Standard Operating Procedures Protocols for COVID 19

**Purpose** of this document is designed to provide information on measures being taken by the Hotel taking up commercial activities again.

This document outlines a minimum set of standards in terms of Safety & Sanitation to protect the wellbeing of our guests, business partners and colleagues.

**Scope** of this document is valid for all departments of the hotel.

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[Signature]

Acting General Manager

29th June 2020
Administration and Pre-Arrival

For all pre-booked guests, all check-in formalities should be completed in advance 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.

Hotel Information Sheet:

We provide a detailed information sheet available to download on QR scanner, that covers 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; Information sheet is revised regularly in line with government guidelines and provides information and instructions should a guest fall ill during their stay or within 14 days of departure.

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.

Provision of Personal Protective Equipment (PPE) available on requests:

Surgical masks
Biohazards Waste Disposable Bag
Individually Wrapped Alcohol Wipes
Gloves
Apron

Physical Distancing:

We have placed visible markings on the floors for physical distancing; There will be one vacant terminal in-between Receptionists; Our colleagues will observe physical distancing whilst rooming guests; Physical distancing of 1.5 to 2 meters will be applied in the hotel’s communal areas; Where required by local health authorities Perspex barriers will be installed.

Hand Disinfection:

Touchless hand sanitisers and disposable sanitising wipes are available for Guests as well as lidded waste bins for wipes. Hand sanitisers are available for colleagues behind Reception counter.

Sanitising of Equipment:

We will regularly sanitise key high-touch points e.g. telephones, key card machines, payment terminals, pens, counter, and soon with disinfecting wipes or disposable paper towels sprayed with medical-grade antimicrobial cleaner will also be available.
Touchless Interactions:

We encourage touchless payment options and e-mail invoices and payment confirmation. Payment terminals are disinfected before and after each use.

Key Cards:

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

Express Check out available:

Room key cards can be dropped at a designated box in Reception and final receipt for the stay will then be emailed following guest departure.

Car Parking Tickets:

To minimise person to person interaction car parking tickets can be pre validated and collected with sanitized bedroom keys on arrival.

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. 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.

Housekeeping Service: Our housekeeping service will be carried out daily as standard; If guest is present, we will offer to return at a later time in order to minimize person-to-person exposure.

Alternatively, guests can choose to use Do Not Disturb sign or avail of Limited Housekeeping where room attendant just empties the bins and replaces towels. Bed Linen and Towels will be handled with extreme care and washed at a minimum of 70°C. (external provider).

In-Room Sanitation:

We will regularly sanitise all key high-touch points using a new set of cloths for each room to avoid cross-contamination e.g. telephone, remote control, door/wardrobe handles, toilet seat/flusher, faucets, shower controls, coffee maker, light switches, thermostat, hairdryer, minibar door, bottle opener, safe, etc., handle of mini bar fridge, etc. Ice can be provided on request. Each time room is serviced all glass, china and silverwares will be removed from guest rooms and washed through the dishwasher by Stewarding at a minimum temperature of 60°C. All bins will be disinfected inside and outside, with appropriate medical-grade cleaning agent. Each time room is serviced it will be fully ventilated.

Housekeeping Trolleys:

The contents of our Housekeeping trolleys will be covered whilst in use in guest corridors; Housekeeping trolleys will be disinfected at the end of each shift.

Soft Furnishings:

We will dry steam furnishings and upholstery periodically to maintain freshness and cleanliness.
Clear signage will be displayed in public areas to remind guests and visitors to observe physical distancing, good respiratory hygiene, handwashing/hand-sanitising;

Information needs to be kept current.

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.

Rest-Rooms:

We will provide disposable paper towels along with bins which will sanitised each day.

Business Centre:

Limit the number of guests; Disinfect desks, chairs, equipment and other key high-touch points after each guest has left;

Dining:

All tables and chair arms will also be cleaned and disinfected after every use. Disposable paper napkins will be provided as standard instead of linen napkins.

Terrace Lounge: Will offer 'A La Carte' service for breakfast, lunch, and dinner exclusively. “Grab and go” concept available upon request. All salt and pepper cruets and all other condiments e.g. vinegar, ketchup etc. and instead we will provide condiments on single servings.

Menus:

Where possible we will avoid the use of conventional menu folders. Where suitable we will consider implementing QR code menu system.

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.

Beverages: We will cease usage of straws / stirrers/ non-food decorations, unless they are individually wrapped.

Cutlery: Tables will only be set once guest are seated and ordered with cutlery and napkins. Disposable paper napkins instead of linen will be used.

In-Room Dining:

Delivery/Retrieval: We will minimize exposure in guest room as much as possible and offer contactless trolley delivery – all food orders will be covered on transit. Staff will knock on guest door, identify themselves and announce the arrival of their order. Guest can then pick up the order from the trolley and will be advised that once they are finished, tray/s can be left in front of their door for collection. Staff are to observe mandatory hand wash sanitation pre & post delivery for in-room dining.

