

## COVIDCLEAN

### EXECUTIVE RESIDENCY BY BEST WESTERN, NAIROBI

INSPECTOR

MARCO BOCK

INSPECTION DATE

DEC 15, 2020



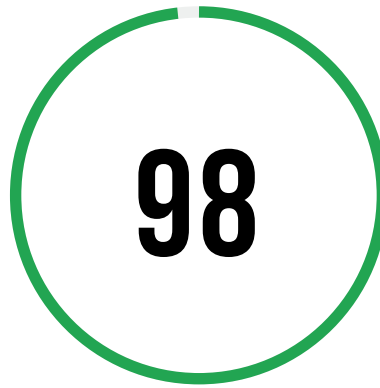
PASS

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Riverside Grove, Off Riverside  
Drive  
Nairobi, 00100  
Kenya

# RESULT

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<b>7.4 COVID COMMUNICATIONS - LOCAL AUTHORITY COMMUNICATIONS</b>	<b>100</b>

# WHOLE REPORT

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## 1.1 PLANS & PROCEDURES - COVID PANDEMIC PLAN

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1.1.1 THERE IS AN UP TO DATE CRISIS PLAN DETAILING ROLES, RESPONSIBILITIES, MANAGEMENT PROCEDURES, KEY CONTACT DETAILS FOR PUBLIC HEALTH OFFICES, LOCAL AUTHORITIES, MEDICAL FACILITIES AND VENDORS OF CLEANING/HYGIENE SUPPLIES. THE HOTEL GM HAS SIGNED THE PLAN.

YES

1.1.2 THE PLAN COVERS ENHANCED CLEANING PROCEDURES, CLEANING & HYGIENE EQUIPMENT/SUPPLIES, SOCIAL DISTANCING, MONITORING AND ISOLATION PROCEDURES, CONTACT TRACING, COMMUNICATION, LOCAL AUTHORITY LIAISON FOR PREVENTING, CONTAINING AND RECOVERY FROM AN OUTBREAK.

YES

## 1.2 PLANS & PROCEDURES - COVID TASK FORCE TEAM

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1.2.1 THERE IS COVID MANAGEMENT TASK FORCE TEAM, HEADED BY THE HOTEL GM TO COMMUNICATE AND IMPLEMENT THE PROCEDURES WITH A TASK FORCE ALERT ROSTER AND DESIGNATES ON CALL 24/7.

YES

1.2.2 THE TASK FORCE TEAM CONDUCTS SCENARIO PLANNING AND A TABLE-TOP EXERCISE EVERY 6 MONTHS.

YES

## 1.3 PLANS & PROCEDURES - LOCAL AUTHORITY LIAISON

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1.3.1 LOCAL AUTHORITY PANDEMIC CONTINGENCY OFFICER AND HEALTH AUTHORITY HAVE BEEN CONTACTED TO CONFIRM A PLAN IS IN PLACE AND ALSO MEETS LOCAL AUTHORITY REQUIREMENTS.

YES

OBSERVATION

Without approval by the authorities no hotel is allowed to operate in Kenya

## 1.4 PLANS & PROCEDURES - DEPARTMENT OPERATIONAL PROCEDURES AND LSOP'S

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1.4.1 THERE IS A MANUAL INCLUDING COVID RELATED OPERATIONAL PROCEDURES AND LOCAL STANDARD OPERATION PROCEDURES' (LSOP'S) SPECIFIC TO EACH HOTEL DEPARTMENT.

YES

OBSERVATION

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Manual presented

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## 1.5 PLANS & PROCEDURES - CLEANING & DISINFECTION PLAN

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1.5.1 THERE IS A SPECIAL CLEANING AND DISINFECTION PLAN IN PLACE, COVERING SITUATIONS IN WHICH GUESTS OR EMPLOYEES AT THE HOTEL ARE IDENTIFIED AS SUSPECTED CASES WHEN STAYING AT THE HOTEL OR WITHIN A FEW DAYS AFTER LEAVING THE HOTEL.

YES

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## 2.1 PREVENTATIVE ACTIONS - GENERAL PREVENTATIVE ACTIONS

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2.1.1 PROCEDURES ARE IN PLACE TO ENSURE EMPLOYEES SELF-DECLARE AND INFORM HOTEL MANAGEMENT THEY WILL STAY AT HOME AND SELF-ISOLATE FOR AT LEAST 14 (OR OTHERWISE DEFINED BY THE NATIONAL HEALTH AUTHORITY), IF THEY SELF-DETECT SYMPTOMS WHEN OUTSIDE THE HOTEL WORKPLACE. WHEN IN DOUBT THE EMPLOYEE IS INFORMED TO SEEK MEDICAL ADVICE.

YES

2.1.2 PROCEDURES ARE IN PLACE TO ENSURE EMPLOYEES IMMEDIATELY REPORT TO THEIR MANAGER IF THEY EXPERIENCE ANY SYMPTOMS WHEN WORKING ON DUTY IN THE HOTEL.

YES

2.1.3 PROCEDURES ARE IN PLACE TO ENSURE EMPLOYEES REPORT SUSPECTED SYMPTOMS IN GUESTS, VISITORS, VENDORS OR OTHER EMPLOYEES TO A MANAGER FOR EVALUATION AND FURTHER ACTION AS REQUIRED.

YES

2.1.4 GUESTS ARE PROVIDED WITH THE OPTION OF REDUCED IN-ROOM CLEANING FREQUENCY, LINEN/TOWEL CHANGES, AND TURN DOWN SERVICE. WELFARE CHECKS ON GUESTS EVERY 24 HOURS AS A MINIMUM ARE MAINTAINED.

YES

2.1.5 LEISURE FACILITIES SUCH AS GYMS, SPAS, SWIMMING POOLS, CHANGING ROOMS AND CHILDREN'S RECREATIONAL AREAS ARE TEMPORARILY CLOSED DURING AN ACTIVE OUTBREAK AND ONLY REOPENED WHEN CONFIRMED AS SAFE TO DO SO BY LOCAL HEALTH AUTHORITIES.

