

# Use of Personal Protective Equipment

## DISCLAIMER

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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 summary of the use of personal protective equipment in the hotel and the different department.

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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## 1. IN GENERAL

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**In general.** Sharing personal protective equipment is prohibited.

Putting on and taking off personal protective equipment must be done in accordance with the rules of the art. See the Instructions for Use.

**Washing hands and disinfecting hands regularly** is mandatory for all employees in all departments.

**Use of the mask in general.** Face masks **MUST** be worn in all situations where the social distancing of 1.5 meters cannot be guaranteed. This is especially the case when employees move through the hotel. This rule applies to all employees from all departments, including hotel management and FLI Group.

**Maintenance.** The employer makes 4 qualitative, washable mouth masks with filter available to every employee. The worker undertakes to wash the mouth mask daily and after use for a maximum of 4 hours at a minimum of 60 ° degrees according to the manufacturer's instructions.



Poster how to wash your hands (Securex)



Instructions for use of mask



Instructions for maintenance of the mask

## 2. HOUSEKEEPING

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**In general.** If the hotel guest is still in the room, he / she must be asked when he / she leaves the room so that the room can be cleaned. If a guest does not leave the room, the room will not be cleaned. And only fresh towels will be issued.

**Use of the mask.** Wearing a mask is NOT necessary if the employee is alone in a room while working. When moving to the next room and for actions in the hallways, it is mandatory to wear a mask.

**Use of gloves.** Wearing gloves in the housekeeping department is always mandatory. A new pair of gloves should be worn after each cleaning and removal of soiled linen and towels and before contact with clean linen.

Rule = Always change your gloves before putting on new linen.



Instructions for use of mask



Instructions for use of gloves

### 3. TECHNICAL SERVICE

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**In general.** If the hotel guest is still present in the room, he / she must be asked when he / she leaves the room so that the repair can take place.

**Use of the mask.** Wearing a mouth mask is always mandatory.

**Use of the face shield.** If a guest does not wish to leave the room, wearing a face shield is mandatory so that the repair can be carried out safely.

**Use of gloves.** Wearing gloves is always mandatory.



Instructions for use of mask



Instructions for use of facial shield



Instructions for use of gloves

## 4. SERVICE AND ROOM SERVICE

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**In general.** This information will be supplemented as soon as the guidelines for reopening the F&B outlets are clear from the government and the IHG / ACCOR chains.

**Use of the mask.** Wearing a mask is always mandatory.

**Use of gloves.** Wearing gloves is always mandatory.

**Plexi screen.** The installation of a plexi screen is mandatory for every POS. The Technical Service will guarantee the correct installation.



Instructions for use of mask



Instructions for use of gloves

## 5. KITCHEN AND STEWARDING

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**In general.** This information will be supplemented as soon as the guidelines for reopening the F&B outlets are clear from the government and the IHG / ACCOR chains.

**Use of the mask.** For chefs and kitchen workers, wearing a mask is always mandatory during the preparation of meals, as well as when entering the walk-in refrigerators. For stewarding, the mask is mandatory when putting away the clean dishes.

**Use of gloves.** Gloves (blue color) are always mandatory for chefs and kitchen workers. Wearing gloves is mandatory for dish washers.



Instructions for use of mask



Instructions for use of gloves

## 6. RECEPTION

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**Use of the mask.** We refer to the general rule for the use of mouth masks. Wearing gloves is recommended for: checking ID, receiving goods, luggage, etc.

**Plexi screen.** The installation of a plexi screen is mandatory at every reception desk. The receptionist always works from behind the screen. The Technical Service will guarantee the correct installation.



Instructions for use of mask



Instructions for use of gloves



## 7. OFFICES AND ADMINISTRATION

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**In general.** The workplace is personal. If the social distancing of 1.50 meters cannot be respected, a plexi screen / partition will have to be placed. The Technical Service will guarantee the correct installation.

**Use of gloves.** Wearing gloves is not mandatory if the workplace is disinfected regularly.



Instruction sheet how to disinfect the workplace: *will be hung on the workplace itself according to the requirements of the workstation.*



Instructions for use of gloves

## 8. FIRST AID AND CAREGIVERS

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**In General.** When performing first aid, the social distancing of 1.50 meters must be guaranteed. If this cannot be respected, the use of a face shield will be mandatory.

If the patient is not conscious, 112 should always be called. If the patient is conscious, the patient must be asked whether he can perform the necessary care himself.

After each intervention, the names of everyone who attended must be recorded.

All surfaces and materials used must be thoroughly cleaned and disinfected.

**Wearing gloves** is mandatory.

**Wearing a mask.** We refer to the general rule.

**Use of the face shield.** Wearing a face shield is mandatory if the social distancing of 1.50 meters cannot be guaranteed.



