

Internal Guidance and Recommendations for Pre-Opening to Full Operations under Pandemic Disease COVID-19

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The information in this document was prepared for use by DER Touristik Hotels & Resorts GmbH owned and managed hotels. It is provided franchised hotels for information only. DER Touristik Hotels & Resorts GmbH franchise hotels are solely responsible for their own incident management protocols and communications. Franchisees and franchise management companies should consult with their own legal counsel and advisors to ensure implementation of reasonable protocols and communications at franchised hotels

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1 Introduction

The internal **document For Pre-Opening and full operation**, has been created to enable DER Touristik Hotels & Resorts GmbH to support it's Hotels and Hotel Partners to embrace possible requirements & prepare for operations under COVID-19

The measures proposed in this document are initial guidance. Since every property is different in its location, nature, design and complexity, adaptations are to be made individually however to correspond to the outline guidance's and standards.

1.1 Key objectives:

The key objectives include:

- Sharing appropriate information – in view of timely preparation – with properties, ownership, management, employees and partners (suppliers)
- Modifying properties under DER Touristik Hotels & Resorts GmbH Brands in operations and procedures to protect guests, partners and employees alike.
- Considering and mitigating impact on the hospitality business.
- Reviewing and adjusting existing hygiene and operating policies and procedures.

1.2 Guidance:

- This document will contribute to reopen and operate with confidence according to health and safety recommendations.
- This document forms an integral part of existing operating Manuals under Franchise/Management concepts between all our Hotel Partners and DER Touristik Hotels & Resorts (DTHR).
- Whilst DTHR will help and guide all its Hotel Partners in implementing those procedures below, all our Hotels and Hotel Partners **Must** also act according to their "Country Regulation" to obtain potentially required business licences.
- This document is a strong proposal in advance for reopening, however remains subject to WHO, EU and individual countries amendments or stipulations.
- The Hotel Management Team, in consultation with local health authority, and industry associations should establish an action plan tailored to the situation and implement it in accordance with the DTHR guidance, recommendations of local and national public health authorities. The plan should be updated when necessary as a consequence of new guidance, procedures, or regulations issued by the applicable authorities.

The following steps are a basic overview of the contents of operational procedures. There are procedures that must be put in place and put into practice immediately. These are marked as (M) in the document, meaning it is a MUST. These are guidelines also in line with information from "WHO". Other Procedures that are marked with the abbreviation (T) meaning Temporary guidance, means these procedures will be temporarily required until further notice:

2 Mobilisation of resources before hotel opening

2.1 Information:

- To guarantee a smooth running of operation, the Management Team should make sufficient human and economic resources available to ensure that the action plan can be implemented rapidly and effectively when reopening the hotel.
- The action plan should also include the provision of equipment and procedures, developed in collaboration with international & local health authorities, WHO and DER Touristik Hotels & Resorts GmbH.
- This document reflects regulations for initiating limited operational openings as well standard guidance for future protected operations under threats such as COVID 19

3 Supervision

3.1 Information:

- The implementation of the action plan and the effectiveness of the measures undertaken should be evaluated frequently to verify compliance, identify and correct gaps, and adapt the plan to practical experience.

3.2 **(M)** Crisis Team

- It is further necessary to be alert to any unusual rise in worker absenteeism, especially those due to acute respiratory infections, possibly caused by COVID-19. A Crisis Team involving members of each relevant department can support Management in the implementation of the action plan and timely identification of required adjustments. This will enable the hotel to operate smoothly and still meet guest's expectation while maintaining a high level of hygiene in the hotel.

3.3 **(M)** Hygiene Audit

- In line to this, a regular Hygiene Audit (see Annex Health and Safety Audit and HACCP) needs to be conducted in order to evaluate areas in the hotel that needs attention.

3.4 **(M)** A secure stock of face masks for both guests and employees be kept in the hotel Store. Hotel Must secure at least 10% more face masks base on the maximum capacity of guests and employees for emergency purpose.

3.5 **(M)** Hotel should have enough Thermometers in stock to control guests, employees and third parties if recommended by the local authorities.

3.6 **(T)**Hotels should consider a maximum number of guests for full occupancy in order to maintain the high level of hygiene in the hotel.

4 Communication

4.1 **(M)** General Communication

- Communication should be maintained at best coordinating levels between DER Touristik Hotels and Resorts and the Hotel.
- Hotel Management to pre-define an information policy for guests as well as to rapidly provide and obtain information on incidents that may arise in the establishment and to know the status of the situation at all times.

- Providing guidelines to the employees on how they should communicate the action plan to guests and other vendors can ensure alignment consistency.
- Short documents or informative posters can amplify the key messages among guests and employees, including the promotion of hand-washing respiratory hygiene, and coughing etiquette.

4.2 (M) Leaflets

- Official leaflets on basic hygiene practice and COVID-19, in different languages, could be useful information tools. It may be useful to have an up-to-date list of the contact information of the employees, including emergency telephone numbers.



4.3 (T) Letter Example for Guest Room: (to be amended by hotel)

Dear valued Guest:

We are delighted to welcome you to our XXXXXX Hotel and Resort.

As the situation around Novel Coronavirus (COVID-19) continues to dissolve, we are actively making the

necessary changes to our protocols to ensure we provide safety and flexibility for our guests.

We wanted

to reach out to you personally with inform you on about what we are doing here at **our hotel** to ensure your holiday stay memorable for the right reason.

As always, the safety, security and health of our guests and team members is of the utmost importance and our highest priority.

Here are the actions we have taken:

HOSPITALITY:

We are OPEN for business.

We believe the great outdoors may just be what the doctor orders.

HEALTH:

Our team has been briefed on the additional measures and new protocols, is abreast of the latest news

and information from local and national health authorities, and has a plan in place should there be any

evidence of this viral infection at our property or geography.

Cleanliness and Safety:

- a. All employees are required to engage in frequent handwashing
- b. We have deployed hand sanitizer around the hotel premises for your disposal
- c. Our staff is trained to avoid close contact and practice social distancing
- d. Disinfection routine possesses have been introduced
- e. We have made necessary adjustments to our breakfast, lunch and dinner offerings in accordance with current

Food safety recommendations

Enjoy your well-deserved holiday

<HOTEL_NAME> Management

5 Training and information

5.1 (M) Training DTHR

- DTHR has various special training programs base on the concept that will support the Hotels. These training **MUST** be conducted in all the establishments.

5.2 (M) Management Information

- Management should inform all employees of the measures to be adopted and the measures that could protect their health and that of others, including the recommendation to stay home and seek medical attention if they have respiratory symptoms, such as coughing or shortness of breath. Management should organize information briefings that should cover all the basic protective measures against COVID-19 and the signs and symptoms of the disease. Training may be needed for specific procedures.

5.3 (M)Departmental Training

- Training in various department should take place in order to train employees of how to handle carefully every situation professionally.

6 Hotel Area

6.1 (T)Guests arrival

- Based on the number of arriving guests, a Security/Doorman with support of the new created position Social Environment and Hygiene Agent should be at the door to control the traffic in the hotel and managing social distancing.

6.2 (M)Code of Conduct information

- Information relating to code of conduct whilst in the hotel should be displayed at the entrance of the hotel.

6.3 (M)Disinfection gel/Hand Sanitizers

- It is advisable that the hotel should ensure enough disinfection gel/hand sanitizers is available throughout the hotel for guests and employees. Areas include hotel entrances,

reception, lobby area, in guest's room corridors, in all the food and beverage outlets, in Kids Club, Pool and Spa area etc.

- Based on hotel design and possibility, hotel can also design one-way traffic for various directions to all outlets



7 Front Office

7.1 (M) Front Office knowledge

- Front Office employees should be sufficiently informed about COVID-19 so that they can safely carry out their assigned tasks and prevent the possible spread of COVID-19 within the hotel. They should be capable of informing guests who inquire about the establishment's policy in terms of the preventive measures established or other services that guests may require (for example, medical and pharmacy services available in the area or at the establishment itself). They should also be able to advise guests with respiratory symptoms to stay in their rooms until they are seen by a doctor. Management should arrange it immediately—as well as to provide basic hygiene recommendations when asked.

7.2 (M) Employees' Health

- Reception desk employees Must take all necessary precautions, including physical distancing.
- Ensuring good personal hygiene
- Develop processes or use relevant collaterals to educate employees on infection control and good personal hygiene.

7.3 (T) Countries with COVID-19

- Official, up-to-date information should be available about travel to and from countries or areas where COVID-19 is still spreading (if any).

7.4 **(M)** Room Occupancy

- Front Office employees should be familiar with the room occupancy policy for accompanying persons in the event of a suspected case of COVID-19 if repeated. The latest definition of suspected case of COVID-19 can be found on WHO website.
[https://www.who.int/publications-detail/global-surveillance-for-human-infection-with-novel-coronavirus-\(2019-ncov\)](https://www.who.int/publications-detail/global-surveillance-for-human-infection-with-novel-coronavirus-(2019-ncov))

7.5 **(M)** Guest DATA protection

- Reception employees Must treat all this information with discretion, leaving it up to the management and to medical services to evaluate the situation and make appropriate decisions.

7.6 **(M)** Telephone Numbers

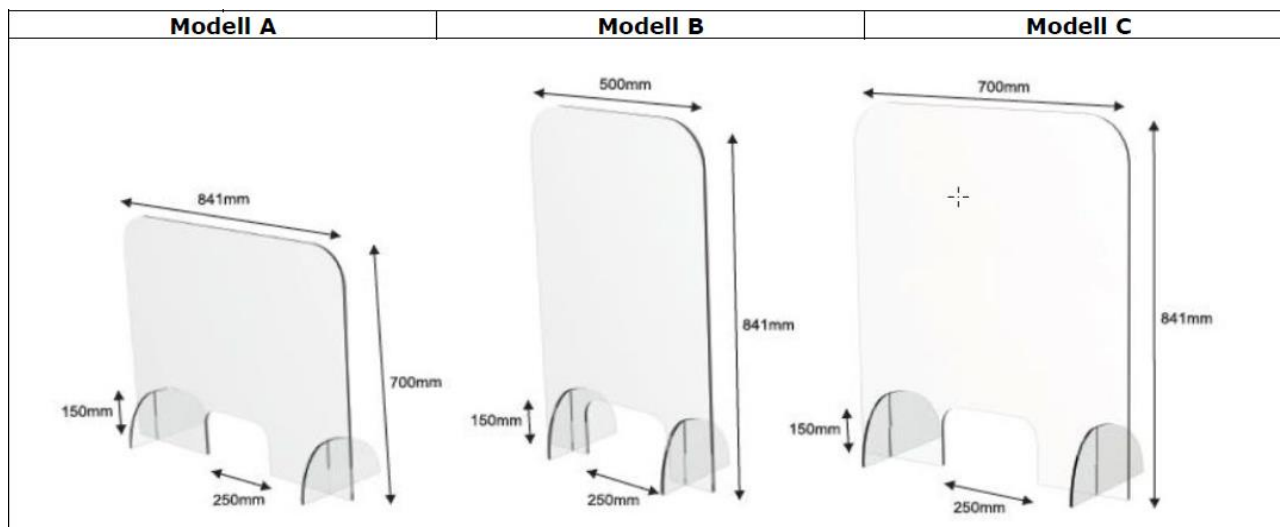
- The Front Office should have immediately available the telephone numbers of the health authorities, medical centres, public and private hospitals, and assistance centres for use whenever there is the possibility that a guest may be ill.

