



**stademos hotels ltd**

AMARA | ELYSIUM | MEDITERRANEAN

## **OPERATING PROTOCOL COVID-19**



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# Contents I

1	PURPOSE OF COVID-19 OPERATING MANUAL.....	1
2	COVID-19 HEALTH & SAFETY TEAM.....	1
3	GENERAL GUIDELINES & TRAINING FOR THE PROTECTION OF EMPLOYEES.....	1
4	INSTRUCTIONS TO ALL STADEMOS HOTELS STAFF.....	2
	4.1 Entry to and exit from hotel Premises	
	4.2 Entry	
	4.3 Exit	
	4.4 Elevator use	
	4.5 Locker room area	
	4.6 Staff canteen	
	4.7 Smoking area	
	4.8 Office administration	
5	PERSONAL HYGIENE INSTRUCTIONS FOR STADEMOS HOTELS STAFF.....	3
6	GENERAL INFORMATION RELATED TO ALL DEPARTMENTS.....	4
	6.1 White cotton gloves	
	6.2 Masks	
	6.3 Disinfection & cleaning products	
	6.4 Hand shaking	
	6.5 Distance	
	6.6 Do not enter room behaviour – unless asked by guest	
	6.7 Out of service – for your safety & comfort	
	6.8 Out of service rooms	
	6.9 Enhanced cleaning plans plan & cleaning product examples	
	6.10 Back-of-house	
	6.11 Employee locker & changing rooms	
	6.12 Staff restaurant	
	6.13 In-house work-phones	
	6.14 Working spaces	
	6.15 Disinfection products & cleaning	
	6.16 Distance	
7	RECEPTION / ARRIVAL.....	6
8	PORTER / ROOMING.....	7
9	CONCIERGE & GUEST RELATIONS DEPARTMENT.....	8
10	ROOMS & HOUSEKEEPING.....	8
11	LAUNDRY.....	9
12	MAINTENANCE.....	10
13	PUBLIC AREAS.....	10
14	FOOD & BEVERAGE DEPARTMENTS.....	11
	14.1 Kitchen	
	14.2 Food & beverage outlets	
	14.3 Buffet customer service	
	14.4 Room service	

## Contents II

15 SWIMMING POOLS & BEACH.....	13
16 SPA.....	14
17 GYM.....	15
18 HAIRDRESSER.....	15
19 CONSUMABLES.....	15
20 GROUPS & MICE.....	16
20.1 Miscellaneous	
20.2 Arrival	
20.3 Front office / rooming	
20.4 Meeting room	
20.5 Foyer / restrooms	
20.6 F&B mice	
20.7 AV - decoration - part suppliers	
21 TRACEABILITY.....	17
22 INFORMATION FOR HOTEL GUESTS.....	18
22.1 Who needs to isolate?	
22.1 How do I isolate in a hotel?	
22.3 Can I have contact with hotel staff?	
22.4 Monitor symptoms	
22.5 What do I do if I get sick?	
22.6 How can we help prevent the spread of coronavirus?	
22.7 More information	
23 COVID-19 CLEANING PROTOCOLS FOR GUESTS.....	19
23.1 Coronavirus (COVID-19)	
23.2 Our Commitment to Cleanliness	
23.3 Specific steps that we are taking include	
23.4 Cleaning Products and Protocols	

## 1. PURPOSE OF COVID-19 OPERATING MANUAL

To take all necessary actions, preventive measures and precautions to prevent the spread of Covid-19 to guests, staff and associates in Stademos Hotels, based on the instructions of the Ministry of Health of Cyprus Republic.

## 2. COVID-19 HEALTH & SAFETY TEAM

Apart from the General Manager who is responsible to ensure that all the measures are applied according to instructions of the Ministry of Health, the Health & Safety Officer of the Hotel will monitor closely the process and report directly to the General Manager for any issues or problems. Additionally, a special Health & Safety Team has been created, consisting of employees from each department. The role of this team is the following:

- Training of the staff of their departments on all Covid 19 preventive measures and precautions
- Monitor on a daily basis that the staff applies all measures according to the instructions and legislations of the country
- Mention to the management any suspect Covid-19 case (member of staff/guest)
- Handle a suspect or positive Covid-19 incident
- This team will consist of Managers and other trained member of the staff

## 3. GENERAL GUIDELINES & TRAINING FOR THE PROTECTION OF EMPLOYEES

- 3.1 Written guidelines and training regarding how COVID-19 spreads is available to the staff so that they are familiar with COVID-19 symptoms and able to recognise them timely. The aim is for the staff to be able to seek medical treatment and laboratory tests and minimise infection risk for the customers and other employees.
- 3.2 All staff are trained about the risks related to Covid-19 and about the necessary protection and prevention measures as follows:
  - Maintaining distance of 2 meters from other persons
  - The correct use of mask and gloves
  - The correct washing of their hands and disinfection of their hands. Hand hygiene includes cleaning the hands with soap and water and then rubbing with an alcoholic solution for disinfection. Frequent wash and disinfection of hands is necessary particularly after any contact with respiratory secretions, prior and after using the toilet
  - Breathing hygiene, coughing or sneezing, covering the nose and mouth with a tissue that is directly discarded in the waste. If this is not available, the mouth and nose are covered with the inside of the elbow, avoiding hand contact with the eyes, nose and mouth to reduce the risk of infection with the virus
  - To report immediately to the management any suspect Covid-19 case (guests or other staff showing symptoms)
- 3.3 Staff showing symptoms of COVID-19 should not report to work and contact their doctor. In case of symptoms during work, the employee should be asked to leave work immediately and return to it only when the symptoms have disappeared and after having consulted his/her doctor
- 3.4 Staff should be continuously monitored in relation with possible flu symptoms. In this context, a daily check of the temperature of the entire staff before starting work should be ensured and recorded
- 3.5 Front line employees should limit conversations with guests to just the necessary ones
- 3.6 Mandatory use of an appropriate face mask and proper adherence to hygiene of the hands by all the staff

