



# Shaza ASSURES

**Active Safety & Sanitisation measures to Uphold and Reassure Excellence in Service**

**Hotel Operations Protocol**

June 2020



## 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** (Active Safety & Sanitisation measures to Uphold and Reassure Excellence in Service).

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

| Actions                          | Short Description   |
|----------------------------------|---|
| <p><b>General Guidelines</b></p> | <p>WHO guidelines state that <b>Social distancing measures</b>, together with frequent <b>hand hygiene</b> and <b>respiratory etiquette</b>, are the main measures to prevent transmission of COVID-19. Guests should be reminded of this.</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Social distancing includes refraining from hugging, kissing, or shaking hands with guests as well as among colleagues. It involves maintaining a distance of at least 2m (6.5 ft) and avoiding anyone who is coughing or sneezing.</li> <li><input type="checkbox"/> Hand hygiene means regularly and thoroughly cleaning hands with an alcohol-based hand rub or washing them with soap and water. Washing hands with soap and water is the preferable method. In situations where soap/water is not available, alcohol-based sanitiser is recommended.</li> <li><input type="checkbox"/> Hand sanitiser dispensers shall include no less than 60% alcohol content, where available, and touchless where possible.</li> <li><input type="checkbox"/> Avoid touching eyes, nose, and mouth.</li> <li><input type="checkbox"/> Hand disinfection is required after exchanging objects (money, credit cards) with guests.</li> <li><input type="checkbox"/> 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> </ul> |
| <p><b>Front of House</b></p>     | <p>Guest and colleague greetings across all areas of the property should be “contactless”.</p> <p><b>Guest Transport</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Ensure the driver is wearing protective gear such as mask, gloves etc.</li> <li><input type="checkbox"/> The car should be disinfected before every arrival</li> <li><input type="checkbox"/> 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><input type="checkbox"/> Check if the driver section can be segregated with a temporary plastic or a transparent sheet</li> <li><input type="checkbox"/> Driver should be instructed to limit conversations to minimal</li> <li><input type="checkbox"/> Details of the program, similar to the arrival letter, to be placed on the back seat.</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><input type="checkbox"/> Temperature checks using thermal cameras at entrance should be mandatory</li> <li><input type="checkbox"/> 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><input type="checkbox"/> Disinfect and clean guest luggage after informing the guests</li> <li><input type="checkbox"/> 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><input type="checkbox"/> Small size disposable masks for children to be available at all times.</li> <li><input type="checkbox"/> Seating in the lobby should be rearranged to ensure appropriate distancing among guests</li> <li><input type="checkbox"/> In situations where multiple guests are waiting for their turn at the reception, guest services should guide them to be seated in the lobby with adequate spacing.</li> </ul> <p><b>Gate Disinfection Methods</b></p> <p>There are many methods being used for disinfection and they work as the following:</p> <ul style="list-style-type: none"> <li>• <b>Spray Disinfection:</b> This method works through spraying liquids that make the virus heavy and push it to fall from the infected surface to the floor. The cons of this method is it does not kill the germs or virus. All require an operation cost for purchasing the disinfection cartridges.</li> <li>• <b>UVC Disinfection:</b> Based on reports, this method is proved to be more effective and has a higher potential of killing the germs. It is not a new technology and has been used in sanitizing operation rooms and airplanes. <b>This method is more recommended and more effective.</b></li> </ul> <p><b>Control All The Access</b></p> <p>Each hotel should study its access points and put a plan to control those points by limiting them to three (3) points and install the necessary precaution measures at each point.</p> <ol style="list-style-type: none"> <li>1. Guest Access</li> <li>2. Colleague Access</li> <li>3. Goods Access</li> </ol> |

