



## HOTEL OPERATIONS IN THE COVID ERA



*In the wake of the COVID-19 crisis, aha Hotels & Lodges remains committed to providing a safe and comfortable environment for our guests and staff. We adhere to government's social distancing regulations without fail, and guarantee an effective cleanliness routine to ensure that health and safety are always top of mind.*

*With aha Hotels & Lodges, you can rest assured that you may book your accommodation with confidence, and that we are taking all the necessary precautions to keep you safe.*

# SAFETY PRECAUTIONS



This guest booklet is designed to help you maintain the highest standards of safety during your stay with us, and to adhere to the mandatory requirements as per the health authorities.

All staff are familiar with the protocol required, and we request that you remain in your room and call the front desk if COVID-19 symptoms do present. A medical team will then be dispatched to take the necessary action.

# GUEST TRANSPORT

All drivers will wear protective gear (mask and gloves)

Vehicles will be disinfected upon every arrival

Wherever possible, the driver section will be segregated with a temporary plastic or transparent sheet

Drivers will be instructed to limit conversation

Sanitisers will be made available for all guests before entry into vehicles

For guests' convenience, an information booklet covering all the steps being taken by the hotel for safety and sanitisation, along with the operational norms for restaurants, room service, housekeeping and laundry procedures will be placed on the back seats of all vehicles.

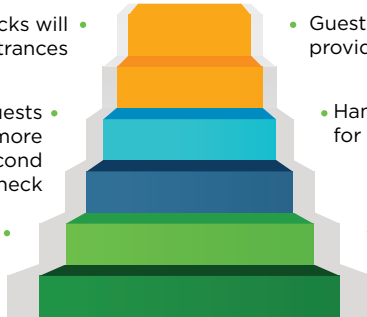


# ENTRANCE

Mandatory temperature checks will be carried out at all entrances

We will request that any guests running a temperature of more than 98.6° F please do a second check

All guest luggage will be cleaned and disinfected



Guests not wearing a mask will be provided with one

Hand sanitiser will be provided for guests and staff

All carpets will be removed to ensure that hard surfaces can be sanitised

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# RECEPTION



Staff will wipe down desks at regular intervals



Each staff member will be provided with their own sanitiser



Sanitisers will be available at the desk for guest use



Guests arriving from restricted countries or regions must please ensure that all the necessary information is provided before check-in or at the time of making the reservation



For all pre-booked guests, all check-in formalities should be completed online to reduce contact and time at the front desk



We request that all guests use their own pens



Hygiene and other instructions will be provided to guests as per the new SOP



Markings on the floor at reception will be created to maintain social distancing



All receptionists will wear masks at all times



Swabs will be made available so that guests can apply sanitiser to clean their phones or credit cards



All guest information will be treated with discretion

# LIFTS



Lift floor buttons will be regularly sanitised



Safety instructions, including the number of guests permitted at one time, will be placed inside the lifts and will be easily visible; We apologise for the delay and inconvenience caused to any guests due to the new safety norms



Floor and other areas of the lifts that can be touched will be regularly sanitised



If the lift has a carpeted floor, it will be replaced with vinyl wherever possible

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# POOL & GYM



These areas will remain closed until we are advised that it is safe to open, as per government norms or until further notice



Gyms will have sanitiser dispensers available outside doors and inside the gym areas



Guests will be provided with alternate running or walking routes



Gym attendants will constantly wipe down equipment



Ongoing deep cleans will take place

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# PUBLIC AREAS



All indoor areas such as entrance lobbies, corridors and staircases, lifts, offices, meeting rooms and restaurants will be mopped with a disinfectant containing 1% sodium hypochlorite or phenolic disinfectants



For metallic surfaces like counter tops, desks, chair arms, door handles, security locks, keys etc., 70% alcohol will be used to wipe down surfaces where the use of bleach is not suitable

