



# TUI Hotels & Resorts

## Protocol

### SARS-CoV-2 / COVID-19

V4 – Issued Mar 21

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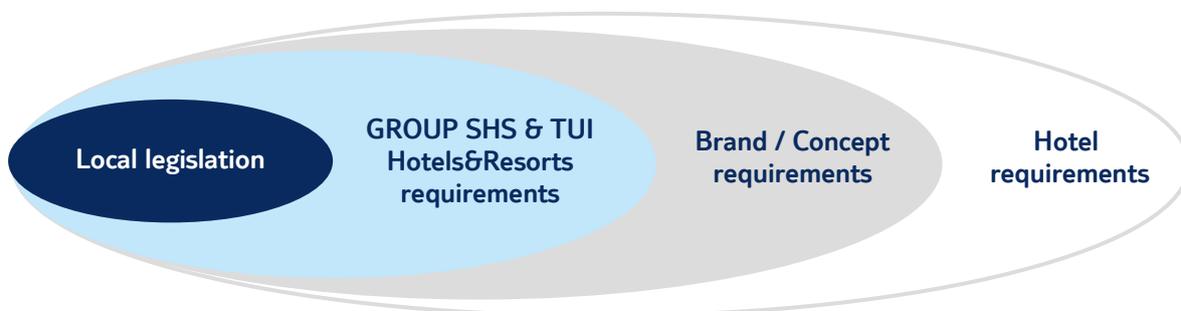
# 1 INTRODUCTION AND OVERVIEW

The information in this document was prepared by TUI GROUP / TUI Hotels & Resorts for internal use only. Information to be used by owned, branded and managed hotels. It is provided to 3rd party hotels for guidance only.

Post COVID-19 all TUI partner hoteliers will be required to demonstrate to TUI Group Security Health and Safety, TUI Hotels & Resorts and all guests, plus the wider travel market that suitable controls have been implemented to prevent the spread of infection (POSI). In line with this, the below TUI Group Health & Safety Standard for owned and managed hotels, has been built in cooperation with Cristal International Standards and in line with WHO and ABTA guidance must be followed and fully implemented. Branded & franchise hotels must comply with this document in its entirety. Cristal International Standards will provide training to all hotels to compliment the requirements of this document and an online verification to confirm these requirements are met. 3<sup>rd</sup> party hotels and resort partners should use this document as guidance in the understanding this is the TUI Group expectations, however should seek their own safety advice if required to ensure appropriate protocols are put in place. All 3<sup>rd</sup> party hotels will be required to complete an online checklist to confirm these measure are in place.

## 1.1 PURPOSE OF THIS PROTOCOL

This protocol has been written to provide a checklist which will guide you in the processes and actions you will need to consider and or must ensure are in place whilst hotels are closed, prior to reopening and then for operation. Please note that wherever local legislation are higher than the measures set by this protocol, local legislation need to be applied. In case local legislation is lower, the measures from this protocol need to be implemented.



## 1.2 PURPOSE OF THIS PROTOCOL WHY DO THE VIRUS & THE DISEASE HAVE DIFFERENT NAMES?

Viruses, and the diseases they cause, often have different names. For example, HIV is the virus that causes AIDS. People often know the name of a disease, but not the name of the virus that causes it. There are different processes, and purposes, for naming viruses and diseases. Viruses are named based on their genetic structure to facilitate the development of diagnostic tests, vaccines and medicines. Virologists and the wider scientific community do this work, so viruses are named by the International Committee on Taxonomy of Viruses (ICTV).

Diseases are named to enable discussion on disease prevention, spread, transmissibility, severity and treatment. Human disease preparedness and response is WHO's role, so diseases are officially named by WHO in the International Classification of Diseases (ICD).

ICTV announced “severe acute respiratory syndrome coronavirus 2 (SARS-CoV-2)” as the name of the new virus on 11 February 2020. This name was chosen because the virus is genetically related to the coronavirus responsible for the SARS outbreak of 2003. While related, the two viruses are different.

WHO announced “COVID-19” as the name of this new disease on 11 February 2020, following guidelines previously developed with the World Organisation for Animal Health (OIE) and the Food and Agriculture Organization of the United Nations (FAO).

Reference:[https://www.who.int/emergencies/diseases/novel-coronavirus-2019/technical-guidance/naming-the-coronavirus-disease-\(covid-2019\)-and-the-virus-that-causes-it](https://www.who.int/emergencies/diseases/novel-coronavirus-2019/technical-guidance/naming-the-coronavirus-disease-(covid-2019)-and-the-virus-that-causes-it)

### 1.3 WHAT IS THE NOVEL CORONAVIRUS (SARS-CoV-2 / COVID-19)

The Novel Coronavirus (SARS-CoV-2) has been classified as a new virus that is genetically similar to the common cold and also the Severe Acute Respiratory Syndrome (SARS) virus. This new virus has very similar symptoms and those infected can experience the following symptoms:

- Fever
- Cough
- Shortness of breath and could link to a lung collapse

The level of these symptoms can vary dramatically and range from mild to deadly. One of the main causes of death being the development of severe respiratory illness including pneumonia. Detection is masked by the fact that these symptoms are common to many other similar illnesses and therefore control is required that addresses all those presenting these symptoms. One additional risk associated with transmission is that the incubation period can range from 2 days to up to 14 days and therefore allow people to travel without displaying any symptoms. The original source of the virus has been linked to animals (including bats and cats) However, it is now believed that the person to person transmission is the main route of infection. As it is not fully understood how contagious this new virus is, it is necessary to treat it as being highly infectious.

Its recommended to follow updates online:

World Health Organization (WHO) <https://www.who.int/emergencies/diseases/novel-coronavirus-2019>  
Centers for Disease Control and Prevention (CDC) <https://www.cdc.gov/coronavirus/2019-nCoV/index.html>

## 2 TRAININGS

Cristal International Standards will provide Training, documents and bespoke support for below points.

