



POST COVID-19 SOPs FOR SERENA HOTELS, RWANDA

JULY 2020

After a thorough assessment of our properties, we came up with an action plan and implemented hygiene protocols in-line with directives from the Ministry of health and WHO to prevent the spread of Covid-19.

Our key objectives were as follows:

- ✚ To enable our hotels re-open with assured sustainability
- ✚ Help in restoring the confidence of guests and visitors within our facilities by re-engineering and implementing processes that have reduced risks
- ✚ Assist in protecting people's lives and livelihoods to ensure that our properties are safe for the health and well-being of our staff and our valued guests.

We have worked with a team of consultants and have already started implementing the hygiene protocols to ensure safe operations of our properties in Rwanda i.e. Kigali Serena Hotel and Lake Kivu Serena Hotel.

We are confident that the protocols will allow us to operate safely in order to protect our guests and staff while adhering to government and WHO guidelines.

1. ACTION PLAN	Implementation/Remarks
<p>a) Assessment of needs and resource mobilization</p> <ul style="list-style-type: none"> ✚ Determination of high risk areas and appropriate resources needed to mitigate the risks ✚ Capacity and limit controls in line with social distancing guidelines ✚ Determine items can be moved or removed completely to reduce frequent handling or contact from multiple people. ✚ Establish the PPE's required and equipment necessary for the protocols <p>b) Implementation Plan</p> <ul style="list-style-type: none"> ✚ Covid-19 safety and disinfection protocols ✚ Guest/visitor orientation protocols ✚ Social distancing protocols ✚ Protocols for handling guests or staff with symptoms and or/suspected COVID-19 cases ✚ PPE protocols for staff, guests and vendors ✚ General awareness trainings on hygiene measures for curb the spread of Covid-19. 	<ul style="list-style-type: none"> ✚ Evaluation of the properties done to determine the risk mitigative measures to be undertaken. ✚ Resources mobilized to ensure adequate stocks of equipment and supplies such as PPE's <ul style="list-style-type: none"> ✚ All safety and disinfection protocols implemented at the units. ✚ Visibly mounted notices for guests and staff communicating the health and safety protocols such as temperature screening, hand hygiene, physical distancing, mandatory donning of facemasks etc. ✚ Floor markings introduced to guide on physical distancing ✚ Staff trained on the new hygiene measures. ✚ All entry and exit points fitted with Alcohol based hand sanitizers.

<p>c) Monitoring and evaluation</p> <ul style="list-style-type: none"> ✚ Monitoring the overall compliance of the protocols ✚ Monitoring compliance with correct usage of PPE's ✚ Maintain staff and guest's health records (daily temp checks) ✚ Monitor cleaning and sanitization records ✚ Checking staff training and guest information provision ✚ Implement Third party hygiene audits ✚ Monitoring compliance with Government department occupational Health and safety measures in the work place. 	<ul style="list-style-type: none"> ✚ Hygiene audit by a third party to be conducted one month after re-opening the hotel. ✚ Relevant records of cleaning, temperature checks and training being maintained. ✚ Duty rosters available indicating the number of staffs in a food preparation area at any given time. ✚ Availability of instructions and training on how to prevent the spread of COVID-19 for all staff ✚ Adequate Personal Protective Equipment (PPE's) provided.
<p>2. CLEANING PROTOCOLS</p>	
<ul style="list-style-type: none"> ✚ Common Areas Cleaning and disinfecting with the right products will be done frequently for "high-touch" surfaces such as door handles, telephone headsets, reception counters, elevator buttons, PDQ's, handrails etc. ✚ Public and siting areas Public areas to be re-organized in strict adherence to social distancing protocols and to be disinfected daily ✚ Meeting Rooms and office Re-configuration of meeting room set-ups observing 1 meter distance between delegates. Cleaning and disinfection of meeting rooms after every meeting. 	<ul style="list-style-type: none"> ✚ Availability and evidence of implementation of SOP's for cleaning ✚ Cleaning and disinfection of high touch points visible than normal in order to reassure guests ✚ Physical distance of at least 1meter adhered in the public areas ✚ Meeting rooms adhering to Rwanda Convention Bureau guidelines

3. ARRIVAL/CHECKOUT EXPERIENCE

- a) All guests arriving at the hotel will be subjected to mandatory temperature screening at the main entrance by use of an infrared thermometer gun.
- b) Sanitizing of room key cards prior to guest arrival and placing them in key card holders. This will avoid physical contact with guest.
- c) Hand sanitizers will be provided at the reception counters.
- d) Guest body temperature will be checked on arrival prior to accessing the hotel.
- e) Disinfection, sanitization and spraying of guest's luggage upon arrival.
- f) Briefing and orientation of guests pointing out the "new normal" procedures
- g) Porters escorting guests to their rooms will wear masks & gloves.
- h) Trolleys will be disinfected between each luggage transportation
- i) Social distancing for guests and staff will strictly be observed.
- j) Reception and cashier counter to be sanitized frequently
- k) PDQ machines to be frequently sanitized.
- l) Guests to be advised to utilize the hotel services as much as possible to avoid visiting other places outside the hotel.
- m) Guests to utilize cashless payment options which have been provided by the hotels.

