

Enhanced Strategy for Managing Guest and Employees safety during COVID-19

As governments begin to define recovery plans and ease lockdown and travel restrictions, we can be certain that it will take time to fully understand the complexities of how the travel, tourism and hospitality industries will operate in the weeks and months ahead.

No doubt, we will have to evolve and comply with government (State) and public health guidelines as they become defined and modified over time.

This document details the initiatives and measures, we have implemented to ensure the continued safety of our guests and colleagues and has been developed in conjunction with latest government and Public Health England (PHE) and Centre for Disease Control and Prevention(CDC) guidelines, as well as benchmarked against best practice across our industry globally, in conjunction with leading Environmental Health consultants.

These new standards will continue to be reviewed, modified and independently audited to ensure they are updated in line with latest guidelines from government and public health bodies.

Maybourne Hotel Group has always operated under the highest standards of, health, hygiene and safety. However, as we recover from the impact of COVID-19 we have had to review how we operate and manage our hotels, to ensure that every guest who visits, whether to stay at Claridge's, The Connaught, The Berkeley, The Maybourne Beverly Hills, as well as spend time in any our restaurants and bars, can do so with complete trust and confidence.

Whilst we will operate under these new measures, the warmth, friendliness, professionalism and quintessential British hospitality that our guests have enjoyed for generations will remain unchanged and we very much look forward to welcoming every guest, whether returning or visiting for the first time to all of our hotels - rest assured every colleague is looking forward to extending a warm welcome and creating the special moments and memories for which we are known.

### 1.1. Guest and employee health

The health and safety of our guests and colleagues has always been of paramount importance and in light of current global health concerns the following additional measures have been implemented to ensure we continue to operate at and maintain the highest standards of health and safety.

All employees will undergo a comprehensive COVID-19 induction and training program before returning to work, which will be followed up with task specific policies and procedures in each department to ensure the highest standards of cleanliness, as well as an in depth understanding of operating the hotel, whilst maintaining social distancing.

### 1.2. Employee and contractor arrival

To avoid congestion at the entry points to the hotel and back of house areas employee and contractors where possible will have staggered shift times.

### 1.3. Entry screening

Points of entry will be limited to enable our team to perform non-invasive temperature checks utilising thermal cameras or high sensitivity infra-red thermometers.

Our staff will open doors for guests on both arrival and departure to minimise guests contact with these high-volume areas. The revolving entry doors will not be in use until further notice.

Anyone displaying a temperature over 37.5°C (99.5°F) will be taken to a private area for secondary screening. All persons confirmed to have a temperature higher than 37.5°C (99.5°F) will not be allowed to enter the property except for guests, that have made advanced accommodation reservations. Those persons who can go home will be given the opportunity and those that are unable to will be given the option to self-isolated in their bedroom.

The screening personal will be trained in recognition of known COVID-19 symptoms including:

- Dry, persistent cough
- Shortness of breath

All guests will be provided with an individual pack of face masks, hand sanitiser and antibacterial wipes on arrival, whether staying at the hotel or visiting any of our food and beverage outlets.

#### 1.4. Suspected cases of COVID-19

Any guest that arrives to the hotel that has an accommodation booking and is travelling from overseas will not be turned away but will be given the option to stay, with the condition that they will need to wear a face mask and self-isolate in their room and follow the current country and state guidelines from the following bodies:

- Public Health England (PHE)-United Kingdom.
- National Health Service (NHS) -United Kingdom.
- Centre for Disease Control and Prevention (CDC)-USA.

For any guest showing symptoms of COVID-19, we will also offer to arrange a COVID-19 test arranged by the hotel doctor.

Guests will be provided with support during this time, though normal housekeeping services will be suspended to protect our employees.

Employees, contractors and guests who are exhibiting symptoms whilst on property are instructed to notify their manager (employees) or Duty Manager (guests).

Any employees that have symptoms will be asked to self-isolate and follow advice from the relevant countries authoritative bodies with regards to self-isolation and criteria to be met to discontinue self-isolation. (PHE, NHS and CDC)

#### 1.5. Personal protective equipment (PPE)

All employees and contractors are required to wear appropriate PPE depending on their job tasks, but this will as a minimum require a face mask.

It is a legal requirement that guests wear face masks in public areas. These will be provided at the entry points to the hotel, outlets and in guest rooms (part of amenity pack).