7.7 **(M)** Medical Kit

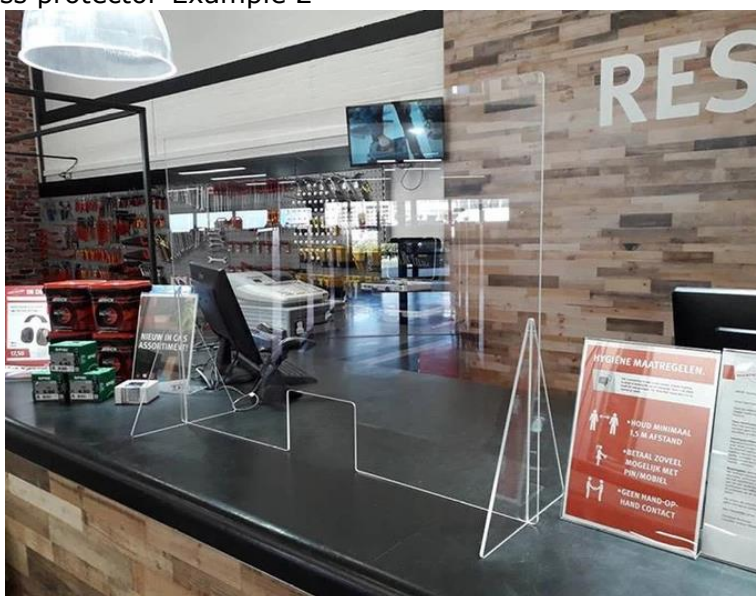
- The Front Office MUST be equipped with a Medical Kit.
- Although the use of masks is not recommended for the public as a preventive measure, but only for those who are ill with COVID-19 symptoms or those caring for them, the reception desk should have a medical kit that includes the following items:
 - o Germicidal disinfectant/wipes for surface cleaning Tissues.
 - o Face/eye masks (separate or combined, face shield, goggles).
 - o Enough complementary face masks* for the entire hotel (Guests and Employees)
 - o Note that disposable face asks can only be used once (<https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public/when-and-how-to-use-masks>).
 - o Gloves (disposable)
 - o Protective apron (disposable)
 - o Full-length long-sleeved gown (Recommended)
 - o Biohazard disposable waste bag

7.8 **(T)** Front Office and Guest Relation Work Area

- Where necessary Front Office and Guest Relation area should be equipped with see-through flex-glass to protect guests and employees. This should be at least 1-meter high. Examples below:



- Flex glass protector-Example 2



- **(T)** Basket of apples, oranges and infused water should be removed from Front Office and the lobby area.

7.9 (M) Welcoming guests

- Instead of using handshake (Sentido-Brand) or high-fives (Calimera Brand) as a gesture of welcoming and building bridges between the guest and the hotels, the Front Office employees, as from now on **MUST** use the following gestures and signs.

This is in form of a:

- A big letter C for the Calimera brand
- Open arm gesture or Asian style greeting for Iti/Sentido hotel brand



These gestures **MUST** be put into practice when guests arrive at the hotel.

7.10 (M) Log book of actions

- It is highly recommended to keep a logbook (Reception or Security Department) of the important actions and measures carried out and to record them in enough detail (e.g. including date and time a disinfectant was used, by whom, where, etc.). This logbook can be used to improve the actions implemented.

7.11 (M) Social distancing measures, hand cleaning and respiratory hygiene

Social distancing measures, together with frequent hand hygiene and respiratory etiquette, are the main measures to prevent transmission of COVID-19 throughout the hotel. Although it is probable that guests are already familiar with these measures, they should be reminded as a form of hospitality.

7.12 (M) Avoiding Hand shakes

- Social distancing includes refraining from hugging, kissing, or shaking hands with guests as well as among employees. It involves maintaining a distance of at least 1.5 m (3.5 ft) and avoiding anyone who is coughing or sneezing.

7.13 **(T)** Group Check in

- Group check-in more than 2 guests at a time is not allow. Group check in only with support of Tour leader or **Social Environment and Hygiene Agent** and/or support of Ambassador.
- It is important to remind guest to maintain social distancing whilst in the hotel lobby. Use of barricades are allowed and useful to control the traffic in the lobby.



7.14 **(M)** Hand Hygiene

- Hand hygiene ([hand hygiene](#)) means regularly and thoroughly cleaning hands with an alcohol-based hand rub or washing them with soap and water. Also avoid touching eyes, nose, and mouth. Hand disinfection is indicated after exchanging objects (money, credit cards) with guests.

7.15 **(T)** Use of Electronic Card instead of Cash

- Front desk employees should encourage guests to use their electronic cards and credit cards for payment.

7.16 **(M)** Respiratory etiquette

- 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.
- Topics such as Hygiene and guest and employee's safety, should be part of the daily morning meeting within the department.
- Front Office Must be equipped with information regarding social distancing at the Front Desk

7.17 Recommendation

- Recommended (to review PMS at the front desk - 2 meters away from each other)

7.18 **(M)** Front Office employee's behaviour

- Front desk employees to keep a positive and professional appearance at all time
- Always thank guests for their patience.

8 Lobby Area

8.1 **(M)** Sitting Area

- The sitting areas in the lobby should be **at least 1.5 to 2 meters from each other**. Hotel should avoid grouping of guests the lobby.

8.2 **(M)** Community Table

- Hotels with a community/long tables must apply social distancing measurements.
- Hotels with a community/long tables table in the lobby, should keep information regarding social distancing on the table.

8.3 **(M)** Social Distancing

- Guest to keep distance whilst queuing to check in or out. (See relevant duty tasks from SEHA. Examples can include but not limited to staggering guests queueing at the reception/information/ Check in counters and other common facilities such as function rooms etc.. and clearly demarcating queuing areas by using floor markers where feasible to guide queue distancing of at least 1.5 metre.

8.4 **(T)** Tour Operators

- Tour Operators conducting their meeting should use meeting rooms if applicable or see their guests by couple only.

8.5 **(M)** Guest elevators

- Guest Must be advised not to go in big groups in the elevator at the same time. Acceptance is family or a couple. They should respect the social distancing of the other guests. The Front Office employees should remind this to the guest upon check in.

Leading from the lobby (Temporarily)		
Arrival	During Guest's stay	Departure
Social Environment and Hygiene Agent for all guests at all time is 2 Meters away from each other	Social Environment and Hygiene Agent for all guests at all time is 2 Meters away from each other	Social Environment and Hygiene Agent for all guests at all time is 2 Meters away from each other
Temporary signs for check in only if 2 employees are working at the same time at the Front Office		Temporary signs for check out if 2 employees are working at the same time at the Front Office
The SEHA MUST be available during peak hours of arrival in the lobby	Clear barrier in the lobby to have a two-way system. Coming into the lobby and going out from the lobby	The SEHA MUST be available during peak hours of departure in the lobby
All arriving guests must follow the two-way traffic towards the reception whilst maintaining the social distancing between them.	Both SEHA and the Ambassadors to proactively assist guest in a quick a efficient way in order to difuse long que.	All departure guests to use the departure section at the reception unless the check in counter is also available.
Recommedation: A sign to be in place to guide guests toward the check in section of Front Office only	Tour Operator, should use meeting rooms to conduct their meeting for group arrival and instead of lobby	A sign must be in place to guide guests toward the check out counter section of the Front Office
The Calimera/Sentido/ PrimaSol Ambassador should also be present during the peak hours of operation in the lobby and help to divert guests to the desk or offer imediate assistance.	SEHA and Ambassadors to politely encourage guests to use other sitting rather than those one close to reception	Guest can be encouraged to settle their bill the night before they leave the next day
For group arrival- The Tour Operator should handle the checkin inviting one couple at a time for the check in whilst the other keep their social distance		Particular attention needs to be made at the luggage room allowing one or 2 guest at a time to store thier bags. Guests should be discourage to use the luggage room as a changing room.
The single queue works well when the direction and structure of the queue is defined by physical features – like queue barriers.		

9 NEW: (T) Social Environment and Hygiene Agent

To allow the Hotels to execute flawlessly, it is recommended that the Hotels **temporarily** designate a senior staff member as **Social Environment and Hygiene Agent** to support its overall operation.

The Agent **MUST** knowledgeable about COVID-19 and its prevention. This senior member Must be trained by the local authorities.

9.1 (T) Duties

Some of the keys duties includes:

- Assistance with arrivals and departures (guiding the guests to and from the Front Desk whilst maintaining the social distancing)
- Supporting the Front Office Manager with the logbook and ensuring that illness cases as followed through accordingly
- Check equipment of medical kit at the Front Office
- Attend the daily meetings
- Attend head of department meetings
- Spot check deferent areas in the hotel on a daily basis. This include: Canteen, Employees cloakroom, Employee smoking area etc...ensuring there is no big gathering of employees at the same time

- Support for the Human Resources Department to check employee's temperature in case needed. This includes at shift begin
- To fully support housekeeping in case of a suspected illness
- Supports DTHR in training / coaching
- Be the main contact person for the local hospitals / authorities / medical officer
- Assists in the entrance of the restaurant due to number of guests and distance of tables
- Check restaurant and social distancing of guests in the restaurant and bars etc.
- Monitor the standards in all third party outlets (Diving Centres, hotel shops, SPA etc)
- Check all the distance between sunbeds and ensure that disinfection stations are always fully equipped including paper towels etc.
- Submit a daily report of any particular observation
- Direct reporting to GM and performing any additional task that may be require to support the hotel
- **Train and continuously getting up-date from authorities and sharing this information**

10 (M) Monitoring of guests who are possible ill

While observing regulations in relation to the protection of personal data and the right to privacy, it is advisable to monitor potentially ill guests in the establishment. Reception employees should note all relevant incidents that come to their knowledge using a questionnaire (see annex 1 a sample questionnaire), 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. Guests should be reminded when entering and leaving the restaurant, breakfast, or dining room to disinfect their hands with disinfectant gel, preferably located at the entrance to those facilities.