Instructions for use of mask



Instructions for use of facial shield



Instructions for use of gloves



Instruction sheet how to disinfect the workplace: *will be hung on the workplace itself according to the requirements of the workstation.*

## 9. RECEIPT OF GOODS

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**General.** When receiving goods of all kinds, the social distancing of 1.50 meters must be guaranteed.

**Wearing gloves** is mandatory.

**Wearing a mask.** We refer to the general rule.

**Use of the face shield.** Wearing a face shield is mandatory if the social distancing of 1.50 meters cannot be guaranteed.



Instructions for use of mask



Instructions for use of facial shield



Instructions for use of gloves

# POSTER HOW TO WASH YOUR HANDS-SECUREX



1 Wet hands with water



2 Apply enough soap



3 Rub hands palm to palm



4 Right palm over left dorsum with interlaced fingers and vice versa



5 Palm to palm with fingers interlaced



6 Rub the backs of fingers on the opposing palms



7 Rotational rubbing of thumb clasped in your palm



8 Rotational rubbing, backwards and forwards with clasped fingers in your palm



9 Rinse hands with water



10 Dry thoroughly with a single use towel



11 Use the towel to turn off the faucet



12 ... and your hands are safe

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# INSTRUCTIONS FOR USE OF MASK

## HOE VEILIG UW MONDMASKER DRAGEN?



- Papieren maskers**
- Max 8u
  - Weggooien na gebruik
- Stoffen maskers**
- Max 8u
  - Dagelijks wassen op minimaal 60°C
  - Niet wassen met wasverzachter
- Chirurgische maskers** (voor professioneel gebruik)
- Max 8u
  - Niet in zak steken
  - Bewaren in afwasbaar recipiënt

### HET MASKER OPZETTEN



1

(Zet uw bril af)  
Was eerst grondig uw handen



2

Gebruik een masker in goede staat



3

Neem het masker bij de elastieken of de lintjes



4

Trek de elastieken over uw oren



5

Zorg dat uw neus, mond en kin goed bedekt zijn  
Chirurgisch masker: duw dan het metalen stripje van het masker rond de neus

Als uw masker afglijdt



Zet het terug goed door enkel de zijkanten aan te raken. Raakt u toch de voorkant van het masker aan, was uw handen.

Als u eet, drinkt



Leg uw masker in een afwasbaar recipiënt met de buitenzijde naar beneden en was uw handen.

### HET MASKER AFZETTEN



1

(Zet uw bril af)  
Was eerst grondig uw handen



2

Raak de voorkant van uw masker niet aan, maar neem het vast bij de elastieken of bij de lintjes.



3

Steek het direct weg



4

**Papieren** - Gooi het masker onmiddellijk weg in een afsluitbare vuilbak



5

Was grondig uw handen

**Stoffen** - Leg uw masker in een afwasbaar recipiënt met de buitenzijde naar beneden.



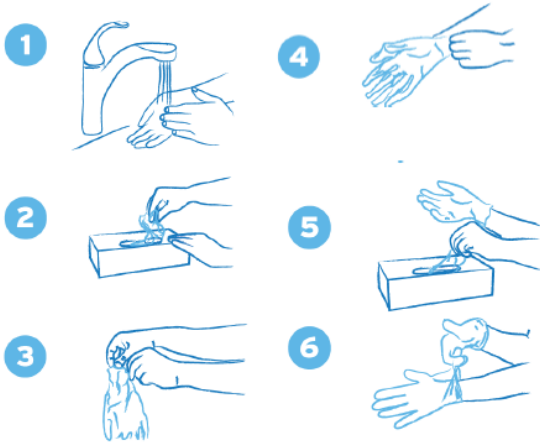
**TO ADAPT TO OUR MODEL.**

**NO ENGLISH DOCUMENT AVAILABLE AT SECUREX**

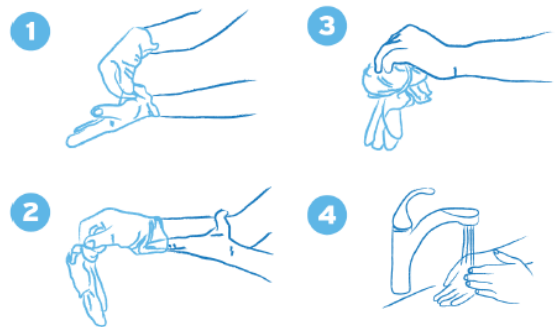
# INSTRUCTIONS FOR USE OF GLOVES

## PROPER GLOVING

### How to PUT ON non-sterile gloves



### How to REMOVE non-sterile gloves



## INSTRUCTIONS FOR USE OF FACE SHIELD

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***TO ADAPT TO OUR MODEL.***