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# GUEST ROOMS/HOUSEKEEPING

- Signage with information on sanitisation norms will be placed in each room
- The instructions provided at reception will include the procedure for how the rooms are sanitised at regular intervals
- All housekeeping staff on the floor will wear the appropriate safety gear
- PPE will include head gear, mask, gloves, plastic disposable apron and shoe covers
- PPE to include head gear, mask, gloves, plastic disposable apron and shoe covers
- Housekeeping trolleys will be sanitised before and after shifts
- All other equipment; mops etc. will be sanitised after each room cleaning
- Whenever possible, disposable equipment will be used and mops with disposable covers will be available
- All scatter cushions, throws and loose objects will be removed
- Housekeeping staff will concentrate on deep cleaning of all taps, door handles, phones and TV controls
- Each room's soiled linen will be removed and placed directly into a plastic bag, then sealed
- Sanitiser dispensers will be available in all rooms
- Newspapers will not be delivered for safety reasons
- Guests will be given the choice of having linen changed daily or ONLY on request; no turn down services will be available to facilitate minimal contact

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## CHECK-OUT



A separate check-out area will be facilitated should there be a risk of overcrowding



We advise all guests to inform staff of their check-out plans in advance so that bills can be prepared



Markers will be placed on floors, as is the case with check-in



Sanitisers and other swabs will be provided as required by guests



# RESTAURANTS

- The number of tables will be reduced to maintain social distancing norms
- Distancing as follows: Four persons per 10 msq with chair backs one metre apart
- Buffet guests will be served
- All staff at buffets will use face shields
- Self-service coffee machines will be unavailable; coffee will be served
- Seating for the tables will be reduced to half of capacity
- We may wish to avoid buffets initially and include either TDH or a la carte menus
- Staff will be trained for minimal contact/communication during service/ distancing
- We will ensure that staff are wearing masks and gloves
- Disposable serviettes, which are pre-packed or individually packed, will be used
- Sanitisers will be available for guest use
- Swabs will be available to apply sanitiser to clean phones or credit cards
- Disposable coffee cups will be used for breakfast
- Sneeze guards will be installed on all buffets
- Where possible, buffets will be covered in glass and served by staff from behind the buffet
- All dishwashers will operate at the correct temperature and correct chemical dosage
- After every service, all equipment, including that not used will be washed
- Disposable cleaning equipment will be used

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# MEETINGS



In case guests require a meeting area, we will ensure that enough space is maintained between tables and chairs

The number of guests in the area will be limited, based on the maximum allowed



Linen cloths on tables will not be used and table tops will be sanitised

Sanitisation will take place during all meeting breaks

Sanitisers will be provided in foyers and in the meeting rooms



Each desk, all equipment and all work areas will be sanitised after guests have moved out

- Individually packaged water and mints will be provided
- Disposable cups will be made available where possible, or we suggest that guests drink from bottles
- Where possible, aha will gear up with third party supplies to assist with quality digital meetings

# HOTEL OPERATIONS IN BACK OF THE HOUSE

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*A Safety Team will be identified and set up with a Leader for each area. This leader will be responsible for ensuring that all measures are being implemented and recorded.*

*Staff will be educated on the most common signs and symptoms of coronavirus infection, which are fever, dry cough and shortness of breath. Symptoms typically occur 1-14 days after exposure, though a small proportion of people who are infected don't have symptoms. The entire back of house will be scrubbed down and sanitised at night.*

# EMPLOYEE TRANSPORT

- Best practices will be instilled with staff
- Temperature check points will be mandatory for all staff before boarding the bus, where transport is provided
- Where possible, staff transport will be arranged with sanitisers in use



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# CLOCK-IN

- Again, best practices will be instilled with staff
- Sanitise
- Staff will be asked to stay at home if they have any symptoms of flu or are not feeling well
- Temperature checks for all employees on clocking into the premises of the hotel will be mandatory
- Staff running temperatures of more than 98.6° F will be asked to return home
- All employee temperatures will be checked twice a day