11 Housekeeping and General Cleaning

11.1 (M) Housekeeping Measures

Even in the absence of COVID-19 cases in the establishment, it is recommended that hygiene services be enhanced. **Special consideration Must be given to the application of cleaning and disinfection measures in common and local areas (public restrooms, halls, corridors, lifts, etc.)** as a general preventive measure during the entire COVID-19 epidemic. **Hotel Must secure enough disinfection cleaning material at all time since these will be products that will be use more than ever to secure a high level of hygiene in the hotel.** Special attention should be given to objects that are frequently touched such as handles, elevator buttons, handrails, switches, doorknobs, etc. Cleaning employees should be instructed accordingly. All contact surfaces must be disinfected at least every 2 hours. Doors and windows if possible should be left opened in public areas for sometime throughout the day.

11.2 (M) Training

As part of the hotel action plan in case of repeated COVID-19, there should be a special cleaning and disinfection plan for situations in which there are sick guests or employees staying at the establishment or identified with COVID-19 within a few days after leaving the establishment. Written recommendations for enhanced cleaning and disinfection should describe the enhanced operating procedures for cleaning, managing solid waste, and for wearing **Personal Protective Equipment (PPE)**.

Housekeeping employees should be trained (**as per DTHR Training concepts**) on the use of and provided with personal protection equipment as listed below:

- Gloves
- Disposable gowns
- Closed shoes
- Masks

If doing procedures that generate splashes (e.g. while washing surfaces), add facial protection with a face shield and impermeable aprons

Housekeeping Must frequently disinfect all common areas more than before. This is include as mentioned above (restrooms, halls, corridors, lifts, etc.). This will be done temporarily until further notice.

11.3 (T) Housekeeping in room materials

- All in room Magazines to be removed temporary out from all rooms. In addition to this housekeeping team should also remove the decorative bed-spread including the decorative cushions in all the rooms

11.4 (M) In Case of COVID-19

The following should be implemented for rooms or specific areas in case exposed to COVID-19 cases:

- Any surfaces that become soiled with respiratory secretions or other body fluids of the ill person(s), e.g. toilet, handwashing basins, and baths should be cleaned with a regular household disinfectant solution containing 0.1% sodium hypochlorite (that is, equivalent to 1000 ppm). Surfaces should be rinsed with clean water after 10 minutes' contact time for chlorine. Surfaces should be rinsed with clean water after sufficient contact time for the chlorine.
- Service employees may require additional training in the preparation, handling, application, and storage of these products, mostly bleach, which may be at a higher concentration than usual. The cleaning employees should know how to make sure the bleach is not disintegrated and how to rinse it off after 10 minutes.
- 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.
- Whenever possible, use only disposable cleaning materials. Discard any cleaning equipment made of cloths 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.

- Textiles, linens, and clothes should be put in special, marked laundry bags and handled carefully to prevent raising dust, with consequent potential contamination of surrounding surfaces or people. Instructions should be given for washing them in hot cycles (70°C or more) with the usual detergents.
- 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 (corridors) do not need to be specially cleaned and disinfected.
- Hotel **MUST** have enough disinfection materials for public areas including all public toilets.
- Housekeeping Employees should be trained on use of PPE and hand hygiene immediately after removing the PPE, and when cleaning and disinfection work is completed.
- All rooms and common areas should be ventilated daily.
- Separate the ill person from the other persons by at least 2 m (6 ft).
- If the situation requires and the ill person is not transferred to a medical establishment, Management shall consider relevant measures that the ill person is taken care of in an adequate way. This might include the need for the potential designation of one member of the employees, who is sufficiently trained in infection prevention and control, and the policies and measures for the employees should the employees develop symptoms following the service of an ill person.
- If possible, designate one bathroom for use only by the ill person.
- Request the ill person to wear a medical mask and practice respiratory hygiene when coughing and sneezing. If the medical mask cannot be tolerated by the ill person, provide tissues to cover mouth and discard the tissue immediately into a biohazard disposal waste bag. If no biohazard disposal waste bag is available, place it into an intact plastic bag, seal it, and consider it "biohazard" waste; wash hands with soap and water or alcohol-based hand rub.
- In case the ill person cannot wear a mask, direct contact with the ill person should be avoided unless wearing at least disposable gown, gloves, a mask, and eye protection.
- When attending to an ill guest or employees coming from an affected area who displays fever, persistent cough, or difficulty breathing, always use additional protective equipment (provided in the Universal Precaution Kit), including mask, eye protection, gloves, and a gown.
- Remove PPE carefully to avoid contaminating yourself. Remove first gloves and gown, do hand hygiene; next remove the mask and eye protection, and immediately wash hands with soap and water or alcohol-based hand rub.
- Properly dispose of gloves and other disposable items that had contact with the ill person's body fluids in biohazard bag or a secured plastic bag, which will be considered as "biohazard" waste.

11.5 **(M)** Availability of materials

- Housekeeping should also have access to sufficient disinfectant solutions and other supplies at all times.
- The different colour micro-fabrics clothes must be available at all time and properly used when rooms are being cleaned.

11.6 **(T)** Cleaning Condition

- In general, housekeeping employees should clean occupied rooms, when guests are NOT in the room.
- When possible housekeeping employees should clean the same rooms or floors.
- Housekeeping MUST disinfect all rooms upon every check out
 - o Develop and implement processes to disinfect guestrooms to ensure higher hygiene levels.
 - o To have processes in place for disinfecting for occupied rooms more frequently.
 - o To have processes in place for more thorough disinfection of check-out rooms.
 - o To have process to properly separate clean and dirty linen

12 Food and Beverages

12.1 General Information

- The focus is to bring health and wellness to the forefront through contactless technologies and handling, adapting to accelerate "no touch" technics, such as partly a la carte, pre-order systems, take away options, pre-portioning, sliding entrance doors for restaurants, and certain automation, change interactions while enabling social distancing.
- Extra precautions should be used. Guests should be encouraged to wash their hands before eating using notices and advice. In addition, hand sanitising gels or wipes may be provides during outbreak situations.

12.2 **(T)** Contactless techniques Options

- Go for a la carte options for food & beverages
- Buffets converted to partly a la carte version at the show cooking station, concept "Gourmet-plate" served to the table
- Ready-made appetizer and starters set ups served to the table once the guest are placed, concept "Anti pasti, Mezzeh and Co"
- Buffet food presentation set up to be pre-portioned, concept "tiny & tasty"
- Take away lunch box options, concept "Snackification"
- One direction way system
- Pre-order system for all meal periods
- Minibar exposure to minimize the use of the drinking machines
- Moving drinking machines to the back, no more beverage self-services

- No sweets, cookies, fruit, candy bars in the public areas

(Please note certain options might be subject for more cost intensive set ups)

12.3 **(M)** General cleanliness

- Even in the absence of COVID-19 cases in the establishment, it is recommended that hygiene services be enhanced.
- Special consideration should be given to the application of cleaning and disinfection measures in all restaurant areas (buffets, bars, restaurants, kitchens, receiving areas etc.) as a general preventive measure during the entire COVID-19 epidemic. Special attention should be given to objects that are frequently touched such as tables, chairs, china, cutlery, condiments holder, etc. Cleaning employees should be instructed accordingly. These objects must be cleaned and disinfected even in the presence of guests and during meal times and/or whenever it seems necessary.
- As part of the hotel action plan in case of repeated COVID-19, there should be a special cleaning and disinfection plan for situations in which there are sick guests or employees staying at the establishment or identified with COVID-19 within a few days after leaving the establishment. Written recommendations for enhanced cleaning and disinfection should describe the enhanced operating procedures for cleaning, managing solid waste, and for wearing personal protective equipment (PPE). Please refer to chapter 13 Housekeeping and general cleaning instructions as well comply with the HACCP standards.

12.4 **(M)** Information and communication

- Restaurants, breakfast, and dining room and bar employees should perform personal hygiene (frequent regular handwashing, cough hygiene) as strictly as possible. Guests should be reminded when entering and leaving the restaurant, breakfast, or dining room to disinfect their hands with disinfectant gel, preferable located at the entrance to those facilities. Guest should be reminded to social distancing 1,5m.

12.5 **(M)** Buffets and drinks machines

- At the 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.
- The coffee machines, soda machines, and others, in particular 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.
- The proper functioning of the dishwashing equipment should be checked, particularly the operating temperatures, as well as the correct dosage of cleaning and disinfecting chemicals.
- An additional cleaning cycle during the service time of every 30 minutes is recommended by obeying the HACCP regulations. The local most common EPA (Environment Protection Agency or similar) supplier needs to be involved for most common EPA-registered disinfectants to provide a list of products that are EPA- approved for use for that causes.

12.6 **(M)** Washing dishes, silverware, and table linen

- The usual procedures should be used. All dishes, silverware, and glassware should be washed and disinfected in a dishwashing machine, including items that have not been used, as they might have been in contact with the hands of guests or employees.

- If for any reason manual washing is required, the usual steps should be followed (wash, disinfect, rinse), taking the maximum level of precautions. Drying should be carried out using disposable paper towels. Likewise, tablecloths and napkins should be washed in the usual manner.
- Water disinfection: It is necessary to maintain the concentration of disinfectant in water for consumption within the limits recommended according to international norms and standards, preferably at the upper limits of the range.
- Dishwashing and cleaning equipment: The proper functioning of the dishwashing and Glass washing equipment should be checked, particularly the operating temperatures, as well as the correct dosage of cleaning and disinfecting chemicals.