- Link to opt-in to the **POSI “COVID-19” - Check Certification** audit including Room Check

Cristal International Standards will provide guidance, documents and training materials covering lockdown requirements via our microsite <https://tuirpartners.com/>

- Food Safety
- Pest Control
- Water Safety and Legionella
- Preventative Maintenance
- Cleaning
- Security
- Infection Control
- PPE

An online checklist will be available

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The pre-opening phase will concentrate more intensive around POSI and will be directly linked to Cristal International Standards platforms which will include, training notes, guidance documents and intensive POSI courses and webinars where the participants will receive a certificate of completion. Covering all areas in checklists below:

- Food Safety
- Pest Control
- Water Safety and Legionella
- Preventative Maintenance
- Cleaning
- Security
- Infection Control
- PPE
- Gym & Spa
- Pool maintenance
- Water Safety & Legionella
- Transport Arrangements
- Monitoring
- Communication

An online checklist within the Cristal platforms will be available so compliance can be monitored centrally

### **3 STRUCTURE OF RESPONSE**

There are 4 phases to any effective COVID-19 response:

1. During closure / lockdown, to ensure the facility is being maintained
2. Pre-opening, when your operating procedures and systems will need updating accordingly
3. Re-opening property with new infection control arrangements in place
4. Post-crisis continuation, for on-going verification of standards and certification

## **4 DURING LOCKDOWN – MAINTENANCE**

To ensure that the hotel is being maintained correctly during the lockdown period the following should be considered and put in place:

### **4.1 FOOD SAFETY**

- All operational refrigerators and freezer units regularly checked to ensure required temperatures are being maintained
- All food items regularly checked for condition and expiry
- All waste items / refuse stored appropriately and made ready for collection considering any changes in collection timescales due to lockdown conditions

### **4.2 PEST CONTROL**

- Ensure pest control systems maintained to ensure that all areas remain free of pests
- Procedures in place to monitor pest activity and effectiveness of pest proofing

### **4.3 WATER SAFETY & LEGIONELLA PREVENTION**

- Ensure disinfection protocols for the water system are being maintained
- Water tanks to be maintained with minimum water levels
- Water tanks and access points to the water system should regularly checked to ensure that they are secure
- All water features / using facilities (e.g. Jacuzzis) that are non-operational drained and kept clean
- All water systems to be regularly flushed where necessary to prevent the stagnation of water
- Preventative maintenance protocols for cooling towers and HVAC systems in operation

### **4.4 FIRE SAFETY**

- Fire safety detection systems must be maintained and monitored during lockdown

### **4.5 PREVENTIVE MAINTENANCE**

- Preventative maintenance protocols for power, gas and key mechanical systems to be maintained
- Preventative maintenance protocols for lifts to be maintained
- All chemical systems and storage areas to be maintained and secured

### **4.6 CLEANING**

- Minimal cleaning program must be maintained
- All areas suspected of potential contamination must be subjected to deep cleaning

#### 4.7 SECURITY

- Ensure direct employee security staff or third-party security companies contracted to start work prior to re-opening
- Check primary access controls (barriers, gates) and perimeter fencing, walls to ensure there are no failures
- Perform maintenance on CCTV system to ensure there are no faults in the system
- Review and update property security plan and brief security staff
- Review the security risk assessment
- Check guest room locking mechanisms (door locks)
- Review kids club access control process and safeguarding procedures

#### 4.8 POOL MAINTENANCE

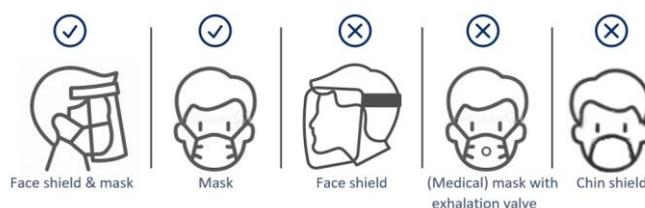
- Maintain swimming pool water levels to prevent damage to pool structure
- Ensure pool water treatment and disinfection arrangements are in place to ensure that the growth of microorganisms is effectively inhibited
- Ensure all pool plant rooms and systems are maintained in accordance with planned maintenance protocols and secured from unauthorized access
- Ensure pool hygiene facilities such as bathrooms, changing areas and showers are cleaned and included in water system protocols (e.g. regular flushing and disinfection)?

#### 4.9 INFECTION CONTROL TRAINING

- Provide all staff with infection control awareness training (provided by Cristal)
- Identify staff from all areas of the operations that will be part of an infection control and crisis management team upon resumption of hotel operations
- Complete infection control risk assessment to design the appropriate control measures
- Develop infection control procedures for the property for implementation during pre-opening on for ongoing operations
- Ensure systems are in place to ensure that the infection control team have access to the most accurate and up to date information on Covid-19

#### 4.10 PERSONAL PROTECTIVE EQUIPMENT

- Ensure sufficient quantity of personal protective equipment (PPE) is available for the infection control requirements for the hotel when being fully operational
  - Staff must wear proper nose and mouth covering masks. Face or chin shields are only approved to be used in combination with nose and mouth covering masks.
  - Masks with exhalation valve are not approved to be used
  - Wearing a face mask will not change the requirement of keeping social distancing of 1,5 - 2m distancing to other people



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- Ensure strong supply chain arrangements are in place to ensure that adequate re-supply is possible when required
- Train staff in the effective use, maintenance and safe disposal of PPE equipment

## 5 PRE – OPENING

In preparation for re-opening the property should enter a pre-opening phase at least two weeks prior to the anticipated re-opening date. During this period the following additional actions must be conducted in addition to the lockdown phase requirements. Of course HACCP must be applied.

### 5.1 LOCAL REQUIEREMENTS & LEGASLATIONS

- All requirements issued by the local authorities are applied on staff in hotels
- All operational requirements issued by the local authorities are applied
- TUI GROUP & TUI Hotels & Resorts do not oblige clients to wear masks or gloves in public areas unless requested by local authorities

### 5.2 HAND HYGIENE

Hand hygiene is one of the most important measures to prevent and control spread of disease in health-care facilities, and is a major component of Standard Precautions. Although hand hygiene is a simple procedure, numerous studies have shown that compliance is low. Its implementation is complex, requiring continued reinforcement and multidisciplinary team coordination. The use of alcohol-based hand rubs at current situation is recommended.