YES

2.1.6 BUFFET SERVICE IN RESTAURANTS AND EMPLOYEE CANTEENS IS SUSPENDED DURING AN ACTIVE OUTBREAK AND ONLY REOPENED FOLLOWING CONSULTATION WITH LOCAL HEALTH AUTHORITIES.

YES

OBSERVATION

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Required by local authorities

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## 2.2 PREVENTATIVE ACTIONS - SOCIAL DISTANCING PROTOCOLS

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2.2.1 ALL INTERPERSONAL CONTACT WITH GUESTS IS REDUCED TO A MINIMUM. GUESTS ARE ADVISED TO USE MOBILE APP ROOM KEY TO CHECK IN CHECK-OUT ON-LINE WHEN THE HOTEL OFFERS THIS FACILITY.

YES

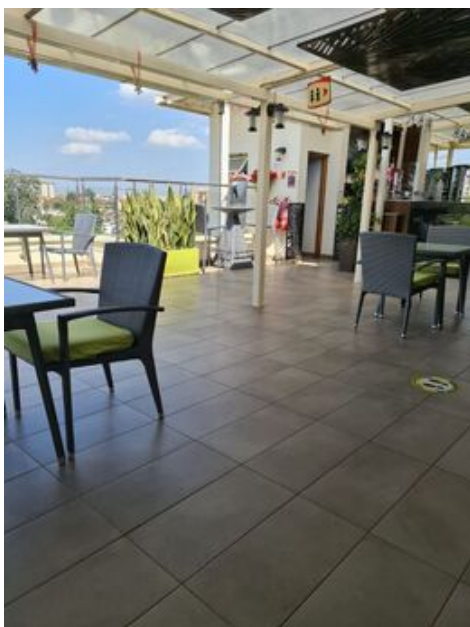
2.2.2 ALL HOTEL STAFF COMPLY WITH SOCIAL DISTANCING ACCORDING TO ENHANCED PROCEDURES DURING A PANDEMIC WHEN INTERACTING WITH GUESTS, VISITORS, VENDORS AND CO-EMPLOYEES IN ALL INTERNAL AND EXTERNAL AREAS OF THE HOTEL.

YES

2.2.3 THE MAXIMUM CAPACITY AND LAYOUT OF SEATING AND TABLES IN RESTAURANTS, BARS, BUSINESS CENTER, CONFERENCE, MEETING ROOMS, PUBLIC AND OTHER SOCIAL AREAS IS REVISED TO COMPLY WITH SOCIAL DISTANCING GUIDELINES BY LOCAL AUTHORITY REGULATION.

YES

OBSERVATION



Social distance measures in place

2.2.4 ENTRY POINTS TO THE HOTEL AND OTHER AREAS WITHIN THE HOTEL WHERE CLOSE CONTACT CAN OCCUR, SUCH AS ELEVATORS AND CHECK-IN COUNTERS, ARE MANAGED WITH PEDESTRIAN FLOW MANAGEMENT AND /OR CLEAR SIGNAGE REMINDING EVERYONE TO KEEP SOCIAL DISTANCE.

YES

2.2.5 USE OF BOTH GUEST AND SERVICE ELEVATORS IS REDUCED TO 30% CAPACITY (OR CAPACITY AS DIRECTED BY LOCAL AUTHORITY). A SIGN IN EACH ELEVATOR SHOWS THE REVISED MAXIMUM CAPACITY FOR SOCIAL DISTANCING PURPOSES.

YES

## OBSERVATION

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This was observed during the visit

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## 2.3 PREVENTATIVE ACTIONS - CLEANING & HYGIENE PROTOCOLS

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**2.3.1 ALCOHOL-BASED HAND SANITIZER STATIONS ARE PROVIDED AND REPLENISHED IN ALL GUEST CONTACT AREAS, AND ALL ENTRANCES INTO THE HOTEL. ALL EMPLOYEES HAVE ACCESS TO SUFFICIENT ALCOHOL-BASED HAND SANITIZER STATIONS THROUGHOUT THE HOTEL PROPERTY.**

YES

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**2.3.2 PUBLIC AREA AND RESTROOM CLEANING AND DISINFECTION IS COMPLETED A MINIMUM OF EVERY 2 HOURS FOR ALL CONTACT SURFACES INCLUDING: TOILET FLUSH HANDLES, DOOR HANDLES, DOOR PUSH PLATES, HANDRAILS, WATER FAUCET/TAP HANDLES.**

YES

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## OBSERVATION

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This was observed during the visit and is part of the SOPs

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## 3.1 TRAINING & AWARENESS - COMMON SYMPTOMS

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**3.1.1 ALL EMPLOYEES ARE TRAINED TO RECOGNIZE THE MOST COMMON SIGNS AND SYMPTOMS OF INFECTION: I.E. FEVER, DRY COUGH, SHORTNESS IN BREATH, LOSS OF TASTE AND/OR SMELL.**

YES

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## 3.2 TRAINING & AWARENESS - PERSON TO PERSON TRANSMISSION

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**3.2.1 ALL EMPLOYEES ARE TRAINED TO UNDERSTAND THE DIFFERENT TYPES OF TRANSMISSION FROM: AEROSOL, AIRBORNE DROPLETS, TOUCHING OWN FACE, MOUTH, NOSE, EYES (INCLUDING WHEN WEARING GLOVES), HANDSHAKES, SOCIAL GREETING HUGGING/KISSING.**

YES

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**3.2.2 ALL EMPLOYEES ARE TRAINED AND SEEN TO COMPLY WITH SNEEZING/COUGHING/RESPIRATORY AND HAND-WASHING ETIQUETTE.**

YES

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## 3.3 TRAINING & AWARENESS - CLEANING & HYGIENE

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**3.3.1 ALL CLEANING STAFF RECEIVE TRAINING IN NEW CLEANING AND HYGIENE PROCEDURES, INCLUDING THE CORRECT USE OF CHEMICALS, AND ADDITIONAL TRAINING IN ENHANCED CLEANING AND HYGIENE PROCEDURES WHEN DEALING WITH SUSPECTED CASES.**

YES

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## 3.4 TRAINING & AWARENESS - USE OF PERSONAL PROTECTIVE EQUIPMENT

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3.4.1 CLEANING STAFF ARE TRAINED IN THE CORRECT USE AND DISPOSAL OF PPE, INCLUDING DISPOSABLE GLOVES, MASKS AND OTHER RELATED HYGIENE EQUIPMENT.