12.7 (M) Table setting & Restaurant seating

- Whenever possible, it is recommended to have a maximum of 4 persons for 10 square metres. 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.
- To cope with the new space requirements it is recommended to open all restaurants at the same time to utilize the entire restaurants facilities and implement several sittings if necessary such as: times for guests per floor and area type of restaurant such as à la carte and buffets divided by taking in consideration: Family and kids, seniors, couples and singles. ... this can be costume made and adapt individually per hotel according to lay out and capacity of each outlet aligned according to the WHO regulations.
- Community tables are meant to be ONLY for one family at a time only

12.8 (M) General Standards

Topics & Areas	Specification	Restaura nt (buffet, casual, fine dining)	Snacks- Counters	Bars
Opening Hours and Capacity	<ul style="list-style-type: none"> • Hours of operation may vary due to seasonal and legal requirements. However, minimum service time requirements should be followed (as outlined in the day planner). • The day planner is designed to cope with the new space requirements according to occupancy and guest mixture • The opening hours will be adapted to the number of guests and it may be possible to open earlier, started and several time cycles performance • Time and sittings specified and along with table sittings as below mentioned. • It is recommended to open all restaurants at the same time to utilize the entire restaurants facilities • implement several sittings if necessary such as: times for guests per floor and area type of restaurant such as à la carte 	<ul style="list-style-type: none"> • • • • • 	<ul style="list-style-type: none"> • • • • • 	<ul style="list-style-type: none"> • • • • •

The information in this document was prepared for use by DER Touristik Hotels & Resorts GmbH owned and managed hotels. It is provided franchised hotels for information only. DER Touristik Hotels & Resorts GmbH franchise hotels are solely responsible for their own incident management protocols and communications. Franchisees and franchise management companies should consult with their own legal counsel and advisors to ensure implementation of reasonable protocols and communications at franchised hotels

	<p>and buffets divided by taking in consideration:</p> <ul style="list-style-type: none"> ○ Family and kids ○ Seniors ○ Couples and singles ○ All costume made with table plan and adapt individually per hotel according to lay out and capacity of each outlet aligned according to the WHO regulation. • The indoor seating capacity of the outlets and restaurant should be not more than 40% of the total restaurant capacity following the provided regulation capacity. • The outdoor seating capacity of the outlets and restaurant should be not more than 40% of the total outlet capacity. • it is recommended by the WHO 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. • The local authority Must approve any differences to this. • The restaurant Must provide an one direction way and walking flow with 1,5 – 2metres distances for enabling social distancing. • Only guests who live together in one room sit at one table and/or families 	•	•	•
Entrance & outlets walk way	<ul style="list-style-type: none"> • Disinfectant dispenser at the entrance of all restaurants & outlets • Face masks and gloves are provided and available for guests on request • One direction way system to guarantee 1,5 – 2 m distance 	•	•	•
Guest greetings and seating (Temporarily)	<ul style="list-style-type: none"> • As guest approaches, the restaurant the "host with face mask Must be available with an open and welcoming posture and a smile. • If possible, do not speak when serving and clearing up (virus is distributed via the respiratory tract) • At all times the host should always 1,5m take one step forward or backwards to the guest • Welcome guests to the restaurant and guide to the one way direction system • Accompany guests to the selected, fully set table. • Explain the procedures for Table Service and partly a la carte system (Gourmet-plate / pre portioned e.g...depends on the final set-up as per regulations) 	•	•	•

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	<ul style="list-style-type: none"> • Employees Must be extremely well-informed about their role within their department and the new setup procedures 	•	•	•
Table & chair set ups	<ul style="list-style-type: none"> • Ensure before and after each table sitting all elements of the table set up, chairs, tables and condiments as well all surfaces what can be touched by hand are according to the cleanliness standards and disinfected after each service before the next guest is seated 	•	•	•
	<ul style="list-style-type: none"> • Additional recommendation: to serve directly after seating a cold antipasti to delay the service of hot dishes 	■	■	■
Buffets, Beverages serving Stations	<ul style="list-style-type: none"> • At the 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. And within and 30 minutes cleaning cycle during opening times • The coffee machines, soda machines, and others, in particular the parts more in contact with the hands of users (service staff only), should be cleaned and disinfected at least after each service and more often if necessary • Beverage service stations and buffets Must be cleared & promptly disinfected after rush and reset as per HACCP standards and instructions • Only packaged portioned and sealed food is offered at the buffets if possible (Appetizer, Starters, Salads e.g...) • At the buffet disposable gloves are available for the guests 	• • • •	• • • •	• • • •
General hygienic and cleaning requirements	<ul style="list-style-type: none"> • The proper functioning of the dishwashing equipment should be checked, particularly the operating temperatures, as well as the correct dosage of cleaning and disinfecting chemicals. • An additional cleaning cycle during the service time of every 30 minutes is recommended by obeying the HACCP regulations. The local most common EPA (Environment Protection Agency or similar) supplier needs to be involved for most common EPA-registered disinfectants to provide a list of products that are EPA- approved for use for that causes. • The usual procedures should be used. All dishes, silverware, and glassware should 	• •	• •	• •

	<p>be washed and disinfected in a dishwashing machine, including items that have not been used, as they might have been in contact with the hands of guests or employees.</p> <ul style="list-style-type: none"> • If for any reason manual washing is required, the usual steps should be followed (wash, disinfect, rinse), taking the maximum level of precautions. Drying should be carried out using disposable paper towels. Likewise, tablecloths and napkins should be washed in the usual manner. • Water disinfection: It is necessary to maintain the concentration of disinfectant in water for consumption within the limits recommended according to international norms and standards, preferably at the upper limits of the range. 	<ul style="list-style-type: none"> • • • 	<ul style="list-style-type: none"> • • • 	<ul style="list-style-type: none"> • • •
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13 MICE

13.1 General

- Conference rooms, banquets, corridors and halls establishments are no more susceptible to contagion than other public establishments visited by large numbers of people who interact among themselves and with employees. Nevertheless, they are places where guests stay temporarily in close cohabitation and where there is a high degree of interaction among guests and workers. MICE business of guests in along with the services this entails (food and beverage, cleaning, activity organization, etc.)—and the interactions specific to these establishments (guest-guest, guest-staff, and staff-staff) that require specific attention and can be only carried out with the permission of the local authorities.
- Every staff member Must strictly comply with the basic protective measures against COVID-19 recommended by WHO, such as hand hygiene, physical distancing, avoid touching eyes, nose and mouth, practice respiratory hygiene and to heed the advice to stay home and seek medical attention if they have symptoms consistent with the disease.
- At any time MICE administration and responsible associations have to monitor and have to establish and amend daily an action plan tailored to the situation and implement it in accordance with the recommendations and requirements of local and national public health authorities with the aim to prevent cases, effectively manage cases, and mitigate impact
- One direction way system needs to be in place
- Face/eye mask and disposable gloves Must be aviable for each participant.
- **(M)**Although the use of masks is not recommended for the public as a preventive measure, but only for those who are ill with COVID-19 symptoms or those caring for them, the conference reception desk should have a medical kit that includes the following items:
 - o Germicidal disinfectant/wipes for surface cleaning Tissues.

- 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).
- Gloves (disposable)
- Protective apron (disposable)
- Full-length long-sleeved gown
- Biohazard disposable waste bag

13.2 (M) General cleanliness

- Even in the absence of COVID-19 cases in the establishment, it is recommended that hygiene services be enhanced.
- Special consideration should be given to the application of cleaning and disinfection measures in all conference areas (buffet, bars, tables, chairs, receiving areas etc.) as a general preventive measure during the entire COVID-19 epidemic. Special attention should be given to objects that are frequently touched such as tables, chairs, china, paper, pens, glasses, coasters, cutlery, condiments holder, etc. Cleaning employees should be instructed accordingly
- These objects must be cleaned and disinfected even in the presence of guests and during break times and/or whenever it seems necessary.
- As part of the hotel action plan in case of repeated COVID-19, there should be a special cleaning and disinfection plan for situations in which there are sick guests or employees staying at the establishment or identified with COVID-19 within a few days after leaving the establishment. Written recommendations for enhanced cleaning and disinfection should describe the enhanced operating procedures for cleaning, managing solid waste, and for wearing personal protective equipment (PPE). Please refer to chapter 13 Housekeeping and general cleaning instructions as well comply with the HACCP standards.
- All employees should perform personal hygiene (frequent regular handwashing, cough hygiene) as strictly as possible. Guests should be reminded when entering and leaving the conference areas to disinfect their hands with disinfectant gel, preferable located at the entrance to those facilities. Guest should be reminded to social distancing 1,5m. One way direction system guidance
- Any surfaces that become soiled with respiratory secretions or other body fluids of the ill person(s), e.g. toilet, handwashing basins, and baths should be cleaned with a regular household disinfectant solution containing 0.1% sodium hypochlorite (that is, equivalent to 1000 ppm). Surfaces should be rinsed with clean water after 10 minutes contact time for chlorine. Surfaces should be rinsed with clean water after sufficient contact time for the chlorine.
- Service staff may require additional training in the preparation, handling, application, and storage of these products, mostly bleach, which may be at a higher concentration than usual. The cleaning staff should know how to make sure the bleach is not disintegrated and how to rinse it off after 10 minutes.
- When use of bleach is not suitable, e.g. telephone, remote control equipment, door handles, buttons in the elevator, etc. then alcohol 70% could be used.
- Whenever possible, use only disposable cleaning materials. Discard any cleaning equipment made of cloths 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.

- Textiles, linens, and clothes should be put in special, marked laundry bags and handled carefully to prevent raising dust, with consequent potential contamination of surrounding surfaces or people. Instructions should be given for washing them in hot cycles (70°C or more) with the usual detergents.
- 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 (corridors) do not need to be specially cleaned and disinfected.

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.

13.3 (M) General Standard

Steps		Standards
1.	Cleaning and vacuuming the function room & general lay out	<ul style="list-style-type: none"> - Ensure that HK clean the room before setting up as per WHO COVID-19 standards - Disinfectant dispenser at the entrance of all areas - One direction way system to guarantee 1,5 - 2 m distance - Employees Must be extremely well-informed about their role within their department and the new setup procedures - Ensure before, during break and after each table sitting all elements of the table set up, chairs, tables and condiments as well all surfaces what can be touched by hand are according to the cleanliness standards and disinfected after each service
02.	Bringing the tables to the room	<ul style="list-style-type: none"> - Adjust the number of tables according to the number of delegates taking in consideration WHO recommendations <ul style="list-style-type: none"> o it is recommended by the WHO to have a maximum of 4 persons for 10 square meters. o 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. o The local authority Must approve any differences to this. o The conference facilities and areas Must provide an one direction way and walking flow with 1,5 – 2metres distances for enabling social distancing. - Make sure that the tables are clean and polished and disinfected as per set regulations
03.	Bringing in the chairs	<ul style="list-style-type: none"> - Ensure that the chairs are clean and free of dust & disinfected

04.	Arranging the chairs	<ul style="list-style-type: none"> - Ensure that each table has one chairs only - Ensure that chairs are not placed in front of the table legs
05.	Putting out the leather blotters	<ul style="list-style-type: none"> - Ensure that the leather blotters are 1.5cm away from the edge of the table. - Ensure that a notepad is placed on each leather blotter and disinfected
06.	Putting out pens	<ul style="list-style-type: none"> - Place each pen on the right-hand corner of the notepad, and ensure the logo is facing the guest - Ensure the pens are disinfected
07.	Putting out paper coasters	<ul style="list-style-type: none"> - Place 2 coasters on the upper right-hand side of each leather blotter (for mineral water and glass).
08.	Putting out water glasses	<ul style="list-style-type: none"> - Ensure all water glasses are clean, dry and without chips - Place each water glass on a coaster - Ensure WHO-cleanliness instruction has been followed - Serve the beverages with face mask and gloves
09.	Putting out the amenities	<ul style="list-style-type: none"> - Ensure no food amenities placed !
10.	Putting out the mineral waters	<ul style="list-style-type: none"> - Place each mineral water on a coaster - Ensure that the logo is facing the guest - Ensure cleanliness WHO standards followed - Vacated tables Must be cleared & promptly disinfected and reset.

