



SERENA HOTELS

SAFARI LODGES AND CAMPS

HOTELS • RESORTS

RE- OPENING GUIDELINES FOR TPS (Uganda)

1st July 2020

INTRODUCTION:

Serena Hotels Uganda has implemented stringent measures to ensure the utmost safety of our guests, business suppliers, and staff by adhering to directives issued by the Ministry of Health (MOH) – Uganda and the World Health Organisation. Management has also factored best practices provided by the Leading Hotels of the World to prevent the further spread of COVID – 19.

As businesses begin to recover and re-adjust from the impact of the novel pandemic, Managements' core objective is to ensure that our properties are safe for the health and well-being of our valued guests, business suppliers, and staff.

We wish to reassure our guest that to the already rigorous cleaning and safety protocols, we have implemented the below best practices and have taken the necessary steps to achieve the recommended hygiene standards.



These summarised guidelines have been implemented in addition to the detailed SOP's which Management will continue to revise on an ongoing basis according to the global and MOH's health regulations. The summary covers basic customer information, PPE, physical distancing, sanitization, and hygiene practices for staff and guests.

| 1 | COVID – 19 HEALTH AND SAFETY / RESPONSE TEAM | REMARKS |
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| | <p>Each unit has a well-constituted and trained COVID – 19 Health and Safety / Response team which in conjunction with the team leader (The General Manager) will: -</p> <p>a) Maintain and implement</p> <ul style="list-style-type: none">• Standard hygiene and sanitizing procedures.• Special area cleaning procedures.• Capacity limits and controls.• Physical distancing plans.• Guest/visitors procedures.• Staff procedures.• PPE standards for staff.• PPE standards for guests/visitors.• Procedures for staff with symptoms or suspected COVID-19 cases.• Procedures for guest with symptoms or suspected COVID-19 cases. | <ul style="list-style-type: none">• Staff and guests will be provided with hand sanitizers• Shared equipment by staff is be avoided as much as possible in favour of individual equipment /supplies |

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| | <ul style="list-style-type: none">b) Monitor the implementation of the protocols and the effectiveness of measures taken.c) Monitor the overall compliance, identifying and correcting gaps.d) Monitor compliance with PPE usage.e) Maintain staff and in-house guest's health records (daily temp checks).f) Maintain and check logs of the cleaning record.g) Manage stock and use of PPEs.h) Check on staff training and guest information provision.i) Implement Independent Third-Party hygiene audits.j) Monitor compliance with Government Directives as well as Occupational Health and Safety measures in the workplace.k) Train on:<ul style="list-style-type: none">• Ensuring social distance guidelines, proper use of PPEs and refraining from touching their faces, eyes, and nose with their hands.• COVID-19 basics and transmission.• How to respond to exposure to Covid-19.• COVID -19 safety and disinfection protocol. | |
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| | <ul style="list-style-type: none"> • Advanced disinfection and sanitation training in case of COVID- 19 positive guest or staff. • Sanitization guidelines for cleaning of uniforms. • PPE use and disposal procedures. • Revised Human Resources sick leave policy designed to ensure staff and guest’s safety. • Reporting procedures of suspected guest and staff. | |
| IMPLEMENTED PROTOCOLS | | |
| 1 | CLEANING PROTOCOLS | |
| | <p>a) Common Areas</p> <ul style="list-style-type: none"> • Cleaning and disinfecting with the right products is done at least every 45 minutes for areas touched by guests and staff with particular attention to: <ul style="list-style-type: none"> • Shared work environment. • Door handles. • Telephone handsets. • Payment devices. • Reception desk. • Staircase railings. • Outdoor furniture. • Balustrades, guardrails, etc. <p>b) Sanitizing a Clean Room;</p> | <ul style="list-style-type: none"> • Cleaning operations have been made more visible than usual to reassure guests of their safety. • Other than training and holding regular meetings/updates, notices for staff have been placed in strategic locations e.g. <ul style="list-style-type: none"> • Staff entrances. • Toilets. • Changing rooms. • Dining /catering facilities. • Bedrooms. |

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Rooms are equipped with documented cleaning protocols related to COVID 19, identifying the materials used in the cleaning the room.

c) Swimming Pools

- The swimming pool has been reorganised to ensure that social distancing between deck chairs and beds comply with regulatory distances
- Number of guests in the pool will be limited to ensure compliance with local regulations

d) Garden & Grounds

- Relaxation areas have been reorganised so that there is always 1 meter (3 ft) between each person.

e) Meeting Rooms / Banqueting.