The main points are as follows:

- If hands are not visibly soiled, hand hygiene should be done using an alcohol-based hand rub, or by washing hands with soap and water, and drying them using a single-use towel.
- If hands are visibly dirty or soiled with blood or other body fluids, or if broken skin might have been exposed to potentially infectious material, hands should be washed thoroughly with soap and water.

Perform hand hygiene:

- Minimum before and after any operation and guest contact. Its recommended to perform hand hygiene regular throughout the working hours
- Before and after any break during working hours
- Immediately after removal of gloves
- After touching blood, body fluids, secretions, excretions, non-intact skin or contaminated items, even if gloves are worn
- After using the lavatory
- Wash your hands with soap and water for at least 30 seconds

### 5.3 CLEANING

- All cleaning staff to be screened for potential infection prior to resuming cleaning activities
- Provide detailed cleaning schedules and protocols developed for cleaning requirements for all areas post Covid19
- All cleaning staff to be trained on effective cleaning in accordance with the cleaning schedules and protocols
- Ensure all areas of the property are cleaned in accordance with the cleaning schedule and protocols
- Check the effectiveness of cleaning both visually and where possible by quantitative methods (e.g. ATP surface testing, Cristal can provide)
- Ensure strong supply chain arrangements are in place to ensure that there is an adequate supply of cleaning chemicals equipment and disinfectant for both operational and emergency situations, liquids used to be COVID-19 proof

### 5.4 INFECTION CONTROL

- Complete POSI Check audit with Cristal and gain certification
- Formally establish an infection control team and the implement infection control requirements
- All staff must confirm health status and readiness to return to work
- Make arrangements for the safe handling of potentially infected waste

### 5.5 HAND HYGIENE ARRANGEMENTS

- Ensure hand washing and hand sanitization stations located at key locations (e.g. entry points, public areas, dining areas, gyms & recreation areas, staff areas) with systems in place to ensure that these remain stocked and operational at all times
- Provide signage and information (in the relevant languages) to ensure that guests, staff and visitors are aware of hand hygiene protocols
- Ensure all staff have been given training on effective handwashing and general hygiene
- Ensure used disinfection liquid to be COVID-19 proof

### 5.6 RESPIRATORY HYGIENE ARRANGEMENTS

- Ensure surgical masks are available for both infection control activities and also issuing to potentially infected persons
- Ensure all staff are trained on good respiratory hygiene etiquette

### 5.7 SOCIAL DISTANCING MEASURES

- Adjust the operational capacity of the hotel to allow for effective social distancing 1,5m-2m
- Arrangements in line with Brand standard operating procedures
- Ensure procedures have been established for maintaining social distancing requirements in accordance with local governmental advice
- Where possible have temporary distance markings in areas that are subject to queueing (e.g. reception, food service)
- Set tables and seating areas to ensure a minimal social distancing can be achieved between family groups

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- Positions of sun lounges around the pool and beach are clearly marked and can only be moved within the area indicated

#### **5.8 BUFFET / DINING / BAR ARRANGEMENTS**

- Where possible dining arrangements to be altered in favour of a la carte service or served buffet
- Ensure the capacity of the restaurant / dining facilities been adjusted to ensure social distancing measures are effective 1,5m
- If buffet service is being provided have additional hygiene precautions implemented, such as:
  - Manned serving stations
  - Enhanced sneeze guards
  - Hand hygiene precautions (single use gloves and hand sanitizers)
  - Children restrictions
  - Dedicated serving groups
  - Phased dining groups
- Review condiments and dispensing arrangements to ensure that cross contamination risk reduced (e.g. single use portions, manned / table service)
- Introduce service sections "floor marks" in front of service stations, arrange a guiding system in the buffet to minimize cross ways to avoid queuing of guests without respecting distance to each other
- Arrange one direction ways to manage customer flow within the buffet by using signs and floor stickers. Designated entrance and exit must be arranged and signed.

#### **5.9 PUBLIC AREAS**

- Increased cleaning regimes to be established for public areas and washrooms to be implemented
- High risk areas, such as entertainment areas, to be considered for closure or restricted operational hours
- Ensure reception staff been trained on maintaining social distancing and the identification / reporting procedures for potentially symptomatic guests
- Ensure reception staff have been trained on providing guests with appropriate information on arrival on infection control measures (Provide leaflets or room information)
- Install physical barrier / screening options for the protection of reception / concierge staff
- Ensure information leaflets are in guest appropriate languages that highlight the infection control arrangements and the actions that they must take to support these
- Remove non-essential items from public areas, particularly those that make effective cleaning difficult (infused water, fresh fruit etc.)
- Stop providing welcome drinks and towels. Instead off hand sanitiser and bottled water
- Implement one-way systems to prevent the flow of guests from different areas where possible to avoid congestion and reducing social distancing effectiveness
- Reduction of self-service food and beverage stations at public areas. Wherever possible self-service stations will be turned into serviced buffets or bars respectively
- Traffic control on most frequent places, guide guests best possible to ensure social distancing by using barriers and/or floor marks

#### **5.10 KIDS CLUB & PLAY AREA SOCIAL DISTANCING MEASURES**

- Review the Kids Clubs and consider closure or restricted operational hours
- If operational all kid's club staff must receive training on infection control procedures for these areas
- Signing in procedures must be designed to identify potentially symptomatic children and exclude where necessary
- Ensure suitable hand hygiene facilities available in children's areas and promote regular use
- Remove all non-essential items that are difficult to keep clean from these areas

#### **5.11 GYM SPA & RECREATIONAL AREAS**

- Review gym, Spa & recreational areas for closure or restricted operational hours
- Ensure hand, personal hygiene and self-cleaning facilities in place within these areas
- Ensure that gym, Spa & recreational areas staff are trained and equipped to maintain the cleaning protocols required in these areas
- Ensure Spa staff been trained on appropriate hygiene / infection control precautions associated with the treatments provided
- Stop certain Spa treatments temporarily where the risk of spread of infection is particularly high, review local restrictions
- Remove / modify of all entertainment or activity that involves bodily contact
- Implement & ensure social distancing measures between guests are met at all areas
  - Measures during treatments to be reviewed and to be adapted due to local restrictions on COVID-19

