



Tropitel Hotels & Resorts Hygiene - Safety Protocols *COVID-19 Response Plan*

In *Tropitel Hotels & Resorts*, we have developed new specific Hygiene & Safety protocols that we have implemented across all of our hotels in order to ensure the maximum safety of our guests and employees.

We have developed these protocols in coordination with internationally recognized organizations specialized in the field of "Prevention of Spread of Infection" [POSI Policies & Procedures] in the hospitality industry, and these protocols are based on the guidelines issued by WHO, CDC, ABTA and the Egyptian Ministry of Health. Our prime target is to prevent any spread of illness from person to person or by touching any surfaces. Therefore, we have seriously focused on social distancing and implementing strict hygiene practices such as cleaning and disinfecting in all the areas of our Hotels & Resorts.

Our protocols are divided into Operational & Administrative measures that assure covering all the aspects related to the control of COVID-19 in our operations.



1) Operational Protocols.

These protocols represent the core of our operations and we have developed them in order to ensure safe holiday environment for our guests. Our employees are performing detailed tasks on hourly basis to make sure that all procedures are strictly implemented in all hotel’s areas;

- Guest Arrivals – Reception – Concierge.
- Housekeeping – Room Cleaning – Public Areas Cleaning
- Laundry
- Restaurants & Dining Facilities
- Recreational Facilities [Pools, Gym & Spa]
- Entertainment Activities & Kids Clubs
- Shops - Diving Centers
- Maintenance & Technical Services
- Medical Services
- Transportation
- Suppliers of Goods & Services

2) Administrative Protocols:

From guest areas to the Back of the House, we are implementing the following very strong Administrative protocols that guarantee our new COVID-19 Control Procedures are effectively implemented with complete Policy, Manuals and Reporting systems. With these protocols we have been accredited the “Certificate of COVID-19 Hygiene Response” developed by the international auditing company of Preverisk, with its online version and are now in the process of the physical inspection that will complete our complete our multi-layered strategy to mitigate the impact of COVID-19 and control its risk on our operations:-

Hygiene Assurance Team	Training
Reporting System of Sickness	Staff Policies
Communication Plans	Documentation – Logbook of Actions Taken
Availability of Materials	Guest & Staff Confinement Protocols
Hotel Confinement Protocol	





The COVID-19 Response Plan

As a standard procedure, we have implemented a comprehensive disinfection program in all of our hotels in preparation for the re-opening, and on regular basis, we do now disinfect all hotel entrances, room corridors, public areas with special attention to high touch areas like handrails, guest rooms, back of house areas and all vehicles.

The following pages will explain in detail the **Preventive Protocols** that we have implemented in all of our hotels in order to ensure the maximum safety of our guests with the highest standards of hospitality that guarantee meeting their expectations and achieving their full satisfaction.

➤ **Guest Arrivals – Reception – Concierge:**

- In all of our hotels, Bellboys, porters and security personnel avoid all physical contact with guests. Hand shaking, hugs, etc. are all prohibited.
- We have placed informative posters regarding the new COVID-19 rules beside the hotel gate and in different hotel areas. We have re-arranged our waiting areas in the lobby, with 2m distancing to avoid too many people checking in at the same time.
- The handling of luggage is carried out while wearing masks, gloves and maintaining the minimum safe distance of 2 meters from guests. Hand sanitizer is applied frequently with many units distributed at the hotel entrance. Gloves are changed frequently.
- External valet service is stopped.
- Enough staff is assigned to supervise guests' arrival and departure, while following the hand disinfection rules and wearing masks, gloves and ensuring that they maintain safe distances from guests.
- We have reduced the lobby seating capacity in order to comply with the new social distancing rules.
- Only guests who share a room are considered as a single unit and are therefore allowed to remain together without maintaining the minimum safe distance.
- We have installed physical barriers at the Reception desks with adhesive marks on the floor, to maintain a 2m separation.



Wash Hands Regularly



Disposable Gloves



Face Masks



World Health Organization



- We have eliminated the free welcome drinks, welcome sweets, and have enforced the new principle of “No touching”, including the promotion of credit card usage to settle any payment instead of cash handling during the guest stay.
- We provide single use pens for check-in and are implementing an automated online system for pre-registered guests to collect registration documents and provide guests with all check-in documents online.
- Upon arrival, we take the temperature readings from all guests, record them and follow up every time guest enter the hotel.
- We will arrange for the Tour operators meetings to take place in the outdoor lobby terraces or our rearranged meeting rooms to reflect the new social distancing rules, or meet the guests in couples only whenever possible.
- Our reception employees are provided with all the emergency numbers to contact them whenever needed.
- We have installed hand sanitizer dispensers in the access area to our elevators and have reduced their capacities by 50% with information signs clearly explaining the new implemented rules.

➤ **Housekeeping – Room Cleaning – Public Areas Cleaning:**

In addition to our rigorous hygiene and sanitization standards, we have further enhanced our housekeeping services all over our hotels. We are giving special attention to the application of cleaning and disinfection measures in common areas (restrooms, halls, corridors, lifts, etc.) as general preventive measures during the entire COVID-19 epidemic.

- We concentrate on the objects that are frequently touched such as handles, elevator buttons, handrails, switches, doorknobs, etc. Cleaning staff is instructed accordingly, and we have checklists designed specifically for this purpose and are controlled by our trained supervisors.
- When use of bleach is not suitable, e.g. telephone, remote control equipment, door handlings, buttons in the elevator, etc. we use alcohol 70% and other appropriate disinfectants.
- We have increased the frequency of cleaning and disinfection in all hotel areas.
- We train our housekeeping employees on our new protocols for the Prevention of Spread of Infection [POSI], and have provided them with sufficient disinfecting materials, PPE, and cleaning supplies.





