

# SAFETY MEASURES AND GUIDELINES



*Caribbean World Resorts*  
Soma Bay • Red Sea

future print house

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## CARIBBEAN WORLD RESORTS MANAGEMENT

At Caribbean World resorts soma. Bay, our priority is your health and safety. Considering the rapidly evolving COVID-19 (Coronavirus) situation, we are taking standards for hygiene and cleanliness very seriously, as well as additional steps to ensure the safety of our guests and staff members.

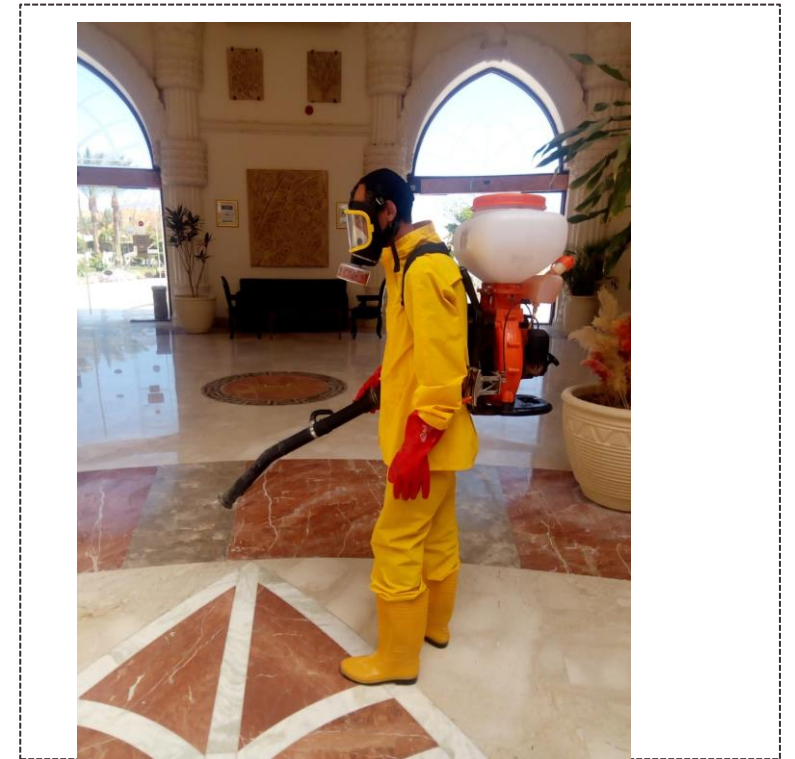
We follow the guidelines of local health authorities, CDC, WHO and we act according to set- up our routines and procedures to prevent the spread of infection.

Our team members are trained to handle situation at our hotel and we have confidence in their abilities.

We are now working closely together with Preverisk international Hygiene Audit Company to reach the highest possible safety and hygiene measures.

## PUBLIC AREAS

- All employees are required to wear mouth-nose protectors
  - Guests use the mouthguard they have brought with them or receive one at the front office
- Position Hygiene officer in the lobby to monitor hygiene policies and distance regulations and alert guests
  - Observance of the official requirements
- Every hour all contact surfaces are disinfected (door handles, counter areas at reception, bar, etc.)
- Regular airing of the public areas
- Hand disinfection dispensers are placed at the public touch points (lobby, restaurant, bar)



## PUBLIC AREAS

- Smaller disinfectant dispensers can be found at the reception and by the restaurants tables.
- In all areas, distance markings (at least 1.5 m distance) are implemented by stickers and/or stands
  - front office, counter, restaurant, bar
- Avoidance of queues
  - Guests line up along the distance markings, if the area gets too crowded, Hygiene officer will point out a spacious waiting room (lounge corner, lobby, bar area)
  - The lobby is set with one way traffic system in order to reduce face to face proximity

## DEALING WITH GUESTS

- All guests , employees, and suppliers are checked before entering the hotel for signs of fever.
- All guests , employees, and suppliers before entering the hotel have to pass through the self disinfection gate.
- No physical contact, no shaking hands, no pat on the back in passing
- Communication takes place at a distance of at least 1.5 meters
- When serving and clearing up, we avoid speaking if possible (virus is distributed via the respiratory tract)



## DEALING WITH GUESTS

- Communicate rules of conduct by displaying signs at the entrance of both guests and staff, and through out the premises.
- Inform the guest about improved cleaning and safety concepts to convey a feeling of security
- The employee disinfects his hands, even in front of the guest

**قواعد الكوفيد-19**

برجاء تجنب المصافحة باليد  
وإحداً عاماً رجاء تقليل  
سلامة الأسطح قدر المستطاع.