- Mandatory temperature monitoring at the Hotel's main gate.
- Mandatory sanitization to be done at all meeting room entrances.
- Encouraged the use of personal stationery to minimise touch points.
- Meeting rooms have been rearranged to prevent face to face sitting and extra seats staggered.
- All meeting rooms are set to provide for the recommended 2 meter distance between tables, and 1 meter between delegates which will significantly reduce capacity.
- Encourage natural airflow within meeting rooms.
- Sanitization of all meeting room equipment before and after every use, particularly for all shared equipment.



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| | <ul style="list-style-type: none"> • Installation of single- use tissues in all meeting rooms. • Customised Food and Beverage service to minimise touch points and contamination. • Our staff are all equipped with appropriate uniform and personal protective equipment that include face masks and sneeze guards. | |
| 2 | ARRIVAL /CHECKOUT EXPERIENCE | |
| | <ul style="list-style-type: none"> • Management encourages the utilisation of online reservations and dematerialised procedures at check-in whenever possible. • All check out room will remain clean and vacant for 48 hours before the next occupant. • Sanitization of keys before guest arrival and placing them in pre-marked new envelopes. This will avoid physical contact with guests • Hand sanitation to be provided on arrival. • Guest’s body temperature to be taken on arrival. • Disinfection, sanitization, and spraying for guest’s luggage are done at the airport and the Hotel’s arrival area. • Guests will be given the option to choose whether the employee shall enter the room for servicing and turn down service during their stay. • Virtual or cashless transactions are encouraged. (Encourage prepayment for each reservation at the time of booking). • Porters transferring guests to room will wear masks & gloves and will not touch anything in the room. • Trolleys will be disinfected between each luggage transport • Social distancing for guests and staff will be observed. • Reception and cashier counter to be sanitised after every use. | <ul style="list-style-type: none"> • Valet parking has been suspended. • Deposit of keys will be at the designated area • The use of debit/credit cards whenever possible will be encouraged, and after each transaction the terminal is disinfected. • Staff will be trained on how to greet guests and how to explain about the sanitary measures |

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| | <ul style="list-style-type: none">• Guest to be advised to utilise the hotel for their service requirements as much as possible to avoid visiting other places. This includes Forex Bureau, Gift Shop needs, etc. | |
| 3 | IN- ROOM EXPERIENCE | |
| | <p>a) Bedroom and Bathroom</p> <ul style="list-style-type: none">• Complimentary amenity kit to be provided upon arrival, and this will include COVID-19 property policies, hand sanitizer, gloves, and mask.• Extra blankets, pillows, and quilts will be removed from the rooms and made available to guests on request.• Coffee tray amenities will be offered upon request.• We will require the guest to leave the room while being sanitised.• We will remove all high touch items in the room, such as hair driers, room folder, and guest directory. A QR Code for the mentioned stationery will be provided.• Other high touch areas such as light switches, remote controls, thermostats; and telephones will receive extra disinfection. <p>b) Laundry</p> <ul style="list-style-type: none">• Special attention will be given to the handling of bed linen and laundry.• These items will be changed daily or as per the guests' request and washed at high temperatures as per the recommended guidelines. | <ul style="list-style-type: none">• Guests will be asked to choose their preferred room cleaning sequence.• Housekeeping employees will refrain from entering a room when the guest is present and arrange to come back at another time.• Linen will be subjected to thermal disinfection in the laundry temperature of 70 degrees for 25 minutes during the washing cycle. |

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| | <ul style="list-style-type: none">• Dirty linen will be bagged in the guest room to eliminate excess contact while being transported to the laundry facility following proper procedures | |
| 4 | FOOD AND BEVERAGE | |
| | <ul style="list-style-type: none">• The restaurants and bars placement and layout of tables and chairs will consider social distancing. This necessitates a maximum number of covers that each restaurant and bar can accommodate per sitting.• After every seating, the restaurants and furniture will be disinfected and sanitised.• Staff to wear appropriate PPE for their respective duties• It will be mandatory for staff to wear masks and sanitise hands using proper procedures between each guest interaction and at a minimum of 45 minutes.• All food preparation areas to be cleaned and sanitised after 45 minutes and records kept.• Food storage containers – kitchen trays, kitchen stands, carts, glassware, kitchen utensils, and silverware to be sanitised before and after every use.• All Food and Beverage items being prepared and transferred to another individual staff or guest will be done using a contactless method as much as possible.• All condiments will be served in single- use containers and must be sanitised after each use. | <ul style="list-style-type: none">• Staff have been trained on 1-meter distancing• HACCP rules and promotion of the importance of the new hygiene standards will prevail.• Display of COVID -19 education materials will be enhanced in staff areas. |

