



### **YOUR HEALTH & SAFETY IS OUR PRIORITY**

Before anything else, our absolute priority is the safety of our guests and our staff. As such, we always have high standards for cleaning and sanitation in place, but in response to the COVID-19 novel coronavirus, we have elevated those standards even higher to keep a more hygienic environment for our guests and our team.

#### **COVID-19 Coronavirus Measures:**

##### **Monitoring Developing Information Closely:**

We have been closely checking statements about the COVID-19 novel coronavirus, and sharing that latest information with our Staff. We are also following COVID-19 guidelines provided by local health authorities.

We are working daily to ensure that they meet the latest guidance on hygiene and cleaning. Our hotels' health and safety measures are designed to address not only COVID-19, but a broad range of contagions.

##### **Staff Health, Safety and Hygiene Knowledge:**

Training our employees to have an elevated level of health, safety and hygiene knowledge is essential to having a successful health, safety, and hygiene program.

##### **Social Distancing:**

Our Staff is practicing 'social distancing' from both team colleagues and guests where possible. The CHD is recommending that we keep a distance of 2 meters between each other and to reduce the number of people we meet every day. Our business has taken steps to minimise interactions with guests and between guests. Simple steps like staggering meal reservations and separating the tables in our restaurant and breakfast room.

##### **Hand Hygiene:**

Proper and frequent hand-washing is vital to help combat the spread of viruses. Our Staff is reminded daily that hygiene starts with this simple act. It is important for their health and that of our guests. We supply hand sanitisers for our Guests at different points throughout the Hotel.

##### **Cleaning Products and Protocols:**

We work with our suppliers to make sure our hotel can procure and use virus-killing products as well as protective equipment (PPE) which are compulsory to use them.

##### **Guest Rooms:**

Our hotels use cleaning and disinfecting protocols to clean and sanitise rooms after guests depart and before the next guest arrives, with particular attention paid to high-touch items like remote controls, televisions, telephones, kettles, hand dryers, seat backs, door handles, light switches, table tops, ironing board, safe, taps, toilet handles and seats.

##### **Public Areas:**

We have increased the frequency of cleaning and disinfecting in public areas with a focus on surfaces of our front desk, lifts (and lifts buttons), door handles, public toilettes, bar, table tops, chair, rails, sunbeds.

##### **Back of House:**

Our hotel is increasing the frequency of cleaning and focusing on high-touch areas like stairways, entrances, locker rooms, and staff offices.