YES

3.4.2 EMPLOYEES INVOLVED IN THE CLEANING OF ROOMS WITH BIO-HAZARD WASTE, SOILED LAUNDRY/TOWELS OF SUSPECTED CASES; ARE PROVIDED WITH ADDITIONAL TRAINING IN THE USE OF ENHANCED PERSONAL PROTECTIVE EQUIPMENT E.G. MASKS, VISORS, PROTECTIVE APRONS, GOWNS.

YES

## 3.5 TRAINING & AWARENESS - JOB SAFETY ANALYSIS

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3.5.1 A JOB SAFETY ANALYSIS (SAFE SYSTEM OF WORK) IS COMPLETED AND DOCUMENTED FOR EACH PROCEDURE AND PROCESS INVOLVED IN CLEANING AND USE OF PROTECTIVE EQUIPMENT WHERE ENHANCED PROCEDURES RELATING TO SUSPECTED CASES AND CONTAINMENT IS REQUIRED.

YES

## 3.6 TRAINING & AWARENESS - CONTAINMENT & ISOLATION

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3.6.1 ALL HOTEL EMPLOYEES RECEIVE GENERAL GUIDELINES AND TRAINING WITH REGARDS TO CONTAINMENT AND ISOLATION PROCEDURES WHEN A SUSPECTED/CONFIRMED INDIVIDUAL OR MULTIPLE OUTBREAK CASE OCCURS IN THE HOTEL.

YES

## 3.7 TRAINING & AWARENESS - MEDICAL RESPONSE

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3.7.1 ALL HOTEL EMPLOYEES RECEIVE AWARENESS AND TRAINING TO IMMEDIATELY INFORM HOTEL MANAGEMENT AND CALL LOCAL HEALTH AUTHORITY EMERGENCY MEDICAL RESPONSE WHEN ACUTE SYMPTOMS ARE SEEN OR SUSPECTED.

YES

## 3.8 TRAINING & AWARENESS - TRAINING RECORDS

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3.8.1 THERE ARE TRAINING RECORDS IN PLACE FOR ALL PANDEMIC AND COVID RELATED PROCEDURES. THE RECORDS ARE KEPT IN HARD COPY OR ELECTRONIC FILE IN THE HOTEL DEPARTMENT OR HR DEPARTMENT FOR A MINIMUM OF 12 MONTHS.

YES

## 4.1 CLEANING, HYGIENE & MEDICAL - CLEANING METHODS

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4.1.1 CLEANING SCHEDULES ARE PRODUCED INCLUDING METHODS OF CLEANING FOR EACH TYPE OF SURFACE AREA IN THE HOTEL E.G. METAL, GLASS, PLASTIC, WOOD, SOFT FURNISHING, CARPETS, FLOORING, ELECTRONICS, IT EQUIPMENT.

YES

4.1.2 CLEANING AND HYGIENE METHODS ARE REVIEWED ON A REGULAR BASIS, CHECKING WITH GLOBAL ORGANIZATIONS SUCH AS WHO FOR LATEST AND BEST PRACTICE METHODS AS WELL AS ANY LOCAL REGULATORY GUIDELINES REQUIRED.

YES

OBSERVATION

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This is done as part of the brand standards

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## 4.2 CLEANING, HYGIENE & MEDICAL - CLEANING FREQUENCY

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4.2.1 THERE ARE CLEANING AND SANITIZING SCHEDULES IN PLACE STATING HOURLY, DAILY, WEEKLY AND MONTHLY FREQUENCY, DEPENDING ON SURFACE, AREA OF HOTEL AND LOCAL AUTHORITY GUIDELINES.

YES

## 4.3 CLEANING, HYGIENE & MEDICAL - CLEANING MATERIALS

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4.3.1 ALL CLEANING CHEMICALS HAVE MATERIAL SAFETY DATA SHEETS DETAILING MANUFACTURER, COMPOSITION OF CHEMICALS, INSTRUCTIONS FOR USE, PPE TO BE WORN IF REQUIRED, EMERGENCY RESPONSE AND ACTIONS FOR SPILLAGE, INGESTION OR BODILY CONTACT.

YES

OBSERVATION

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MSDS displayed as required

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## 4.4 CLEANING, HYGIENE & MEDICAL - PERSONAL PROTECTIVE EQUIPMENT (PPE)

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4.4.1 PPE IS COMPATIBLE WITH THE CLEANING PRODUCTS AND METHOD OF CLEANING BEING USED. THERE IS A RECORD OF TRAINING, JOB SAFETY ANALYSIS AND CHEMICAL MSDS SHEET TO CONFIRM THIS.

YES

OBSERVATION

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This was confirmed by the GM

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4.4.2 DISPOSABLE PPE IS AVAILABLE IN SUFFICIENT QUANTITIES TO ENABLE EMPLOYEES TO WEAR AND USE NEW PPE FOR EACH NEW CLEANING OPERATION AS REQUIRED E.G. DISPOSE OF AND USE NEW GLOVES AFTER CLEANING EACH GUEST ROOM.

YES

4.4.3 ENHANCED PROTECTION RESPIRATORY MASKS E.G. N95 STANDARD, ARE WORN FOR CLEANING AREAS AND ROOMS OF SUSPECTED OR CONFIRMED CASES.