- We have provided Steam Machines in all of our hotels to disinfect all furniture and fabrics on regular basis. We use these steam machines to disinfect all guest rooms before any new arrivals.
- We have reduced our bedding change system and we inform our guests to ask for the housekeeping services only when needed and promote relying more on self-service for cleaning rooms.
- We follow safe disposal of waste according to the guidance of the Egyptian Ministry of Health, and the local authorities' regulations.
- We reduce all paper posters and magazines in all guest rooms.
- We have sufficient public toilets, shower areas. We clean them regularly, and include them in our daily disinfection program. We provide adequate hand washing facilities such as liquid soap, paper towels, hand dryers and have installed hand sanitizer dispensers all around our hotel public areas.
- We train all our housekeeping employees on reporting any suspected case of guest illness, and the special preventive measures of thorough hand hygiene, social distancing, avoiding touching eyes, nose, and mouth, and good respiratory hygiene.

1. Laundry:

- We use separate trolleys for the handling of clean and dirty linen, and have assigned special coded trolleys to handle the linen of any suspected guest room, with the usage of different colored laundry bags that are washed in separate washing machines according to the POSI procedures.
- We disinfect the laundry facility and all of its equipment on daily basis before starting the operations and after finishing it.
- We provide all our laundry employees with all needed cleaning materials, disinfectants and PPE.
- We wash all linen in hot cycles (70°C or more).





2. Restaurants & Dining Facilities:

- We have introduced new measures from the preparation process of all food and beverages to the dining experience in the all of our hotel outlets:
- We have stopped our normal open buffet service and replaced it with new diversified Set and a la Carte Menus that caters to all tastes with special kids' items.
- Dining tables, all tables setup and all chairs are sanitized with designated disinfectant on daily basis and before serving every new guests.
- We have re-arranged the setup of all our restaurants to keep the minimum distance of 2 meters between dining tables, and 1 meter between each person on the same table.
- All our employees in restaurants and bars are wearing masks. We record the guests' temperature and ask all guests to use the hand sanitizers upon entering all restaurants.
- We have stopped the Shisha service.
- All dishes, silverware and glassware are washed and disinfected in our dishwashing machines with hot water above 82 °C.
- We have reduced the capacity of all indoor areas in all of the outlets and restaurants and increased all outdoor seating capacities.
- We have opened our a la carte restaurants in addition to main restaurants to ensure distributing guests in several areas.
- We have installed disinfectant dispenser at the entrance of all restaurants & outlets, and hand sanitizers are placed on the tables.
- We have distributed awareness posters the entrance of our main restaurants.
- We train our staff on the special preventive measures of frequent handwashing, cough hygiene and social distancing rules.





3. Recreational Facilities [Pools, Kids Clubs, Gym & Spa]:

- We have implemented the social distancing rules around our pools and kept all sunbeds 2 meters apart.
- Our pool attendants ensure that sunbeds are not moved or placed together, and that they remain in the position in which they were originally placed.
- We have stopped the towel service around the pool & beach and instead provide the beach towels in the guest rooms.
- Our pool attendants ensure that sunbeds are not used without a towel being placed between the guest and the sunbed.
- When we detect people in groups placing their sunbeds close to each other, we advise them that, due to hygienic measures, they must maintain the correct distance.
- We ensure following our Legionella Prevention Programme and keep all pool readings in the assigned Logbooks.
- Daily, at the end of the operation, we disinfect all sunbeds and pay special attention to the touch points.
- We keep monitoring the level of free Chlorine in all pools to ensure that it always remains within the legal limits and keep it closer to the top limit.
- We monitor the pools filtration and backwash to ensure it is functioning correctly and in accordance with the international guidelines.
- We strictly follow our POSI policy in any case of Vomit or Faecal contamination as we understand that COVID-19 symptoms can sometimes include diarrhea. Pool staff is correctly trained on these procedures. And a printed copy of these procedures is available in the pool filtration room.
- Spa facilities including sauna, steam and Jacuzzi are not in operation.





- Only Gym is operative with hourly cleaning and disinfection to all the equipment, while keeping them apart. No showering is allowed in the Gym, and all equipment is sanitized after each guest usage. No outside guests are permitted to use the Gym facilities.

4. Entertainment Activities & Kids Club:

- All entertainment activities are re-designed in order to meet our new guidelines and to prevent any possible spread of infection among our guests or employees.
- We record the temperature of all animation team members before starting their daily programs.
- We promote outdoors activities, keep all indoor activities to the minimum, and must adhere to the social distancing rules.
- The animation team is responsible for cleaning and disinfecting all game tools before starting any activity and finishing them.
- Animators avoid all activities that require big groups interaction. They avoid body contact activities and the same apply for all evening entertainment activities.
- We have stopped all weddings and parties.
- In the Kids Clubs, we monitor any signs of respiratory problems for any kid, apply special cleaning and disinfection protocols minimum twice a day.
- We focus on the outdoor activities and every kid and all parents have to sanitize their hands before joining any activity.
- We have stopped all food services to the kids clubs (no fruits, no birthday cakes, or popcorn), and all activities that include body contact are stopped.
- We supply enough materials to avoid sharing any tools among the kids, and frequent hand sanitizing is promoted by our animators.

**Best Regards,
Tropitel Hotels & Resorts**



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