At The Maybourne Beverly Hills, this rule applies to all adults and to children aged two years and above, except individuals who have been instructed not to wear a face covering by their medical provider and are therefore exempt. Similarly, customers arriving at The Maybourne Beverly Hills with children must ensure that their children stay next to a parent, avoid touching any other person or any item that does not belong to them, and are wearing face coverings if age permits.

At Claridge's, The Connaught and The Berkeley Hotel you do not need to wear a face mask if you have a legitimate reason. This includes (but is not limited to):

- young children under the age of 11 (Public Health England do not recommended face coverings for children under the age of 3 for health and safety reasons)
- not being able to put on, wear or remove a face covering because of a physical or mental illness or impairment, or disability
- if putting on, wearing or removing a face covering will cause you severe distress
- if you are travelling with or providing assistance to someone who relies on lip reading to communicate
- to avoid harm or injury, or the risk of harm or injury, to yourself or others
- to avoid injury, or to escape a risk of harm, and you do not have a face covering with you
- to eat or drink if reasonably necessary
- in order to take medication

Notices will be provided at entrance points to the hotel on how to wear and dispose of the face masks safely.

Where there is suspect or confirm case of COVID-19 then face visor, gloves may be worn if social distancing can't be maintained.

## 1.6. Physical distancing

Guests will be reminded to practice social distancing by maintaining a distance of 2-metre (based on the local guidance for the industry) the between other persons that are not travelling in their family group.

Employees and contractors to practice social distancing by maintaining a distance of 2-metre (based on the local guidance for the industry) as far as possible.

Physical layouts will be changed in the hotel to facilitate this social distancing including restaurant layouts, checking in/out procedures, meeting spaces, business centre and offices.

Where appropriate physical screens will be installed at guests/staff communication points to provide enhanced protection.

Queuing systems will be implemented where deemed necessary. This might include front desk, concierge, restaurants, staff restaurant and washrooms.

### **1.7. Information/signage**

Appropriate signage will be provided to remind persons on social distancing measures, hygiene measures and how to wear and dispose of face masks.

### **1.8. Personal hygiene**

Frequent hand washing with soap and warm water for 20 seconds has been proven to be effective at removal of the virus and reduce the spread via your hands. All employees have been instructed to wash their hands thoroughly every 60 minutes or use the approved provided alcohol based sanitiser and after any of the following activities: using the toilet, sneezing, touching your face, blowing the nose, cleaning activities, smoking, eating and drinking, going for a break, starting a shift or moving between areas in the hotel.

Hand sanitiser stations are provided at key locations throughout the property in both FOH and BOH areas. These will include guest and employee entrances, bedrooms, meeting spaces, fitness areas, front office and concierge desk, restaurants entrances, washrooms, staff canteen, staff locker rooms and offices.

### **1.9. Cleaning and disinfection**

The hotels are using the chemicals that have proved effective against the 'envelope' virus and meets EN14476 or relevant EPA approved product in the USA.

Enhanced checks are in place on chemical dosing systems with our chemical suppliers ensuring that the systems are dosing products to the required strengths.

Steam cleaning is being used to clean and disinfect soft furnishings.

Cleaning procedures have been reviewed and validated with ATP Bioluminescence rapid surface hygiene testing machines.

All respective colleagues have received detailed training in these enhanced standards.

ATP machines will be used to spot check that surface cleanliness and that procedures are being followed.

Shared equipment will be disinfected cleaned and disinfected at the start of each shift including phones, radios, computers, cleaning equipment, keys.

### 1.10. Training

All employees will undergo a comprehensive COVID-19 induction and training program before returning to work, which will be followed up with task specific policies and procedures in each department to ensure the highest standards of cleanliness, as well as an in depth understanding of operating the hotel, whilst maintaining social distancing.

### 1.11. Compliance champions

To ensure that the enhanced standards outlined in this document and specific departmental procedures are being followed the hotel will appoint key individuals whom will be responsible to ensure that the standards are fully implemented and maintained at all times.

These persons will be provided with additional training to ensure that they are fully conversant with the standards.

Corrective actions will be taken immediately, and procedures will be reviewed and updated as needed to ensure that control measures remain effective.

### 1.12. Front office

#### 1.12.1 Guest arrival by own transport

- Doorman will greet arrivals.
- Doors will be opened for the guest to avoid hand contact.
- Separate entrance and exit for guests arriving and departing the hotel where feasible.
- Guests will be screened for temperature as per entry screening requirements.
- Guests will be provided with amenity pack including face mask and hand sanitiser and Maybourne Group's COVID-19 guide to hygiene and social distancing.