YES

4.4.4 MASKS ARE WORN BY EMPLOYEES FOR GENERAL DUTIES AS DIRECTED BY LOCAL HEALTH AUTHORITY. IF THERE IS NO LOCAL AUTHORITY REQUIREMENT, MASKS ARE WORN AS A PERSONAL CHOICE OR AS REQUIRED BY HOTEL COMPANY STANDARD.

YES

OBSERVATION

This was observed during the visit

4.4.5 MASKS ARE AVAILABLE FOR GUEST USE WHEN REQUIRED BY LOCAL HEALTH AUTHORITIES OR ON REQUEST BY THE GUEST. THIS INCLUDES WHEN REQUIRED BY LOCAL AUTHORITY, MASKS SHOULD ALSO BE WORN IN ELEVATORS.

YES

OBSERVATION

This was observed during the visit

## 4.5 CLEANING, HYGIENE & MEDICAL - PANDEMIC SUPPLIES

4.5.1 THERE IS A PANDEMIC SUPPLY STORE IN THE HOTEL FOR READINESS IN CASE OF NEW OR SECOND WAVE PANDEMICS: THE SUPPLIES SHOULD BE CALCULATED FOR A MINIMUM OF 14 DAYS AT AVERAGE HOTEL OCCUPANCY AND INCLUDE: CLEANING PRODUCTS, MASKS, VISORS, THERMOMETERS, GLOVES, APRONS, SWABS, WIPES, TISSUES.

YES

OBSERVATION



Storage in place

4.5.2 THE HOTEL HAS A SUFFICIENT NUMBER OF NO-TOUCH THERMOMETERS E.G. INFRARED DIGITAL READ OR OTHER RELEVANT INFECTION DETECTION DEVICES. THESE ARE REGULARLY CHECKED TO ENSURE THEY ARE WORKING.

YES

OBSERVATION



Used at every entry point

4.5.3 THE HOTEL MAINTAINS A SUFFICIENT STOCK OF ALCOHOL-BASED CLEANER, DISINFECTANT, HYPOCHLORITE AND QUATERNARY AMMONIA

CONCENTRATE SANITIZERS FOR A MINIMUM 14-DAY PERIOD AT AVERAGE HOTEL OCCUPANCY.

YES

## 4.6 CLEANING, HYGIENE & MEDICAL - CLEANING & HYGIENE RECORDS

4.6.1 THE HOTEL KEEPS RECORDS OF CLEANING ROSTERS FOR 1 MONTH.

YES

OBSERVATION

Records were presented

## 4.7 CLEANING, HYGIENE & MEDICAL - HOTEL TOUCH POINTS

4.7.1 HAND TOUCH POINTS ARE INCLUDED IN DAILY CLEANING SCHEDULES WITH INCREASED CLEANING FREQUENCY BASED ON OCCUPANCY LEVELS AND PEAK GUEST CIRCULATION TIMES IN THE HOTEL.

YES

## 4.8 CLEANING, HYGIENE & MEDICAL - SWAB TESTING TOUCH POINTS

4.8.1 WEEKLY HYGIENE SWAB TESTS ARE CARRIED OUT ON RANDOM TOUCH POINT AREAS OF THE HOTEL, INCLUDING AT LEAST 2 VACANT ROOMS AND AREAS SUCH AS: FRONT DESK COUNTER, HOTEL ENTRANCE/EXIT DOORS, ELEVATOR CALL BUTTONS,... RESULTS ARE DOCUMENTED & KEPT FOR 1 MONTH

NO

## 4.9 CLEANING, HYGIENE & MEDICAL - MEDICAL EQUIPMENT & MEDICAL ROOMS

4.9.2 WHERE A HOTEL HAS PORTABLE MEDICAL EQUIPMENT SUCH AN AED OR OXYGEN, THE EQUIPMENT IS FREQUENTLY CLEANED AND SANITIZED AS WELL AS CHECKED AS WORKING ON A DAILY BASIS. BATTERIES OR PADS AND TRAINING CERTIFICATES ARE CHECKED AS VALID AND NOT EXPIRED.

YES

OBSERVATION

Cleaning is done together with the weekly testing

## 4.10 CLEANING, HYGIENE & MEDICAL - DISPOSAL METHODS

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4.10.1 THERE IS A PROCEDURE IN PLACE TO DISPOSE OF DISPOSABLE ITEMS THAT MIGHT HAVE BEEN EXPOSED TO THE INFECTIOUS AGENT, SUCH AS PPE AND TISSUES

YES

## 5.1 HOTEL OPERATIONS - FRONT OFFICE RECEPTION

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5.1.1 THE RECEPTION DESK AND ALL SWITCHBOARD OPERATORS HAVE AN UP-TO-DATE CONTACT LIST OF DOCTOR-ON-CALL, LOCAL HEALTH AUTHORITIES, MEDICAL CENTERS, PHARMACIES, PUBLIC AND PRIVATE HOSPITALS, AMBULANCE AND ON-CALL PARAMEDIC SERVICES.

YES

5.1.2 AT CHECK IN OR ONLINE, GUESTS ARE REQUESTED TO PROVIDE CONTACT INFORMATION, INCLUDING OTHER OCCUPANTS OF THE ROOM AND ANY VISITORS TO THE GUEST ROOM. GUESTS ARE ASKED TO VOLUNTARY PROVIDE THEIR PREVIOUS AND ONWARD LOCATION TO/FROM THE HOTEL (UNLESS LOCAL AUTHORITY MANDATES).

YES

OBSERVATION

This was observed during check in

5.1.3 RECEPTION STAFF AND HOTEL SWITCHBOARD OPERATORS ARE PROVIDED WITH 'Q&A' SHEETS RELATING TO COVID AND HOTEL PROCEDURES TO ENSURE CONSISTENT AND CORRECT VERBAL ADVICE IS GIVEN TO GUESTS REQUIRING INFORMATION.