#### **5.12 TRANSPORTATION ARRANGEMENTS**

- Ensure cleaning and disinfection protocols are in place for the transportation services used for both guests and staff
- Apply social distancing requirements on board vehicle use, including capacity management; queuing and seating arrangements

#### **5.13 POOL MAINTENANCE**

- Ensure all pool systems have been brought back to fully operational conditions, including water treatment and chemical characteristics
- Ensure water has been subject to chemical analysis and laboratory testing to ensure safe for use upon re-opening

#### **5.14 WATER SAFETY & LEGIONELLA PREVENTION**

- Ensure all water systems have been fully flushed and checked for the correct level of disinfection
- Ensure water been tested for chemical characteristics in a laboratory
- Where necessary ensure the water system been subject to hyper-chlorination or heat treatment

### 5.15 STAFF TRAINING & PREPARATION

- We recommend once available in your country to conduct COVID-19 tests with all employees. The test should be performed through state authorities or by an state approved supplier. Exceptional are countries where the process is by labour law not approved
- Please conduct COVID-19 tests with staff member who had been to risk countries within the last 14 days prior arrival as per your local authorities declaration and risk matrix, Staff to stay under quarantine until negative results are received. The test must be performed through state authorities or by a state approved supplier, exceptions are countries where the process is by labour law not approved.
- Conduct daily temperature screening before staff enters the hotel (either via CCTV systems or hand held devices) staff with temperatures over 38 should be sent home and required to conduct a COVID-19 test. Exceptional are countries where the process is by labour law not approved
- Conduct staff trainings related to COVID-19 measures, general hygiene and new SOP´s
- Conduct staff training on new service & maintenance behaviours

## 6 RE-OPENING

During the initial period of re-opening the following must be considered and implemented

### 6.1 VERIFICATION OF STATUS

- Ensure standards and performance in the following areas of hygiene and safety are being audited and verified
 

○ Prevention of spread of infection (POSI)	every 2 months
○ Food Check	monthly
○ Water & legionella Check	every 3 months
○ Pool Check	every 3 months
○ Spa hygiene and safety	every 3 months
○ room cleaning and housekeeping	every 2 months
○ Safety Check	once per year
○ Fire Check	once per year
- Ensure illness / incident records are maintained and reported
- Ensure systems are in place to provide access or ongoing status reports to TUI Hotels & Resorts

### 6.2 CRISIS MANAGEMENT & BUSINESS CONTINUITY

- Review procedures and systems in place to ensure that the hotel has a crisis management and business continuity plan fit for post Covid19 operations and in line within TUI Hotels & Resorts crises structure "TUI Hotels&Resorts Handbook Emergency and Crisis Management"

### 6.3 PANDEMIC PREPARATION & INCIDENT PROCEDURES

- Ensure arrangements are in place for implementing quarantine, separation or isolation as required by in case of an infection being identified
- Ensure staff is prepared, trained & familiar with the guidelines

#### 6.4 LOCAL REQUIREMENTS & LEGASLATIONS

- All requirements issued by the local authorities are applied on staff in hotels
- All operational requirements issued by the local authorities are applied
- Wherever local legislation are higher than the measures set by this protocol, local legislation need to be applied. In case local legislation is lower, the measures from this protocol need to be implemented.

#### 6.5 FRONT OFFICE

- Staff at the lobby area must direct the guests to comply with the social distance during Arrival / check-in and must assist the guests during waiting times
- It is recommended to arrange check-in / out sections to split volume
- Reduce face to face interaction as much as possible, direct guests to digital service as much as possible
- Where possible payments should be made by credit card
- Personal contact to be reduced to a minimum, no handshake, high five or hug to welcome guests
- If guest transfers within the hotel are needed group only family members or the group traveling together. After transfer touchpoints of the vehicle must be disinfected
- Install distance lines at front office counter, 1,5 - 2.0m
- Install sneeze guards on the front desk
- Distance between workstations at Front desk 1,5 - 2.0m
- Disinfect front office for guests & employees including back-office min every 2 hours with protocol
- Disinfect counters, front office every 2 hours with protocol
- Remove unnecessary services as much as possible (e.g. money exchange)
- Disinfect materials used by guests before passing to other guests or implement one way materials (cross contamination)
- Room cards, Towel cards etc. must be disinfected before handing out
- Clear shift planning to be arranged, split shifts and or overlapping of shifts should be kept to a minimum
- Conduct staff trainings related to COVID-19 measures & general hygiene
- Conduct staff training on new service behaviours, ensure staff is well informed of approved communication to related COVID-19 measure at the hotel to share information with guests

#### 6.6 HOUSEKEEPING

- Besides the regular room cleaning, all rooms & additional equipment at the room must be disinfected before new arrivals possible
- Public area regular cleaning at least 4 times a day: frequently used spots e.g. public bathrooms, Lobby area, elevator buttons, inspiration desk tablets, touchable screens, door handles, taps, basins, paper and soap dispenser must be cleaned with a wet cloth and a disinfection multi-purpose cleaner

- Conduct staff trainings related to COVID-19 measures & general hygiene
- Conduct staff training on new service behaviours, ensure staff is well informed of approved communication guidelines
- Staff to wear single use gloves and face masks during operation, gloves to be changed for each room
- Whenever possible, clear shift planning for housekeeping staff should be implemented, no split shifts and or overlapping of shifts
- Ensure each room is cleaned with new clothes
- Ensure strong supply chain arrangements are in place to ensure that there is an adequate supply of cleaning chemicals equipment and disinfectant for both operational and emergency situations, liquids used to be COVID-19 proof
- Ensure cleaning cloth are proper washed highest possible temperature ideal above 70C° and disinfectant must be added while washing.
- Used cleaning - & washing detergent and disinfectant must be certified items
- If an 3<sup>rd</sup> party “external” service provider is used make sure he follows instructions above and staff is COVID-19 checked

