



COVID –19 HOTEL SAFETY GUIDELINES

Our Hotel has always met rigorous standards for cleaning and safety and this time around we have adopted to the enhanced standards and guidelines that are rooted in recommendations from industry best practice, WHO, the Ministry of Tourism & Hospitality and the Ministry of Health in Uganda.

The guidelines are developed specifically to ensure enhanced safety for hotel guests and employees and greater transparency and confidence throughout the entire hotel experience.

Health experts are continuing to learn this new disease and the industry's enhanced hotel cleaning practices, social interactions, and workplace protocols will continue to evolve to meet the new health and safety challenges and expectations presented by COVID-19.

The stay safe guidelines focus on the following:

- Employee and guest health
- Employee responsibilities
- Cleaning products and protocols
- Physical distancing

1. EMPLOYEE AND GUEST HEALTH

➤ Hand Washing & Hand Sanitization

- Washing hands with soap and water is the preferable method
- In situations where soap/water is not available, alcohol-based sanitizer is recommended and the hotel has deployed hands free dispensers at appropriate locations throughout the hotel.
- Attention is being given to ensure adequate soap products are available in restroom sinks, employee washing stations, and other areas for hand washing
- Sanitizer dispensers have been placed at key guest and employee entrances and contact areas. This include lobby reception areas, employee entrances, the reception areas, entire hotel lobby areas, restaurant entrances, meeting spaces, elevator landings, pool area, exercise areas and other public areas

➤ Front of the House Signage

- Health and hygiene notices and reminders of face coverings, as recommended by Health Ministry, have been placed at high-traffic areas on property, main entrance, including the front lobby area, indicating the proper way to wear, handle and dispose of face coverings

➤ Back of the House Signage

- Signage that aligns with Health ministry of health, including how to avoid infection have been posted at in the employee break room and cafeteria, and other areas employees frequently enter or exit



Signage remind employees of the proper way to wear, handle and dispose face coverings, use gloves, wash hands, sneeze and to avoid touching their faces.

➤ **Employee & Guest Health Concerns**

- Responding swiftly and reporting to Ministry of health officials any presumed cases of COVID-19 at the hotel property is a staff-wide requirement. Employees exhibiting symptoms of COVID-19 remain or return home.
- While at work, employees who notice a coworker or guest exhibiting symptoms of COVID-19 should immediately contact the COVID-19 response team leader or a manager.
- In accordance with Health Ministry guidelines, an assessment of the workplace is frequently conducted to identify potential workplace hazards related to COVID-19
- Well-being checks of all employees, including virtual health checks, are being carried out in accordance with Ministry of health guidelines and/or as required by the Ministry of Tourism and Hospitality.

➤ **Employee & Guest Health Concerns**

- Confirmed cases of COVID-19 will be immediately reported to local health authorities in accordance with appropriate actions recommended by the Health Ministry. The confidentiality of guest or employees suspected of being infected of COVID-19 should be protected

2. EMPLOYEE RESPONSIBILITIES

➤ **Hand Cleaning**

- In addition to wearing protective gloves and face coverings, all employees follow Health Ministry guidance regarding handwashing and use of hand sanitizer.
- Employees have been trained to wash their hands for at least 20 seconds, or use sanitizer when a sink is not available, after any of the following activities:
 - using the restroom
 - sneezing
 - touching the face
 - cleaning
 - smoking
 - eating
 - drinking
 - accepting items from a guest (ID, cash, credit card, key card)
 - taking a break
 - and before a shift and as needed throughout the shift.
- Housekeeping staff will clean hands or change gloves between cleaning guest rooms.
- When possible, employees do wear gloves for added protection and sanitation efforts.



- Proper hand hygiene, in accordance with Health Ministry guidelines, are being followed prior to and after removing the gloves.

➤ **COVID-19 Training**

- All employees have and continue to receive COVID-19 safety and facility sanitation protocols training recommendations by the relevant Ministry with more comprehensive training, consistent with the public health recommendations, for employees with frequent guest contact including Housekeeping, Food & Beverage, Public Area Department, Security, Door/Bell Services, and Maintenance/Engineering.

➤ **Face Coverings & Other Protective Steps**

- Ministry of Health recommendations along with public health and local government regulations dictate appropriate use of masks, glove use, physical distancing and cleaning/disinfecting.
- These steps, along with appropriate training for use and disposal, have been made available to all employee. Please refer to OSHA for more information.

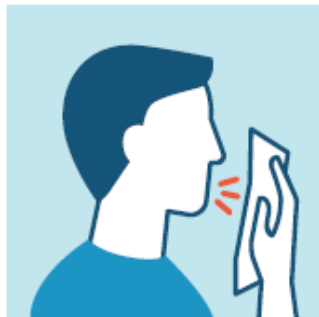
GENERAL ADVICE



WASH HANDS WITH SOAP
AND WATER OR SANITIZER
AT LEAST 20 SEC



DRY HANDS WITH
A DISPOSABLE TOWEL,
DON'T SHARE TOWELS



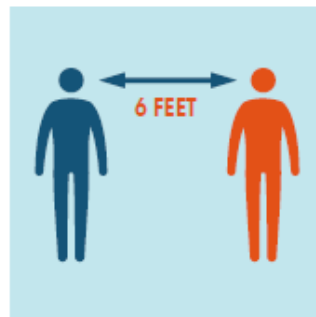
COVER COUGHS AND
SNEEZES WITH A TISSUE
OR FLEXED ELBOW,
DISPOSE TISSUES



DO NOT TOUCH EYES,
NOSE, MOUTH WITH
UNWASHED HANDS



DO NOT SHARE
PERSONAL OBJECTS
AND HOUSEHOLD ITEMS



KEEP A SAFE DISTANCE
FROM OTHERS

3. CLEANING & DISINFECTING PRODUCTS AND PROTOCOLS

- Following your normal routine cleaning, you can disinfect frequently touched surfaces and objects using a product that is in the list of approved products that are effective against COVID- 19.
- Cleaning products and protocols should include approved disinfectants, or alcohol solutions with at least 70% alcohol in accordance with Ministry of Health requirements for use and effectiveness against viruses, bacteria and other airborne and blood borne pathogens.