YES

OBSERVATION

Info sheet in place and handed out during the visit

5.1.4 ON CHECK IN AND AT RESERVATION, GUESTS ARE ENCOURAGED TO MAKE SMART CARD AND CONTACTLESS PAYMENTS INSTEAD OF USING CASH WHEN STAYING IN THE HOTEL. GUEST ROOM CARDS ARE DISINFECTED BEFORE RE-USE.

YES

5.1.5 A SUPPLY OF MASKS OF THE LOCAL AUTHORITY REQUIRED MINIMUM STANDARD IS KEPT AT RECEPTION TO GIVE TO GUESTS WHO ARRIVE NOT WEARING A MASK OR REQUIRE ONE.

YES

OBSERVATION

No guest is allowed to enter without wearing a mask

5.1.6 THERE IS HAND SANITIZER & SURFACE WIPE SANITIZER AVAILABLE ON THE FRONT DESK RECEPTION TO CLEAN DOWN FRONT DESK COUNTER & OFFER TO GUESTS DURING EACH GUEST CHECK IN ENCOUNTER. GUESTS ADVISED TO WASH THEIR HANDS AS SOON AS THEY ENTER THEIR ROOM.

YES

## 5.2 HOTEL OPERATIONS - PUBLIC AREAS & RESTROOMS

5.2.1 ENTRY POINTS TO THE HOTEL AND OTHER AREAS IN THE HOTEL SUCH AS ELEVATORS AND CHECK-IN COUNTERS ARE MANAGED TO AVOID CROWDING, WITH CLEAR SIGNAGE AND STAFF TO VERBALLY REMIND GUESTS TO MAINTAIN SOCIAL DISTANCING DURING BUSY PERIODS.

YES

5.2.2 THERE IS CONSTANT AVAILABILITY OF CLEANING STAFF, TO REGULARLY SANITIZE TOUCH POINTS ON ALL ENTRANCES, ELEVATORS, RESTROOMS, HANDRAILS AND OR ANY OTHER SURFACES THAT ARE PRONE TO HIGH FREQUENCY OF TOUCH POINT CONTACT IN PUBLIC AREAS.

YES

5.2.3 WHEN LOCAL AUTHORITY REQUIRES MANDATED TEMPERATURE SCREENING CHECKS AT ENTRANCES TO THE HOTEL. THE SCREENING POINTS ARE LOCATED TO AVOID CONGESTION AND MAINTAIN SOCIAL DISTANCING.

YES

5.2.4 HAND SANITIZERS STATIONS ARE LOCATED AT PUBLIC AREA ENTRANCES AND MASKS AVAILABLE ON REQUEST OR WHEN MANDATED BY LOCAL AUTHORITY, A POLICY OF REFUSAL TO ENTER THE HOTEL UNLESS A MASK IS WORN IS IN PLACE.

YES

OBSERVATION



At the entrance

5.2.5 ALL COMPLIMENTARY WATER COOLERS, COFFEE AND SNACK STATIONS USUALLY PROVIDED IN THE LOBBY OR PUBLIC AREAS ARE RE-

**MOVED.**

YES

OBSERVATION

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This was observed during the visit

**5.2.6 COMMUNAL USE COMPUTER STATIONS, KEYBOARDS AND TOUCH SCREENS ARE REMOVED FROM PUBLIC AREAS AND HOTEL BUSINESS CENTER CLOSED.**

YES

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## 5.3 HOTEL OPERATIONS - CONCIERGE & LUGGAGE

**5.3.1 THERE IS A PROCEDURE IN PLACE FOR CLEANING HANDLES/TOUCH POINTS ON GUEST LUGGAGE UPON ARRIVAL, DEPARTURE OR WHEN STORED IN THE LUGGAGE ROOM. GUESTS ARE ENCOURAGED TO CARRY THEIR OWN HAND LUGGAGE.**

YES

**5.3.2 CONCIERGE STAFF ARE PROVIDED WITH 'Q&A' SHEETS RELATING TO COVID AND HOTEL PROCEDURES TO ENSURE CONSISTENT AND CORRECT VERBAL ADVICE IS GIVEN TO GUESTS REQUIRING INFORMATION.**

YES

OBSERVATION

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Info sheet in place and handed out upon arrival

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## 5.4 HOTEL OPERATIONS - GUEST TRANSPORT & PARKING

**5.4.1 ALL GUESTS SELF-PARK THEIR OWN CARS AFTER LUGGAGE DROP OFF AS REQUIRED. ENTRANCES INTO THE HOTEL FROM CAR PARKING AREAS ARE PROVIDED WITH HAND SANITIZING STATIONS AND IF MANDATED BY LOCAL AUTHORITY, TEMPERATURE SCREENING POINTS.**

YES



OBSERVATION

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At the elevator

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## 5.5 HOTEL OPERATIONS - RESTAURANTS, BARS, MEETING ROOMS & ROOM SERVICE

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5.5.1 HAND-SANITIZATION STATIONS ARE AVAILABLE AT THE ENTRANCE OF ALL RESTAURANTS, BARS AND RESTROOMS FOR RESTAURANTS AND BARS.

YES

5.5.2 THERE IS CLEANING AND SANITIZING OF TABLE SURFACE AND CHAIR TOUCH POINTS BETWEEN EACH SITTING AND FULL SERVICE.

YES

5.5.3 WHERE POSSIBLE BUFFETS ARE REPLACED BY PLATED SERVICE TO TABLE, READY-MADE PLATES OR READY MADE 'FOOD BAGS'. WHEN BUFFET IS REQUIRED, CHOICE IS LIMITED, SOCIAL DISTANCE IS MAINTAINED WHEN QUEUING, ALL STATIONS HAVE SNEEZE GUARDS.