	<p>General service & instructions</p>	<ul style="list-style-type: none"> - As guest approaches, the MICE areas the "host with face mask Must be available with an open and welcoming posture and a smile. - At all times the host should always 1,5m take one step forward or backwards to the guest - Welcome guests to the MICE areas and guide to the one way direction system - At least 30 minutes prior to the scheduled arrival of the host/event planner, the reserved rooms Must be ready, having been properly prepared following all WHO requirements (including room temperature and lighting disinfections-kids) - The event name and company name and the WHO instructions and guidelines Must be clearly and attractively displayed. - Equipment placement and functionality Must be checked at least one hour before the event. Any functional difficulties Must be remedied immediately and at all times disinfected! - A dedicated line Must be set up for the host/event planner, so that they have direct contact with the hotel employee in charge of the event (whenever they might need). - A hotel employee Must be on-site prior to the event starting in order to demonstrate or answer questions about the equipment. This should include all audio-visual equipment, air conditioning and lighting controls. All equipment needs to be disinfected before and during the event regularly - At least 10 minutes before the scheduled start time, a hotel employee Must be at the entrance of the function room in order to greet guests and provide assistance wearing Face mask and gloves to guide and explain the WHO instructions an regulation & one way direction
	<p>Food & Beverage / Coffee breaks</p>	<ul style="list-style-type: none"> - Food & Beverage set up has to follow F&B Restaurants and outlets instructions - (above mentioned) no Buffets ore Coffee-Stations

14 Entertainment, Fitness and Spa

- All following information regarding the chapter Entertainment, Fitness & Spa are only **temporary** until further notice.
- The regular basis of the Entertainment department is to bring the guests together and create unforgettable memories due to group activities. While the Covid-19 Pandemic, it's all the more important to find a way of working instructions that are harmless and safe for everyone. Even if these regulations reduce the variety of the program, we need to make sure that everybody stay safe. In following, there are working instructions/restrictions, which are mandatory to implement.

14.1 (T) General working instructions

- Every Entertainer needs to take his/her temperature in the morning before going to work
- If the Entertainer has an increased temperature contact directly the doctor and don't go to work
- If you have any diseases or any indication of feeling sick don't go to work and contact directly the doctor



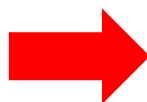
- The hotel **MUST** provide stationary Disinfection dispenser at Kids Club, Radio Station (Pool) and Gym. This includes wipe for the pool lounge chairs.
- The hotel **MUST** also provide disinfection dispenser such as small flask/bottles for the Entertainment Team to use it for themselves and to offer it to the guests during their program
- All disinfection material **MUST** be harmful against virus (and not only against bacteria)



Sports activities/ Daily Entertainment

14.2 (M) Washing/Sanitizing

- Every Entertainer and every guest has to sanitize their hands when joining the activities, the hotel has to provide enough disinfection material
- Every Entertainer **Must** wash hands in between every 60-90 minutes
- Everyone **Must** wash hands after using the toilet
- The Entertainment Team is responsible for cleaning and sanitizing all surfaces/door handles/... twice a day
- The Entertainment Team is responsible for cleaning and sanitizing all sport materials before using
- Fitness classes: Every guest is responsible for cleaning and sanitizing their fitness material after use



14.3 (T) Behavior

- Entertainers should avoid group activities for guests. Avoid body contact activities and discos in the evening. In event of daily sports ensure guests are maintaining at least 1,5m away from each other.
- The Entertainers have to point out that during the whole program the guests have to keep a minimum distance of 1,5m to each other.
- All Sport activities with direct body contact should be prohibited (e.g. soccer)
- The Radio station is an important medium to inform the guests about current situations and all necessary regulations. The Entertainment Team should inform the guests while the presentation and during the day about the hygiene regulations
- Additional all information shall be pointed out at the Entertainment information board



14.4 (T) Kids Club

- Although the current evidence indicates that most children appear to develop less serious respiratory symptoms of COVID-19, there are reports of children infected with COVID-19 who have developed severe or critical disease, and some children have died. The Entertainer 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 and contact if necessary **the Social Environment and Hygiene Agent.**
- Depending on the local context, including the number of children and instruction from national health authorities, consideration should be given to closing the recreational areas for children. In any case, special cleaning and disinfection protocols should also be applied min. twice a day.

14.5 (M) Washing/Sanitizing

- Every Entertainer and every Kid and all parents has to sanitize their hands when joining/entering the kids club
- Everyone Must wash hands in between every 60-90 minutes
- Everyone Must wash hands after using the toilet
- The Entertainment Team is responsible for cleaning and sanitizing all surfaces/door handles/chairs/tables twice a day

14.6 (T) Behavior

- The Entertainers are responsible for keeping a minimum distance of 1,5m between the children during the whole program
- No open food is allowed in the kids Club (no fruits, no birthday cake, no candies,)
- The cozy corner is closed, it is not allowed to use the cozy corner, pillows and blankets need to be washed by minimum 60° and need to be stored away



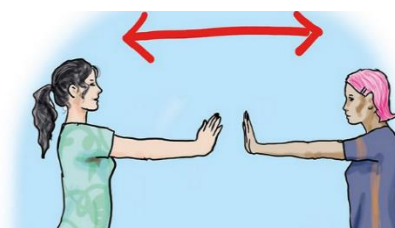
14.7 (T) Program/Activities

- Every program including body contact is prohibited during the pandemic situation. Thus activities like face painting or similar are not allowed
- Small groups are helpful to reduce the possibility of infections. Therefore, the maximum number of kids per group is 8.
- Opening hours of the Kids Club are only from 10am to 12pm and 3pm to 5.30pm
- Board games are only allowed to use during the program, renting the games is prohibited
- The hotel needs to provide a sufficient number of colored pens/pencil for every single child. Sharing the pencils is not allowed. The Entertainer need to take care about. The Entertainer MUST sanitize all pencil after use
- The use of any walking act/mascots (Calimigo or other) as mascots is not allowed at any time
- Activities are possible like a theme Day: "Environment and cleanliness" or a workshop for kids: "How do I keep my hands clean?"



14.8 Evening Program

- Kids Disco: The Hotel/The Team has to ensure that the space for every kid is minimum 1 sqm. Parents are not allowed to join the Kids Disco or if possible from far away. Kids which are afraid of being lonely should stay with their parents.
- Shows: The audience is only allowed to use every second chair in the theatre apart from families who are allowed to sit together, maintaining one seat free to the next person. The Entertainment Team has to organize the seating attendance. Costumes need to be washed after every single use.
- Discotheque/Night Clubs: Should be temporary closed until further notice. Refer and comply to latest update from the local authorities.
- The Hotel/The Team has to ensure that the space for every guest is minimum 1 sqm



14.9 (T) Playground

Due to operative reasons, it is not possible to sanitize all materials of the playground continuously. Therefore, the use of the playground is only allowed at following times to reduce the possibilities of infections:

10am-12pm and 3pm-5pm

All materials at the playground **Must sanitize and disinfected twice a day** (in the morning before 10am and between 12pm-3pm)

Additionally, the number of kids- using the playground at the same time- Must be limited by the hotel and Must be controlled randomly with the support of the **Social Environment and Hygiene Agent**.

A sign with all information Must dispose visible and easy accessible at the playground.

14.10 (M) Pool Area

The lounge chairs around the swimming pool should be in-group of 2 and at least 2 meters away from each other. The Hotel **Must** provide disinfectant materials at the pool area. Recommendation is to have various disinfectant stations around the pool area to allow guest to clean their lounge chairs. Bins and paper towels **Must** be available.

Additional to this the pool agent **Must** sanitizing and disinfecting the sunbeds and specially the armrest in the morning, during guest lunch and evening.

There **Must** be a two-way traffic from and into pool and beach areas. This Must be clearly displayed in order to avoid guest blocking the pathway or bumping into each other. (T)



14.11 (M) SPA

Careful consideration should be taken temporarily until further notice of DTHR:

- Hotel may allow a maximum number of guests at the same time in the Spa area. This is based on the size of the area.

- For guest wanted to enjoy a massage, special consideration need to be taken in this aspect, not allowing too many guests at the time.
- To reduce and control the number of guests using the spa at the same time, it is only allowed to use the spa and the treatments with a reservation. Every guest need to make a reservation in before using the Spa area.
- Furthermore, social distancing **MUST** be put into practice when guests are visiting the Sauna and SPA area. Hotel Must specify how many guests are allowed in the sauna at the same time.
- Sanitizers and Disinfection materials Must be available around the SPA area including the quite zone area.
- All disinfection stations should be clearly mark.
- Tea and coffee should be served in one-way paper cups only, no self-service bar.

15 (M) Engineering Department

15.1 (M)Water disinfection

- 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.

15.2 (M)Dishwashing and laundry equipment

- 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.

15.3 (M)Air-conditioning

- Although COVID-19 is not transmitted by air but from person to person through small droplets from the nose or mouth when an infected person coughs or exhales, 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.

15.4 (M)Dispensers

- Regular checks (with the support of the Social Environment and Hygiene Agent) should be carried out to ensure the proper functioning of soap and disinfectant solution dispensers, hand dryers, disposable tissue dispensers, and other similar devices. Defective units should be rapidly repaired or replaced.
- 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 employees, and other areas of interest (e.g. entrance to the dining hall, restaurants, and bars).

15.5 **(M)**Resuming Normal Operations

- Contact vendors and service providers to inform them that the hotel is resuming normal operations and schedule services as required. It may be beneficial to complete some services prior to opening.
- Adjust BAS (**B**uilding **A**utomated **S**ystem) schedules for HVAC (**H**eating-**V**entilation-**A**ir **C**onditioning) equipment accordingly. Zone temperatures should be set to normal set-points and verified by going to the space and taking temperature readings.
- Restore all lighting to normal levels and reset lighting timers if needed.
- Restore to normal operation and test guest room entertainment system, associate alert device system, and networked guest room thermostat systems if applicable.
- Always work with housekeeping to ensure that all guest room electrical devices are plugged in and operating correctly.

15.6 **(M)**Cleaning and Disinfection

- It is recommended to clean and disinfect all engineering spaces and equipment touch points prior to returning the building to normal operations.

