

## **STANDARDS FOR OPERATIONS PROTOCOL IN COVID-19 ERA**

### **Purpose**

This document is designated to provide information on measures being taken by our hotels taking up commercial activities again.

The document outlines a minimum set of standards we are setting in terms of Safety & Sanitation to protect the wellbeing of our guests, business partners and colleagues alike during the prevailing COVID-19 era. This document was prepared based on evidence currently available about COVID-19.

### **Scope**

This document is valid for Parco San Marco Hotels and our minimum expectations are being applied and maintained consistently until new guidelines from the World Health Organisation are published, and/or a vaccine is readily available in the market.

Lugano, 23<sup>rd</sup> November 2020

Raimondo C. Sartorio  
Managing Director

FRONT OF THE HOUSE
<b>PRE-ARRIVAL</b>
<b>Formalities:</b> For our pre-booked guests, all check-in formalities will be completed online, where possible, in order to reduce contact and time at Reception.
<b>GUEST TRANSPORT</b> (applicable for contracted vendors only; not applicable for taxis, Uber, etc.)
<b>PPE for Drivers:</b> Our drivers will wear protective gear in line with local health guidelines.
<b>Disinfection of vehicle's key high-touch points:</b> Frequently touched areas inside vehicle in the passenger will be disinfected with every arrival, e.g. door handles (inside/outside), seat belt buckle, arm rests, device charging cords, boot handle etc.
<b>Hand disinfection:</b> Our drivers will wash their hands before and after the disinfection of hot spots after dropping off guests and after loading/unloading luggage.
<b>Luggage Handling:</b> We will wear gloves at all time while handling guest luggage. Gloves will be immediately discarded and hands disinfected immediately after.
<b>Conversations:</b> Whilst we have traditionally encouraged discreet conversations, we are now asking our drivers to engage with guests by minimal conversation.
<b>Guest Instructions Sheet:</b> We will provide an information sheet which covers all the steps taken by the hotel for safety and sanitisation along with the operational norms for restaurants, room service, housekeeping & laundry procedures during COVID-19 era.
<b>ENTRANCE</b>
<b>Temperature check:</b> Mandatory temperature checks will be performed by a thermo scanner at entrance.
<b>Hand disinfection:</b> We encourage mandatory hand sanitation on arrival and will provide hand sanitiser.
<b>Luggage Carts Disinfection:</b> We will disinfect the luggage carts with medical- grade antimicrobial agent every 4 hours.
<b>Provision of PPE to guest on arrival:</b> We will provide masks where required by local health guidelines, should guests not already have their own.
<b>RECEPTION (CHECK-IN /OUT), CONCIERGE, GUEST SERVICES</b>
<b>PPE for Receptionists &amp; Porters:</b> Where stipulated by local health guidelines, colleagues will wear protective gear.
<b>Social Distancing:</b> We will place discreet, yet visible markings on the floor to maintain social distancing; Our colleagues will observe social distancing whilst checking in and rooming guests
<b>Hand disinfection:</b> Hand sanitiser will be readily available to guests; Hand sanitiser will be available to colleagues behind the Reception counter.
<b>Hotel Sanitation Norms:</b> Guidelines will be displayed at Reception/Guest Services AND displayed on the home page of our online Guest Directory.
<b>Sanitising of Equipment:</b> Frequently touched areas will be disinfected regularly e.g. telephones, payment terminals, pens, counter and Perspex shield.
<b>Touchless Interactions:</b> Touchless payment options and e-mail receipts will be encouraged; Payment terminals will be disinfected before and after each transaction.
<b>Keys:</b> We will disinfect collected keys with medical-grade antimicrobial agent.