YES

OBSERVATION

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This was confirmed by the GM

5.5.4 COFFEE MACHINES, TEA AND JUICE STATIONS ARE REPLACED BY WAITED TABLE SERVICE OR PRE-SET AS POTS ON THE TABLES. GUESTS ARE ADVISED AS AN OPTION TO USE IN-ROOM TEA AND COFFEE AMENITIES, WITH EXTRA AMENITIES PROVIDED IN EACH GUEST ROOM.

YES

OBSERVATION

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This was observed during the visit

**5.5.5 ROOM SERVICE WEAR A MASK AND CLEAN SET OF DISPOSABLE GLOVES EACH TIME THEY DELIVER AND SET UP THE SERVICE INSIDE OF THE GUEST ROOM.**

YES

OBSERVATION

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This is part of the SOPs

**5.5.6 TABLES AND SEATING ARE SET AND ARRANGED TO CONFORM WITH SOCIAL DISTANCING MEASURES AS DESIGNATED BY LOCAL HEALTH AUTHORITIES.**

YES

OBSERVATION

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## 5.6 HOTEL OPERATIONS - KITCHEN

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**5.6.1 KITCHENS AND FOOD PREPARATION AREAS MAINTAIN EXISTING FOOD HYGIENE STANDARDS WITH AN ENHANCED CLEAN OF THE KITCHEN BETWEEN EACH SERVICE USING APPROPRIATE FOOD CONTACT SURFACE SANITIZERS AND CLEANING MATERIALS.**

YES

**5.6.2 KITCHEN AND SERVICE STAFF UNDERSTAND AND ADHERE TO ENHANCED PROCEDURES FOR CLEANING, DISINFECTION, PERSONAL HYGIENE ETIQUETTE AND INCREASED FREQUENCY OF HAND WASHING.**

YES

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5.6.3 BOTH USED AND UNUSED DISHES, SILVERWARE, GLASSWARE, CROCKERY AND TABLE LINEN ARE WASHED AFTER EACH SERVICE.

YES

OBSERVATION

This is part of the SOPs

## 5.7 HOTEL OPERATIONS - HOUSEKEEPING

5.7.1 WHERE ROOMS ARE OCCUPIED BY INDIVIDUALS IN ISOLATION AS SUSPECTED OR CONFIRMED CASES, THE FREQUENCY OF DAILY ROOM CLEANING SERVICE IS REDUCED IN AGREEMENT WITH THE GUEST AND STAFF WEAR ENHANCED PPE WHEN ENTERING THE ROOM.

YES

5.7.2 GUESTS IN ISOLATION ARE GIVEN THE OPTION OF HAVING FRESH LINEN, TOILETRIES AND AMENITIES DELIVERED OUTSIDE THEIR DOOR FOR THEM TO TAKE INSIDE.

YES

OBSERVATION

This was confirmed by the GM

5.7.3 ONCE GUESTS HAVE VACATED AN ISOLATION ROOM, A COMPLETE AND THOROUGH ENHANCED CLEANING OF THE ROOM IS CONDUCTED. PLATES, CUTLERY, DRINKING GLASSES AND CUPS ARE REPLACED WITH FRESH ONES AND THEN CLEANED IN A DISHWASHER.

YES

## 5.8 HOTEL OPERATIONS - LAUNDRY

5.8.1 THERE IS A PROCEDURE IN PLACE TO SEPARATE DIRTY/CONTAMINATED LINEN FROM CLEAN LINEN.

YES

5.8.2 STAFF WEAR DISPOSABLE GLOVES AND A MASK WHEN HANDLING GENERAL ROOM LINEN. ENHANCED PPE IS USED TO HANDLE, TRANSPORT AND DISPOSE OF LINEN FROM ISOLATED ROOMS.

YES

OBSERVATION

This was confirmed by the GM

5.8.3 TOUCH POINTS ON LAUNDRY TROLLEYS ARE CLEANED AND SANITIZED BETWEEN EACH SHIFT. LAUNDRY TROLLEY BAG LINERS ARE CLOSED OVER WHEN CARRYING DIRTY LINEN.

YES

5.8.4 THERE IS AN ENHANCED PROCEDURE IN PLACE FOR THE REMOVAL OF CONTAMINATED LINEN FROM GUEST ROOMS OF SUSPECTED CASES.

YES

OBSERVATION

SOP in place, confirmed by the GM

## 5.9 HOTEL OPERATIONS - ENGINEERING

5.9.1 PREVENTATIVE MAINTENANCE AND INSPECTION SCHEDULES ARE CONDUCTED AND RECORDED AS PER MANUFACTURERS GUIDELINES AND ANY APPLICABLE LOCAL AUTHORITY STANDARDS ON DISHWASHING, LAUNDRY, ELEVATORS, GENERATORS AND AIR CONDITIONING UNITS.

YES

OBSERVATION

This was confirmed by the GM

## 5.10 HOTEL OPERATIONS - LEISURE AND RECREATION FACILITIES

5.10.1 FACILITIES SUCH AS SWIMMING POOLS, BEACHES, GYMS, SPAS, CHANGING ROOMS AND CHILDREN'S CLUBS/PLAYROOMS ARE TEMPORARILY CLOSED UNTIL LOCAL AUTHORITIES ANNOUNCE THEY CAN BE OPENED FOR NORMAL OR RESTRICTED SOCIAL DISTANCING USE.

YES

OBSERVATION

Facilities are only allowed to operate after approval from the local authorities

5.10.2 IF LOCAL AUTHORITIES ALLOW FACILITIES SUCH AS HOTEL GYMS TO OPEN UNDER RESTRICTED SOCIAL DISTANCING, THERE MUST BE A PLAN AND PROCEDURE IN PLACE TO ENSURE DISTANCING AND DISINFECTION OF EQUIPMENT BETWEEN USE.