- 3.7 If possible staff should be assigned in the same groups in order to reduce the possibility of the virus spreading
- 3.8 Staff breaks and meal times should be arranged in such a way so that there is no large gathering of staff in the staff restaurant
- 3.9 A Covid-19 test is required before the initial start of work of each employee
- 3.10 People who may be more vulnerable and belong to vulnerable groups, should not perform tasks that leave them particularly exposed (e.g. in generally no contact with customers)
- 3.11 Covid-19 Symptoms
  - Fever
  - Cough or Sore Throat
  - Shortness of breath
- 3.12 What to do?
  - Stay at home. If at work report immediately to your supervisor or the management
  - Avoid contact with other people
  - Call your personal doctor or call the helpline 1420 for further information

## **4. INSTRUCTIONS TO ALL STAFF**

### **4.1 Entry to and exit from hotel Premises**

- Arrive at the hotel no more than 20 minutes before the shift starts
- Shifts will start in intervals of 10 minutes to 15 minutes
- Everyone has to enter via the staff entrance
- Use hand sanitiser upon clocking in
- The security officer will check your temperature
- If temperature is higher than 37.3 Celsius it will be re-measured after 10 minutes to ensure that it is not a symptom
- Use the shoe disinfection machine prior entering the building

### **4.2 Entry**

- Distance to be maintained between employees as to avoid physical contact
- Follow designated routes to locker rooms and departments
- During shifts, personal belongings are to be kept in the personal lockers at ALL TIMES

### **4.3 Exit**

- Change into your personal clothes immediately after your shift
- Follow the specified route from the locker room without any stops (at any other departments, or talk to other people, etc.)

### **4.4 Elevator use**

- Elevator usage must be minimised
- Maximum of 3 persons in the elevator at any time or maximum 50% of its capacity
- Employees should use the stairs wherever possible

### **4.5 Locker room area**

- Maximum of 4 persons at any time in the changing room areas
- Lockers, doors and benches will be sanitised regularly
- Employees to enter and exit via the designated doors only and follow the route plan

#### **4.6 Staff canteen**

- Dedicated employee will monitor the number of people and ensure that the maximum is not exceeded
- Wash hands thoroughly before and after each meal
- Use sanitiser before entering the cafeteria
- Staff canteen extended opening hours during breakfast and lunch to avoid big groups of people
- Employees are advised to stay in the staff canteen only while they are eating and to spend the rest of their break in an open air area
- All employees need to keep a safe distance of each other at all times

#### **4.7 Smoking area**

- Wash hands before and after smoking
- Do not offer cigarettes to other people
- Sanitisers will be provided in the smoking area
- Remember that social distancing instructions apply for outdoor areas too
- Avoid physical contact with other people
- Exhale smoke away from the face of others

#### **4.8 Office administration**

- All employees should disinfect their offices (desk, screen, mouse, telephone, etc.) before and after their shift
- Generally, all employees should have their own working desk and avoid using other colleagues PC and equipment
- Employees should use as little printed information as possible
- Employees are advised to use emails and other electronic ways to exchange information

## **5. PERSONAL HYGIENE INSTRUCTIONS FOR STAFF**

- 5.1 Avoid touching the eyes, nose and mouth with the hands to reduce the infection risk by the virus
- 5.2 Avoid talking, coughing or breathing in/breathing out when handling food
- 5.3 In case of coughing or sneezing, cover the nose and mouth with the crook of the elbow or with a tissue. The used tissue should be disposed of immediately after its use in the disposal bin
- 5.4 Regular hand washing with soap and water for at least 20 seconds. Careful drying of hands with single use paper towels which will then be disposed of in the disposal bins. Hands must be washed necessarily after contact with respiratory secretions and after using the toilet. It is underlined that gloves do not substitute hand washing
- 5.5 Individuals with respiratory infections symptoms should not report to work until the symptoms have disappeared
- 5.6 The staff must wear masks, following the guidelines hereunder:
  - The mask must be of the appropriate type (surgical mask),
  - Must be fitted properly to the face so that it covers both the mouth and nose
  - Must be changed regularly so that, with time, it does not become a breeding ground for bacteria (staphylococcus, etc.)
- 5.7 The staff should wear gloves, following the guidelines hereunder:
  - Before wearing the gloves, always wash your hands with soap for at least 20 seconds and dry them
  - Wear the correct size

- Change gloves, as you would wash your hands in case you were not wearing gloves, at least every 4 hours
- Gloves should be removed each time you use the restroom or eat or handle garbage or clean surfaces
- You must not touch your face while wearing gloves
- The glove of the hand that shall be used for monetary interaction must be replaced
- Replace damaged or teared gloves immediately
- Do not reuse gloves already worn. Each time you change gloves, you should dispose of the used ones
- Remove each glove separately catching it by the cuff. Wash your hands even if you are wearing gloves, since

## 6. GENERAL INFORMATION RELATED TO ALL DEPARTMENTS

### 6.1 White cotton gloves

- These gloves will be used by the following departments; Reception, Guest Relations, Porters, Restaurant Hostess Team
- Gloves are available and carried during all guest interactions
- Gloves are not an absolute barrier against infection with the corona virus Please assure that the gloves are always in immaculate conditions, washed and sanitized depending on the material
- As the gloves are made out of cotton, they can be washed a number of times and become part of the uniform

### 6.2 Masks

- Special linen washable masks are given to the staff to cover their mouth and nose
- Masks must be carried in various areas, front and back of house
- One-use masks will be as well available for the guests and should be distributed to them, whenever needed and requested. Guest masks are part of our new amenity set. Please see Chapter "Rooms" for further information

### 6.3 Disinfection & cleaning products

Sufficient disinfection and cleaning products are available in the working area(s). Hand sanitizers are available in all public areas and clearly visible for guests.

### 6.4 Hand shaking

Hand shaking with arriving or in house guests should be avoided.

### 6.5 Distance

The minimum distance of 2 meters should be kept at any time when talking and interacting with guests.

### 6.6 Do not enter room behaviour – unless asked by guest

At Front Desk during check-in process, guests have the possibility to request a 'Do not enter my room' process – which is then be traced by the Front Office employees. (This is not the Do not disturb). This means that all guest interactions will be done in front of the guest's room. (e.g. luggage delivery, in-room service, delivery of garments, hand over amenity items or towels etc.)

A special trace is then set up in PMS so that each department through its reports will be able to get the latest updated status of which guests do not wish our employees entering their room. Especially departments working on the floors like minibar, Room Service, Housekeeping and Porters should be updated with this information.