#### **6.7 LAUNDRY**

- Linen must be washed with the warmest temperature recommended on the item's label and disinfectant must be added while washing. Ideal washing above 70C°
- Work flow and processes must be reviewed and adapted to meet COVID-19 measures to ensure spread of infection is limited to a minimum
- Used laundry detergent and disinfectant must be certified items
- If 3<sup>rd</sup> party supplier is used make sure washings follows instruction above and POSI regulations are followed also during packing and transportation of items

#### **6.8 ROOMS**

- Besides the regular room cleaning, all rooms & additional equipment at the room must be disinfected before new arrivals possible
- Review room setup with additional equipment and remove items which are not possible to be cleaned & disinfected properly. Kettles and coffee machines are permitted in the room as long as a documented disinfection process is in place and its signed to be clean and disinfected for each new arrival (for internal control create a log of disinfection and for our to show customer its clean create for example sticker or seal for new arrivals)
- Review use of decoration pillows, daybeds carpets etc. cleaning frequents must be reviewed
- Items like extra pillows, blankets, bathrobe, slippers, etc. must be packet sealed and signed to be clean and disinfected for each new arrival

## 6.9 BUFFET / DINING / BAR ARRANGEMENTS

- Ensure the capacity of restaurants, food courts, bars, seating areas are adjusted to meet social distancing measures are effective 1,5m - 2m
- Place a host at the entrance of the restaurant in order to welcome guests and reminding everyone on hygiene regulations like disinfection of hands and the requirement of wearing single use gloves at the buffet and beverage stations
- Ensure clear entrance and exit to buffets are arranged and clear signs are in place to guide customer.
- Ensure a proper guiding through the buffet is arranged to limit cross ways to a minimum. Please use signage on the floor.
- Ensure service sections on floor in front of bars, buffets, food stations, etc. are marked and barriers are used where needed to avoid queueing of guests without respecting distance to each other or queuing into other walkways
- Limitation of the number of guests in the buffet area, in case of high occupancy please implement seating times and entrance / traffic control to handle guest volume
- Ensure fixed tables for meals are arranged per seating time, ensure protocols for seating's to enable tracking in case of infection where possible Apps to be used to operate table reservations
- Ensure sneeze guards are well installed
- Conduct staff trainings related to COVID-19 measures & general hygiene
- Conduct staff training on new service behaviours
- Face masks for employees to be worn at buffet stations, food stations, bar counters, etc.
- Staff should keep as much as possible social distancing to guests
- Where ever possible a clear shift planning for service and kitchen staff, no split shifts and or overlapping of shifts
- Reduction of self-service food stations and to be changed to serviced food stations where possible
  - If self-service food stations are operated, customer needs to disinfect their hands and to wear single use gloves at all time in order to restrict cross contamination
- Reduction of self-service beverage stations and to be changed to serviced beverage stations where possible
  - If self-service beverage stations are operated customer needs to disinfect their hands and to wear single use gloves at all time. Cups & glasses to be used only once in order to restrict cross contamination
- Review condiments and dispensing arrangements to ensure that cross contamination risk reduced (e.g. single use portions, manned / table service)
- No Cutlery holder on tables – each table to be disinfected and set up new after departure of guests. No cutlery self-service
- Condiments such as salt. pepper, sugar, ketchup, etc. to be single use packets and to be served
- Tables at bar areas to be disinfected before new guests are seated. All linen tablecloth items must be changed after every guest

- No unpacked snacks to be available, anyhow snacks must be served
- After each seating time / service time restaurants, bars, service areas are needed to be cleaned and disinfected
- Communication, ensure guest information of new processes are in place, ensure signs with hygiene regulations are in place
- Ensure enough hand sanitization stations are well visible installed
- Children must be supervised by parents at any time in the restaurant and children are not allowed to access the buffet by themselves

#### **6.10 KITCHEN**

- Conduct staff trainings related to COVID-19 measures & general hygiene
- Ensure HACCP and ISO 22000 is applied
- China / cutlery and kitchen equipment must be hygienically washed and disinfected
- Dish washers and pot washers must be used with min. temperature above 70C°
- Social distancing should be followed where possible
- Staff must wear one way gloves during operation
- Staff must wear face masks during operation

#### **6.11 RECEIVING AREA**

- Conduct staff trainings related to COVID-19 measures & general hygiene
- Ensure HACCP is applied, consider certifying ISO 22000
- Establish process of ensuring delivery staff is in healthy condition e.g. temperature check, etc.
- Ensure process of delivery (handover) is following COVID-19 regulations e.g one way gloves to be worn, face mask to be worn and social distancing are followed by both parties
- Where ever possible only purchase wrapped merchandise
- Make sure suppliers are only used when they follow instruction above and POSI regulations are followed also during packing and transportation of items

#### 6.12 GYM, SPA & RECREATIONAL AREAS

- Ensure hand, personal hygiene and self-cleaning facilities in place within these areas
- Ensure signs with hygiene regulations are in place
- Positions of sun lounges at pool, beach, spa, etc. are clearly marked and can only be moved within the area indicated
- Sun lounges must be disinfected before new guests are seated
- Ensure capacity is managed within COVID-19 guidelines and social distancing within all areas
- Conduct staff trainings related to COVID-19 measures & general hygiene
- Ensure Spa staff been trained on infection control precautions associated with the treatments provided
- Stop certain Spa treatments temporarily where the risk of spread of infection is particularly high, review local restrictions due to COVID-19
- Hammam and Sauna regulation to be reviewed and newly implemented due to local restriction on COVID-19
- Sign in procedures must be designed for Spa & Gym facilities to identify potentially symptomatic guests and exclude / track where necessary
- Ensure training facilities at the gym are arranged to meet social distancing e.g. 2m between machines
- Review and adapt Gym facilities to local legislations e.g. capacity, face mask, gloves, etc.