➤ **Public Spaces & Communal Areas**

- Surfaces frequently touched by multiple people should be cleaned and disinfected frequently but at least daily.
- More frequent cleaning and disinfection may be required based on level of use including, but not limited to, front desk check-in counters, elevators and elevator buttons, door handles, public bathrooms, room keys and locks, stair handrails, dining surfaces and all seating areas.

➤ **Guest Rooms**

- Cleaning and disinfecting protocols will require that particular attention is paid to high- touch, hard nonporous items including:
 - television remote controls
 - toilet seats and handles
 - door and furniture handles
 - water faucet handles
 - nightstands
 - telephones
 - in-room control panels
 - light switches
 - temperature control panels
 - alarm clocks
 - luggage racks
 - and flooring.
- The frequency of room cleaning during a guest's stay may be altered based on guest requirements.
- Housekeeping staff should wait at least 15 minutes before entering a guest's room for cleaning to allow for adequate time for air exchange following the guest's departure, and will discard all single use items provided by the hotel that were used by the guest during their stay, or left by the guest.
- If bulk personal care items are used, the cleaning staff should clean and disinfect all high touch surfaces in the room including any bulk toiletry items that may have been used or touched by guests prior to the next occupant.

➤ **Laundry**

- Linens, towels and laundry should be washed in accordance with OSHA guidelines, including washing items as appropriate in accordance with the manufacturer's instructions.
- Where possible, launder items using the warmest permissible water setting for the items and dry items completely.
- Avoid shaking dirty linens and bag it in the guest room to eliminate excess contact while being transported to the laundry facility.

➤ **Back of the House**

- Cleaning and disinfecting of all high touch areas should occur in accordance with provided guidelines.
- Handwashing stations and access to hand sanitizer should be convenient and highly visible.

➤ **Hotel Guest Elevators**

- Button panels and handrails should be disinfected at regular intervals, including the beginning of each housekeeping staff work shift and continuing throughout the day.

➤ **Shared Equipment**

- Shared tools and equipment should be disinfected after each shift or transfer to a new employee.

➤ **Room Recovery Protocol**

- In the event of a presumptive case of COVID-19, the affected guestroom should be removed from service and quarantined for at least 24 hours in accordance with Health Ministry guidelines.
- The guest room should not be returned to service until undergoing an enhanced cleaning and disinfecting utilizing approved disinfectant and sanitizer products within Health Ministry guidelines.

➤ **Food & Beverage**

- Food and beverage service should reduce in person contact with guests and buffet service and also minimize dining items for increased sanitation.
- Traditional room service should be replaced with a no-contact delivery method.
- Traditional buffet service should be limited, but when offered, it should be served by an attendant wearing a mask and gloves, utensils should be washed and changed more frequently.

- Enhanced cleaning and disinfecting of food contact surfaces and utensils, as well as shared objects (i.e. condiments) and removal of unused items (i.e. glasses, silverware) on tables before and after guest use.
- Portion controls should be emphasized to reduce food exposed for long periods.
- Sneeze and cough screens should be present at all food displays.
- Minimal items should be placed on guest tables to allow for effective disinfection in between each guest, including condiments, silverware, glassware, napkins, etc.
- For certain segments, the use of prepackaged foods and ‘grab & go’ items should be the preferred method of food delivery.

4. PHYSICAL DISTANCING

➤ **Physical Distancing & Queuing**

- As recommended by the Ministry of Health’s physical distancing guidelines, guests should be advised to practice physical distancing by standing at least six feet away from other groups of people not traveling with them, including any area where guests or employees queue.
- Queuing areas should be clearly marked for appropriate physical distancing, and where possible, encourage one-way guest flow with marked entrances and exits.
- When applicable, lobby furniture and other public seating areas will be reconfigured to promote physical distancing as per guidelines issued by Ministry of Health.
- Minimize traffic in enclosed spaces, such as elevators and stairwells.
- In accordance with Ministry of Health guidelines, consider limiting the number of individuals in an elevator at one time and designating one directional stairways, if possible.

➤ **Guest Rooms**

- In anticipation of individual concerns of guests, housekeeping should not enter a guest room during a stay unless specifically requested, or approved, by the guest, or to comply with established safety protocols.
- Housekeeping should maintain the practice of cleaning and disinfecting rooms thoroughly following check-out.

➤ **Meeting and Conference Spaces**

- Meeting and banquet arrangements should allow for physical distancing between guests based on Ministry of Health recommendations.

➤ **Hotel Front Desk**

- Front desk agents should practice physical distancing protocols and procedures, which may include:

- utilizing every other workstation to ensure separation between employees whenever applicable and possible
- installation of transparent shields or other barriers
- updating floor plans for communal areas to promote physical distancing.
- The use of technology to reduce direct contact with guests
- lobby population and front desk queue is encouraged, where feasible.
- In addition, contactless payment processes are encouraged
- Employees should minimize contact as much as possible
- Sanitize luggage handles before assisting and after assisting
- Van and shuttle service should be limited, and disinfecting of contact points will be required

➤ **Back of the House**

- Physical distancing among all employees should be practiced in employee dining rooms, uniform control areas, training classrooms, shared office spaces, and other high-density areas.