### 6.7 Out of service – for your safety & comfort

Due to social distancing, and in case that it is not possible to remove unnecessary furniture, a template should be created for a tent card, with the note “Out of service for your safety and comfort, this table will not be in use”. This is used and placed wherever it will not be allowed to sit or dine in.

### 6.8 Out of service rooms

In expectation of occupancy restrictions, the option of “Covid-19 Out-of-Service” rooms is created in the PMS system. This should be discussed with Fidelio and decide which rooms to be taken out-of-service / order to ensure social distancing and limit the elevator use.

### 6.9 Enhanced cleaning plans plan & cleaning product examples

Look into wall charts which visualize the enhanced cleaning of rooms, fitness room, meeting room, staff restaurant, public and other areas, which visualize the flow and which areas should not be forgotten during cleaning. See below chart:



### HIGH TOUCH AREAS

1. Lights, Lamps, Switches & Electronic Controls
2. Handles & Knobs
3. Major Bathroom Surfaces
4. Climate Control Panels
5. Remote Controls, Telephones & Clocks
6. Bed & Bedding
7. Bath Amenities
8. Tables, Desks & Nightstands
9. Iron & Safe
10. Food & Beverage Amenities

### 6.10 Back-of-house

- At back-of-house areas, distance should be kept at all times between colleagues.
- Continue to wear masks at desks, in corridors and wherever applicable  
ATTENTION: Hands should be washed before mask is put on or taken off!!
- As often as possible, and very regularly, hands are washed. Before entering guest facing areas, hands are disinfected, before putting on the gloves again
- Hands are disinfected as well in back-of-house, as often as possible, hand sanitizers are available not only in the staff restaurant and the entrance to front-of-house areas, but also in other places such as employee restrooms, receiving area, copy machine, etc. Friendly reminder that washing hands should consist of rubbing soap for at least 20 seconds

### 6.11 Employee locker & changing rooms

A distance floor signs are placed in employee locker and changing rooms, including shower rooms and toilets – ensuring of keeping the minimum required distance and waiting areas. The cleaning cycle and disinfection of the facilities incl. the locker doors and the washing rooms is increased.

### 6.12 Staff restaurant

- Service hours are extended in the staff restaurant to limit the number of employees having their breaks at the same time. Consider either removing furniture to grant space, or block tables and chairs, so that no one uses these.



- Fix time slot is scheduled for employees, departments, so that no cross interaction will occur and only limited number of colleagues are in the staff restaurant at the same time.
- One-use knife & fork with individual paper napkin and salt in plastic, sealed nylon will be provided to staff.

### **6.13 In-house work-phones**

- After each shift, the business phones are dropped off! These phones are disinfected at the end of each shift.
- The drop off point is defined and also who has the responsibility to disinfect and how this process is completed.

### **6.14 Working spaces**

After each shift, desk is cleaned including the screen, phone, mouse, pad, keyboard and other used items. In general, employees have their own working desk and refrain from using other colleagues' PC. For Front Office employees, guest facing, PC is regularly disinfected as well as other items working with.

### **6.15 Disinfection products & cleaning**

Sufficient disinfection and cleaning products are available in all working area(s), offices for employees.

### **6.16 Distance**

A minimum distance of 2 meters is kept at any given time when talking and interacting with guests and colleagues. All back-of-house departments simulate common area distancing scenarios and furniture distribution is reassessed.

## **7. RECEPTION / ARRIVAL**

- 7.1 Staff will wear gloves and face masks and apply all protective measures of chapters 1 and 2
- 7.2 Floor signs are available showing the appropriate distance (2 meters)
- 7.3 The dispersion of guests at check-in is mandatory. Staff on duty should co-ordinate this process
- 7.4 Guests are informed of the measures taken at the hotel for preventing the spread of Covid-19 as well as instructions for the personal hygiene. Leaflets in various languages are available
- 7.5 Upon arrival the guests are observed for possible symptoms and should be kindly requested to comply with the distance rules (2 meters)
- 7.6 If needed an electronic thermometer and/or thermal camera temperature check is performed for the possibility of fever
- 7.7 Refreshing cleansing towel are offered – pre-packed towel – no linen towel
- 7.8 Only one person at a time should be served on the reception counter
- 7.9 Rooms are not be allocated to new arrivals unless two hours' time has passed from the previous departure and unless the room has been thoroughly cleaned, disinfected and ventilated
- 7.10 Hand sanitizers are available at the entrance of the hotel and clearly visible to the guests
- 7.11 Key cards are disinfected prior to hand out to guests and employees. Returning key cards from guests, are collected in a box and after each shift, they are cleaned and disinfected properly, so that they are ready again for the next shift

- 7.12 The Hotel pens used by our guests at the Front Desk are sanitised each time these are used - the pen is removed and exchanged with a new, disinfected pen - please place the new pen only once the guest needs it, followed by a comment that the pen has been sanitized. Used pens are collected in a box and after each shift, are cleaned and disinfected properly, so that they are ready again for the next shift
- 7.13 The regular cleaning and disinfection of all reception desk is required
- 7.14 The reception desk counter and areas of common use are cleaned and disinfected regularly
- 7.15 It is the responsibility of the front office staff member who checks-in the guest, to ask the guest if rooming is desired. If confirmed, the employee must wear a mask and gloves accordingly and ensure that during rooming, distance is kept. Only use the elevator with the guests who are being escorted to the room. If more guests are waiting for the elevator, please wait until you and the guests are alone and take the elevator. Keep distance inside the elevator. Explain or highlight where hand sanitisers are available and indicate the increased sanitization measurements for arrival rooms. Refrain from touching belongings/ items / furniture inside the room. (Do not open wardrobes, etc.). Rooming is only permitted with mask and gloves!

#### **7.16 Credit card scanner & payment**

A credit card scanner is available at Front desk which accepts contactless card payment. The machine is cleaned and disinfected prior to usage. The guest are informed that the device has been freshly sanitised. If no contactless payment can happen, then the guests should be asked to insert and remove the credit card themselves! The guests' credit card should not be touched

#### **7.17 Do not enter room behaviour – unless asked by guest**

At Front Desk during check-in process, guests will have the possibility to request a 'Do not enter my room' process – which will then be traced by the Front Office employees. (This is not the Do not disturb). This means that all guest interactions will be done in front of the guest's room. (e.g. luggage delivery, in-room service, delivery of garments, hand over amenity items or towels etc.)