#### 6.13 SPORT & WELLBEING

- Staff to wear all time mouth & nose covering masks
  - Only exception are active wellbeing classes like BodyPump, HotIron, Functional training, DeepWork, etc. staff can perform classes without mouth & nose covering mask if needed but need to ensure a min. social distancing to guests of 4meter. If staff will move during the class to support customer by respecting social distancing of 2m they need to wear mouth & nose covering masks.
  - For all Sport & relaxed wellbeing classes e.g. Pilates, Yoga, Stretching, Darts, Boccia, etc. a mouth & nose covering masks are required.
- Social distancing of min. 2m must be ensured between staff & guest
- Weekly program must be reviewed and adjusted to meet COVID-19 regulations (review also local legislation)
- All kind of contact activities, group activities or activities of high risk by cross contamination should be avoided
- If possible install position marks on the floor/playgrounds to support guest keeping social distancing 2m to each other
- Run as much as possible activities outdoor
- If activities are taken place indoor ensure a proper ventilation of the venue. If natural ventilation is possible, ensure windows and doors are open to maximize the fresh air.

- Sign in procedures must be implemented to identify potential symptomatic guests and exclude / track where necessary
- All used equipment must be disinfected before the start and by ending of the sessions. Equipment has to be personalized and not be shared with other participants
- Review private lessons e.g. personal training, running, biking or hiking lessons etc. and adjust measures to meet social distancing and COVID-19 measures. If not possible, activity needs to be cancelled
- Create behaviour rules related to your infrastructure and ensure guests are aware of them e.g. keep social distancing, masks as per regulations, cleaning of materials, sneezing in directions where no people are, don't touch your face during activities, no food during activities, etc. Staff should promote rules before and after each class

#### **6.14 VENTILATION**

Poor ventilation of indoor spaces is related to increased transmission of respiratory infections. The primary mode of transmission of COVID-19 is believed to be through respiratory droplets. The role of aerosols, which may linger in air for longer, in the transmission of COVID-19 remains unclear and therefore the relative role of ventilation for the prevention of COVID-19 transmission is not well defined. However, numerous events of COVID-19 transmission have been linked to presence in closed spaces increasing the number of air exchanges per hour and supplying as much outdoor air as possible is likely to decrease any potential risk of aerosol transmission and this can be achieved by natural or mechanical ventilation, depending on the establishment. When mechanical ventilation systems are used maintenance of artificial ventilation systems, especially in relation to cleaning and change of filters, in accordance with the manufacturer's instructions is essential.

#### **6.15 KID'S CLUB & PLAY AREA**

- Conduct staff trainings related to COVID-19 measures & general hygiene
- Ensure suitable hand hygiene facilities with hygiene regulations are available in children's areas and promote regular use
- Communication, ensure guest information of new processes are in place
- Ensure the capacity is adjusted to the size of kids club / play area to meet social distancing measures
- Signing in procedures must be designed to identify potentially symptomatic children and exclude / track where necessary
- Max. participant per program in relation to available space and local restrictions to be reviewed and defined
- Staff to wear face masks during program
- Weekly program must be reviewed and adjusted to meet COVID-19 regulations
- Ensure kids beverage service is in place by respecting COVID-19 measures
- Run as much as possible sessions outdoor
- No Food / Snacks to be served during programs / operating hours

#### 6.16 ENTERTAINMENT, THEATRE & EVENING PERFORMANCES

- Number of guests at theatre must be reduced to meet social distancing 2m, please consider local legislations of different regulations for indoor or outdoor venues.
- Ensure an approximate distance of min. 4m between performer and customer (this is applicable for theatre, bars, plazas, gardens, beaches or any other place where live performances might take place) There is no difference to be made between moderator, dancer, singer or any other kind of performance. Audience should not participate in shows on stage or getting in close contact with the entertainers
- Traffic control within the theatre and entertainment venues to be implemented to guarantee social distancing by entering and leaving the venues. If possible implement floor stickers and signage to guide customer
- Ensure suitable hand hygiene facilities including sanitizers with hygiene regulations are available in related areas and promote regular use
- Ensure proper / adequate ventilation of the venue. If no mechanical ventilation is possible please ensure the best possible natural ventilation during the operation. If no mechanical ventilation is possible please ensure a natural ventilation of at least 1h before start of operation by opening all doors and windows
- Beverages can be brought into the venue when unbreakable cups are used. Anyhow guest should not leave seats during the show/entertainment if social distancing can't be ensured all time.
- Customer must wear nose and mouth covering masks as per local legislation. Please consider if venue is indoor or outdoor
- Staff must wear also on stage nose & mouth covering masks.  
Masks can be in-cooperated to the costume
  - When everyone on stage wears a nose & mouth covering mask moderation, singing & performing can take place at the same time
- Singers & moderators can be without mask when a distance of 4m to customer and 2m to each other is ensured. During singing or moderating no other performance should be performed on stage, otherwise everyone on stage needs to wear a nose & mouth covering mask
- Costumes should not be shared during any kind of performance. After use a proper cleaning must take place
- Show make-up should not be shared in order to prevent any kind of cross contamination
- Staff should wear nose & mouth covering masks in the backstage area
- Staff should have their own designated space, respecting the social distancing measures in the backstage area
- Ensure proper/ adequate cleaning & ventilation process of the backstage, including hand sanitizers
- Shows should be designed to keep physical stress to a minimum, in order to limit aerosols on stage to a minimum
- If possible install position marks on stage to support staff keeping social distancing
- TUI Hotels & Resorts Operations recommend to perform shows with masks

If a show will require a performance without nose & mouth covering mask the full team who will be present on stage & in the backstage will need to be tested on COVID-19 by an EU approved antigen quick test just before the show

An announcement before show start should take place to inform customer that staff had been tested right now, being negative and that's why the show can be performed without masks

Anyhow staff will be required to wear masks by leaving the stage & backstage area

TUI Hotels & Resorts Operations will need to be informed where and how often shows are planned to be performed

The responsibility and the related risk by performing without masks will lie with the executive management of the Brand/Concept