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| Property Entrance | <p><b>Property Entrance</b></p> <p><b>Contactless Operation</b></p> <ul style="list-style-type: none"> <li>❖ <b>Public Areas:</b> Install remote automatic doors in some of the public areas such as main entrance doors and public toilets' main doors.</li> <li>❖ <b>Mobile Key System:</b> Most of Shaza Hotels are equipped with the locks that can receive a mobile key. It will require the app along with the supplier to activate the service.</li> <li><input type="checkbox"/> <b>Contactless Payment:</b> Install contactless payment credit card devices</li> <li><input type="checkbox"/> <b>Contactless Sanitisation Pods and Counter Kits:</b> To be installed in public areas as per the recommended sanitisation stands designed and procured by Corporate.</li> </ul> <p><b>Precautionary Measures to be taken at the Guest Access Point</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Install a human thermal check camera</li> <li><input type="checkbox"/> Install a disinfection human gate. The size of the gate should be wide enough to allow for the access of an ADA person (model <b>AMAN Handicapped Disinfection Gate DG-H300</b>)</li> <li><input type="checkbox"/> The gate should allow for 360 degrees sterilization process</li> </ul> <p><b>Precautionary Measures to be taken at the Goods Access Point</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Install a goods disinfection UVC air curtain at the entrance of the loading dock (<b>AMAN Disinfection Curtain DC-W90/120/180</b>)</li> <li><input type="checkbox"/> Optional: Install a disinfection Vehicle Gate</li> </ul> |
| Front of House    | <p><b>Reception</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> 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><input type="checkbox"/> A pre-prepared document similar to arrival letter containing a list of COVID19 related hygiene and safety measures implemented in the property should be sent to guests with all booking confirmation emails</li> <li><input type="checkbox"/> 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><input type="checkbox"/> A guest check-in self-declaration form is in place covering COVID-19 symptoms. Any guest who indicates these symptoms is required to undergo a medical examination prior to check-in.</li> <li><input type="checkbox"/> For all pre-booked guests, all check-in formalities should be completed online to reduce contact and time at the front desk.</li> <li><input type="checkbox"/> Give the guest booklet or letter containing safety, hygiene and other instructions to the guests as per the new operating standard.</li> </ul>   |

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| <p><b>Front of House</b></p> | <p><b>Reception</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Where appropriate, place markings on the floor at reception to maintain social distancing.</li> <li><input type="checkbox"/> Ensure colleagues are wearing masks and gloves which are changed at regular intervals.</li> <li><input type="checkbox"/> Keep paper, envelopes, brochures and all equipment sanitised.</li> <li><input type="checkbox"/> Keep swabs or disinfecting wipes which guests can use to clean their phone or credit cards.</li> <li><input type="checkbox"/> Reception desk colleague should be familiar with the room occupancy policy for accompanying persons in the event of a suspected case of COVID-19.</li> <li><input type="checkbox"/> The reception desk should have readily available the telephone numbers of the health authorities, medical centers, public and private hospitals, and assistance centers.</li> <li><input type="checkbox"/> 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><input type="checkbox"/> 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><input type="checkbox"/> No extra beds to be offered until further notice.</li> <li><input type="checkbox"/> 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>WHO has recommended all hotel reception desks should have a medical kit that includes:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Germicidal disinfectant/wipes for surface cleaning tissues.</li> <li><input type="checkbox"/> Face/eye masks (separate or combined, face shield, goggles). Note that disposable face masks can only be used once (see advice on the use of mask).</li> <li><input type="checkbox"/> Gloves (disposable)</li> <li><input type="checkbox"/> Protective apron (disposable)</li> <li><input type="checkbox"/> Full-length long-sleeved gown</li> <li><input type="checkbox"/> Biohazard disposable waste bag</li> </ul> |

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| Front of House | <p><b>Guest Elevators</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Ensure that safety instructions, including the number of guests allowed at one time, is placed inside the elevator and is easily visible; apologize for the delay and inconvenience caused to the guests due to the new safety norms</li> <li><input type="checkbox"/> Elevator floor must have markings with directions, so that guests do not face each other and maintain the appropriate social distance.</li> <li><input type="checkbox"/> Ensure elevator floor buttons are regularly sanitised by the Housekeeping colleague using an approved cleaning agent.</li> <li><input type="checkbox"/> Keep floor and other area of the elevators that can be touched sanitised.</li> <li><input type="checkbox"/> 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><input type="checkbox"/> Install separate hand soap and sanitiser dispensers.</li> <li><input type="checkbox"/> Install sanitisation pods at the entrance.</li> <li><input type="checkbox"/> Install sanitisation counter kits.</li> <li><input type="checkbox"/> 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><input type="checkbox"/> Only disposable napkins to be used.</li> <li><input type="checkbox"/> Waste bags to be with string to be sealed prior to disposal.</li> </ul>  |
|                | <p><b>Guest Rooms and Bathrooms</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Due to social distancing norms, allocate alternate rooms, always leaving a vacant room on either side until September 2020. Thereafter, as far as possible.</li> <li><input type="checkbox"/> Guests instructions given at the reception should include instructions on how the rooms are sanitised at regular intervals.</li> <li><input type="checkbox"/> Safety kits to be in all rooms- including 3 masks, 3 sets of gloves and a small sanitiser. Corporate to design.</li> <li><input type="checkbox"/> Small size disposable masks for children to be available at all times.</li> <li><input type="checkbox"/> Extra roll away beds are not permitted.</li> <li><input type="checkbox"/> Inform Guests that newspapers are not being delivered due to safety reasons, but e-papers will be made available through WhatsApp etc.</li> <li><input type="checkbox"/> In room guest stationery to be removed and provided only on request.</li> <li><input type="checkbox"/> Ensure housekeeping attendants on the floor are always wearing full safety gear while on shift.</li> </ul> |

