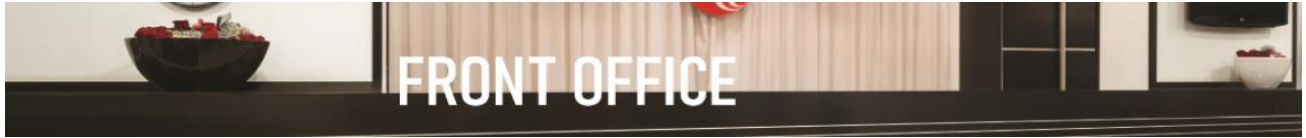


## COVID-19 INTERNAL STRATEGY RAMADA BRUSSELS WOLUWE HYGIENE & STANDARDS

### FRONT OFFICE – RECEPTION – WELCOME DESK



- Obligation to wear mouth mask by the staff
- Obligation to wear plastic disposable gloves by the staff
- Obligation to wash hands every 1 hours + use disinfecting gel by the staff
- Obligation to wear face shield by the staff
- 100 % no cash policy (no cash desk money at reception anymore)
- Day Use guests (only cash possible) will need to put their exact money in an envelope, this envelope will not be opened and put in direct in the safe after shift (as there will be no cash drop)
- Boarding with detailed communication and information for guests
- Welcome letter with detailed communication and information for guests
- 1.5 m social distance stickers
- Housekeeping spray needs to be used every 2 hours to clean screens, keyboards and tables
- Systematic cleaning of all key cards + max 2 key cards if 2 people or more in guestroom
- Plexi on front desk between guest and staff
- Plexi after front desk between staff members
- Ear sticks to use for CC terminals (to push on numbers)
- Temperature check of all guests at arrival + immediate cleaning of the material
- Only digital or vocal contact – no personal contact, no pen, envelope or CC contact
- Express check-out will be organised and preferably obliged
- Gel to be provided at any time filled with wall dispenser for guest and staff
- Groups check-in forbidden (will stay in coach and leave direct in coach – all managed by guide)
- No group service or luggage portorage will be provided
- Limit technical interventions if possible
- Lobby coffee machine can be used by pointing the selection with ear sticks
- All lobby desks and lobby tables should be paper-free or free of any possible reading item
- No brochure stand will be available at lobby – city maps will be provided one by one at reception

## OFFICES & BACK-OFFICE WORK DESKS



- Obligation to wear mouth mask by staff
- Obligation to wear plastic disposable gloves by staff
- Obligation to wash hands every 1 hours + use disinfecting gel by staff
- 1.5 m social distance stickers
- Housekeeping spray needs to be used every 2 hours to clean screens, keyboards ad tables
- Plexi after front desk between staff members
- Temperature check of all staff at arrival (*daily record book*)
- Gel to be provided at any time filled with wall dispenser for guest and staff

## ROOM SERVICE AND GUEST HELP



- Obligation to wear mouth mask by staff
- Obligation to wear plastic disposable gloves by staff
- Obligation to wash hands every 1 hours + use disinfecting gel by staff
- Obligation to wear face shield by staff
- Only for lunch, dinner and beverages, service plate set at Front door, server taking 1.5 meter distance, no signature, 100% no room entrance
- 60 minutes later, plate taken back at corridor
- No breakfast room service
- Gel to be provided at any time filled with wall dispenser for guest and staff

## BREAKFAST SERVICE & BEVERAGES



- Obligation to wear mouth mask by staff
- Obligation to wear plastic disposable gloves by staff
- Obligation to wash hands every 1 hours + use disinfecting gel by staff
- Obligation to wear face shield by staff
- All breakfast will be served in **breakfast box** and put at defined safe spot (individuals & groups) private per guestroom

## GUEST TRAFFIC FLOW & DIRECTION ORGANISATION



- Obligation to use Restaurant & Bar stairs only ONE direction – outside via stairs Bloc E
- Only for Restaurant and Bar, no breakfast will be served
- Lobby will be flow designed on floor with direction stickers, social distance stickers and check-in stickers
- Guests will be forbidden to sit or wait in the lobby
- Guests will be obliged to stay in the guestroom and forbidden to walk in the hotel without departure goal
- Corridors will only be used to walk, no standing/waiting guests or staff
- Gel to be provided at any time filled with wall dispenser – each floor