- Guests upon successful screening will be asked to sanitise their hands with the touchless machine and to wear the face mask whilst in public areas.
- Hand shaking will not be permitted, please don't be offended.
- Enhanced cleaning and disinfection will be provided on door hand contact surfaces at the entrance areas.
- Revolving doors will not be used to reduce unnecessary hand contact where feasible.

#### 1.12.2 Guest arrival by limousine

- Maybourne Hotel Group owns and operates its own limousine service which will be prioritised for the transportation of all our guests.
- In those rare circumstances where we are unable to use our own transportation services due to demand, we work with a limited number of trusted partners who will be required to work to comply with our policies and procedures of operation and will be independently audited on a regular basis to ensure compliance.
- A maximum of two guests travelling together will be allowed in a limousine unless a family is travelling together when a maximum of four guests will be allowed. Front seats will not be utilised.
- Guests will be required to wear face masks which will be provided in guest amenity pack.
- Limousines will be cleaned and sanitised after every use.

#### 1.12.3 Guest luggage/packages

- Luggage will be removed from the vehicle and be placed on luggage trolleys which will be sanitised between usages.
- Disposable gloves will be used by the porters to handle the luggage from the arrival point to the being placed in the guest room.
- Gloves will be changed, and hands sanitised between arrivals.
- Luggage porters will offer to leave the luggage at the guest door if requested or if the guest wishes them to place the luggage on the luggage racks will ask the guests to move into the bedroom to maintain social distancing.
- Packages will be delivered to guest rooms when occupied by guests by delivering to the door and ringing the bell and then stepping 2-metre (based on the local guidance for the industry) away to maintain social distance whilst the item is retrieved.

#### 1.12.4 Guest check-in/out

- Guest check in will be performed using electronic means where possible.
- In room check-in will be provided where possible. Where this is unavailable social distancing of 2-metre (based on the local guidance for the industry) will be maintained between the guest and colleague; this will be facilitated through a change of furniture layout in the check in area.
- Arrival times of guests will be requested as far as possible to allow a smooth check in process by reducing and queuing.
- Check in/out in times will be flexible where possible to avoid queuing at the front office and express check out is encouraged.
- Guests will be offered to be escorted to their room whilst maintaining social distancing as far as possible.
- Guest keys will be cleaned and sanitised after use.
- Enhanced cleaning and disinfection routines have been established in the front office areas.

#### 1.12.5 Business centre

- Spacing of workstations will allow social distancing of 2-metre (based on the local guidance for the industry) or physical barriers provided.
- Access control will be provided for entry and workstations will be cleaned and disinfected after guest usage.
- Sealed beverages will be provided including capsule coffee machines.
- Magazine and newspapers will be available electronically.

### 1.13. Housekeeping

- Guest rooms will be thoroughly cleaned and disinfected following stringent procedures including all touch points during routine room service. Vacuum cleaners with HEPA filters are used for vacuuming.
- Guests will be asked if they have any timing preference for room cleaning and advised that this will take approximately 60 minutes with the enhanced standards. Where guests prefer not to have their room serviced on a daily basis, we will respect their wishes and make individual arrangements directly with the guest, based upon the specific preferences.

- Mattress and pillow protectors will be changed on check out and bed sheets will be changed daily.
- All bed linens are to be removed and bagged in the room and washed at the hottest temperature possible in accordance with PHE guidance.
- The guest directory and in-room dining menu will be available digitally through use of QR code for mobile devices.
- Small sanitiser sprays and wipes will be provided in the rooms.
- Mini bars will be cleaned and disinfected and all contents of the mini bar will be disinfected prior to guest arrival.
- All china and glassware will be washed in dish washers prior to guest arrival and covered. This process will be followed where items have been used during the guests stay.
- Guest rooms will be placed out of order for 72 hours after departure before cleaning to further protect our colleagues where possible.
- Where a guest has been confirmed positive with COVID-19 the room will be cleaned and certified by third party professional company. This will include COVID-19 surface swabs being used which are tested by independent certified laboratories.

#### 1.14. Valet and laundry services

- When delivering guest items colleagues will ask the guest whether they may enter the room to deliver the items informing the guest to respect the 2-metre social distancing (based on the local guidance for the industry) or whether they wish to collect the items off the trolley outside the room.
- No packing/unpacking services will be offered.
- All items will be provided covered by plastic or wrapped unless that green option is requested by the guest.
- Shoeshine is suspended until further notice.