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|                              | <p><b>Cleaning and Housekeeping</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> 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><input type="checkbox"/> Special attention to frequently touched areas such as handles, handrails, switches, doorknobs, etc.</li> <li><input type="checkbox"/> Electrostatic sprayers with professionally identified chemicals (along with the identified hygiene partner company) should be used to disinfect the hotel entrances, employee entrances, as well as various public areas.</li> <li><input type="checkbox"/> Sanitizing solution should never be used directly on electronic equipment and screens but sprayed on a clean duster and then applied.</li> </ul>  |



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| <p><b>Front of House</b></p> | <p><b>Cleaning and Housekeeping</b></p> <p>As per WHO guidelines 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><input type="checkbox"/> Surfaces that become soiled with body fluids of the ill person, e.g. toilet, bathroom sinks, and baths should be cleaned with a regular household disinfectant solution containing 0.1% sodium hypochlorite (i.e., equivalent to 1000 ppm). Surfaces should be rinsed with clean water after 10 minutes contact time for chlorine.</li> <li><input type="checkbox"/> Housekeeping team may require training in the preparation, handling, application, and storage of these products, mostly bleach, which may be at a higher concentration than usual.</li> <li><input type="checkbox"/> When use of bleach is not suitable, e.g. telephone, remote control equipment, door handlings, buttons in the elevator, etc. then alcohol 70% could be used.</li> <li><input type="checkbox"/> Whenever possible, use only disposable cleaning materials. Discard any cleaning equipment made of cloth and absorbent materials, e.g. mophead and wiping cloths. When pertinent, disinfect properly non-porous cleaning materials with 0.5% sodium hypochlorite solution or according to manufacturer's instructions before using for other rooms.</li> <li><input type="checkbox"/> Cleaning crews should be trained on use of PPE and hand hygiene immediately after removing the PPE, and when cleaning and disinfection work is completed.</li> <li><input type="checkbox"/> In the event of a presumptive case of COVID-19 the affected guest room shall be removed from service and quarantined.</li> <li><input type="checkbox"/> All rooms and common areas should be ventilated daily by allowing direct fresh air.</li> <li><input type="checkbox"/> Textiles, linens, and clothes should be put in special, marked laundry bags and handled carefully to prevent raising dust, with potential cross-contamination of surrounding surfaces or people. Instructions should be given for washing them in hot cycles (70°C or more) with the usual detergents.</li> <li><input type="checkbox"/> 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><input type="checkbox"/> 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><input type="checkbox"/> 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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| Front of House | <p><b>Cleaning and Housekeeping</b></p> <p>Cleaning colleague should be trained on the use of and provided with personal protection equipment as listed below:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Gloves</li> <li><input type="checkbox"/> Face Masks</li> <li><input type="checkbox"/> Disposable gowns</li> <li><input type="checkbox"/> Closed shoes</li> </ul> <p>If doing procedures that generate splashes (e.g. while washing surfaces), add facial protection with a face shield and impermeable aprons. They should also have access to sufficient disinfectant solutions and other cleaning supplies.</p>  |
|                | <p><b>Restaurant and Lounges</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Reduce number of tables to maintain social distancing norms. The distance between tables should be compliant with the norms prescribed by local health authorities. A 2-meter distance is considered safe.</li> <li><input type="checkbox"/> As per WHO, it is recommended to have a maximum of 4 persons for 10 square meters. 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><input type="checkbox"/> Arrival instructions should explain to guests that they should come to the restaurants only when a table is available to avoid crowding in the waiting areas. Design a process to ensure guests stay apart while waiting to be seated. This can include floor markings, outdoor distancing, waiting in lobby, etc.</li> <li><input type="checkbox"/> Keep face masks and hand sanitiser available for guests at the host desk.</li> <li><input type="checkbox"/> Small size disposable masks for children to be available at all times.