- ✚ Guests will only be granted access if their body temperature is below 37.5° C
- ✚ Valet parking services discontinued due to hygiene and safety reasons.
- ✚ Plexiglass barriers already installed at the reception counters.
- ✚ We encourage use of debit/credit card and Mobile Money as means of payments and after each transaction, the point of sale terminals are sanitized.
- ✚ Staff trained on briefing guests on health and safety measures and social distancing practices.
- ✚ Adequate floor markings affixed to guide on physical distance within the premise.

4. IN- ROOM EXPERIENCE

a) Bedroom & Bathroom

- ✚ After a guest has settled in their room, our guest services executive will reach out to them to make sure everything they need is in place. This will ensure minimal interference and movement
- ✚ Guests will be briefed on several housekeeping options during check in i.e optional turn down services and change of sheets & towels
- ✚ We shall remove all high risk touch items in the rooms such as bedroom room folders, guest directory which will be made available upon request.
- ✚ Other frequently touched surfaces such as light switches, remote controls and telephones will be disinfected regularly.
- ✚ All checked-out rooms to be left vacant for at least 12 hours prior to selling them again to allow for thorough cleaning and dis-infection.

b) Laundry

- ✚ Special attention will be given to handling of bed linens & laundry
- ✚ All items will be washed at high temperatures as per recommended guidelines and wash programs.
- ✚ Laundry equipment and other frequently touched areas will adhere to cleaning and sanitizing protocols

- ✚ Guests are encouraged to call the reception for any services rather than going physically to the reception.

- ✚ Availability and evidence of implementation of SOP's for cleaning and disinfection.

- ✚ Correct use of PPE's by the housekeeping staff whilst cleaning rooms.

- ✚ All Linen and guest laundry items are being subjected to thermal disinfection in the laundry temperature of 70 degrees for at least 25 minutes

5. FOOD & BEVERAGE

<ul style="list-style-type: none"> ✚ The restaurant and bar layout of tables & chairs will conform to social distancing guidelines. ✚ After each seating the furniture will be disinfected and sanitized ✚ Staff to wear appropriate PPE's for their respective duties ✚ It will be mandatory for staff to wear face masks at all times and adhere to hand hygiene protocols at all times. ✚ We will have contactless menu's both in the rooms and at the outlets ✚ Our food safety management system which is based on Hazard Analysis and Critical Control Point (HACCP) principles will be strictly adhered to. ✚ Room service orders will be delivered to individual rooms set on disinfected trolleys which will be left outside the rooms and guests will be notified of delivery. Staff should not have contact with guest during delivery. 	<ul style="list-style-type: none"> ✚ Staff trained on 1-meter social distancing in accordance with the government & WHO guidelines ✚ Contactless QR code menus have been implemented for all outlets. ✚ Emphasis on HACCP rules and importance of the new hygiene standards ✚ Tables spaced at least 2m apart in dining areas and has four people for every 10m square space. ✚ Distance from back of one chair to the back of the other at 1m.
COVID-19 GUEST OR STAFF RESPONSE	
<p>If at any time staff are informed of a guest or fellow staff with suspected Covid-19 mild or severe symptoms, immediate response is needed. With guest consent, the following should be done;</p> <ul style="list-style-type: none"> ✚ Inform management who will contact appropriate local health authorities ✚ The health and safety officer will prepare for evacuation and all involved will ensure full and appropriate gear is used 	<ul style="list-style-type: none"> ✚ Availability of SOP's for reporting guest or staff illness

<ul style="list-style-type: none"> ✚ Security will clear all guests and staff not involved transporting the suspected person ✚ Once the patient has been transported from the scene, all staff in the patient's location should take off all PPE and dispose them appropriately. 	<ul style="list-style-type: none"> ✚ Covid-19 education materials posted on staff notice board, back areas and changing rooms.
POSITIVE GUEST ROOM DECONTAMINATION	
<ul style="list-style-type: none"> ✚ In the event of suspected positive case for COVID-19, the guest room will be placed immediately under quarantine and removed from inventory for a period of 14 days. ✚ Thereafter, the room will be thoroughly stripped, deep cleaned and sanitized prior to being sold again. 	<ul style="list-style-type: none"> ✚ An isolation room established at the property in the event that a guest needs to be isolated whilst waiting for the health authorities.