

CLEANLINESS AND SAFETY PRINCIPLES

DISCLAIMER

At FLI Group BV we deeply care about our team members and our communities in and around our hotels. We want to do all we can to provide guests and team members a safe, welcoming and clean working environment.

This document presents a brief summary of what we will do to keep our guests, team members, and our community safe. Besides this summary, each operating department has its own customised set of detailed cleanliness and safety procedures, for which we will provide manuals and adequate training programs.

We will adhere to all government measures and follow official authorities and the standards of the international hotel chains and will continue to make changes as necessary or appropriate to our protocols and procedures.

Please note that any guidance provided by the Government/Public Health official authorities supersedes any best practice information contained in this guide.

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EMPLOYEE AND GUEST HEALTH

The health and safety of our team members and guests is our number one priority. In order to guarantee a safe working and guest environment we will focus on:

Physical (Social) Distancing. Hotels will be organised to avoid crowding and minimise the risk and spread of infection. Social distancing should always be respected where possible (1.5m) or a mouth mask should be worn. Guests and colleagues will be advised to practice the physical distancing in risk areas such as reception areas, elevators, meetings rooms and common areas by information leaflets, signage, floor markings, pictograms and other materials clearly displayed.

Wash hands. Team members will be asked to wash hands when they enter the hotel and regularly during their shift, as well as before and after using equipment. Displays will remind the team and guests about hand hygiene best practises.

Hand Sanitiser. Sensor operated hand sanitisers will be available at key hotel intersections and hand sanitiser will be available in all areas.

Personal protection equipment. PPE equipment will be available for staff (masks and gloves), as well as all required cleaning products. Appropriate PPE will be worn by all team members based on their role and responsibilities and in adherence to Government regulations and guidance. Training on how to properly use and dispose of all PPE will be organised.

Front and Back of the House Signage. There will be health/hygiene/physical distancing reminders throughout the property using signage and floor stickers.

COVID-19 Training. All team members will receive training on COVID-19 safety and sanitation protocols with more comprehensive training for our teams with frequent guest contact including Housekeeping, Food & Beverage, Public Area Department, Hotel Operations and Maintenance.

Employee & Guest Health Concerns. Our team members have been given clear instructions on how to respond swiftly and report all presumed cases of COVID-19 on property to local health departments. Team members are instructed to stay home if they do not feel well with symptoms of COVID-19 and are instructed to contact a manager if they notice a co-worker or guest with a cough, shortness of breath, or other known symptoms of COVID-19.

Case Notification. If we are alerted to an alleged case of COVID-19 at a property, we will work with local health departments to follow the appropriate recommended actions.

CLEANING PRODUCTS AND PROTOCOLS

Our hotels use cleaning products and protocols which meet official guidelines and are approved for use and effective against viruses, bacteria and other airborne and bloodborne pathogens. We are working with our vendors, distribution partners and suppliers to ensure an uninterrupted supply of these cleaning supplies and the necessary PPE.

Public Spaces and Communal Areas. The frequency of cleaning and sanitising has been increased in all public spaces with an emphasis on frequent contact surfaces including, but not limited to, front desk check-in counters, desks, elevators and elevator buttons, door handles, public bathrooms, room keys and locks, payment terminals, stair handrails, gym equipment, dining surfaces and seating areas. During meeting breaks, where possible, workspaces will be disinfected. Waste bins will be provided to dispose of rubbish to keep the workspace clean.

Guest Rooms. Industry leading cleaning and sanitising protocols are used to clean guest rooms, with particular attention paid to high-touch items including television remote controls, toilet seats and handles, door and furniture handles, water faucets, nightstands, telephones, in-room control panels, light switches, temperature control panels and luggage racks.

Laundry. All bed linen and laundry will continue to be washed at a high temperature. A cover is pulled over the carts with dirty linen to eliminate excess contact while being transported to the laundry facility.

Back of the House. The frequency of cleaning and sanitising will also increase in high traffic back of house areas with an emphasis on the employee break rooms, employee entrances, employee restrooms, loading docks, offices, kitchens, office, and storage spaces.

Shared Equipment. Shared tools and equipment will be sanitised before, during and after each shift or anytime the equipment is transferred to a new employee. This includes phones, radios, computers and other communication devices, payment terminals, kitchen implements, engineering tools, safety buttons, folios, cleaning equipment, keys, time clocks and all other direct contact items used throughout the property.

Room Recovery Protocol. In the event of alleged case of COVID-19 the guest's room will be removed from service and quarantined. The guest room will not be returned to service until case has been confirmed or cleared. In the event of a positive case, the room will only be returned to service after undergoing an enhanced sanitation protocol by a licensed third-party expert.

Working space. Teams will be asked to maintain a clean and disinfected personal working space.

SPACE ORGANISATION

Restaurants and Bars. Restaurants and bars will reduce seating capacities to allow for a minimum of 1,5 meter between each seated group/party of guests.

Meeting and Convention Spaces. Meeting and banquet set-up arrangements will allow for physical distancing between guests in all meetings and events based on government recommendations.

Back of the House. Physical distancing protocols will be used in the employee break rooms, shared office spaces, and other high-density areas in order to ensure appropriate distancing between team members.

HOTEL OPERATIONS

Department specific sanitation policies and procedures for check-in, check-out, F&B, engineering, housekeeping, etc. will be implemented and the team will receive specific training.

FOOD AND BEVERAGE OFFERING

Food and beverage offering will comply with the restrictions put in place by the government.

If necessary, mealtimes will be staggered to avoid congestion.

Pre-packaged grab and go food will be considered and breakout areas will have adequate signage to ensure social distancing.

If required, self-serve buffet style food service will be suspended and replaced by alternative service styles.