15.7 **(M)**Electrical Systems

- When re-energizing a panel or disconnecting, follow all applicable arc flash prevention procedures. Only trained personnel should re-energize electrical equipment. be sure to stand to the side and not directly in front of the equipment. If required, use appropriate Personal Protective Equipment (PPE).
- Return lighting to normal levels throughout the interior and exterior of building including signage, landscape lighting, decorative lighting, building lighting, and all back-of-house and guest area lighting.

15.8 **(M)**Domestic Water System

- If the building was closed for more than 7 days, there should have been a documented procedure in place for flowing water during the shutdown, including the completion of weekly activities in Transcendent to help track flow of water at multiple locations throughout the building. Verify that water flow has occurred and review the last time water was flowed in each location.
 - If water has not been flowed within the past 30 days prior to reopening, particularly in guest rooms, it may be necessary to perform a hyperchlorination of the domestic water system followed by a PCR test for legionella pneumophilia. The guest rooms Must not be occupied until test results report "Not detected" for all samples. Additional remedial action for positive results should be executed per the tables included in the DER Touristik Hotels & Resorts GmbH Guideline for Water Safety. Note: The PCR test will return results within 48 hours of sample submission. Work with your water treatment service provider to determine the necessary steps.
 - Number of guestroom HOT water outlets to be sampled = 1% of total guest rooms.
 - Number of guestroom COLD water outlets to be sampled = 0.5% of total guest rooms.
 - Re-start and flush any water-using fixture or piece of equipment in accordance with the manufacturer's specifications for those items not listed. This may vary from fixture to fixture. Consult your facility's engineer and/or the manufacturer when re-starting the equipment.

- Flushing of the system should begin at fixtures closest to the incoming main and should work outward to the fixtures furthest from the incoming main.
- In guest rooms that have not been occupied for more than 30 days it is important to flow both hot and cold water at the sink and through the showerhead for at least 5 minutes. If there is a handheld shower, water should be flowed through it for 5 minutes as well.
- All showers and water outlets in fitness centre and associate locker rooms that have not been used for 30 days or more also need to be flushed by running both hot and cold water through the showerhead for at least 5 minutes. If there is a handheld shower, water should be flowed through it for at least 5 minutes as well.

Flush the water in all eye wash stations and drench showers for at least 5 minutes.

If ice machines were shut off and emptied, they should be cleaned and disinfected according to manufacturer's recommendations before being put back in service. Water should be flushed by connecting a hose before, or after the filter, and redirecting water down the drain. Flow water for a minimum of five minutes. The filter should then be replaced. After restarting the ice machine, it is recommended to discard the ice produced from at least the first three harvest cycles.

- Managers of large buildings with water-holding reservoirs or cisterns should consult with their Facility Engineer and health department regarding the need to drain, disinfect, and refill the reservoir.
- Run all hot and cold-water faucets for 5 minutes before using the water.
- Run drinking water fountains for 5 minutes before using the water. (During the pandemic time of Covid 19 all fountains should be out of service.)
- Operate all food service and beverage equipment including dishwashers, bar glass washers through one cycle.

15.9 **(M)** Natural Gas or Propane Equipment

- Kitchen hoods and make up air to the kitchen hoods should be fully operational before restoring gas to the equipment and lighting pilot lights.
- Open gas valves that were previously closed. Listen for gas flow. If it appears that a large volume of gas is escaping, do not light the pilot lights. Close the valve and correct the issue. Only when gas flow and pressure is stable should pilot lights be lit.
- Re-light all fireplaces, firepits, and test fire gas grills that were previously shut off.

15.10 **(M)** Swimming Pools and Spas

- After running water to a drain for 10 – 20 minutes, refill pools and spas with fresh water. Return pool skimmers to normal operation.
- If pool or spa has been shut down for an extended period, backwash pool and spa filters and change media. Monitor turbidity and free residual chlorine after start-up.
- If swimming pools or spas were closed for an extended period, it may be necessary to chemically shock the system prior to activating. Do not allow anyone to use the

pool or spa until the water chemistry is within normal operating limits and stabilized. Post signage as required.

15.11 **(M)**Decorative Fountains and Water Features

- If decorative fountains or water features were turned off for an extended period, it may be necessary to chemically shock the system prior to activating. Care should be taken to avoid the possibility of anyone inhaling mist or vapour from such systems until the water treatment for this equipment is within normal operating limits and stabilized. Verify chemical feed equipment is fully operational.

15.12 **(M)**Other Equipment and Systems

- If data loggers were placed in refrigerators or freezers, remove them, download the data, and share it with the director of F&B and or the Executive Chef. If the proper temperature has not been maintained during the building shutdown, the food Must be discarded.
- If needed, you should perform a Quarterly PM (preventive maintenance) on the HVAC equipment that has remained running during shutdown. At a minimum, you may want to clean coils and replace filters.
- Review the time since last PM of all equipment. Determine which PMs are critical and need to be performed prior to opening.
- Zone temperatures for comfort cooling or heating should be restored to normal setpoints and verified for proper operation.
- Work with you cooling water treatment service company to determine if the cooling tower requires disinfection prior to opening or if this can remain on the normal schedule for this activity.
- Inspect kitchen grease traps to ensure they are clean and unobstructed with grease or solids. If necessary, have traps cleaned.
- Elevators and escalators should be returned to normal service. Work with your elevator and escalator service company to ensure the equipment is operating properly with no issues before opening hotel to guests.

15.13 **(M)**Guest Rooms

- If a guest room has been placed out of service for 30 days or more, it is a requirement to complete the required room-check in order to put room back in service.
- As an alternative, the property can perform a full and documented Room check with both housekeeping and engineering.
- Engineering should coordinate with Housekeeping when taking a room off-line for an extended period. Depending on the duration, Hotels should consider removing linen, terry cloth and bathroom amenities from the room. Consideration should also be made for removing packaged foods and beverages depending on the expiration date. When bringing the room back on-line the departments should coordinate restocking these items, cleaning glassware and deep cleaning the room.

- If you have any questions regarding this document or the procedures for opening your building after a partial or full closure, please reach out to support from DER TouristikHotels and Resorts GmbH.

16 (M) Third Party Outlets

As it is already known that corona virus may live on surfaces for a few hours, it is imperative that all third party outlets in the hotel such as SPA, Diving Centres, Souvenir shops, Medical Partners or local events follow the exact instruction and guidance as per the hotel in support with the Social Environment and Hygiene Agent and local authorities.

16.1 (M) Hygiene

- It is recommended that hotels shops should have hygiene items such as hand sanitizers on sale for customers. All outlets personal must perform both personal and cleaning hygiene as strictly as possible. Personal hygiene include hand washing. Hand hygiene (hand hygiene) means regularly and thoroughly cleaning hands with an alcohol-based hand rub or washing them with soap and water. Also avoid touching eyes, nose, and mouth. Hand disinfection is indicated after exchanging objects (money, credit cards) with guests.
- The Social Environment and Hygiene Agent will be allowed to supervise and check for time to time or when is necessary temperature or take other initiatives –which will be registered in the logbook.

⇒ **Ensuring that handwashing instructions, facilities and signage are in place and used effectively**

16.2 (T) Guests in outlets

- Guests should be reminded when entering and leaving outlet to disinfect their hands with disinfectant gel, preferable located at the entrance to those facilities. Guest should be reminded to social distancing 1,5m.

16.3 (M) Diving Centres

- All employees MUST follow the cleaning procedures for cleaning of items such as: Snorkel, BCD oral inflator and mask.

Everyone in the those facilities Must be aware of the hotel logbook and share realistic information to the front office in case of any illness that may be relating to COVID-19

17 Human Resources

- The safety and well being of our employees is of utmost importance. We will maintain our tradition of taking care of our employees, which is the cornerstone of our company culture. Each property is responsible for application of consistent rules and policies regarding employee relations and fair treatment.

17.1 (M) Information display

- Display hygiene and infection control information posters in employee work areas, locker rooms and break areas. Potential sources for this information include local health authorities, and internet sites such as www.who.int and www.cdc.gov.

17.2 **(M)** Emergency Contact Numbers

- Update Emergency Contact Information for all employees. Include personal mobile phone, email address, home phone number, and an out-of-area contact. Ensure information is contained in a computer database.

17.3 **(M)** Employees work schedule

- Make a current employees work schedule available at all times. Keep the roster in print and electronic formats (Excel spreadsheet preferred). For backup purposes, e-mail roster information to at least two other leadership team members at your location, preferably crisis/emergency team members. Update and back up the roster weekly.

17.4 **(M)** Communication

- Use all property/office communication channels to keep employees informed of the status of the hotel, market, and region, and ongoing pandemic preparedness, including:
 - o Stand up meetings
 - o Daily basics
 - o Departmental meetings
 - o Newsletters
 - o Notice/Bulletin Boards
- Ensure that information surfaced through these sources is communicated to the HR office or designee.

17.5 **(M)** HR Training

- Each location is responsible for delivering training on all aspects of pandemic preparedness to include knowledge of pandemic flu, Corona Virus, infection control, etc. Training should take into consideration language, literacy and other barriers. The training plan should include:
 - o Information on infection control and hygiene, as outlined in the Plan.
 - o Information on the Pandemic Flu FAQ's.
 - o Training for all employees on identifying symptoms and the procedure for reporting suspected cases. Training should include instruction to managers on how to approach or counsel employees who could be infected and how to self-disclose infection. Ensure that the training on the interaction with guests, food handling, food surface preparation, etc. is delivered by the appropriate departmental personnel.
 - o Provision of 'cross-training' for essential functions.
 - o Consider inviting local health officials or medical experts to provide presentations to employees on the subject of pandemic preparedness.
 - o Behavior in staff canteen (Same procedure as in the Restaurants). Proper timing and quantity of employees per meal period Must be defined by the hotel. All tables must be at least 2 meters away from each other.

- Strict regulations Must applied in the employee's cloakroom area, stating the number the maximum number of employees at the same time etc.
- Please consider small groups for training and enough space in the meeting room.
- Allow home-office if possible in compact offices e.g.- Reservation, accounting etc..

17.6 (M) Employee Sickness at work

- If a member of the employees reports respiratory symptoms, the worker Must immediately stop work and seek medical assistance with the **support of the Social Environment and Hygiene Agent**. The employees should stay isolated in a suitable room while the medical services are being notified.
- The symptomatic worker should be provided with disposable tissues and a mask that should be worn when other persons are present or when having to go out to common areas.
- Employees who report from home that they are ill with respiratory symptoms should be advised to stay at home and seek medical attention.
- Employees who report from home that they have been diagnosed with COVID-19 should follow the instructions received from the doctor, including the recommendation of self-isolation at home until the symptoms have completely disappeared (Note: For a COVID-19 patient to go through a mild form of the disease and fully recover takes about one month).
- Thermometers (Based on local law and hotel policy). A supply of thermometers should be kept at the hotel in the event that temperature screenings become necessary.