Guests who stay – perhaps on a 1– 2 nights stay might prefer not having employees entering their privacy area during their stay. (This applies as well to guests staying longer.)

## **8. PORTER / ROOMING**

- 8.1 Porters wear masks, gloves and apply all protective measures of chapters 1 and 2
- 8.2 The collection, transportation and delivery of client's luggage by the staff is carried out with the appropriate protective measures; Staff should comply with the distance of two metres from the guest
- 8.3 An electronic thermometer or temperature recording device is available for checking guests' temperature if required (in case a guest is showing Covid-19 symptoms)
- 8.4 Hand sanitizers are available at the entrance of the hotel and clearly visible to the guests
- 8.5 Hand shaking with arriving guests should be avoided. If a guest wants to shake hand, please kindly decline in a friendly way, saying that "due to safety reasons and measurements we take towards all guests, we will exceptionally not shake hands
- 8.6 Refreshing cleansing towel must be offered – pre-packed towel – no linen towel
- 8.7 If valet / car service is being offered, the car is driven while using mask and gloves. After parking the car, the areas touched by the porter/doorman are disinfected. A new mini hand sanitizer is placed in the car together with a note specifying the sanitization – as a farewell gift and sign of appreciation

- 8.8 Offering luggage cleaning service will certainly be appreciated by the guests. Employee will offer to the guest the service of disinfecting their luggage. Once the guest's luggage is cleaned, a little note is added to it that it has been sanitized. As a reminder: Employee must receive permission from the guest to do so
- 8.9 The elevator is used only wearing a face mask, and each hotel should put a limit on the capacity which should not exceed 50% of the maximum capacity. On each floor and outside each elevator door a sign is installed with a reference to the maximum number of people allowed to enter the elevator, and the recommendation to use mask
- 8.10 During rooming process, the new door hanger is highlighted, which is placed prominently in the room – by explaining the meaning of this door hanger. (2 side's explanation). Sample door knob sign:



## 9. CONCIERGE & GUEST RELATIONS DEPARTMENT

Same conditions apply as per Reception and Porter.

## 10. ROOMS & HOUSEKEEPING

- 10.1 Housekeeping staff should wear masks, gloves and apply all protective measures of chapters 1 and 2
- 10.2 Cleaning staff entering bedrooms wear disposable gloves, masks and apply hand hygiene after they have completed the cleaning
- 10.3 Housekeeping staff are trained in the appropriate cleaning and disinfection procedure related to COVID-19
- 10.4 Thorough and regular cleaning of common use items
- 10.5 Oral and nasal protection must be guaranteed at all times. Gloves are changed after each room and after completing the cleaning of a space! Do not use the same gloves when handling clean and dirty laundry. Special goggles are supplied in order to protect their eyes during the cleaning process
- 10.6 Particular attention should be paid on surfaces that are often touched by hands such as bedside tables, bed headboards and the rest of the room furniture, the toilets, wash basins, doorknobs, etc.
- 10.7 The balcony doors of the bedroom are kept open during the cleaning process in order to allow natural ventilation
- 10.8 Bedrooms are cleaned preferably without the guests' presence in the room
- 10.9 An excellent range of concentrated four cleaning detergents are used which are suitable for the cleaning of the bath, toilet, other surfaces, mirrors etc. disinfectant is also used for the disinfection of the above mentioned areas
- 10.10 Combining the basic order of the room cleaning with the use of basic detergents we achieve basic cleaning. Then we use the disinfectant spray to disinfect frequently touched surfaces
- 10.11 Special attention item: The following items are cleaned and sanitized with special attention:
  - door handles
  - hard surface furniture, tables, nightstand
  - AC and light control buttons
  - furniture knobs and handles
  - telephone,
  - towel racks
  - hair dryer
  - wardrobe hangers
  - and especially the remote control

- 10.12 All linen and all towels are removed from departure rooms including not used towels, bathrobes and turndown mats
- 10.13 Laundry movement is one-way (dirty in and clean out) – clean and dirty side separate - do not mix clean and dirty and keep them away from each other
- 10.14 Linens and towels coming out of the rooms are divided into laundry bags where they can be sealed away en route to the laundry room. Take the bags with linen directly to the laundry facility. Team members should not come into contact with soiled laundry that is waiting to be washed or picked up in a back-of-house area
- 10.15 SANITISING THE BED: COVID-19 is spread through respiratory droplets, and unprotected mattresses and pillows can soak up these droplets as well as other bodily fluids. By protecting both the mattress and the pillow a hotel can quickly sanitize a room. Mattress and pillow protectors should be in place as it will prevent any guest's bodily fluids from seeping into the mattress or pillow. This moisture barrier protects the next guest from the past guest. A small note is placed mentioning that the pillow cover and pillow protector have been changed and sanitized. This should be placed beside the bed, well visible for the guest
- 10.16 Linens will not be shaken out when changing beds
- 10.17 Bathroom cleaning is done with equipment and cleaning detergents exclusively for this area, with particular emphasis on the following points; water taps, door/towel/tank handles, toilet seat and cover lids, washbasins, door buttons, buttons and switches
- 10.18 The plastic bin bags, are tied tightly and removed immediately. After their use, gloves are disposed of immediately in the plastic bags of the disposal bins and not attempt to clean them, e.g. wash single use gloves and reuse them
- 10.19 All decorative items, (bedcovers, bed runners, pillows, rugs etc.) should be removed from the room
- 10.20 Items such as the additional pillows or blankets are sealed in a plastic bag or removed from the room and offered to the guest upon request
- 10.21 IN ROOM AMENITY (MASKS, GLOVES & HAND SANITISER) A new in-room amenity is available to guests in the room upon arrival. Based on the number of two guests in the room the sanitation kit should include the following; two one-use face masks, two latex gloves and one 50ml sanitizer bottle.. Hand sanitisers, in mini bottles, must be provided per stay –1 bottle per room / suite. Additional bottles are available, upon request
- 10.22 Shared indoor toilets where a technical ventilation system is installed to ensure that this is continuous 24/7. In shared toilets where no system has installed ventilation, open the windows. In shared toilets is prohibited from using the hand drying air jet machines