</li> <li><input type="checkbox"/> Avoid buffets if possible and include either TDH or 'a la carte'. Encourage IRD ordering.</li> <li><input type="checkbox"/> Colleague must be trained for minimal contact/communication during service. Maintain at least 1 meter between colleagues and guests always except when delivering orders to the table.</li> <li><input type="checkbox"/> Colleagues should perform personal hygiene (frequent regular handwashing, cough hygiene) as strictly as possible. Ensure colleagues are wearing masks and gloves.</li> <li><input type="checkbox"/> Where feasible, use disposable napkins which are pre-packed or individually packed serviettes</li> <li><input type="checkbox"/> Buffets to be discontinued until further notice.</li> <li><input type="checkbox"/> Manned dispensing stations in the restaurant should be attended to by colleagues wearing PPE (personal protective equipment).</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><input type="checkbox"/> When reintroduced, buffets should be served by an attendant wearing personal protection equipment. Portion controls should be emphasized to reduce food exposed for long periods. Sneeze and cough screens shall be present at all food displays. Some prepackaged foods and 'grab &amp; go' items could also be offered.</li> <li><input type="checkbox"/> Where digital menus are not available, consider using mydigimenu.com through guests' mobiles or used laminated menus which can be easily sanitised or single use menus (internally printed) for cost effectiveness.</li> <li><input type="checkbox"/> Ensure cleaned and sanitised utensils are properly stored to prevent cross contamination.</li> <li><input type="checkbox"/> Where feasible, tables to be set only after guests are seated.</li> <li><input type="checkbox"/> Encourage guests to use cashless payment methods.</li> <li><input type="checkbox"/> Consider using prepacked table condiments (single use salt, pepper, sugar, ketchup, etc.)</li> <li><input type="checkbox"/> The server should check with the guest while taking the order, if they would prefer the food to be served on the table or placed on a tray on a tray jack next to the table for the guests to help themselves.</li> <li><input type="checkbox"/> 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> </ul> <p>As per WHO Guidelines:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> 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><input type="checkbox"/> 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><input type="checkbox"/> In case of manual washing the usual steps should be followed (wash, disinfect, rinse), 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><input type="checkbox"/> 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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|                | <p><b>Restaurant and Lounges</b></p> <p><b>In-Room Dining</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Food warmers and hot boxes which are sent to guest rooms should be sanitised before every shift and after each use</li> <li><input type="checkbox"/> Guest to be offered a choice of delivery, either on a tray or on trolley, where such a service is available. Preference being a tray.</li> <li><input type="checkbox"/> Ensure all food trolleys are sanitised before and after each food delivery.</li> <li><input type="checkbox"/> While taking order, the order taker gives option for regular cleaned cutlery or individually packed disposable cutlery to be delivered along with the food order.</li> <li><input type="checkbox"/> 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><input type="checkbox"/> Follow rest of the in-room dining procedure as per Shaza Service Essentials.</li> <li><input type="checkbox"/> Encourage in-house guests to dine through IRD by offering their breakfast package delivered to their room.</li> </ul>  |
| Front of House | <p><b>Pool, Gym, and Spa</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Keep these areas closed till advised to open, as per government norms</li> <li><input type="checkbox"/> Suggest alternate options like walks which may be safer. Offer fresh towels and face masks to guests stepping out for outdoor walks or provide exercise/yoga DVDs or health channels in the morning for Guests to follow</li> <li><input type="checkbox"/> Provide in-room exercise equipment like sanitised yoga mats, dumbbells and stretching bands for in-room workouts</li> </ul> <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><input type="checkbox"/> 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><input type="checkbox"/> Avoid the use of acidic cleaners (pH of 5.5 or less) or corrosive chemicals (pH of 11.5 or higher); Ammonia (NH3-), Caustic chemical (NaOH), Ammonium chloride (NH4Cl) or Alcohol (C3H8O and C2H5O) are to avoid.</li> </ul> |