- In case if the employee is showing signs during his duty, the Social Environment and Hygiene Agent as well as the HR manager Must release him directly and send him to the hospital
- His colleagues Must be checked immediately also and preferably send home or hospital for deeper check
- Disinfect then his working place and his work utensils
- Employee Log book/ Temp Monitoring Log COVID-19.docx

17.7 Employee Log Book/ Temp Monitoring Log Covid-19

- Have processes in place to check temperature and look out for respiratory symptoms of employees, and ensure that those who have visited COVID-19 affected countries with travel restrictions² in place or are under an active Stay- Home Notice or Quarantine Order are not at the hotel. To refer to MOH's for updated information on COVID-19 situation and Public Health travel Advisory.
- The Hotel should conduct temperature checking and look out for respiratory symptoms such as cough or runny nose or shortness of breath of employees twice daily. Refer to Temperature Monitoring Log template (for reference only).
- The Hotel should have processes in place to ensure employees who have visited COVID-19 affected countries with travel restrictions in place or are under an active SHN or QO are not at the hotel.
- Those who are unwell with temperature of 30 degree Celsius or higher, and/or display respiratory symptoms will be asked by the hotel to seek immediate medical attention

17.8 (M) HR Business Continuity

- DER Touristik Hotels & Resorts locations need to be able to operate as effectively as possible in the event of a further pandemic. The business continuity plan should include provisions for addressing school closure, overcrowding of hospitals, airport closures, disruption of transportation services, suspension of deliveries, etc. which may interrupt or impede the ability of a hotel and other DER Touristik Hotels & Resorts GmbH operations to conduct normal business operations.
→ Ensuring that procedures are in place to protect all staff, but particularly those that are most likely to be exposed to potential sources of infection

18 (M) Crisis Management and Business

- Compile a list of key contacts and annex the information for your hotel:
 - o Local/national public health offices
 - o Vendors for hygiene supplies
 - o Corporate Team
- Review the HR Business section in "Pandemic Preparedness and Response" for details of policies and resources that support working remotely.
- Ensure the temporary Position of a Social Environment and Hygiene Agent is filled (see section 12 for Job tasks)
- The Hotel must be equipped with an additional 10% more of face masks based on the maximum capacity of guests and employees per hotel
- Ensure that brand specific greetings (Sentido/ Calimera) are constant within the department.
- Ensure that in the event of an incident the cleaning procedures are designed to the both effective and also safe
- Frequent daily disinfection of all public areas
- Review succession plans for all levels of the organization.

- In locations where DER Touristik Hotels & Resorts properties or offices operate in a shared facility, begin discussions with building manager and tenants to understand plans for the facility.

19 (M) In case of an infected guests

19.1 (M) Monitoring of sick guests

- Housekeeping and cleaning employees should 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 absolute discretion.
- If the person affected is a guest in the hotel, continued stay of the sick person in the establishment is not recommended. The person can be isolated in a room on a temporary basis until the intervention of a hotel doctor or local health authorities, and provided the room is not shared with other guests. No visitors should be permitted to enter the room occupied by the affected guest.
- As a recommendation, the experience hotel doctor should be called in case of an infected guest or employee in the hotel. It is important for the hotel to seek advised from him/her as well.
- Depending on the availability of rooms, accompanying persons, if any, should be moved to a different room.
- Furthermore, should the room next to the affected guest be occupied, it is paramount to move this unaffected guest to a different room. This Must be done with careful discretion.
- It is highly recommended that one designated person look after the guest who has been affected. DO NOT use different employees.
- Measures for the management of contacts can be referred to WHO interim guidance on [https://www.who.int/publications-detail/home-care-for-patients-with-suspected-novel-coronavirus-\(ncov\)-infection-presenting-with-mild-symptoms-and-management-of-contacts](https://www.who.int/publications-detail/home-care-for-patients-with-suspected-novel-coronavirus-(ncov)-infection-presenting-with-mild-symptoms-and-management-of-contacts)

19.2 (M) Non-affected Guests

- Non-affected guests are persons considered to have had a low-risk exposure. They should be provided with information about the disease, its transmission, and preventive measures. They should be asked to self-monitor for COVID-19 symptoms, including fever, cough, or difficulty breathing for 14 days from the date of departure of the confirmed case from the establishment. Should they develop symptoms indicative of COVID-19 within 14 days, they should be asked to immediately self-isolate and contact local health services.

19.3 (M) Precaution to employee(s) taking part in the evacuation of a suspected case

- In order to minimize the risk of contaminating other guests or members of the employees, symptomatic guests should leave the hotel according to instructions from the management of the establishment and local health authority. Symptomatic guess will be assessed for their condition and, if they fulfil the definition of a suspected case, they will be transferred to a designated health care facility.
- Management of the possible contacts of the sick guest should take place in accordance with instructions from the local public health authority. The local health authority should rapidly update the regional or national health authority on the outcome of examinations and if further actions Must be taken.

- Employees involved in the transportation of the suspected case should apply infection prevention and control practices according to WHO guidance.² They should routinely perform hand hygiene and wear a medical mask, eye protection, gloves, and gown when loading suspected COVID-19 patients for transport in the ambulance. They should ensure that they clean their hands before putting on PPE and after removing it.
- If more than one suspected case is being transported, personnel and health personnel should change their PPE between each patient to avoid possible cross-contamination between suspected, but not confirmed, cases of COVID-19. They should dispose of the used PPE appropriately in containers with a lid in accordance with the hotel action plan and national regulations for infectious waste.
- Ambulance or hotel transport vehicles should be cleaned and disinfected with special attention to the areas in contact with the suspected case. Cleaning should be done with regular household disinfectant solution containing 0.5% sodium hypochlorite (i.e. equivalent 5.000 ppm chlorine or 1 part of household bleach containing 5% of sodium hypochlorite to 99 parts of water). After the bleach has been allowed to remain in contact with the surface for at least 1 minute, it may be rinsed off with clean water. As an alternative to bleach.
- The hotel management should provide access to services for cleaning and disinfection of the room occupied by the sick person in accordance with action plan, following the cleaning and disinfection protocols for rooms with cases. In case that this is not possible, the on-duty housekeeper should be instructed to clean and disinfect the room occupied by the sick person, following the cleaning and disinfection protocols for rooms with cases and observing personal protective measures.
- If there is no other option but to keep a sick guest suspected of COVID-19, with mild symptoms, self-isolation in the room should be considered. Doctor's visits should be carried out in the sick person's room whenever possible, avoiding the need for the patient to go to the doctor's office.
- A sick guest who is suspected of COVID-19 should stay in an individual room, except in the case of children or persons requiring caretakers. The sick person should not receive visitors, or if they do, visits should be limited to what is strictly necessary. The guest should receive food in the room. Sick persons should not share a bathroom with other persons, and neither should they share towels, blankets, or any type of clothing with their caretakers.
- Caretakers Must adopt strict precautionary measures, including wearing PPE, whenever they come close to or has direct contact with the sick person. The room should then be organized to allow for proper dressing of PPE and, in a separate area, for disposal of used/contaminated PPE.
- The doctor in charge of the case should provide relatives and accompanying persons with information regarding the infection control measures they should adopt.
- Only one person should be in charge of caring for the sick person. Pregnant women or other persons with high risk of developing severe disease caused by COVID-19 should not serve as caretakers.
- Caretakers should self-monitor for the appearance of symptoms, especially fever and cough, and receive medical attention if such symptoms appear.

- The clothing of the sick patient, as well as the linen of the room he or she occupies, should be washed following the usual procedures. As a precautionary measure, these items should be stored and transported in sealed bags.
- Note: The management of the hotel has no authority to force sick guests to temporarily remain in their room or to prevent them from receiving visits from other guests.

19.4 (M) Monitoring of sick employee

- To measure temperature by beginning of every shift to avoid the start of the duty in case of infection
- In case of temperature or other signs of infection – the employee Must be send directly to the hospital
- In case if the employee is showing signs during his duty, the Social Environment and Hygiene Agent as well as the HR manager Must release him directly and send him to the hospital
- His colleagues Must be checked immediately also and preferly send home or hospital for deeper check
- Disinfect then his working place and his work utensils
- A log book employee need to be updated all the time

20 (M) Suppliers of goods and services

Where feasible and applicable, have processes in place to check temperature and look out for respiratory symptoms of tenants, contractors and suppliers and ensure that tenants, contractors and suppliers who have visited COVID-19 affected countries with travel restrictions in place or are under an QO are not at the hotel. Where feasible and applicable, have processes in place to check temperature, look out look out for respiratory symptoms, and implement appropriate safe distancing measures.

- Contractors and suppliers of goods and services should follow safe systems of work and also have systems in place for the prevention of the spread of COVID-19.
- During good delivery in the hotel, special precaution needs to be put in place. Truck drivers must wear mask and gloves whilst making a delivery. If hotel is equipped with a temperature measurement, this may be use before letting this person entering any specific area in the hotel.
- Careful social distance is also important in this aspect. This mean that the supplier can deliver the good and maintain his distance whilst the good are being checked by the store keeper.
- Sign to remind vendors and storekeeper about personal Hygiene **MUST** be displayed in the delivery area as well.
- All good deliveries of any kind are subject of the hotel standard, hygiene precautions including temperature measurements.

- Where feasible and applicable, the hotel should have processes in place to check temperature and look out for respiratory symptoms such as cough or runny nose or shortness of breath of all tenants, contractors and suppliers.
- Where feasible and applicable, the hotel should have processes in place to ensure tenants, contractors and suppliers who have visited COVID-19 affected countries with travel restrictions in place, or are under an active QO are not performing work at the hotel.
- The observations for tenants, contractors and suppliers, where feasible and applicable, should be recorded in declaration forms. Refer to travel declaration and contact tracing form template or the hotel may use the Govtech produced apps for this purpose.

Those who are unwell with temperature of 38 degree Celsius or higher, and/or display respiratory symptoms will be asked by the organisation to seek immediate medical attention and to leave the hotel immediately.

21 Important resources for more information

21.1 www.cdc.gov/coronavirus/covid19.

21.2 [Staying home when sick](#)

21.3 [Cough and sneeze etiquette](#)

21.4 [Clean hands webpage](#)

21.5 [CDC's Traveler's Health Notices](#)

21.6 [Travel guidance](#)

21.7 [What You Need to Know About COVID-19pdf icon](#)

21.8 [What to Do If You Are Sick With COVID-19pdf icon](#)

21.9 Interim US Guidance for Risk Assessment and Public Health Management of Persons with Potential Coronavirus Disease 2019 (COVID-19) Exposure in Travel-employed or Community Settings

21.10 [Health Alert Network](#)

21.11 [Travelers' Health Website](#)

21.12 National Institute for Occupational Safety and Health's Small Business International Travel Resource Travel Plannerpdf icon

22 Summary

DER Touristik Hotels and Resort encourages its partners to pay particular attention to all the topics described in this document. Topics have been clearly marked as what hotels should put into practice temporarily and what hotels must implement in order to deliver and exceed in the service, whilst maintaining a high level of hygiene in the hotel.