Meetings and Events:

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. We will reduce occupancy to
maintain physical distancing norms in line with local health authority guidelines. We will exclusively offer individually portioned and served food & beverage; we will enforce physical distancing whilst guests are in line to obtain hot cold beverage/food. 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.

**Back of The House:**

We will enforce mandatory temperature check on colleagues before starting their shift. Colleagues running a temperature of more than 37°C, with/without symptoms should be sent home; Status to be reported to Management; Strictly follow GDPR guidelines.

Colleagues suffering from sore throat, dry cough, shortness of breath, fatigue, vomiting and/or diarrhoea will be asked to return home and contact their GP; Status to be reported to Management.

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

Colleagues will be instructed not to engage in unnecessary conversations and adhere to physical distancing of at least 1.5m to 2m at all times.

Our colleagues will be given provided with PPE as indicated by local health authorities; Supervisors/Managers will monitor the proper use of PPE and replace items as required.

We will stagger shifts to enforce physical distancing amongst colleagues and departments; 15-minute slots to be allotted to prevent overcrowding in the locker rooms and rest rooms; Colleagues to apply 1.5m to 2m physical distancing at all times.

Our colleagues will be trained to enforce proper hand hygiene, coughing etiquette and respiratory hygiene; Thorough disinfection of staff locker rooms with medical-grade antimicrobial cleaning agent once per day, preferably during overnight shift, will be undertaken.

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.

**Outer Clothing and Personal Belongings:** Personal items and clothing should always be kept inside lockers.

**Offices, Workstations and Meetings** will have hand sanitiser gel available at all times.

We will rearrange offices to apply 1.5m to 2m physical distancing in-between workstations; Colleagues should not face each other; Where rearranging of offices is not possible, shift pattern to be changed.

Surfaces like tables and chairs, door handles, light switches, thermostats, telephones, keyboard, computer mice, kettle, stationary, printer/copier/scanner, etc. will be disinfected frequently.

**Canteen** will only have 4 colleagues at any given time. Break times will be staggered. Disinfectant sprays available in the canteen so that everyone can clean prior to using microwave, hot water boiler, etc. No self-service of food will be provided to our colleagues. Canteen will be disinfected 4 times per day.
Goods Receiver: Our goods receiving team will observe good hand hygiene, coughing etiquette and respiratory hygiene standards at all times.

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 equipment used in receiving or transporting goods.

All outer packaging of food items will be sanitised using medical-grade anti-microbial cleaning agent before taken into refrigerators and/or freezers; Where possible outer packaging will be removed and disposed appropriately.

Our suppliers will have to use the hand sanitizer prior to coming in and going out of the premises. Delivery will have 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, suppliers and drivers will not be allowed to proceed from the set demarcation line.

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

Service Elevators and Service Corridors: We will sanitise key high-touch points e.g. lift buttons in and out, lift doors and common doors.

Kitchen and Stewarding: All our operational kitchen equipment will be sanitised at regular intervals as dictated by hotel cleaning schedules.

We will limit the number of colleagues to the minimum required. Colleagues can be organised by teams to reduce interactions between individual colleagues. Workstations will be placed in such a way that colleagues are not facing each other and can maintain appropriate social distance.

 Provision of PPE: All our kitchen colleagues will wear disposable masks, gloves, hair nets and all other safety clothing as dictated by HACCP based policies and we will provide appropriate cleaning chemicals MSDS.

Dishwashers and Glasswashers: We will continue to ensure that our equipment is well-maintained; dishwashers must operate wash cycles reaching 60°C. Glasswashers must operate wash cycles reaching 55°C. Our employees will wear gloves when loading dirty crockery and cutlery and their gloves are then 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 put through the dishwasher working at a rinse of 82°C.

Cleaning Materials: Our cleaning equipment will be properly cleaned and disinfected at the end of each cleaning session.
Training in use of Provision of Personal Protective Equipment (PPE): We will provide proper PPE equipment for the Safety Team in case of any requirements and will train the Safety Team to handle and wear disposable PPE equipment in case they have to assist a potential suspected case. Records maintained.

Upgraded Training: With support of Irish Hotel Federation all Senior Managers have completed COVID 19 Risk Assessment & Management Course.

COVID-19 Related Procedures: All of our colleagues will be informed on all COVID-19 related operating procedures including use of PPE, and the protocol in dealing with suspected COVID-19 cases.

Housekeeping: Our housekeepers will be trained on our new enhanced cleaning procedures.

Cleaning Team: Our cleaners will be trained on proper use and storage of chemicals.

Colleague Welfare: We continue to celebrate our colleagues well-being 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 the lockdown and how the changes caused by the pandemic might have had an effect 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.

*This document is to be revised according to Government Guidelines as required.*