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| Actions  | Short Description   |                      |                   |  |       |                       |   |  |                                    |              |  |
|--|---|----------------------|-------------------|--|-------|-----------------------|---|--|------------------------------------|--------------|--|
|  | <p><b>Pool, Gym, and Spa</b></p> <p><b>Gym Equipment</b><br/>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+; 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>C3H8O; C2H3O2K;<br/>C34H54Cl2N10O14</td> </tr> <tr> <td>QUARMON 2 AL</td> <td>Quaternary ammonium Compounds:<br/>Cl-C9NH17-CnH(n+1)<br/>n:8,10,12,14,16,18<br/>C20H44ClN, C22H48ClN</td> </tr> </tbody> </table>   | TESTED DISINFECTANTS | ACTIVE SUBSTANCES | Diluted bleach solutions with a chlorine concentration of 1000 PPM | NaClO | PureGreen24 - AXEN 30 | Ag+; C <sub>6</sub> H <sub>8</sub> O <sub>7</sub> | Gym Wipes Antibacterial formula, Gym Wipes Advantage | C3H8O; C2H3O2K;<br>C34H54Cl2N10O14 | QUARMON 2 AL | Quaternary ammonium Compounds:<br>Cl-C9NH17-CnH(n+1)<br>n:8,10,12,14,16,18<br>C20H44ClN, C22H48ClN |
| TESTED DISINFECTANTS   | ACTIVE SUBSTANCES   |                      |                   |  |       |                       |   |  |                                    |              |  |
| Diluted bleach solutions with a chlorine concentration of 1000 PPM | NaClO   |                      |                   |  |       |                       |   |  |                                    |              |  |
| PureGreen24 - AXEN 30  | Ag+; C <sub>6</sub> H <sub>8</sub> O <sub>7</sub>   |                      |                   |  |       |                       |   |  |                                    |              |  |
| Gym Wipes Antibacterial formula, Gym Wipes Advantage               | C3H8O; C2H3O2K;<br>C34H54Cl2N10O14  |                      |                   |  |       |                       |   |  |                                    |              |  |
| QUARMON 2 AL   | Quaternary ammonium Compounds:<br>Cl-C9NH17-CnH(n+1)<br>n:8,10,12,14,16,18<br>C20H44ClN, C22H48ClN  |                      |                   |  |       |                       |   |  |                                    |              |  |
| <b>Front of House</b>  | <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><input type="checkbox"/> Switch off the equipment before each activity in order to reduce the risk of the potentially hazardous situations;</li> <li><input type="checkbox"/> Clean visibly dirty surfaces before disinfection, to remove organic material that could reduce the effectiveness of the disinfectant;</li> <li><input type="checkbox"/> 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> <li><input type="checkbox"/> Keep excess disinfecting fluid away from electronic components to prevent electrical shock or damage;</li> <li><input type="checkbox"/> 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><input type="checkbox"/> Handle and dispose of 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> |                      |                   |  |       |                       |   |  |                                    |              |  |

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| Actions        | Short Description   |
|----------------|---|
| Front of House | <p><b>Business Centers and Meeting Rooms</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Keep at least 1.5 meters space between work desks.</li> <li><input type="checkbox"/> Place small bottles of sanitiser on each work desk for guest use.</li> <li><input type="checkbox"/> Limit the number of guests in the area based on maximum allowed.</li> <li><input type="checkbox"/> In case guests require a meeting area, keep enough space between tables and chairs.</li> <li><input type="checkbox"/> Disinfect each desk, chair, equipment and work area after the guest has moved out.</li> </ul>  |
|                | <p><b>Kids' Club</b></p> <p>Kids' club to remained closed until further notice. Precautions listed below to be taken when it reopens. Data from WHO shows that children face a risk of infection from COVID19. Shaza Hotels with Kids' Club facilities should follow the below guidelines:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> 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><input type="checkbox"/> 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><input type="checkbox"/> Create a separate check-out area if over-crowding is expected</li> <li><input type="checkbox"/> Wherever possible use e-check out by emailing the bill &amp; accepting online payments</li> <li><input type="checkbox"/> Advise the Guests to inform their check-out plans in advance so that bills can be made ready</li> <li><input type="checkbox"/> Put floor markers as in case of check-in</li> <li><input type="checkbox"/> Provide sanitisers and disinfecting wipes in case the guest requires</li> </ul>  |
|                | <p><b>Other Guidelines</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> 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><input type="checkbox"/> 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><input type="checkbox"/> Operational timings of each of the areas may be changed depending on occupancy levels.</li> <li><input type="checkbox"/> Sanitizing solution should never be used directly on electronic equipment and screens but sprayed on a clean duster and then applied.</li> </ul> |