YES

5.10.3 ON REOPENING, AS A PRECAUTIONARY MEASURE FOR ONE MONTH, ALL TOUCH POINTS ARE CLEANED ON A CONSTANT BASIS, HAND SANITIZING STATIONS AVAILABLE AT THE ENTRANCE TO ALL FACILITIES AND INSIDE GYM EQUIPMENT AREAS, WITH CLEAN DOWN OF EQUIPMENT BETWEEN ...

YES

OBSERVATION

This is part of the cleaning protocols in place

## 5.11 HOTEL OPERATIONS - EMPLOYEE FACILITIES

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5.11.1 STAFF SCHEDULES ARE STAGGERED TO AVOID CONGESTION AT STAFF ENTRANCES, CHANGING ROOMS/LOCKER ROOMS AND STAFF CAFETERIAS. A HAND SANITATION POINT IS LOCATED NEXT TO THE BIOMETRIC FINGERPRINT TIME AND ATTENDANCE RECORDER.

YES

OBSERVATION

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This was confirmed by the GM

5.11.2 STAFF CANTEEN HOURS ARE STAGGERED OR EXTENDED TO ENSURE SOCIAL DISTANCING IS MAINTAINED IN THE CANTEEN SPACE AVAILABLE.

YES

OBSERVATION

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Part of the SOPs

5.11.3 THERE IS A PROCEDURE IN PLACE FOR ENHANCED CLEANING AND DISINFECTION OF STAFF LOCKER ROOMS. THIS INCLUDES THE PROVISION OF SUFFICIENT HAND WASHING AND SANITIZING STATIONS.

YES

5.11.4 THERE IS A PROCEDURE IN PLACE FOR PUTTING ON CLEAN UNIFORMS AND PPE BEFORE EACH WORK SHIFT. THIS INCLUDES THE CORRECT REMOVAL AND STORAGE OF PERSONAL CLOTHING AND ITEMS SUCH AS WATCHES, JEWELLERY AND PERSONAL PHONES.

YES

OBSERVATION

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SOP in place, every staff member trained

5.11.5 THERE IS A PROCEDURE IN PLACE FOR THE REMOVAL OF SOILED UNIFORMS AND PPE AT THE END OF EACH WORK SHIFT. LIDDED RECEPTACLES FOR USED PPE AND LAUNDRY BAGS FOR UNIFORMS ARE AVAILABLE IN LOCKER-ROOMS.

YES

OBSERVATION

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On place

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**5.11.6 STAFF ACCOMMODATION (IF APPLICABLE) IS SUBJECT TO ENHANCED CLEANING, HYGIENE PROCEDURES AND SOCIAL DISTANCING REGULATIONS.**

YES

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**5.11.8 ISOLATION AND CONTACT TRACING PROCEDURES ARE IN PLACE FOR STAFF ACCOMMODATION FOR SUSPECTED OR CONFIRMED STAFF CASES.**

YES

OBSERVATION

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Staff stay in designated rooms

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**5.11.9 HOTEL MANAGEMENT COMPLY WITH LOCAL HEALTH AUTHORITY DIRECTIVE REGARDING COVID TESTING OF HOTEL EMPLOYEES, SENDING TEST RESULTS TO THE HEALTH AUTHORITY, SENDING CONTACT DETAILS OF EMPLOYEES TO THE HEALTH AUTHORITY.**

YES

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**5.11.10 HOTEL MANAGEMENT COMPLY WITH ANY LOCAL HEALTH AUTHORITY DIRECTIVE REGARDING TEMPERATURE TESTING AND SCREENING OF HOTEL EMPLOYEES AT EMPLOYEE ENTRANCE AND DURING WORK.**

YES

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## 5.12 HOTEL OPERATIONS - GOODS RECEIVING AND VENDORS

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**5.12.1 CONTACT DETAILS ARE PROVIDED FOR ALL VENDORS ENTERING THE HOTEL. THEY ARE SUBJECT TO THE SAME PERSONAL HYGIENE/PPE**

WEARING ETIQUETTE AND TEMPERATURE SCREENING AS REQUIRED BY HOTEL STAFF AND/OR LOCAL AUTHORITY REGULATIONS.

YES

5.12.2 THERE IS A PROCEDURE IN PLACE FOR RECEIVING, HANDLING AND DISINFECTING PACKAGING, BOXES, CONTAINERS OR BAGS BEFORE THEY ENTER THE HOTEL.

YES

OBSERVATION

SOP in place

## 5.13 HOTEL OPERATIONS - HOTEL OFFICE AREAS

5.13.1 SOCIAL DISTANCING, CLEANING AND SET UP OF OFFICE TABLES AND CHAIRS IS THE SAME AS FOR GUEST AREAS IN THE HOTEL. OFFICE WORKERS ARE SUBJECT TO THE SAME PERSONAL HYGIENE/ PPE WEARING ETIQUETTE AND TEMPERATURE SCREENING AS REQUIRED BY HOTEL

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YES

## 6.1 SUSPECTED CASES, RESPONSE & CONTAINMENT - NOTIFYING HEALTH AUTHORITIES & MEDICAL RESPONSE PROTOCOL

6.1.1 THERE IS A PROCEDURE IN PLACE FOR SUSPECTED CASE GUESTS TO BE ADVISED TO SEEK MEDICAL ATTENTION AND BE PROVIDED WITH CONTACT DETAILS OF A DOCTOR OR LOCAL HEALTH AUTHORITY TO REPORT THEIR SYMPTOMS.

YES

6.1.2 THERE IS A PROCEDURE IN PLACE FOLLOWING APPROVAL BY THE HOTEL GENERAL MANAGER OR MANAGER ON DUTY, TO NOTIFY LOCAL HEALTH AUTHORITIES WHEN A GUEST SHOWING TWO OR MORE SYMPTOMS OF BEING A SUSPECTED CASE REFUSES ADVICE TO SEEK MEDICAL HELP.