- If it is required to hire an evening entertainment/shows/performer from outside, this is still permitted, anyhow they need to comply with all requirements written in the protocol
- If hotels are using walking acts (mascots), please ensure that only one staff member is wearing the walking act. If a rotation of staff is necessary please ensure the costume is dried and cleaned with sanitizer for at least 24h between the use. Staff must wear a nose & mouth covering mask below the costume
- Conduct staff trainings related to COVID-19 measures & general hygiene
- Staff to wear face masks during program
- Sign in procedures must be implemented to identify potential symptomatic guests and exclude / track where necessary
- All used entertainment equipment must be disinfected before the start and by ending of the sessions
- Weekly program must be reviewed and adjusted to meet COVID-19 regulations
- All kind of contact activities should be cancelled
- Review water sports activities e.g. surfing, diving, kiting, JetSki, etc. and adjust measures to meet social distancing and COVID-19 measures. If not possible activity needs to be cancelled
- Review private lessons e.g. tennis, golf, surfing, etc. and adjust measures to meet social distancing and COVID-19 measures. If not possible activity needs to be cancelled
- Evening programs should be reviewed and arranged to meet social distancing measures 2m programs with gathering larger groups should be avoided
- Night Clubs to remain closed, parties should not be organized

#### **6.17 SPORT & WELLBEING EVENTS**

In order to run a sport or wellbeing event you will need to create a separate hygiene concept based on your infrastructure and activity planned. The minimum standard for the hygiene concept should include but should not be limited to the below points:

- Define a maximum number of participant. Calculate the number in relation to activity and size of venue
- If possible run events always outdoor on fresh air
- Participants should exercise always within the same group for the whole time of the event. No mix up of groups should happen

- Participants should sign a health declaration e.g. no contact to a positive tested person within the last 14 days, symptom free, not being sick over the last 14 days, not visiting a high risk area over the last 14 days, etc.
- Daily temperature check before activities start
- Determine the times of stay at the venue, including preparation -, exercising - & post processing time
- Ensure check in / check out areas are created and are separated from each other including a proper signage in place
- Every participant should have his own place to leave his belongings e.g. towel, jacket, own beverages, etc.
- Taking off clothes is OK, not changing
- Ensure suitable hand hygiene facilities including sanitizers with hygiene regulations are available at the venue and promote regular use
- Create behaviour rules related to your infrastructure and ensure guests are aware of them e.g. keep social distancing, masks as per regulations, cleaning of materials, sneezing in directions where no people are, don't touch your face during activities, no food during activities, etc.
- Ensure breaks of at least 30min between sessions
- Ensure beverage service is in place by respecting COVID-19 measures
- No Food / Snacks to be served during activities
- Staff to wear all time mouth & nose covering masks
- Social distancing of min. 2m must be ensured between staff / guest & guest / guest review local law
- The audience should keep distance to exercising people respecting min. social distancing
- Coaches should remain the whole event with the same group
- Define the exercise plan before the event starts and avoid body contact or group activities like matches
- All used equipment must be disinfected before the start and by ending of the sessions
- Jerseys & camisoles should not be shared, they should be daily washed and only be used by one person. Cleaning should be as per COVID-19 guidance to be washed with the warmest temperature recommended on the item's label and disinfectant must be added while washing. Ideal washing above 70C°

Every hygiene concept needs to be approved by TUI Hotels & Resorts Operations & Group SHS

#### **6.18 STAFF / STAFF HOUSE**

- Apply trainings & measure linked to local legislation
- We recommend once available in your country to conduct COVID-19 tests with all employees. The test should be performed through state authorities or by an state approved supplier. Exceptional are countries where the process is by labour law not approved

- Maintain daily temperature screening before staff enters the hotel (either via CCTV systems or hand held devices) staff with temperatures over 38 should be sent home and required to conduct a COVID-19 test. Exceptional are countries where the process is by labour law not approved
- Maintain / update staff trainings related to COVID-19 measures, general hygiene and new SOP 's
- Maintain staff training on new service behaviours in relation to guest profile
- Separate housing should be provided where possible considering that staff should not be crowded
- Cleaning and disinfection processes of staff houses should be reviewed and to be adjusted to limit the risk of infection to a minimum
- Ensure isolation areas for affected cases as are available and well equipped•
- Where possible avoid assigning elderly employees or those suffering from chronic diseases in activities that require direct contact with guests
- If employees show symptoms e.g. fever, cough and difficulty in breathing, they must seek medical attention immediately and to be self-isolate immediately and being quarantined for 14 days
- Staff canteens to be maintained with the same procedure as guest restaurants. Proper timing, quantity of employees, social distancing, hygiene measures, etc.
- If possible place foreign staff rooms within the hotel facilities

#### **6.19 SHOPS / BOUTIQUES / 3<sup>rd</sup> PARTY SUPPLIER**

- Ensure that every shop, boutique, 3rd party supplier in your property are following all set measures mentioned in this protocol
- Entrance regulations to be followed as per country restrictions, and to be kept to a minimum
- Entrance and Exit needs to be clearly signed
- Distance marks on the floor of 1,5m - 2meter in front of cashier desk
- Disinfection at boutique for guests, employees & back-office daily
- Disinfect cashier desk, presentation desk and all other surfaces hourly with protocol
- Sneeze guard to be installed at cashier desk to protect boutique staff & guests
- Conduct staff trainings related to COVID-19 measures & general hygiene
- Conduct staff training on new service behaviours, ensure staff is well informed of approved communication guidelines including 3<sup>rd</sup> party staff
- Ensure new delivery of new items will be within the given guidelines of this protocol

## 6.20 SAMPLES FOR SIGNS, FLOOR STICKERS & RULES

Samples for signs & rules



The information in this document was prepared by TUI GROUP / TUI Hotels & Resorts for internal use only. Information to be used by owned, branded and managed hotels. It is provided to 3rd party hotels for guidance only.



# WHAT CAN I DO TO PROTECT MYSELF?

Was kann ich tun, um mich zu schützen?  
O que posso fazer para me proteger?



**Sanitize your hands here.**  
Desinfizieren Sie hier Ihre Hände.  
Desinfete aqui as suas mãos.



**Keep a distance of 2 m to other guests.**  
Halten Sie einen Abstand von 2m zu anderen Gästen.  
Mantenha distância de 2 m com outros clientes.



**Note the distance and direction markings.**  
Beachten Sie die Abstands- und Richtungsmarkierungen.  
Atenção as marcas de distância e sentido.



**Avoid touching eyes, nose and mouth with unwashed hands.**  
Vermeiden Sie die Berührung von Augen, Nase und Mund mit ungewaschenen Händen.  
Evite tocar nos olhos, nariz e boca com as mãos não lavadas.