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|-----------------------|--|
|                       | <p><b>Colleague Transport</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Temperature check point for colleagues before boarding the bus, where transport is provided</li> <li><input type="checkbox"/> A few colleagues may be required to stay in the hotel, keeping in mind the occupancy levels and emergency requirements</li> <li><input type="checkbox"/> Maintain social distancing norms. The vehicle will need to be operated at lower capacity as per local regulations</li> <li><input type="checkbox"/> Sanitize the bus with an approved disinfectant after every trip</li> <li><input type="checkbox"/> Ensure all occupants of the bus wear face masks</li> <li><input type="checkbox"/> Ensure availability of hand sanitiser in the bus for occupants</li> <li><input type="checkbox"/> The PE Manager must carry out daily inspections and maintain a log.</li> </ul> |
|                       | <p><b>Time and Attendance Procedures</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Colleagues to stay at home in case they have any symptoms of flu or are not feeling well</li> <li><input type="checkbox"/> Review sign-in procedures in hotels where Oasys fingerprint and handprint readers are used. To prevent infections, alternate methods to be devised for colleagues to punch-in and punch-out of their shifts.</li> <li><input type="checkbox"/> Temperature check for all employee on punching into the premises of the hotel</li> <li><input type="checkbox"/> 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> </ul>   |
| <b>Heart of House</b> | <p><b>Colleague Uniforms</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Uniform exchange daily should be the norm. Colleagues should wear fresh uniforms every day</li> <li><input type="checkbox"/> Soiled uniforms should be collected at the drop off point, segregated and moved in a secure manner to prevent cross contamination.</li> <li><input type="checkbox"/> Uniforms should be sanitised properly; steam press or heat iron can be used</li> <li><input type="checkbox"/> Colleagues will be given masks and gloves as part of the uniform across all departments</li> <li><input type="checkbox"/> Ensure that colleagues are maintaining social distancing during uniform exchange</li> </ul>   |

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|------------------------------|---|
|                              | <p><b>Colleague Locker Rooms</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> The shifts will have to be scheduled in staggered slots to ensure there is no overcrowding in the lockers and the number of colleagues are regulated with proper social distancing norms being followed</li> <li><input type="checkbox"/> Extensive hand wash and sanitizing arrangements must be made with signages explaining the need</li> <li><input type="checkbox"/> People Engagement should regularly monitor to ensure there is no crowding on arrival or in the locker rooms</li> <li><input type="checkbox"/> Increased frequency of cleaning of locker rooms with approved cleaning agents</li> </ul>  |
| <p><b>Heart of House</b></p> | <p><b>Colleague Protective Equipment</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Proper tools and gears should be provided to colleagues which would include masks, gloves and tools in various departments which shall minimize human touch</li> <li><input type="checkbox"/> Use disposable masks only</li> <li><input type="checkbox"/> Colleagues should change face masks when they are damp or once every six hours. Gloves should be changed every 2 hours.</li> <li><input type="checkbox"/> 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><input type="checkbox"/> Colleague to wear disposable clean gloves on both hands at all times on shift.</li> <li><input type="checkbox"/> Colleague to isolate themselves in case they have any symptoms of cold or flu.</li> </ul> |
|                              | <p><b>Cafeteria or Dining Rooms</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Colleagues' meal breaks must be staggered to avoid cafeteria crowding</li> <li><input type="checkbox"/> Cafeteria hours should be extended to allow smaller groups over a longer period - the usage should be restricted to 33% of its capacity at any given time</li> <li><input type="checkbox"/> The hygiene guidelines stated in the guest buffet services to be followed in colleague cafeteria buffets as well.</li> </ul>  |