## 11. LAUNDRY

- 11.1 Housekeeping staff wear masks, gloves and apply all protective and personal hygiene measures of chapters 1 and 2
- 11.2 All laundry equipment must always be in perfect working order
- 11.3 Careful separation of dirty and clean linen
- 11.4 Dirty bed linen and towels are placed in special bags. These are to be tightly sealed before transported to laundry areas
- 11.5 Trolleys used for the transport of dirty linen bags with linen are disinfected after each use
- 11.6 Dirty linen and clothing is collected in plastic bags and then washed with detergent and water at 60–90 °C and dry completely
- 11.7 Deep washing of staff uniforms

- 11.8 No staff is allowed to enter the staff uniforms room. Uniforms should be handed to the staff only by the Laundry staff
- 11.9 Laundry movement is one-way (dirty in and clean out) – clean and dirty side separate

## 12. MAINTENANCE

- 12.1 Maintenance staff wear masks, gloves and apply all protective and personal hygiene measures of chapters 1 and 2
- 12.2 Regular maintenance of air conditioning units and change of filters and disinfection of air conditioning units and filters
- 12.3 Clean and disinfect the Fan Coil Unit of each bedroom after guest's departure and before any room is allocated to a new arrival

## 13. PUBLIC AREAS

- 13.1 Contactless, automatic hand sanitiser(s) are available in all public areas of the hotel, clearly visible to guests. A hand sanitising station is placed at the door of the public toilets
- 13.2 Bins with covers are available in prominent parts of the hotel preferably with a foot lever
- 13.3 Air conditions may be used provided that there is continuous introduction of fresh air either by the use of mechanical systems or by natural regular ventilation of the space (maximum number of doors and windows in public areas and on each floor to remain open throughout or most of the part of the day and during peak hours)
- 13.4 Special care is taken to ensure the continuous natural ventilation of the public areas
- 13.5 All public toilets/lockers have the following items available at all times; liquid soap dispensers, disposable hand towels and antiseptic alcoholic solution (70% alcohol content) dispenser. The dispensers are frequently checked to ensure they are always operating correctly
- 13.6 The public toilets are cleaned in a pre-defined time program depending on the traffic. A board is placed in the toilet to indicate and show the guests, how often, and at what time the restroom has been cleaned
- 13.7 The plastic bin bags, once full, are tied tightly and removed immediately. After their use, gloves should be disposed of immediately in the plastic bags of the disposal bins
- 13.8 Guidelines to cleaning staff for cleaning and disinfection of Public Areas
- Thorough and regular cleaning of common use items
  - Special attention should be paid on the systematic, sufficient and consistent natural ventilation of all areas
  - All surfaces, floors, counters, cash points, restrooms (floors, sinks, etc.) are kept clean and disinfected regularly during the operation
  - Over and above the regular cleaning routines, regular cleaning is contacted of smooth surfaces used regularly (e.g. knobs, handles, staircase railing, elevators, switches, taps, etc.) with common cleaning products, that is liquid soap and water, or chlorine solution 10% (1part chlorine diluted in 10 parts water) or alcoholic disinfectant (alcohol content 70%). It is noted that the cleaning procedure is done using gloves and a uniform
  - Particular attention must be paid to cleaning the items and the surfaces which were touched by an individual who developed viral infection symptoms
  - Handrails are cleaned at least every second hour

- Elevators are cleaned inside at least every second hour. Special attention is given to the Elevator buttons which cleaned and sanitized inside and especially outside of the elevator. The outside buttons of the elevator, on each floor, must be cleaned by a dedicated Housekeeping staff every hour
- Masks, gloves, antiseptic gels should be placed close to the lifts for the guests to use before entering the lift

## 14. FOOD & BEVERAGE DEPARTMENTS

### 14.1 Kitchen

- Kitchen staff should wear masks, gloves and apply all protective and personal hygiene measures of chapters 1 and 2
- Only kitchen and stewarding employees are allowed to enter the kitchen area. If for some reason another person has to visit the Kitchen area, then appropriate personal protective equipment/uniform is provided to the visitor
- Dish and glass washing machines are inspected regularly to ensure that this equipment is always in perfect operating condition
- In the dish/glass washing process, we ensured that a wash temperature of min. 60°C and a rinse temperature of min. 80°C is achieved

### 14.2 Food & beverage outlets

- Food & Beverage staff wear masks, gloves and should apply all protective and personal hygiene measures of chapters 1 and 2
- Temperature check for staff is mandatory and optional for the guests
- Use of masks and carrying out of appropriate hand hygiene, for all back-of-house and front-of-house staff; masks will not be compulsory for service staff operating outdoor daytime restaurants, due to the intense heat
- An information display is made available at the entrance, displaying the following;
  - The maximum number of guests allowed in place at any given time
  - The basic protection measures (distance of 2 meters), personal hygiene (good washing and disinfection of hands, avoid sneezing and coughing)
- Service times is extended, and advance booking enabled, to facilitate physical distancing. It is the responsibility of the person in charge of the outlet not to exceed the maximum number of persons allowed
- The maximum number of guests for outdoor area is one person per 2 square meters excluding employees. The maximum number of guests indoors, one person per 3 square meters excluding employees
- The minimum distance between tables not belonging to the same party, is 2 meters from corner to corner. It is understood that if a family stays in more than one room, the keeping of this distance is not required
- The maximum number of people per table is 10
- A bottle of alcoholic sanitizer (alcohol content 70%, with an injection pump and a base) is available at a visible position at the entrances and exits of all outlets, to be used by the guests
- Front line employees should limit conversation with customers to the necessary ones
- Menus will be disinfected after every use, unless they are disposable; alternatively, they will be displayed at various communal points of the outlet, or made available digitally (tablet)
- The use of air condition is permitted provided that fresh air is introduced either by the use of mechanical systems or by natural regular ventilation of the space
- Guests will be encouraged to pay by contactless card and not by cash
- Disinfection of all touch points are carried out after each use e.g. chairs, tables, salt/pepper mills, sauce bottles, electronic payment machines etc.
- Use of table linen and towels will be discouraged, and is replaced by disposables