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| | <ul style="list-style-type: none">• All kitchen areas in use will be deep cleaned and sanitised every evening with appropriate time for disinfection.• Food being delivered to individual rooms to be covered and set on trolley tables outside the room. Guests to be notified of delivery, therefore, waiters should not have contact with guests during delivery.• After finishing, the guest is requested to notify the reception or appropriate department when finished.• Electronic or cashless transactions are encouraged. Pre-bookings and prepayment for each reservation will be encouraged ahead of time. | |
| 5 | HEALTHCLUB AND SPA FACILITIES | |
| | <ul style="list-style-type: none">• Guests will be advised to schedule the Health Club and Spa facility appointments to ensure social distancing and safety.• Staff to wear proper PPE and change gloves after attending to each guest.• All equipment and tools must be sanitised immediately after use. | |
| 6 | TRANSPORT | |
| | <p>a) Vehicles</p> <ul style="list-style-type: none">• Vehicles will have appropriate visible informative signage indicating that they have been cleaned and sanitized. Areas to clean will include and not limited to: | |

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- i) Door handles
- ii) Latches
- iii) Interior leather
- iv) Upholstery/vinyl.
- v) Seats and armrest
- vi) Controls and steering wheel
- vii) Carpets /Flooring.

- The driver will wear a new set of proper gloves and disposed of after every trip.
- Staff handling luggage is required to properly wear a new set of gloves before and immediately after handling luggage.
- Upon arrival at the airport, the driver will coordinate luggage placement in a sanitation staging area where the sanitation and decontamination process will occur optimizing sanitation technologies without damaging luggage.
- No passenger will be allowed in the driver's cabin.
- Distance between passengers should adhere to social distancing.
- Unless individually packaged for single-use, all magazines, beverages, and other non-essential items will not be allowed.
- The vehicle should immediately be cleaned and sanitised after each use. Areas include drivers and passenger cabin, luggage and trunk compartments.

b) Staff Transport

- Increased number of staffs traveling on public transport creates a high risk of transmission



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| | <ul style="list-style-type: none">• Where staff cannot live onsite, private transport is encouraged, or facilitated transport is arranged. The vehicles will undergo cleaning and sanitization after every trip. | |
| 9 | COVID-19 GUEST or STAFF RESPONSE | |
| | <ul style="list-style-type: none">• At the main gate, all arriving guests/staff will be required to wear their face masks or coverings.• An officer from the Hotel shall request to check the guest's and staff's body temperature using an infrared thermometer.• Once the temperature is recorded above 37.5.c, the identified guest /staff will be isolated in a holding room, and the present officer shall request to retake the temperature after 2 minutes.• If the second temperature check returns a temperature below 37.4°C, the guest/staff shall be allowed into the Hotel. However, should the second temperature check return temperature of 37.5°C or more, the guest/staff shall be asked to wait in the isolation room at the gate for the hotel's Medical Officer.• If the third temperature check by the Hotel's Medical Officer returns a temperature below 37.5°C, the guest shall be allowed in. Should the third temperature check return temperature of 37.5°C or more, the guest shall be DENIED entry into the hotel. | |

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| | <ul style="list-style-type: none">• The guest/staff shall be kept in the isolation room, and the Hotel's Medical Officer shall contact the Ministry of Health for further advice.• For In house guests, the Hotel has isolated a room for any suspected COVID -19 patient. | |
| 11 | CONCLUSION | |
| | <ul style="list-style-type: none">• We are confident that the protocols will allow us to operate safely. Our units will be among the safest places to be. | |

The Serena Hotel Uganda's Management sincerely appreciates your continued loyalty and support during this challenging time. We remain at your disposal for assistance with your booking needs and requests.