برجاء غسل الأيدي / تعقيم  
مطهر الأيدي

برجاء ارتداء الماسك حسب  
لتعليمات الفندق.

برجاء تكميم الفم بمنديل ورقي  
أو بالكوع عند العطس أو الكحة.

برجاء المحافظة على مسافة 2  
متر.

في حال  
المسخونية  
(38 درجة)

في حال  
ظهور حمى (38  
درجة) أو كحة  
جافة أو صعوبة  
في التنفس برجاء  
سرعة مراجعة  
طبيب الفندق.

## Covid-19 Rules



Please avoid shaking hands and generally avoid touching things wherever possible.



Please wash hands / apply hand sanitiser.



Please put on a face Mask whenever indicated by the hotel.



Please cough/sneeze into a tissue or towards your elbow.



Please respect social distancing measures & remain 2m from others.



If you have a fever (38C)

If you have a fever (38C) or a dry cough or difficulty breathing, please consult the hotel doctor.



## CONTACT WITH THE GUEST - IN CASE OF SIGNS OF ILLNESS

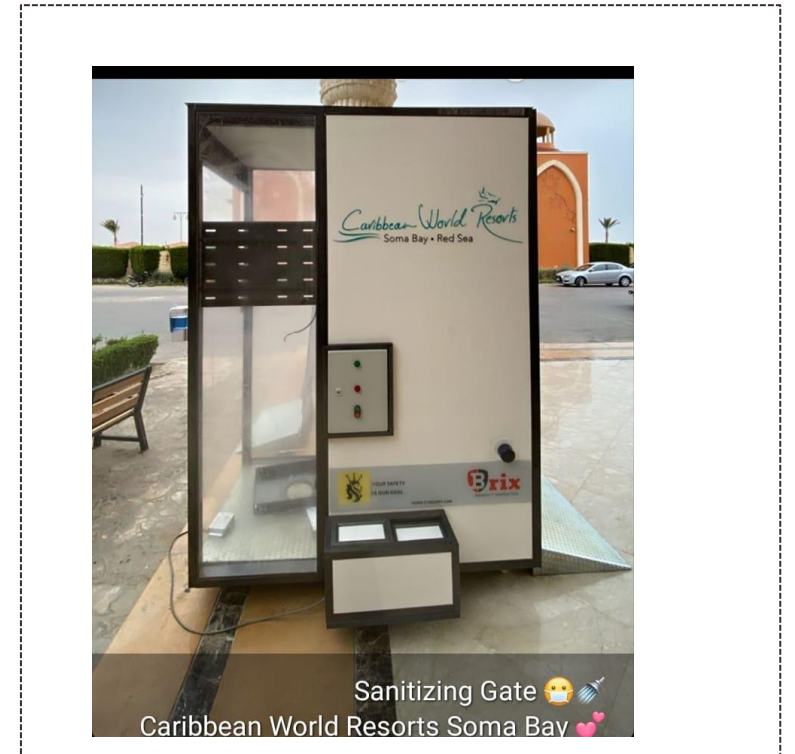
- MOD to contact the Local Health Office to act on their instructions
- Separate suspected person
- Keep the name of the suspected infected person confidential
- List of employees in total and of employees present
- Make a list of all persons who have been in contact with the suspected infected person including the suspected infected person
  - In what form did the contact take place?
  - How long did the contact take place?
  - Where did he stay last and where within the hotel?
  - Duration of stay: from when to when in the hotel?
  - Where (local/destination) did the presumed infected person come from?