#### 1.15. Public areas

- The frequency of cleaning and sanitising has been increased for all key touch points to hourly and be undertaken by dedicated trained colleagues.
- Seating layouts in the spaces have been reviewed to ensure social distancing.
- Washrooms will be cleaned and disinfected after each guest use.
- Automatic touchless or foot operated lidded waste bins will be provided a key locations within the property.

- House phones in unsupervised areas to be removed.
- Items for the cloakroom storage will be placed on the counter for drop off and collection to maintain social distancing.

#### **1.16. Elevators**

- Occupancy is limited to up to 2 persons per elevator unless travelling as a family when the permitted maximum number will be 4 (some elevators limit might be lower depending on elevator's size). Signage will be posted on all elevator landing areas reflecting this standard
- Disinfection of the elevator cabins and all touch points is being undertaken every hour.

#### **1.17. Back of House**

- The frequency of cleaning and disinfection has been increased for all key touch points and high traffic areas including employee entrances, uniform room, staff restaurant, offices and kitchens.
- Hand sanitisers are provided throughout the back of house areas to enable staff to maintain hand hygiene practices.

#### **1.18. Engineering controls**

- Air conditioning filters changing frequencies have been increased.
- High efficiency filters will be used in in all HVAC units where possible.
- Fresh air change will be maximised.
- Screen partitions will be provided in relevant areas to maintain social distancing.

#### **1.19. Human resources**

- Locker rooms floors will be marked with 2-metre (based on the local guidance for the industry) space markings.
- Electronic key control will be provided to locker rooms and reduced occupancy at any one time will be in place and clearly posted.

### 1.20. Swimming pool

- Pool access is controlled to maintain social distancing.
- Steam rooms and saunas will be closed.
- Pool furniture re-arranged to maintain social distancing
- Enhanced cleaning and disinfection of the pool areas.
- Swimming pool water disinfection levels will be monitored.

### 1.21. Fitness centre

- Fitness centre equipment will be spaced to maintain social distancing.
- **Guests are requested to come to the fitness centre in their work out gear.**
- Enhanced cleaning and disinfection of equipment will be undertaken by attendants.  
~~Equipment will be cleaned and sanitised after use by attendants on duty.~~
- Access control to the fitness centre will be implemented to restrict numbers of guest using the facilities at one time.~~as needed to ensure social distancing is maintained.~~
- **Personal training sessions will be not be provided.**
- Single use headphones will be provided.
- Hand sanitation stations for guests and colleagues to be provided **in key locations.**

### 1.22. Spa

- **Face visors will be used by therapists for massage treatments and pedicures.**
- **Screens have been provided between the guest and colleagues for manicure treatments.**
- **Cleaning and disinfection will be undertaken of the treatment room between guests.**

### 1.23. Food and Beverage

#### 1.23.1 Delivery and receipt of goods

- In line with our HACCP standards personal hygiene will be maintained to the highest levels.
- Foods will be decanted before being placed into storage.

- Delivery time will be staggered to maintain social distancing.
- Delivery and waste removal are scheduled at different times.

#### 1.23.2 Restaurants and bars

- Host stations to be cleaned every hour.
- POS systems to be cleaned after use with alcohol wipes.
- Spacing of the restaurant and bar seating to maintain 2-metre social distancing (based on the local guidance for the industry).
- Tables, chair and other hand contact services to be cleaned and disinfected between guests.
- Condiments to be served in single serve portions.
- Menus to be used will electronic or disposable.
- No porous place mats will be used.
- Food to be served is to be covered from the kitchen to the guest service point.
- Check presenters to be single use and for in house guests F&B directly charged to the room account.
- Hand sanitiser and sanitise wipes to be provided on the guest tables.
- Service trays are washed and sanitised after use.
- Cutlery to covered with napkin when placed on guest table.
- Queuing system in place where necessary to maintain social distancing.
- Bar table snacks to be provided per person.

#### 1.23.3 In room dining

- All equipment to be sanitised after usage.
- Knock and drop service to offered where food is left covered outside the guest room.
- Regular service will be provided upon guest inviting the colleague to the room whilst maintaining social distancing.
- Guest will be asked to place the room service trolley outside the room and notify IRD so that it may be collected.

#### 1.23.4 Buffets

- Self-service buffets will be suspended.
- Sneeze guards to be provided protecting the food and where appropriate screens to maintain social distancing.
- Service by staff only permitted.
- Sanitiser provided at buffet start.

#### 1.23.5 Banqueting and events

- Meeting space will be laid out to maintain social distancing of 2-metre (based on the local guidance for the industry).
- All furniture and equipment are cleaned and sanitised at the set-up stage and after usage.