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# STAFF UNIFORM



- Daily uniform exchange daily will be the norm
  - Uniforms will be sanitised properly, using a steam press or heat iron
  - Staff will be given masks as part of their uniform across all departments
  - Staff will maintain social distancing during uniform exchange
  - Staff will have their temperature tested before each shift
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# STAFF LOCKERS

- Sanitisers will be made available
  - Shifts will be staggered to ensure there is no overcrowding in the lockers and the number of employees are regulated with proper social distancing norms being followed
  - Extensive hand washing and sanitising arrangements will be made with signage explaining the need
  - Regular monitoring will be conducted to ensure there is no crowding on arrival or at the locker room
  - Bins will be made available for used masks, gloves and aprons
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# STAFF EQUIPMENT



Proper tools and gear will be provided for staff, which will include masks and also tools in various departments to minimise human touch



Plastic aprons will be provided



Only disposable masks will be used



Housekeeping will have shoe covers



Staff will isolate at home if they present with any symptoms of a cold or flu

# STAFF DINING

- Sanitisers will be made available at entrances
  - Shifts will be staggered to avoid canteen crowding
  - Canteen hours will be extended to allow smaller groups over a longer period of time - canteen use will be restricted to 33% of its capacity at any given time
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# RECEIVING /DELIVERIES



- Delivery staff will not be allowed into properties; rather, runners will transfer goods
  - All goods will be sanitised at a station at the loading bay
  - All supplies will be fully sanitised before entering the stores and refrigerators
  - Approved sanitising agents will be used for the same
  - The area will be sanitised at regular intervals
  - Vendors will be advised on how to accept goods and how their staff should arrive with necessary protective gear
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# HOUSEKEEPING



- All housekeeping staff on the floor will wear safety gear
- PPE will include headgear, masks, gloves, plastic disposable aprons and shoe covers



- Housekeeping trolleys will be sanitised before and after shifts
- All other equipment including mops etc. will be sanitised after each room cleaning



- All scatter cushions, throws and loose objects will be removed
- Each room's soiled linen will be removed and placed into a plastic bag and sealed
- If the property has an in-house laundry, it will ensure a suitable sanitiser is added into the washing cycle



- If the property has a in house laundry it should ensure a suitable sanitizer is added into the washing cycle



- Staff will concentrate on deep cleaning of all taps, door handles, phones and TV controls
  - The lined supply chain from laundry to floors will be respected
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# KITCHEN

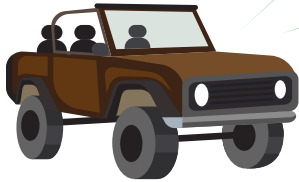
- Kitchens will be sanitised at regular intervals
  - The number of staff will be limited to the minimum required; staff will be organised into teams to reduce interactions between people
  - All staff will wear disposable masks, gloves, hair nets and all other safety gear
  - Workstations will be arranged in such a way that staff are not facing each other and can maintain appropriate social distance
  - Limited menus will be supplied and ramped-up in a phased manner
  - Menus may be adjusted to include more options of cooked food rather than raw food
  - Proper cleaning of vegetables, meats and all other materials that are required in the kitchens will be conducted with approved sanitising agents to disinfect
  - All equipment will be sanitised after each use
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# SERVICE LIFTS



- Safety instructions, including the number of employees allowed at one time, will be placed inside the elevator and will be easily visible
  - Lift floor buttons will be regularly sanitised
  - Floors and other areas of the lift that can be touched will be regularly sanitised
  - Hand sanitiser dispensers will be installed in lifts
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# GAME DRIVES



Vehicles will be sanitised

All guests must use sanitiser before embarking

All guests and staff must wear masks

At coffee and sundowner stops, disposable cups must be used

On return, cooler boxes will be sanitised

Separate snack packs will be made

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# EMPLOYEE TRAINING

○ Management will conduct sensitisation classes for staff on upgraded hygiene standards

● Employees will be well-informed about all COVID-19-related operating SOPs

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