# CHECK IN

## Front Office Check/In

- All guests are checked for signs of fever before entering the hotel
- All guests pass through the self sanitizing gate by the lobby entrance
- All luggage and hand bags are sanitized before entering the hotel
- The lobby and the main entrance is equipped with several points of hand alcohol based sanitizers
- All guests are handed with a personalized hotel information letter of hotel operation and facilities during Covid 19 status, as per WHO recommendation.
- The Front office is equipped with an extensive Medical kit



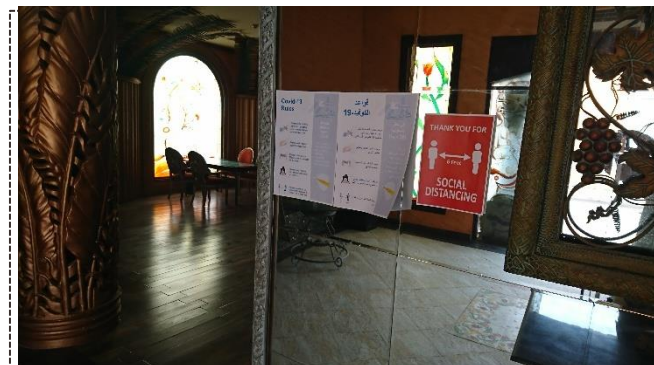
## FRONT OFFICE CHECK/IN

- Clear social distance instructions are posted through out the lobby and the entire hotel premises
- The lobby is set with one way traffic system in order to reduce face to face proximity
- Disinfection of rooms key cards
- Use of a one way pen for RCs
- Credit card terminals are operated by guests themselves
- Masks and Disinfectant wipes are available by the front desk for free.



## FOOD & BEVERAGE

- The distance between tables in restaurants and bar is at least 2 m
- Only guests who live together in one room sit at one table
- The opening hours will be adjusted to the number of guests and if necessary, the opening will start earlier and several time cycles will be carried out
- Only an a la carte service and set- menu are provided.
- Tables, counters, pens, invoice folders, menus are disinfected after every use
- Setup of tables with gloves only
- Tables are only cleared after guests have left



## BEACH & POOLS

- Sanitize and disinfection stations are located through out the beach and the pools
- Social distance is strictly practiced by the beach and the pool areas
- All Beach and pool beds are disinfected before any guest usage
- Beach towels are placed in guest rooms to reduce contact, changed daily with the other guest towels
- During the day, every so often and when possible, pool operator will clean and disinfect contact surfaces in his area.
- Thorough monitoring of the Chlorine and PH levels by the pools, to ensure it always remains within the legal limits
- Life guards are responsible to ensure that social distancing protocols are adhered to during bathing.