YES

## 6.2 SUSPECTED CASES, RESPONSE & CONTAINMENT - ACCOMMODATING SUSPECTED CASES & ISOLATION PROTOCOL

6.2.2 THERE IS A PROCEDURE FOR PROVIDING LIMITED SERVICE AND ACCESS INTO AN ISOLATED GUEST ROOM AND A WELFARE CHECK PROTOCOL IS AGREED WITH THE GUEST WITH A NUMBER PROVIDED TO CALL FOR EMERGENCY ASSISTANCE IF REQUIRED.

YES

6.2.3 THERE IS A PROTOCOL FOR INFORMING AN ISOLATED GUEST THAT VISITORS WILL NOT BE ALLOWED INTO THE ROOM AND ANY PERSON ACCOMPANYING THE GUEST AT THE TIME OF ISOLATION WILL BE PROVIDED WITH A SEPARATE ROOM.

YES

## OBSERVATION

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SOP in place, confirmed by the GM

6.2.4 THERE IS A PROCEDURE FOR DEALING WITH CHILDREN OF A SINGLE ADULT GUEST WHO HAS TO BE ISOLATED.

NO

## 6.3 SUSPECTED CASES, RESPONSE & CONTAINMENT - TEMPERATURE TESTING & SYMPTOM SCREENING PROTOCOL

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6.3.1 IN THE EVENT OF A SUDDEN NEW OUTBREAK OR AS ADVISED BY LOCAL HEALTH AUTHORITY, A PROCEDURE IS IN PLACE FOR CHECKING THE TEMPERATURE OF ALL ARRIVING GUESTS AT POINT OF ENTRY AND FOR MEASURES TO BE TAKEN WHEN TEMPERATURE EXCEEDS.

YES

## OBSERVATION

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Mandatory temperature check implemented by law

## 6.4 SUSPECTED CASES, RESPONSE & CONTAINMENT - CONTACT TRACING

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6.4.2 THERE IS A PROCEDURE IN PLACE TO IMMEDIATELY BEGIN CONTACT TRACING OF ANY VERIFIED CASES OR SUSPECTED CASES WHERE THE GUESTS, EMPLOYEES OR OTHER PERSONS ARE ENTERED INTO ISOLATION OR TAKEN TO HOSPITAL.

YES

6.4.3 THE PROCEDURE IN PLACE FOR CONTACT TRACING COVERS LIAISON WITH LOCAL HEALTH AUTHORITIES AND FOLLOWS PROTOCOLS FOR IDENTIFYING THOSE WHO MAY HAVE BEEN IN CONTACT WITH THE SUSPECTED CASE USING A LOGBOOK TO RECORD ALL INFORMATION AND ACTIONS TAKEN.

YES

6.4.4 A LOGBOOK IS KEPT WHERE ALL SUSPECTED CASES, CONFIRMED CASES, CONTACT TRACING ACTIONS AND INFORMATION ARE RECORDED AND FOLLOWED UP ACCORDING TO LOCAL LEGISLATION.

YES

## 6.5 SUSPECTED CASES, RESPONSE & CONTAINMENT - EVACUATION OF GUEST WITH SUSPECTED/CONFIRMED CASE

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6.5.1 THERE IS A PROCEDURE AND PREDESIGNATED ROUTE OUT OF THE HOTEL TO MINIMIZE THE RISK OF CONTAMINATION OF OTHER GUESTS, EMPLOYEES OR PEOPLE WHEN A SUSPECTED OR CONFIRMED CASE GUEST IS EVACUATED FROM THE HOTEL TO GO TO HOSPITAL AT THE GUEST OR LOCAL H..

YES



## 7.1 COVID COMMUNICATIONS - GUEST COMMUNICATIONS

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7.1.1 ON BOOKING CONFIRMATION, ARRIVAL AT HOTEL CHECK IN, IN THE GUEST ROOM DIRECTORY AND ON THE WELCOME MESSAGE OF THE GUEST ROOM TV, A COVID INFORMATION WEBSITE LINK OF THE LOCAL HEALTH AUTHORITY AND WHO IS PROVIDED FOR GUESTS.

YES

OBSERVATION

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This is part of the info sheet handed out to new arrivals

7.1.2 COVID PREVENTION AND HYGIENE ETIQUETTE PRACTICES ARE DISPLAYED ON SIGNAGE IN PUBLIC AND CONFERENCE AREAS, GUEST FLOORS, GUEST LIFT LOBBY AREAS WITH WEBSITE ADDRESSES AND LINKS AVAILABLE TO ON-LINE INFORMATION ON LOCAL/NATIONAL COVID CASES.

YES

## 7.2 COVID COMMUNICATIONS - EMPLOYEE COMMUNICATIONS

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7.2.1 THERE IS A PROCEDURE IN PLACE FOR INFORMING AND UPDATING ALL HOTEL STAFF ON A DAILY BASIS WITH REGARDS TO LOCAL/NATIONAL CONFIRMED CASES AND ANY CHANGES IN LOCAL HEATH AUTHORITY REGULATION THAT MAY AFFECT PROCEDURES.

YES

## 7.3 COVID COMMUNICATIONS - VENDOR COMMUNICATIONS

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7.3.1 THERE IS A PROCEDURE IN PLACE FOR INFORMING VENDORS IN ADVANCE OF ARRIVAL AT THE HOTEL OF HYGIENE PROTOCOLS AND ETIQUETTE THEY WILL HAVE TO CONFORM WITH BEFORE ENTERING THE HOTEL.

YES

## 7.4 COVID COMMUNICATIONS - LOCAL AUTHORITY COMMUNICATIONS

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7.4.1 THE HOTEL MANAGEMENT TEAM HAS AN ESTABLISHED COMMUNICATION CHANNEL WITH RELEVANT AUTHORITIES INCLUDING NATIONAL, PUBLIC AND LOCAL HEALTH AUTHORITIES.

YES

OBSERVATION

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The GM is in direct contact with the relevant authorities