<b>ELEVATORS</b>
<b>Social Distancing:</b> Clear signage will be displayed to avoid overcrowding in elevators.
<b>Sanitation:</b> We will sanitise high-touch point areas e.g. entire elevator cabin, especially operating buttons, with medical-grade antimicrobial agent.
<b>GUEST ROOMS</b>
<b>PPE for Room Attendants:</b> All our room attendants will wear protective gear as required by local health guidelines.
<b>Hotel Sanitation Norms:</b> Our hygiene guidelines will be displayed on the online Guest Directory.
<b>Housekeeping Service:</b> Our housekeeping service will continue once daily and can be flexible on timings in order to minimize person-to-person exposure. Guests may not stay in the room while housekeeping service is performed.
<b>Bed Linen &amp; Towels:</b> Our linen will be handled with extreme care to prevent raising dust and potential contamination; Used linen will be washed at a minimum of 70°C for at least 25 mins to kill potential bacteria.
<b>In-Room Sanitation:</b> Frequently touched areas will be disinfected regularly e.g. telephone, remote control, door/window/wardrobe handles, toilet seat/flusher, faucets, shower controls, tea kettle, light switches, thermostat, shoe horn, hair dryer, minibar door, bottle opener, in-room dining menu, safe, etc., handle of fridge, etc.; We will use a fresh, clean set of microfibre cloths for each room to avoid cross-contamination.
<b>Utensils:</b> Dirty glassware, china and silverware will be removed from bedrooms and processed by our stewarding teams; Dirty items will be cleaned in efficient dishwashers operating at a rinse of 82°C.
<b>Vacuum Cleaners:</b> We will replace the dust bags every four days, regardless whether they are full or not.
<b>Bins:</b> We will disinfect bins with appropriate anti-microbial cleaning agent.
<b>Ventilation:</b> Each time a bedroom is serviced; we will ensure it is ventilated by opening window(s).
<b>Soft Furnishings:</b> We will steam furnishings periodically.
<b>PUBLIC AREAS (LOBBY, BUSINESS CENTRE, RESTROOMS, ETC.)</b>
<b>PPE for Public Area Attendants:</b> Our colleagues will wear protective gear as required by local health guidelines; these guidelines will be enforced by management; our supervisors will monitor the proper use of PPE; PPE will be replaced and sanitised as necessary.
<b>Hotel Sanitation Norms:</b> We will display signage in public areas to remind our guests and visitors to observe social distancing, handwashing / hand-sanitising.
<b>Social Distancing:</b> We will rearrange furniture in such a way that it allows for proper social distancing.
<b>Sanitation:</b> We will sanitise all high-touch points e.g. telephones, phone chargers, chair arms, tables, handrails, door handles, toilet seat/flusher, baby changing facilities.
<b>Restrooms:</b> We will provide a disposable alternative to hand dryers e.g. paper towels along with pedal-operated lidded bin.
<b>Soft Furnishings:</b> Our soft furnishings will be steamed periodically.
<b>RESTAURANTS &amp; BARS</b>
<b>PPE for Waiters &amp; Hostesses:</b> Our colleagues will wear protective gear as required by local health guidelines.
<b>Hand disinfection:</b> Mandatory hand sanitation will be enforced for our colleagues; Hand sanitiser will be readily available to colleagues at the Hostess stands and in the back of the house.
<b>Social Distancing at Entrance:</b> We will place discreet, yet visible markings on the floor to maintain social distancing.

<p><b>Social Distancing Dining Room:</b> We will reduce the number of tables to maintain social distancing norms; Tables will be appropriately set apart from each other; Servers will apply appropriate distancing.</p>
<p><b>Placemats:</b> Our placemats will be changed and disinfected after each party has left; tabletops and chair arms will be disinfected regularly.</p>
<p><b>Service Style:</b> We will exclusively provide 'A La Carte' service for breakfast, lunch, and dinner but some cold items may be available for hand collection by guests.</p>
<p><b>Salt &amp; Pepper Cruets:</b> We will remove salt &amp; pepper cruets and any other condiments e.g. Tabasco, Ketchup, etc. but offer these as served by the waiting team.</p>
<p><b>Menus:</b> We will replace our conventional menu folders with single use menus to comply with hygiene standards.</p>
<p><b>Food Safety/HACCP*:</b> We will continue to observe the strictest good hygiene practices across all areas of the hotel. * Hazard Analysis Critical Control Point.</p>
<p><b>Ventilation:</b> We will ventilate all restaurant outlets after each meal period.</p>
<p><b>IN-ROOM DINING</b></p>
<p><b>PPE for Waiters:</b> Our waiters will wear protective gear as require.</p>
<p><b>Menu:</b> We may reduce existing menus to key staple items; Where possible we will load the menu onto the online Guest Directory.</p>
<p><b>Delivery/Retrieval:</b> We will minimize exposure in guest rooms as much as possible or offer guest contactless delivery by leaving tables/trays outside the room after ringing the doorbell and announcing delivery; All food items will be covered in transit.</p>
<p><b>Hand disinfection:</b> Mandatory hand sanitation will be enforced pre-/post-delivery of an order.</p>
<p><b>Food Safety/HACCP:</b> We will continue to observe the strictest good hygiene practices on items such as salt &amp; pepper cruets, flower vase, hot boxes, trays, etc.</p>
<p><b>MEETINGS &amp; EVENTS</b></p>
<p><b>PPE for Waiters &amp; Hostesses:</b> Our colleagues will wear protective gear as required.</p>
<p><b>Hand disinfection:</b> Mandatory hand sanitation will be provided with the help of hand sanitiser dispenser in front of meeting rooms; Hand sanitiser will be available to colleagues in the back of the house areas.</p>
<p><b>Social Distancing Dining Room:</b> We will reduce occupancy to main social distancing norms.</p>
<p><b>Service Style:</b> We will provide individually portioned and served food &amp; beverages; We will enforce social distancing whilst guests are in line to obtain hot / cold beverage / food; No self-service F&amp;B will be offered.</p>
<p><b>Meeting Room Sanitation:</b> We will sanitise all key high-touch points e.g. telephones, projectors, remote control, door/wardrobe handles, light switches, cover of recessed electrical outlets, chair arms, flip charts &amp; markers, etc.</p>
<p><b>Waste:</b> We will provide pedal-operated lidded bin with plastic liner, these will be emptied during each break, and disinfected after each meeting adjourns.</p>
<p><b>Ventilation:</b> Each time a room is serviced, we will ensure it is well-ventilated by opening window(s).</p>
<p><b>PPE for Colleagues:</b> Our colleagues will wear protective gear as required by local health guidelines.</p>
<p><b>SPA &amp; WELLNESS / FITNESS CENTRE / LOCKER ROOMS / POOL DECKS</b></p>
<p><b>PPE for Colleagues:</b> We will wear protective gear as required.</p>
<p><b>Hand disinfection:</b> We have mandatory hand sanitation with help of hand sanitiser dispenser at entrance; Hand sanitiser is available to colleagues in the back of the house too</p>