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|-----------------------|---|
|                       | <p><b>Kitchen</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Operational kitchens must be sanitised at regular intervals</li> <li><input type="checkbox"/> Limit the number of colleague to the minimum required; colleague can be organized into teams to reduce interactions between teams</li> <li><input type="checkbox"/> All colleague should wear disposable masks, gloves, hair nets and all other safety gear</li> <li><input type="checkbox"/> Workstations should be arranged in such a way that the colleague is not facing each other and can maintain appropriate social distance</li> <li><input type="checkbox"/> Run limited menus and ramp-up in a phased manner</li> <li><input type="checkbox"/> You may modify the menus to include more options of cooked food rather than raw food (as raw food has a higher risk of contamination)</li> <li><input type="checkbox"/> Ensure proper cleaning of vegetables, meats and all other materials that are required in the kitchens; use approved sanitizing agents to disinfect</li> <li><input type="checkbox"/> Ensure all tools get sanitised after each use</li> <li><input type="checkbox"/> It would be useful to use a commercial sterilization machine (Autoclave) for all cooking equipment, ladles etc.</li> </ul> <p><b>Stores and Receiving Docks</b></p> <p><b>Materials and Stocks</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Hotels to account for all inventory i.e. in warehouse, in transit &amp; spare stock, then calculate the inventory buffer as well as lead times</li> <li><input type="checkbox"/> Based on the various occupancy scenarios developed during reforecast, update the Stocks requirement as per the evolving situation</li> <li><input type="checkbox"/> Conduct scenario planning to understand how inventory buffer &amp; lead time may change in various scenarios mentioned above</li> <li><input type="checkbox"/> Minimize the number of supplier's trips by Inventory planning to reduce the exposure</li> <li><input type="checkbox"/> Identify alternative sources of suppliers if the existing sources get affected</li> <li><input type="checkbox"/> Follow the specific safety instructions issued by the respective Health Ministry</li> </ul> <p><b>Receiving Areas</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Proper cleaning procedures for items being received</li> <li><input type="checkbox"/> Quarantine &amp; date tag receivable goods before you take them inside the stores</li> <li><input type="checkbox"/> All supplies need to be fully sanitised before entering the stores and refrigerators</li> <li><input type="checkbox"/> Use WHO and Health Department approved sanitizing agents for the same</li> <li><input type="checkbox"/> Ensure area is sanitised at regular intervals</li> <li><input type="checkbox"/> Vendors should be advised on how you will accept goods and how their colleague should arrive with necessary protective gear</li> </ul> |
| <b>Heart of House</b> |   |

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|----------------|---|
| Heart of House | <p><b>Service Elevators</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Ensure that safety instructions, including the number of colleagues allowed at one time, is placed inside the elevator and is easily visible</li> <li><input type="checkbox"/> Ensure elevator floor buttons are regularly sanitised</li> <li><input type="checkbox"/> Keep floor &amp; other area of the elevators that can be touched sanitised</li> <li><input type="checkbox"/> Elevator floor must have markings with directions, so that colleagues do not face each other and maintain social distancing</li> <li><input type="checkbox"/> Keep one elevator dedicated to quarantine and evacuate any possible suspected cases for both guests and colleagues</li> <li><input type="checkbox"/> Install hand sanitiser dispensers in the elevators</li> </ul>  |
|                | <p><b>Colleague Training</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Ensure regular health check-ups for colleagues</li> <li><input type="checkbox"/> Check all colleagues' temperatures twice a day</li> <li><input type="checkbox"/> Train the safety team to handle and wear disposable PPE equipment in case they must evacuate a potential suspected case</li> <li><input type="checkbox"/> Training Managers should conduct sensitization classes for colleagues on upgraded hygiene standards</li> <li><input type="checkbox"/> Colleagues must be well-informed about all COVID related operating standards for hotel operations</li> <li><input type="checkbox"/> Additional training may be needed for specific procedures and operating standards.</li> <li><input type="checkbox"/> 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> </ul>   |

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|------------------------------|--|
|                              | <p><b>Sales Teams</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Sales &amp; Marketing colleagues who visit various offices for sales visits can be asked to go home post appointments and submit reports from home</li> <li><input type="checkbox"/> If they are visiting clients, ensure that they are aware of the necessary safety precautions they should be taking during their meetings</li> <li><input type="checkbox"/> All teams should be regularly updated with the latest guidelines by WHO and your local &amp; central government authorities.</li> </ul>  |
| <p><b>Heart of House</b></p> | <p><b>Engineering and Maintenance</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> <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><input type="checkbox"/> <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><input type="checkbox"/> <b>Disinfectant Dispensers:</b> The hotel action plan should include installing units to dispense disinfectant gel in the different areas of the hotel, including the public restrooms used by guests and by colleagues, and other areas of the property(e.g. entrance to the cafeteria, restaurants, and lounges)</li> <li><input type="checkbox"/> <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><input type="checkbox"/> <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> |



# Thank you

For any clarification, please contact us at

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