- After each guest's departure, the tables are cleaned and disinfected
- The guest's napkin should never be touched with your hands. Refrain from touching and unfolding the guest's napkin
- Avoid cash transactions and use contactless credit card transactions instead. A credit card scanner is available at each outlet which accepts contactless card payment. The machine is cleaned and disinfected prior to usage! The guest should be informed that the device has been freshly sanitized. If no contactless payment can happen, then the guests should be asked to insert and remove the credit card themselves. The guests' credit card should not be touched
- Each time food & beverage guests are handed over a menu cover, pen, bill folder or other items, these are cleaned and disinfected prior of handing out.
- "Open" snacks are not served in open bowls in the lobby, bar or as an aperitif. Snacks are changed to a "closed" version. Snacks are in closed small, mini bags which guests can then unwrap and open themselves
- "Open" sugar in open bowls are not served in any outlet. Paper sachets of sugar or wrapped cubes are used instead
- Both soiled ware and clean ware are transported in separate, closed containers to minimize the possibility of cross-contamination outside of the normal cleaning process. Containers are disinfected after use and are labeled accordingly. In the dish washing process, it should be ensured that a wash temperature of min. 60°C and a rinse temperature of min. 80°C is achieved
- The use of tablecloths is avoided Use of one-use disposable ones. if tablecloths are used they are changed after each use and guest's departure
- Hand sanitiser(s) are available in all food & beverage outlets and clearly visible to guests
- Cloches are used for serving to avoid any contamination during the transit from kitchen to table
- A menu with items that limit the needed physical contact of Chefs with the product is created
- Waiter service activities taking place by the guest's table like the deboning of fish, mixing of salads, preparation of past etc. should be avoided
- DISTANCE FLOOR PLAN
  - Restaurant, bar and kitchen distance floor signs are placed—ensuring the minimum required distance and waiting areas (2 meters)
  - Common area distancing scenarios is simulated and furniture distribution is checked
  - "Out of Service for your safety and comfort" card, should be used if needed

### 14.3 Buffet customer service

- At the food buffet area, the instructions of the Ministry of Health is followed preventing congestion and ensuring the appropriate distance from guest to guest and staff
- The food buffet area is separated in such a way so that the entry and exit to the buffet are clear to the guests. In peak hours, the entrance, the exit and the waiting area is co-ordinated by a qualified member of the staff
- A sneeze guard is installed between guest and food where possible
- The management should ensure that guests are using the antiseptic station when entering the buffet area and before they come in contact with equipment or food. It is preferred, however, that serving in the buffet should be carried out only by the kitchen staff, which will be wearing the appropriate mask and gloves and will comply with the strict hygiene rules. The staff should not come into contact with the plate that has been touched by the guest
- In the coffee, tea and juice service areas, automatic service dispensers are used in order to avoid hand contact. H0and sanitizers are available
- Every effort should be made to ensure a quick service for the guest. The aim is to reduce the time spent at the buffet between 1-2 minutes. Each time the guest returns to the buffet he/she should be asked to use hand sanitizer



- The contact of the guest with food or serving tools such as tongs is avoided where possible by providing portioned food items or packed food or drinks
- It is recommended when portioning/packing food items to take into account environmental aspects such as the use of serving materials, plastic, wrappings etc.
- Serving tongs are critical. The following options are available; the tongs are only be used by the staff serving the guests, or in case this is not possible food to be served by staff in individual portions so that the guest will take away. If for some kind of dishes, the use of tongs from guests is unavoidable, then there is a hand disinfection station available nearby for mandatory use by the guest before handling the tong. Additionally, the management of the hotel will ensure a frequent change of the serving tongs
- Staff working on the buffets strictly apply the personal protective measures; wear mask, gloves and use hand sanitizer. For example, when replenishing food at the buffet, crockery, silverware, glassware, when changing serving tongs etc.
- Alternatively, whenever this is possible the Room Service option should be recommended to the guests in an effort to decongest the restaurants
- The hours of service are extended if needed in order to decongest the outlets

#### **14.4 Room service**

- Room service staff carrying food and/or beverages items to bedrooms wear gloves and mask and apply all protective and personal hygiene measures of chapters 1 and 2
- Where possible they should leave the food/beverage tray/trolley or items outside the door of the room, but not on the floor.
- In any case, the distance of 2 meters from the guest should always be kept
- All food or beverages are covered with Cloches in order to avoid any contamination during the transit from kitchen to the room

## **15. SWIMMING POOLS & BEACH**

- 15.1 Swimming Pool staff wear masks, gloves and apply all protective and personal hygiene measures of chapters 1 and 2
- 15.2 Physical distancing will not apply to life guards who are called into urgent life-saving action
- 15.3 The minimum distance between the bases of the umbrellas is set to 4m and 2m between sunbeds of persons not belonging to the same group
- 15.4 The towel on the sun lounger are placed by the guest
- 15.5 The sun loungers, umbrellas and tables should be cleaned and disinfected after each use
- 15.6 Regularly clean and disinfect the public toilets. A relevant programme is displayed and is available in case of an inspection by the authorities
- 15.7 Any promotions that may prolong gatherings of many people should be avoided
- 15.8 Cash transactions should be avoided. Contactless credit card transactions should be encouraged instead
- 15.9 Adequate cleaning and disinfection of any individual locker room and shower between each use is ensured
- 15.10 Appropriate measures are taken to prevent favourable conditions for the multiplication of the bacterium of legionella disease