<p><b>Social Distancing:</b> We will rearrange furniture / exercise equipment in such a way that it allows for proper social distancing; We will establish a maximum capacity of users in gym and locker rooms and enforce it.</p>
<p><b>Disinfection of furniture:</b> We will continue to extensively clean and disinfected furniture with appropriate disinfection products</p>
<p><b>Sanitation:</b> We continue to sanitise all key high-touch points e.g. telephone, remote controls, door/locker handles, exercise equipment, floor mats, toilet seat/flusher, hair dryers, water dispenser taps, sterilisation of beauty equipment in autoclave, proper pool &amp; hot tub care, etc.</p>
<p><b>Massage Bed Linen &amp; Towels:</b> Used linen will be placed in clear plastic bag and sealed; Wash programmes at least for 70°C for 25 minutes.</p>
<p><b>Bins:</b> We will continue to disinfect bins with appropriate anti-microbial cleaning agents.</p>
<p><b>Ventilation:</b> Each time room is serviced, it will be ventilated by opening window(s).</p>
<p><b>BEST PRACTICES - BACK OF THE HOUSE</b></p>
<p><b>Temperature check:</b> We will enforce mandatory temperature checks on colleagues before starting of shift; Colleagues running a temperature of more than 37° C, with/without symptoms will be sent home; Records to be kept; Status to be reported to Management; Strictly follow GDPR guidelines</p>
<p><b>COVID-19 symptoms:</b> Any colleague suffering from sore throat, dry cough, shortness of breath, fatigue, vomiting and / or diarrhoea will be immediately put in insulation and Public Health Authority informed.</p>
<p><b>Hand sanitisation:</b> Our colleagues will use hand sanitiser before and after clocking in to work.</p>
<p><b>Social distancing:</b> Our colleagues will always be instructed not to engage in unnecessary conversations and apply social distancing regulations.</p>
<p><b>Personal Protective Equipment PPE:</b> Colleagues will be given PPE as indicated by Company Policy and/or local health guidelines; Supervisors will monitor the proper use of PPE; PPE to be replaced and disinfected as required.</p>
<p><b>Changing of uniforms:</b> Fresh uniforms (e.g. items that directly touch the skin such as shirt, blouse, or Chef's jackets/aprons) will be provided to all colleagues at onset of each shift.</p>
<p><b>Worn uniforms:</b> Worn colleague uniforms will be deposited to Laundry after the shift.</p>
<p><b>Social distancing:</b> We will stagger colleague shifts to enforce social distancing amongst colleagues and departments; 15-minute slots will prevent overcrowding in the locker rooms and rest rooms; All colleagues will comply with the 2m social distancing rules.</p>
<p><b>Hand washing &amp; sanitisation:</b> All our colleagues advised to enforce hand hygiene, coughing etiquette and respiratory hygiene; our locker rooms will be thoroughly disinfected every day during overnight shift.</p>
<p><b>Wash hand basins (WHB):</b> WHB will be fully equipped with necessary utilities; Hot water, bactericidal liquid and paper towels. We will also ensure that all our bins are lidded pedal-operated and lined.</p>
<p><b>Alcohol hand-rub:</b> Alcohol-rub will be affixed at strategic points.</p>
<p><b>Personal Hygiene Posters:</b> We are displaying prominent signage, affixed in conspicuous areas including notice boards reminding colleagues to enforce strict cough etiquette, hand washing and hand sanitisation.</p>
<p><b>Outer clothing and personal belongings:</b> These items will be kept inside colleague lockers.</p>
<p><b>Monitoring:</b> Our colleague locker rooms will be regularly monitored to ensure that WHB are functional and equipped, alcohol hand-rub will be readily available, bins emptied, and overcrowding will be avoided especially at start and end shifts.</p>