## KITCHEN SAFETY & PROCEDURES



- Obligation to wear mouth mask by staff

- Obligation to wear plastic disposable gloves by staff
- Obligation to wash hands every 1 hours + use disinfecting gel by staff
- Obligation to wear face shield by staff
- 100 % no cash policy (no cash desk money at reception anymore) - for restaurant payments
- 1.5 m social distance stickers
- Gel to be provided at any time filled with wall dispenser for staff
- No finger touching without gloves
- Increase HACCP standard and control procedures by twice a week (instead of every 2 weeks)

## BAR & RESTAURANT POLICY AND ORGANIZATION



- Obligation to wear mouth mask by staff
- Obligation to wear plastic disposable gloves by staff
- Obligation to wash hands every 1 hours + use disinfecting gel by staff
- Obligation to wear face shield by staff
- 100 % no cash policy (no cash desk money anymore)
- Boarding with detailed communication and information for guests
- 1.5 m social distance stickers
- Plexi on bar desk between guest and staff
- Ear sticks to use for CC terminals (to push on numbers)
- Only digital or vocal contact – no personal contact, no pen, envelope or CC contact
- Menu cards will be printed in large version and put next to the table of guest
- Plexi (modular wheels) will be placed between the tables/seating of restaurant and bar
- Housekeeping cleaning spray needs to be used every 2 hours to clean screens, keyboards and tables
- Gel to be provided at any time filled with wall dispenser
- At Half-board for groups, each guest will need to have 1.5m distance and no facing guests

## ELEVATOR USE AND GUEST PROTECTION



- Obligation to use the elevator one by one - per person or only by same family together
- Obligation to wear plastic disposable gloves by staff
- Ear sticks to push numbers
- Gel to be provided at any time filled with wall dispenser for guest and staff

### GOODS DELIVERY REQUIRMENTS



- Obligation to only deliver by back side delivery entrance for any goods – request to put good on floor
- Gel to be provided at any time filled with wall dispenser
- Ear sticks to push numbers of delivery elevator

### STAFF CAFETERIA HEALTHY REQUIRMENTS



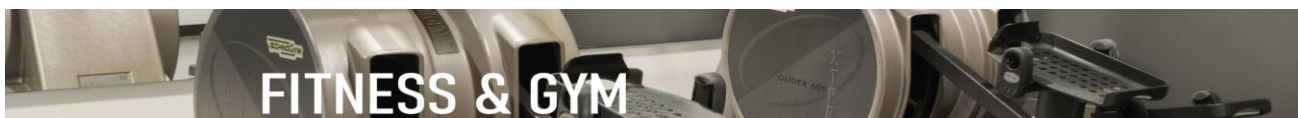
- Obligation to keep 1.5 meter distance between the seating and no front contact with colleague
- Staff dishes will be served by Chef in the cafeteria fridge – can be warmed in microwave
- After each use, it is obliged to clean microwave
- Eating and drinking material will be ready to us in the Cafeteria – dirty material will have separate place
- Ear sticks to push numbers of delivery elevator

## HOUSEKEEPING AND GUESTROOM CLEANING PROCEDURES



- Obligation to wear mouth mask by staff
- Obligation to wear plastic disposable gloves by staff
- Obligation to wash hands every 1 hours + use disinfecting gel by staff
- Obligation to wear face shield by staff
- 1.5 m social distance stickers on housekeeping cart
- Housekeeping spray needs to be used every 2 hours to clean screens, keyboards and tables
- No entrance/cleaning in guestroom if guest inside (! No exception !)
- Temperature check of all staff at arrival (daily record book)
- Only digital or vocal contact – no personal contact
- Gel to be provided at any time filled with wall dispenser on housekeeping cart
- Each cleaner receives own vacuum cleaner
- Each room need to be kept empty – after deep cleaning – at guest departure for 2 days

## FITNESS SAFETY RULES AND SPORT PRACTISES



- Obligation to use the fitness one by one - per person or only by same family together
- Obligation to wear mouth mask (can be taken off at sport time)
- Obligation to wash hands every 1 hours + use disinfecting gel
- Each guest needs to clean the sport equipment after departure – will be checked by housekeeping

## PUBLIC TOILETS & LOBBY TOILETS



- Obligation to use the flow direction only one way – out via woman toilet (will be partial closed)
- Obligation to wait one by one - per person per gender or only by same family together

## TECHNICAL INTERVENTION & MAINTENANCE SERVICE



- Obligation to wear mouth mask by staff
- Obligation to wear plastic disposable gloves by staff
- Obligation to wash hands every 1 hours + use disinfecting gel by staff
- Obligation to wear face shield by staff
- Obligation to wear face shield – if possible
- 1.5 m social distance stickers on housekeeping cart