill s and colleagues of the property. Reception or other hotel staff should follow the procedures in the COVID-19 action

symptoms compatible with COVID-19 is a guest of the hotel, continued stay of the sick person in the establishment is d.

e isolated in a room on a temporary basis until the intervention of local health authorities, provided the room is not guests.

be permitted to enter the room occupied by the affected guest.

e availability of rooms, accompanying persons, if any, should be moved to a different room. If this is not possible (for ase of a child) all necessary precautions should be taken to minimize the risk of transmission of the virus to the erson, who will be considered a contact, isolated from other guests and staff and monitored for symptoms of COVID19. sures should be taken in consultation with local public health authorities and national guidance.

or confirmed to have COVID-19 should be transferred to an alternate care facility where isolation measures and eeded, can be applied as soon as possible. The hotel or accommodation facility should have developed a plan for Itation with local health authorities.

quires that the ill person is not immediately transferred to a medical establishment, management of the ill person will be on with public health authorities and national guidance to provide the necessary measures for the ill person to remain ⁻ room until transfer.





| General Guidelines | | Actions | |
|--------------------|---|---------|--|
| Fror • • | At of House Guest Transport Property Entrance Reception Guest Elevators Public Area Bathrooms | | Increase the ventilation mechanical ventilation and/or dampers and c The ill person in isolation respiratory hygiene. If cover the mouth and d collection by municipa |
| • | Guest Rooms and Bathrooms Cleaning and Housekeeping | | If staff must assist the i mask and eye protection |
| • | Restaurants and Lounges Pool, Gym, and Spa Business Centre and Meeting Rooms | | If staff use PPE, they shows a remove the medical magnetized in this process. |
| • | Kids' Club | | Staff should properly c |

- 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 •
- Colleague Training
- Sales Teams
- Engineering and Maintenance

Handling COVID19 Cases

- recommendations

Handling COVID19 Cases



Short Description

ion rate in the room at least to 60 I/s/person with natural ventilation or at least 6 air changes per hour (ACH) with on. Generate clean-to-less-clean air movements by re-evaluating the positioning of supply and exhaust air diffusers adjusting zone supply and exhaust flow rates to establish measurable pressure differentials

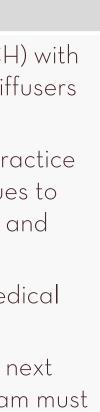
tion room should wear a medical mask if staff must enter the room (e.g. for cleaning and disinfection) and practice f the medical mask cannot be tolerated, the ill person should cough or sneeze into a bent elbow or use tissues to discard the tissue immediately into a waste bag. Place tissues into an intact plastic bag, seal it for disposal and al waste services; clean hands with soap and water or alcohol-based hand rub.

e ill guest and cannot maintain at least 1 metre distance, they should put on appropriate PPE including a medical tion before providing assistance. and clean hands on leaving the guest's room.

should remove them carefully to avoid self-contamination. Remove first gloves and gown, do hand hygiene; next mask and eye protection, and immediately clean hands with soap and water or alcohol-based hand rub. Team must cedure.

[,] 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.

• Potentially exposed staff should be monitored and quarantined according to local government guidance and public health authority





Thank you

For any clarification, please contact the Specialists concerned or Sandeep Rai (<u>sandeep.rai@shazahotels.com</u>), custodian of the program.