<b>OFFICES, WORKSTATIONS &amp; MEETINGS</b>
<b>Alcohol hand-rub:</b> We will ensure that alcohol-rub will be affixed at strategic points.
<b>Social distancing:</b> We will rearrange our offices to apply to social distancing regulations; Colleague workstations are where possible no longer facing each other; Where the rearranging of offices is not possible, we will assign 50% of colleagues to work from home, or other areas in the hotel, whilst the other 50% are in the office.
<b>Working from Home:</b> We will implement 'Working from Home', within reason, for colleagues in administrative roles whose physical presence on property is not essential.
<b>Key high-touch points:</b> Frequently touched surfaces will be disinfected regularly, e.g. tables and chairs, door handles, light switches, thermostats, telephones, keyboard, mice, hot water kettle, printer/copier/scanner, etc.
<b>Meetings:</b> We will move furniture and chairs to apply to social distancing regulations; alcohol hand-rub will be readily available; we will ensure proper ventilation e.g. open door / window if meeting lasts for more than 30 minutes; we will continue to disinfect table tops and chair arms after each meeting and during breaks where appropriate.
<b>DELIVERY AND RECEIPT OF GOODS</b>
<b>Goods Receiver:</b> Our team will continue to observe excellent respiratory and hygiene standards as well as social distancing guidelines.
<b>Receipt of goods:</b> In line with HACCP standards.
<b>Alcohol hand-rub:</b> We provide alcohol-sanitisers in our loading bay for colleague and supplier use.
<b>Cleaning and sanitation:</b> Our goods receiving area and loading bay will be cleaned and disinfected at regular intervals.
<b>Cleaning of delivered goods and carts:</b> Proper cleaning and disinfecting will be enforced before and after every delivery.
<b>Chilled and frozen items:</b> All food packaging items will be sanitised using appropriate cleaning agents, before taken into refrigerators and/or freezers, where possible outer packaging to be removed on unloading.
<b>Suppliers:</b> All our suppliers deliver as per scheduled times and are not allowed to unload their products at the same time; in order for distancing to be observed; our Suppliers and Drivers are not allowed to proceed beyond the demarcation line.
<b>Waste collection:</b> Our waste collection is scheduled in order that it does not coincide with during linen and food deliveries.
<b>SERVICE ELEVATORS &amp; SERVICE CORRIDORS</b>
<b>Sanitation:</b> Sanitise key high-touch points e.g. entire elevator cabin, especially operating buttons, with disinfecting Wipes.
<b>Social distancing:</b> We will ensure that H&S instructions, including the number of colleagues allowed at one time, are placed inside each service elevator and are easily visible; Our service elevator floors will have markings with directions, so that colleagues do not face each other and maintain social distancing; Where possible, we will implement a one-way traffic in service corridors.
<b>Hand disinfection:</b> Hand sanitation is mandatory with help of hand sanitiser dispenser, prominently displayed on all service floors and back of house areas.

**KITCHEN & STEWARDING**

**Sanitation:** Our operational kitchens will continue to be sanitised at regular intervals as dictated by hotel cleaning schedules.

**Social distancing:** We will limit the number of colleagues to the minimum required; Our colleagues will be organised in teams to reduce interactions between individual colleagues; Workstations will be placed in such a way that colleagues are not facing each other and can maintain appropriate social distance.

**PPE:** All our colleagues wear disposable masks, gloves and all other safety gear as dictated by HACCP based Policies and cleaning chemicals MSDS. All items will be sanitised, cleaned and replaced as per local policies.

**Menu planning:** Initially we will run limited menus for quality assurance.

**Disinfection of food equipment, utensils and tools:** We continue to clean and disinfect key high-touch points e.g. food equipment and food contact surfaces including chopping boards as dictated by the Company HACCP.

**Sterilisation of knives and utensils:** These implements are either pasteurised in a dishwasher working at a rinse of 82°C or sterilised using an autoclave, boiled water or UV methods.

**LAUNDRY & GUEST LAUNDRY SERVICE**

**Social distancing:** Our colleague workstations are being placed in such a way that colleagues can maintain appropriate social distances.

**PPE:** All our colleagues will wear disposable masks and gloves when processing soiled linen or guest laundry.

**Delivery/Retrieval of Guest Items:** We will minimize exposure in guest rooms as much as possible; all guest laundry items will be covered in transit; When retrieving/delivering guest items, colleagues will wear PPE in public areas as required by local health guidelines.

**Washing Programs:** We continue to operate washing programs for each type of linen, using special cleaning and hygiene products.