**Thoroughly wash your hands with soap on a regular basis.**  
Waschen Sie Ihre Hände regelmäßig gründlich mit Seife.  
Lave bem as mãos com sabão regularmente.



## WE CARE ABOUT YOU.

Wir kümmern uns um Ihre Gesundheit.

Cuidamos de ti.

# HAND WASHING

## Händewaschen

## Lávese las manos



- 1. Wet your hands with clean, running water (warm or cold)**  
 Befeuchten Sie Ihre Hände mit reinem, fließendem Wasser (warm oder kalt)  
 Mójese las manos con agua corriente limpia (tibia o fría)



- 2. Add Soap**  
 Verwenden Sie Seife  
 Añada jabón



- 3. Lather & Scrub**  
 Erzeugen Sie Schaum  
 Espuma y exfoliante



- 4. Wash both sides of hands**  
 Waschen Sie die Innen- und Außenseite der Hände  
 Lave ambos lados de las manos



- 5. Wash between fingers & under nails**  
 Waschen Sie Ihre Finger, deren Zwischenräume und Ihre Fingernägel  
 Lave entre los dedos y debajo de las uñas

- 6. Rinse - 10 Sec - 20 Sec**  
 Spülen Sie – 10 Sekunden – 20 Sekunden  
 Enjuage - 10 segundos - 20 segundos

- 7. Turn off tap with paper towel**  
 Drehen Sie den Wasserhahn mit einem Papierhandtuch zu  
 Cierre el grifo con una toalla de papel

- 8. Dry your hands**  
 Trocknen Sie Ihre Hände  
 Séquese las manos



**WE CARE ABOUT YOU.**  
**Wir kümmern uns um Ihre Gesundheit.**  
**Cuidamos de usted.**

# THE MOST IMPORTANT FACTS ABOUT CORONA AT A GLANCE

## 1. WHAT ARE THE SIGNS OF A CORONAVIRUS INFECTION?

The majority of infected people show only slight to moderate signs of the disease and usually recover completely after some time. If one belongs to one of the risk groups (elderly people or people with previous illnesses), the disease can have a more severe course and, in the worst case, even end fatally. The symptoms are basically similar to those of a cold.



> **Fever or increased temperature**



> **Cough or scratching throat**



> **Respiratory problems or shortness of breath**



> **muscle and headaches**

 Diarrhoea seems to occur rather seldom.

## 2. HOW CORONA IS TRANSMITTED



### **Droplet infection**

The tiny droplets that we emit when we sneeze, cough or speak can contain viruses and transmit the disease through the air. If other people breathe in these viruses, they can become infected.



### **Smear infection**

If an infected person sneezes or coughs in the hand and then touches a surface, the viruses will leave behind a smear. If another person touches that surface and then touches himself or herself to the eyes, nose or mouth, he or she can become infected.



The time between infection and the appearance of the first symptoms is up to 14 days according to current data. It often seems to be shorter.

## 3. WHAT CAN I DO TO PROTECT MYSELF?



**Thoroughly wash your hands with soap**  
using warm or cold water



**Regularly open windows and let fresh air enter your room**



**Disinfect hands**  
If there is an increased risk of infection and when visiting high-risk areas, e.g. doctor's offices or hospitals



**Strengthen the immune system**  
With healthy vitamin-rich nutrition and sport



**Avoid shaking hands**



**Use disposable tissues if you cough or nibble and dispose of them immediately after use.**



**Avoid touching eyes, nose and mouth with unwashed hands**

For staff area only

## 4. WHAT SHOULD I DO IF I THINK I'M INFECTED?



Stay at home if you have severe cold or flu symptoms



Please contact your family doctor  
(first by telephone)



If your family doctor is not available,  
please contact the responsible health institution



Please inform HR afterwards



Note: The same applies if your partner, family or someone in your environment is tested positive for Corona

# Wash your hands

Wash your hands with soap and running water when **hands are visibly dirty**



If your **hands are not visibly dirty**, frequently clean them by using alcohol-based hand rub or soap and water



References: <https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public>

# Protect yourself and others from getting sick

## Wash your hands



- after coughing or sneezing
- when caring for the sick
- before, during and after you prepare food
- before eating
- after toilet use
- when hands are visibly dirty
- after handling animals or animal waste



References: <https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public>

## Protect others from getting sick

When coughing and sneezing  
**cover mouth and nose** with  
flexed elbow or tissue



**Throw tissue into closed bin**  
immediately after use

**Clean hands** with alcohol-based  
hand rub or soap and water  
after coughing or sneezing and  
when caring for the sick



References: <https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public>

## Protect others from getting sick



**Avoid close contact** when you are experiencing cough and fever

**Avoid spitting in public**



If you have fever, cough and difficulty breathing **seek medical care early** and share previous travel history with your health care provider



References: <https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public>

## **7 CONTINUATION**

Once the hotel is operational again post lockdown, additional arrangements **MUST** be in place for the following:

### **7.1 MONITORING**

- Appoint a senior team to manage your COVID19 strategy
- Ensure you have a crisis management plan in place and review it monthly
- Check all POSI procedures and systems in place operating effectively
- Ensure guest illness or symptoms are being monitored to provide early detection and initiation of emergency procedures. Update TUI Hotels & Resorts
- Monitor local infection indicators to assess the level of overall infection risk
- Ensure facilities are available to test staff and guests for potential infection
- Comply and maintain POSI Check via Cristal (ALL BRANDS)
- Ensure systems are in place to communicate issues and concerns with key stakeholders (e.g. THR Head Quarter, tour operators) immediately
- Ensure guest and staff communication systems are in place, to ensure that infection control actions can be implemented effectively where necessary
- Make arrangements with any relevant third parties (e.g. concession stores, excursion providers) to ensure that infection control arrangements are not compromised
- Monitor constantly local legislation to adapt operation accordingly
- Run weekly inspections that still all signs, floor stickers, regulations are still in place and good conditions

### **7.2 COMMUNICATION**

- these third parties
- Review your guest communication policy monthly/weekly and update information as needed