## 16. SPA

- 16.1 The Spa staff should wear masks, gloves and apply all protective and personal hygiene measures of chapters 1 and 2
- 16.2 Covered bins with a foot pedal are used in the Spa and treatment rooms and lockers
- 16.3 Before entering the spa/hairdresser's area, the guest's temperature is checked and in case he/she has a fever he/she should be asked to leave the premises with instructions to contact a doctor
- 16.4 The rule of one person per 8 square meters of clear internal space is kept
- 16.5 Guests should be asked to wear a mask, if possible (it is understood that this does not apply if the treatment is carried out in an area of the face that would normally be covered by the mask)
- 16.6 A bottle of alcoholic sanitizer (alcohol content 70%, with an injection pump and a base) is available at a visible position at the entrances and exits of all outlets, to be used by the guests
- 16.7 A display is placed at the entrance asking guests not to enter the spa if they feel unwell or have Covid-19 symptoms
- 16.8 Arrangements are made so that the appropriate distance (2 meters) between the guests is maintained
- 16.9 Bookings of the treatments is compulsory
- 16.10 During the booking process guests should be advised that they should not come to the spa if they feel unwell or have Covid-19 symptoms. It is also advisable not to be accompanied by other people
- 16.11 A daily record is kept with the guests' appointments which will be presented with upon checks that may be carried out by the authorities and should be maintained for a period of at least 20 days
- 16.12 All staff are supplied with mask, gloves and one-use disposable apron
- 16.13 All surfaces floors, benches, coffers, sanitary areas (floors, basins, washbasins, etc.) are kept clean and disinfected at regularly during the day
- 16.14 For treatments which cannot be carried out by staff who is wearing gloves these should be carried out after thorough washing and disinfection of the hands
- 16.15 Reading material such as magazines, newspapers etc. are not available
- 16.16 No 'testers' of products are available at the waiting area
- 16.17 One-use paper sheet or one use linen sheet is used on the massage bed
- 16.18 After each treatment the following procedure should be followed;
  - Disinfection of the surfaces and the area of the treatment room and sterilization of all the tools used in case they are not disposable (following the correct practices and instructions of the manufacturer)
  - Disinfection of the massage bed/chair/bench which has been used by the guest for the treatment
  - Towels used for the treatment should be placed in a linen bags, tied tightly and transferred to the laundry to be washed at high temperatures
  - The offer of beverages or snacks is not allowed
  - Cash transactions should be avoided. Contactless credit card transactions should be encouraged instead
  - Any promotional activities which might extend the stay of the guest in the spa should be avoided

## 17. GYM

The Gym staff wear masks, gloves and apply all protective and personal hygiene measures of chapters 1 and 2

- 17.1 The rule of one person per 8 square meters of clear internal space is kept. Guests should be encouraged to book
- 17.2 Regular cleaning and disinfection of the Gym is performed– every two hours
- 17.3 Gym equipment and public spa area are frequently cleaned. Gym equipment is cleaned and disinfected after each usage
- 17.4 Yoga mats are cleaned and disinfected after each use
- 17.5 A sign is placed in the gym, mentioning that guests should inform spa receptionist after using the gym –so that the facilities can be cleaned immediately
- 17.6 CLEANING PRODUCTS & DISINFECTION MATERIAL - FOR GUEST USAGE Cleaning products and disinfection material are available in the gym area, so that guests will be able to use them too, in case they want to wipe before and after their own usage
- 17.7 Clients using the Gym should wear gloves

## 18. HAIRDRESSER

- 18.1 The Hairdressers staff wear masks, gloves and apply all protective and personal hygiene measures of chapters 1 and 2
- 18.2 In addition to all measures described in the Spa Chapter the following measures are followed at the Hairdresser's:
  - Use disposable haircut aprons for each guest and remove them after each useAfter the treatment is completed:
  - Disinfection of all tools used during the treatment
  - Disinfection of the space and the seat used

## 19. CONSUMABLES

The following consumables are available at all times in the hotel:

- Soap
- Alcoholic hand cleaning solution (70% ethanol)
- Tissues
- Protective face masks
- Disposable gloves
- Thermometer
- Garbage bags
- Liquid surface cleaning detergents

## 20. GROUPS & MICE

All previous chapters adhere to MICE guests, too. In addition, the below points for MICE guests should be followed:

### 20.1 Miscellaneous

- A seating plan for each function is strongly recommended. Each delegate should keep the same seat during the meeting and the same seat during lunch and dinner
- For groups with outside functions a clear waiting area is drawn to respect social distancing and to avoid mixing large groups of people in the lobby. The option of an outside waiting area has to be prioritised
- In case of bus transportation, a dedicated flow has to be defined with the event organiser to manage arrival and departure with small groups of delegates
- A maximum number of delegates in the elevators should be defined and told to the event organiser prior to the arrival of the group
- Event organiser to inform delegates about temporary special handling for various situations / and restrictions

### 20.2 Arrival

- Group arrivals are managed in a separate entrance to avoid concentration of people in the lobby
- If this option is not possible the whole group will be divided in smaller groups with the event organiser (max persons based on the area ) to proceed to check-in

### 20.3 Front office / rooming

- A separate group check-in / check-out area is recommended to avoid concentration of people in the lobby
- Group check-in of all delegates made only by the tour leader / event manager is strongly recommended, if possible
- Luggage delivery for check-in and pick-up for check-out, for groups, will only happen in front of the guest's room. No entrance into the room is allowed

### 20.4 Meeting room

- Banquet team members must wear masks and gloves
- Respect the minimum required distance when interacting with guests. (2 meters)
- Hand sanitisers are available and visible to delegates at each meeting room entrance
- Meeting room setup will be compliant with local health regulations and authority - minimum required distance between delegates, number of delegates per square meter
- Meeting room cleaning must occur frequently during the day in addition to the end of the day cleaning
- Cleaning must focus on furniture such as chairs, tables, remote control of projector, door handle, switches, speaker's desk, etc.
- Feature visible signage to encourage attendees to maintain social distancing, no hand shake, couch caution
- Encourage the livestream option for speaker as a safe & healthy option also to limit the impact of spluttering during the conference
- The Hotel pens used by delegates must be collected, cleaned and disinfected after each meeting day
- New disinfected pens must be introduced for every new meeting day. Water bottles and glasses have to be changed during each cleaning

## 20.5 Foyer / restrooms

- Employee will be positioned in front of restrooms, in order to ensure a max. of 2 guests only will be inside the restroom
- Hand sanitiser(s) are available and clearly visible to delegates
- Cleaning of foyers and public areas will occur frequently during the day in addition to the night cleaning with a special care to elevators buttons, handrails, armchairs etc.
- Public areas restrooms are cleaned in a pre-defined schedule depending the group size. No wardrobe will be accepted for meetings and events until further notice.