7-Points Programme	Clause number for Implementation Requirement
1. Appoint a "SEHA" to implement measures and ensure compliance to concept and guidance by an international recognized Hygiene company (e.g. Crystal / SGS etc)	1
2. Masks to be available in definite efficient numbers for customers and employees alike. Training manuals are updated to meet the new procedures and ensure employees awareness & responsibilities Greeting habits under the present circumstances.	2
3. Have processes in place to check temperature and look out for respiratory symptoms of employees, tenants, contractors and suppliers , and ensure that tenants, contractors and suppliers who have visited COVID- 19 affected countries with travel restrictions in place or are under an active SHN or QO are not at the hotel. Where feasible and applicable, have processes in place to check temperature and look out for respiratory symptoms of hotel guests¹ and event guests . Implement appropriate safe distancing measures for guests.	3
4. Step up frequency of disinfection for all common facilities, and ensure that employees increase personal hygiene.	4
5. Check that procedures are in place to manage COVID-19 suspect cases.	5
6. Check there are documents and records of all preventive measures.	6
7. Ensure compliance to government orders, guidelines and health advisories on the COVID-19.	7
8. Ensure Plexiglas has been installed in areas such a food and Beverage and Front Office	7

Checklist Programme

22.1 Management Commitment

- Hotel management should commit to develop, implement and, continually improve the effectiveness of the Programs.

22.1.1 SEHA

- Hotel management should appoint a Social Environment and Hygiene Agent (SEHA) to ensure compliance with the requirements of the Programs. The roles and responsibilities of the SEHA should include, but are not limited to, the following:
 - o Develop and implement the measures identified in the Programme,
 - o Take appropriate corrective and preventive actions and continually improve the effectiveness of the Programme,
 - o Ensure that employees are familiar and comply with the requirements of the Programme.

22.1.2 Communication

22.1.2.1 The Hotel should communicate to its employees the following:

- o Details, measures and requirements of the Programme,
- o Roles, responsibilities and how they can contribute to the effectiveness of the Programme,
- o Implications and potential consequences of not following the measures and processes of the Programme,
- o The measures and requirements of the Programme should be made available to external stakeholders (such as tenants, contractors and suppliers, guests and general public), where required.

22.1.3 Employees

- o The Hotel should conduct temperature checking and look out for respiratory symptoms such as cough or runny nose or shortness of breath of employees twice daily. Refer to Temperature Monitoring Log template (for reference only).
- o The Hotel should have processes in place to ensure employees who have visited COVID-19 affected countries with travel restrictions in place or are under a QO are not at the hotel.
- o Those who are unwell with temperature of 38 degree Celsius or higher, and/or display respiratory symptoms will be asked by the organisation to seek immediate medical attention.

22.1.4 Tenant, Contractors and Suppliers

Where feasible and applicable, have processes in place to check temperature and look out for respiratory symptoms of tenants, contractors and suppliers and ensure that tenants, contractors and suppliers who have visited COVID-19 affected countries with travel restrictions in place or are under an active SHN or QO are not at the hotel. Where feasible and applicable, have processes in place to check temperature and look out for

respiratory symptoms of hotel guests and event guests. Implement appropriate safe distancing measures for guests.

- Where feasible and applicable, the hotel should have processes in place to check temperature and look out for respiratory symptoms such as cough or runny nose or shortness of breath of all tenants, contractors and suppliers.
- Where feasible and applicable, the hotel should have processes in place to ensure tenants, contractors and suppliers who have visited COVID-19 affected countries with travel restrictions in place, or are under an active SHN or QO are not performing work at the hotel.
- The observations for tenants, contractors and suppliers, where feasible and applicable, should be recorded in declaration forms. Refer to travel declaration and contact tracing form template or the hotel may use the Govtech produced apps for this purpose.
- Those who are unwell with temperature of 38 degree Celsius or higher, and/or display respiratory symptoms will be asked by the organisation to seek immediate medical attention.

22.1.5 Hotel guests

- Where feasible and applicable, the hotel should have processes in place to check temperature and look out for guests with respiratory symptoms such as cough or runny nose or shortness of breath upon check in.
- Where feasible and applicable, the observations for all hotel guests should be recorded in declaration forms. Refer to travel declaration and contact tracing form template or the hotel may use the Govtech produced apps for this purpose.
- Those who are unwell with temperature of 38 degree Celsius or higher, and/or display respiratory symptoms will be asked by the organisation to seek immediate medical attention.

22.1.6 Event guests

- Where feasible and applicable, the hotel should work with event organisers to conduct temperature checking and look out for guests with respiratory symptoms such as cough or runny nose or shortness of breath of event guests upon registration.
- Where feasible and applicable, the observations for all event guests should be recorded in declaration forms. Refer to travel declaration and contact tracing form template or the hotel may use the Govtech produced apps for this purpose.
- Those who are unwell with temperature of 38 degree Celsius or higher, and/or display respiratory symptoms will be asked by the organisation to seek immediate medical attention.

22.1.7 Information Display

- Where feasible and applicable, the hotel should display updated health advisories indicating the necessary precautionary measures. This includes, but not limited to daily temperature screening, taking note of respiratory symptoms such as cough or runny nose or shortness of breath, and to remain vigilant and practice good personal hygiene, such as wash their hands regularly and refrain from touching their face unnecessarily.
- Implement appropriate safe distancing measures for hotel guests.
- The hotel should put in place necessary precautionary measures to ensure safe distancing:

- Queue management – To limit the number of guests gathering within or outside the establishment and ensure queues are fast-moving
- Seating management – To ensure a safe distance of at least one metre between tables and between seats. Individuals and family members who wish to seat together should continue to do so, but there should be a safe distance maintained between different groups of guests - Communication – To ensure clear communication of safe distancing.

22.1.8 Disinfection of common facilities

- Step up frequency of disinfection for all common facilities, and ensure that employees observe good personal hygiene
- Develop and implement processes to disinfect common facilities more frequently for premises/areas with high traffic flow.
- Common facilities include, but are not limited to, the following:
 - Hotel lobby
 - Reception desks, where applicable
 - Public areas
 - Lifts including but not limited to buttons, railings and handles, where applicable
 - Doors including but not limited to doorknobs and handles
 - Handrails of escalators and staircases, where applicable
 - Toilets
 - Function rooms, where applicable
 - Swimming/spa pools, where applicable (to refer to National Environment Agency (NEA) Sanitation and Hygiene Advisory for Hotel Operators) and WHO;
 - Fitness centre, where applicable
 - Business centre, where applicable
 - Pantry or canteen
 - Other common areas

22.1.9 Disinfection of Guest Rooms

- Develop and implement processes to disinfect guestrooms to ensure higher hygiene levels
- To have processes in place for disinfecting for occupied rooms more frequently
- Check-out rooms completely and more intensive
- To have processes in place for more thorough disinfection of check-out rooms.

22.1.10 Human Resources

- Ensuring good personal hygiene of employees
- Develop processes or use relevant collaterals to educate employees on infection control and good personal hygiene.
- Refer to NEA Sanitation and Hygiene Advisory for Hotel Operators
- Check that procedures are in place to manage COVID-19 suspect cases

22.1.11 Handling COVID-19 suspect cases

- Develop processes to identify and manage unwell personnel. Procedures for managing unwell employees, tenants, contractors, suppliers and hotel guests including:
- Arrangement of quarantine areas for unwell or suspected cases,

- Designation of an isolation route to the quarantine areas and transport pickup area.
 - Arrangement of transport to designated Public Health Preparedness Clinics (PHPCs) or hospital, where applicable.
 - Have procedures in place of the remaining employees, tenants, contractors, suppliers and hotel guests.
 - Procedures for assisting with contact tracing.
 - Procedures for cleaning and disinfecting the premises exposed to suspected cases of the COVID-19.
- Post-handling COVID-19 suspect/confirmed cases
- Disinfect quarantine areas and isolation route immediately after handling a COVID-19 suspect case.
- Refer to NEA Interim List of Household products and Active Ingredients for Disinfection of COVID-19.
<https://www.nea.gov.sg/our-services/public-cleanliness/environmental-cleaning-guidelines/guidelines/interim-list-of-household-products-and-active-ingredients-for-disinfection-of-novel-navirus>
- Where a confirmed case has been present at the premises or public space, refer to NEA Interim Guidelines for Environmental Cleaning and Disinfection of Premises with Transient Exposure to Confirmed Case(s) of the COVID-19.
<https://www.nea.gov.sg/our-services/public-cleanliness/environmental-cleaning-guidelines/guidelines/interim-guidelines-for-environmental-cleaning-and-disinfection-of-premises-with-transient-exposure-to-confirmed-cases-of-the-novel-coronavirus>
- Check that there are documents and records of all preventive measures

22.1.12 Documents and records

- When creating and updating the COVID-19 related documents, consider appropriate identification and description (e.g. title, date, author, reference number).
- Ensure that documents and records are retained for at least 3 months for traceability.
- Ensure compliance to government orders, guidelines and health advisories on the COVID-19
- Comply with all government orders such as Stay-Home Notice (SHN) and Quarantine Order (QO) issued by the various Ministries.
- Refer to orders, guidelines and advisories on safe distancing and put in place appropriate safe distancing measures, where possible⁷. Refer to the Advisory on Safe Distancing Measures for Tourism Stakeholders.
- Maintain and comply with the list of relevant guidelines and health advisories on COVID- 19 from government agencies⁸ and ensure that this list is up-to-date⁹. This includes identifying relevant measures and determining how they should be implemented in the hotel.
- Comply with the government circular on collection/use of personal data during the event of an emergency. Refer to local Advisory on Collection of Personal Data for COVID- 19 Contact Tracing.

22.1.13 Plexiglass

- It is highly recommended that hotel should install Plexiglas in areas such as Front Office in Food and Beverage areas.

23 Roles and Responsibilities

23.1 Corporate Teams

- The Corporate Teams will support and recommend policies and procedures for senior executive approval.

23.2 Specialist Work Teams:

- The Specialist Work Teams is a combination of:
 - o Human Resources
 - o Sales and Marketing
 - o Operations and Entertainment

All DER Touristik Hotels & Resorts International managed locations (properties, offices, call centers, etc.) are required to follow the directives issued the REWE Company.