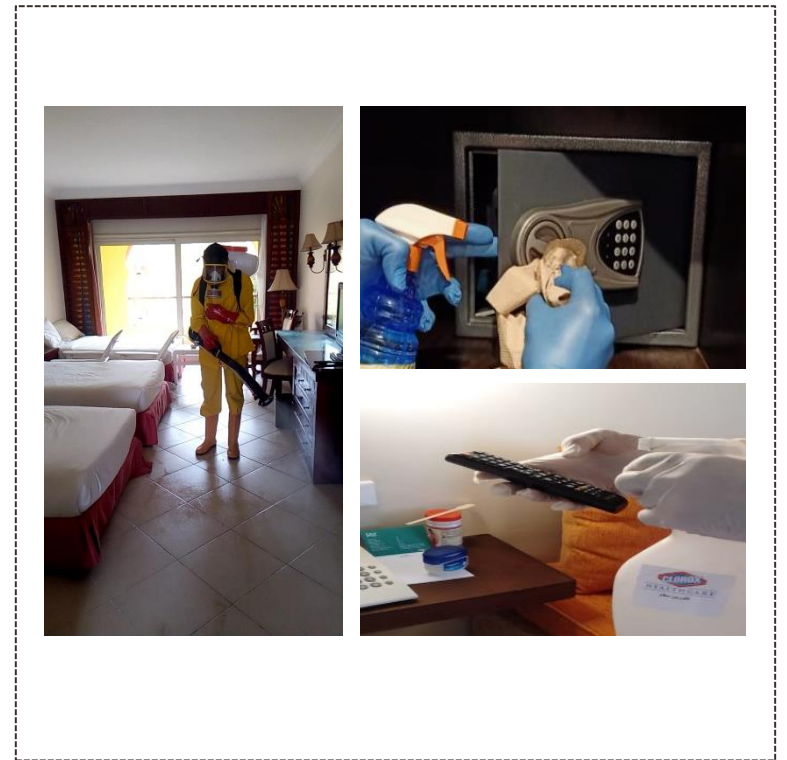


## SPA & GYM

- Spa
  - The beauty salon, hairdressing and massage activities are carried out at all times by staff wearing masks and where possible the client will also wear a mask.
  - All social distancing protocols are adhered to in all the Spa facilities
  - Once the session has ended for each client, the beauty salon, hairdressing or massage staff members will disinfect the utensils used, as well as all equipment using a chlorine solution.
- Gym
  - Users are asked by the Gym instructor to wash their hands thoroughly and then apply hydro alcoholic gel before beginning exercise or touching any machine or equipment
  - The hotel is providing various stations equipped with a disinfectant solution, hand paper, bins in order that clients can disinfect their Gym machines before using
  - Each guest is asked to bring in his own towel, and take it back to his room.

# HOUSEKEEPING

- Housekeeping teams allocated to a defined floor or defined group of rooms
  - Rooms are cleaned by one person in the absence of the guests
- Disinfect door blades, light switches and handrails on stairs and other walls more often
- Separate clean and dirty laundry consistently from each other
- Strict adherence to the color-coded flap system
- Guest rooms are cleaned daily with surface disinfection
- Compression of all cleaning cycles in public areas and toilets
- Cleaning & disinfection of all HSK utensils at the end of a shift
- Rooms are only re occupied after 48 hours from the last departure, during which the room is fully sanitized using steam disinfectant machines



# HOUSEKEEPING

- The floor is thoroughly vacuumed and wiped
- To be disinfected in the room:
  - surfaces, all furniture, windows
  - handles, telephone, door and window handles, remote control
  - Minibar/fridge from inside, plus door
  - Safe, control panel, plus door
  - Coat hanger, trouser tensioner
  - switch, climate control, heating thermostat, hair dryer
  - washbasin, fittings, shower rod, shower head
  - Press & Wash
  - Surfaces shower door, knobs, towel holder
- Recommendation hourly (depending on work load) disinfection of contact surfaces (door handles etc.) in the back of house area

## BACK OF THE HOUSE - EMPLOYEES

- **All employees wear a uniform mouth and nose cover**
- Employees are trained with regard to hygiene regulations and strict adherence to them - the training is documented
- Regular monitoring of compliance with hygiene standards
- Wash work materials hot more often, as heat kills the viruses
- Wear chef's hat and hairnet
- Wear disposable gloves when preparing and serving food
- More frequent changing of cleaning cloths and more frequent washing and disinfecting of work clothes
- Installation of additional hand disinfection dispensers for employees
- No staff meetings in confined spaces, use of conference rooms for meetings





## BACK OF THE HOUSE - EMPLOYEES

- All employees coming back from vacation must stay in quarantine rooms for at least 10 days.
- In the Back of House area the distance regulations are also observed
  - Lunch in the canteen takes place with max. 2 persons at one table
  - Offer of plated dishes
  - Output by a kitchen employee
- Recommendation hourly (depending on load) disinfection of lift controls in the back of house area
- Disinfection of the work areas by each employee himself



## BACK OF THE HOUSE – WORK PROCESS

- Work with fixed teams in different shifts where possible
- Increased emphasis on division of labor , e.g. waiter stays in station, runner brings food instead of station system, where each waiter does all service steps
- Office workplaces are placed at a distance of 1.5 meters
  - Regular ventilation of the working areas
  - Disinfect workstation (table and working materials) before handover
- Optimize processes of goods receipt and delivery: Contact with external persons only with face mask, gloves
- Garbage: we do not leave any garbage open - tie up garbage bags filled with tissues, masks, etc.
- All cleaning are carried out with gloves

## SUMMARY MARKING OF DISTANCES G

- Installation of spitting protection at the front office as preparation for a normal service procedure
- Installation of minimum distance markings in lobby, front office, restaurant and bar areas, waiting rooms
  - Through markings on the floor
  - By means of a display with information sign
  - By barrier posts with pulling tape or barrier rope
- Display with guest information on the type of restrictions in the lobby and front office
- Disposable gloves, disposable face masks, hand gel and disinfectant wipes are available through out the hotel.