## 20.6 F&B groups & mice

- Hand sanitiser(s) are available and clearly visible to the delegates, right next to coffee break stations, buffets, and dining tables
- Coffee break and buffet set up to be compliance with local authority and country regulations – minimum required distance, waiting areas, food safety
- Dedicated waiters are performing the duty to serve delegates during breakfast, coffee break and buffet options and respect a minimum distance of 2 meters when talking and interacting with delegates
- Offer breakfast boxes delivered to the delegates' room – instead of buffet breakfast
- Lunch / Dinner / Cocktail set up to be compliance with the local regulations regarding minimum required distance, delegates per table per room square meter, food safety
- Use cloches for serving to avoid any contamination during the transit from kitchen to table
- Menu / Service options where physical contact is more important such as show cooking, on the fly service, sharing plates have to be stopped at this stage
- Use of paper sachets of sugar or wrapped cubes rather than open sugar during coffee breaks and dining options

## 20.7 AV - Decoration - Part suppliers

- All suppliers involved in the event such as AV and decoration companies must be strictly registered by security before entering the venue
- All supplier staff must wear masks and gloves and respect a minimum distance of 2 meters when talking and interacting with other people in the venue
- All equipment must be thoroughly disinfected
- Banquet Manager should check all details with the event organiser for any missing or wrong supplier equipment

# 21. TRACEABILITY

21.1 The hotel will keep a record of:

- Staff members on duty and the area of their work
- All persons staying at the hotel:  
Name, nationality, date of arrival and departure, details of communication (address, telephone, e-mail), room where they were staying, to enable close contacts to be contacted in case any COVID-19 incident is identified ex post
- External partners/guests who entered the hotel either for work (exact date and time) or for a meeting with a relative or friend who stays or works at the hotel/ tourist (record the names, places visited, date and time)

## 22. INFORMATION FOR HOTEL GUESTS

People who have travelled from a country or region that is at high or moderate risk for COVID19 should monitor their health closely. If you develop symptoms including a fever and cough you should isolate yourself immediately, urgently seek medical attention and inform the hotel.

People who think they may have been in close contact with a confirmed case of coronavirus, should also monitor their health, seek urgent medical attention and inform the hotel.

### 22.1 Who needs to isolate?

Specific requirements are in place for people who have travelled from a country or region that is at high or moderate risk for COVID-19, or think they have been in close contact with a confirmed case of coronavirus.

### 22.2 How do I isolate in a hotel?

If you need to isolate, you should inform our hotel management, who will advise you about where in the hotel you may stay. You will not be able to engage with other guests or receive visitors. Hotel staff will be able to bring you food and other supplies you may require from a distance.

Hotel staff may supply you with a surgical mask to wear while they are in your room with you. While you are alone, there is no need to wear a mask. If you need to leave the hotel, such as to seek medical care, wear a mask. Always in close contact with the hotel management.

If you need to isolate, it is important that you do not use hotel facilities, such as restaurants, cafes, pools, and gym and business centers. This may mean you need to use room service or other food delivery services.

### 22.3 Can I have contact with hotel staff?

Hotel staff should avoid close contact with guests who are in isolation, but it is safe to be in the same room (at a distance, close to room entrance) with protective equipment when food is being delivered.

Cleaning staff must wear gloves while cleaning, and use designated alcohol-based hand sanitizer before and after wearing gloves. Cleaning staff must wear a surgical mask while cleaning the room.

### 22.4 Monitor symptoms

When in isolation, monitor yourself for symptoms including fever, a cough, sore throat, tiredness or shortness of breath.

### 22.5 What do I do if I get sick?

If you develop mild symptoms:

- Isolate yourself from others
- Put on a surgical mask and if you don't have one
- Practice good sneeze/cough hygiene
- Practice good hand hygiene
- Call a doctor or hospital and tell them your recent travel or close contact history.
- The management of the hotel will contact a licensed Laboratory for COVID-19 test arrangement

### 22.6 How can we help prevent the spread of coronavirus?

Practicing good hand and sneeze/cough hygiene is the best defense against most viruses. You should:

- Wash your hands frequently with soap and water, before and after eating, and after going to the toilet • cover your cough and sneeze, dispose of tissues, and use alcohol-based hand sanitizer
- And if unwell, avoid contact with others (stay more than 2 meters away from people).

## 22.7 More information

While coronavirus is of concern, it is important to remember that most people displaying symptoms such as fever, cough, sore throat or tiredness are likely suffering with a cold or other respiratory illness—not coronavirus.

## 23. COVID-19 CLEANING PROTOCOLS FOR GUESTS

### 23.1 Coronavirus (COVID-19)

As a guest of Stademos Hotels we appreciate your loyalty and the trust you place in us as a travel partner. Recognizing the ongoing and increased uncertainty that coronavirus (COVID-19) is causing around the world, our highest priority is the health and wellbeing of our guests and employees. With that in mind we wanted to update you on the actions we have taken in response to the outbreak.

### 23.2 Our Commitment to Cleanliness:

We take standards for hygiene and cleanliness very seriously and are taking additional steps to ensure the safety of our guests and associates. On a daily basis, our hotels are working to ensure that they meet the latest guidance on hygiene and cleaning. Our hotels' health and safety measures are designed to address a broad spectrum of viruses, including COVID-19, and include everything from handwashing hygiene and cleaning product specifications to guest room and common area cleaning procedures.

### 23.3 Specific steps that we are taking include:

**Associate Health, Safety and Knowledge:** Hotel associates – and their own health, safety and knowledge – are essential to an effective cleaning program. Here are some ways we're supporting them:

- **Hand Hygiene:** Proper and frequent handwashing is vital to help combat the spread of viruses. In our daily meetings, our teams are reminded that cleanliness starts with this simple act. It's important for their health and that of our guests.
- **Ongoing Training:** In addition to training on housekeeping and hygiene protocols, hotel employees are also completing enhanced COVID-19 awareness training.
- **Real Time Information:** Our management and departmental teams are on standby 24/7 to support the hotels and coordinate with local and regional authorities.

### 23.4 Cleaning Products and Protocols:

Our hotels use cleaning products and protocols which are effective against viruses, including:

- **Guest Rooms:** Hotels use cleaning and disinfecting protocols to clean rooms after guests depart and before the next guest arrives, with particular attention paid to high-touch items.
- **Public Spaces:** Hotels have increased the frequency of cleaning and disinfecting in public spaces, with a focus on the counter at the front desk, elevators and elevator buttons, door handles, public bathrooms and even room keys.
- **Back of House:** In the spaces where our employees work "behind the scenes", our hotels are increasing the frequency of cleaning and focusing on high-touch areas like employees entrances, locker rooms, changing rooms, laundry rooms and staff offices.