

A group of smiling hotel staff members in a lobby. The woman in the foreground is wearing a dark blue blazer over a blue and white striped shirt. Behind her, another woman is wearing a dark blue blazer over a yellow and blue patterned shirt. The background is a blurred hotel lobby with warm lighting and a pink flower in the top left corner.

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HOTEL & RESTAURANT COVID OPERATING PROCEDURES

10/01/2021

WARNING

The purpose of this manual is to provide guidelines to operate your property during this global pandemic situation.

We recommend that this protocol be implemented taking into account the particularities of the brand and the establishment (in particular its size, organisation, and environment).

The advice concerning health measures are based on what is known to date: the documents have been prepared on the current information available to date from the WHO and the French Ministry of Health. They must be adapted to comply with the local regulations of each country.

This SOP is an integral part of the Louvre Hotels group's manual and operational standards

HEALTH-AND-SAFETY CHARTER OF COMMITMENT



Louvre Hotels Group has decided to communicate on its Health-and-Safety Charter of Commitment on all the documents created for our customer (Corporate & Leisure).

For information: in the charter, a link will allow a guest to read all the operational procedures of this SOP.

This his a very strong commitment to ensure our guest a Health & Safety journey on the hotels network.

The application of all the procedures of this manual (with local adaptation for regulation of course) is mandatory.

THE ROLE OF THE COVID REFERENT

By default it must be the General Manager (otherwise, he must appoint a staff member with skills and awareness of health risks). He will be in charge of:

- **Implement the preventive measures:** he must read the guide, set up the equipment, identify the procedures to be put in place and adapt them if necessary (configuration of the building or teams) and display customer and staff posters.
- **Supervise the staff training :** he ensures that each staff member has his own training manual. He observes the practice in the workplace
- **Control the respect of the instructions:** he uses the “COVID referent checklist” Excel sheet in order to regularly control the good execution of the disinfection protocols, and the implementation of the procedures by the different members of the team. He gives advice to rectify mistakes and oversights.
This sheet must be archived for 2 months and may be checked during internal and external audits

Each staff member should have been trained in COVID 19-related procedures. That implies:

- ***The transmission of the training manual specific to his job position to each untrained employee.***
- ***Review the manual with the COVID referent to ensure the content is understood.***
- ***A signed training certificate to be placed in the employee's file.***
- ***Information on changes for employees already trained***
- ***Wearing the "I am trained" badge***

CONTENTS

- PREVENTION
- HOTEL PROCESSES
- RESTAURANT PROCESSES
- Confinement procedure



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PREVENTION

CONTENTS

- 
1. **Vigilance**
 2. **How to prevent transmission of the disease**
 3. **Product standards to respect**
 4. **The right way to wear a mask**
 5. **The right way to remove disposable gloves**
 6. **The right way to wash your hands**



1. VIGILANCE

Every employee must have the numbers of health and emergency centres on hand in order to ask for help or information if a guest is ill.

Watch for signs of illness.

Staff with symptoms (*fever, cough, difficulty breathing, speaking, swallowing, loss of taste or smell*)

1. Do not go to the hospital: send the employee home and have them make an appointment with a doctor
2. Depending on the doctor's recommendations, the employee will either remain at home or will be able to return to work
3. If symptoms worsen, call emergency number (like 911)
4. In the event of a confirmed infection, notify the Be Ready team (GDPR compliance: not nominative information). Contact the occupational physician and follow his recommendation.



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2. HOW TO PREVENT TRANSMISSION

1. Keep your hands clean: wash your hands under running water with antibacterial soap or alcohol-based hand sanitiser, for 30 seconds, before eating, after coughing, after using the toilet, after shaking hands, when leaving public transport, when arriving at work, etc. After touching any potentially infected or at-risk surfaces, and as often as possible.
2. Wear a face mask.
3. Cover your mouth and nose with a tissue or your elbow when you cough or sneeze to prevent droplets from spreading. Discard used tissues in a closed bin.
4. Keep air circulating inside buildings by leaving doors open whenever possible. Avoid enclosed spaces.
5. Adopt healthy and safe food safety routines: use separate cutting boards and knives for raw and cooked foods. Cook food well. Don't bring boxes indoors. Respect the cold and hot chain
6. Maintain a social distance of 1 m from others (2 m without face masks)
7. **Disinfection (except cushions): no direct spraying on surfaces (which resuspends viruses in the air) but soak soft disposable cloths or microfibers**
8. **Discard the protective equipment (mask, over-shoes, over-blouses, charlottes, gloves) in a trash can identified "COVID"**. The bag should be closed and then put in another bag. This bag should be placed in isolation 24 hours before being thrown into a household waste bin.

3. PRODUCT STANDARDS TO RESPECT



1. Masks: use masks with the international standard CE + EN149 (FFP1 or FFP2)
2. Disinfectants: use one of these products/methods
 - Disinfectant products with international standard EN14476
 - Products with an alcohol concentration of 70% no more no less
 - Bleach diluted to a concentration of 0.1%



4. THE RIGHT WAY TO WEAR A MASK



A medical surgical mask (European class FFP1) is usually sufficient.. Make sure that the packaging is in good condition and that the mask is not expired. Pinch the edge of the mask with your fingers.

1. **Wash or disinfect your hands before putting on a mask.** Identify the front and top of the mask before putting it on. The coloured part of the mask is usually on the outside: it is waterproof, while the white part is worn on the inside and is in contact with your nose and mouth. The side with a stiff, bendable edge goes at the top and should be shaped to fit your nose.
2. **Hold the mask by the ear elastics. Place one elastic band over each ear.**
3. **Adjust or pinch the stiff edge to shape it to your nose.**
4. **Pull the bottom of the mask over your mouth and chin.**
5. **DO NOT TOUCH YOUR MASK ANY MORE.**

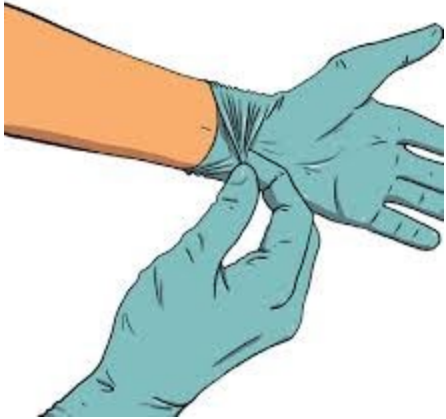
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Your mask should be changed every 4 hours. If the mask is contaminated, it must be replaced immediately. Remember: the outside of the mask could potentially be in contact with germs—do not touch it, **remove it using one of the two elastic bands and throw it immediately in the trash can COVID and wash your hands.**



5. THE RIGHT WAY TO REMOVE YOUR GLOVES

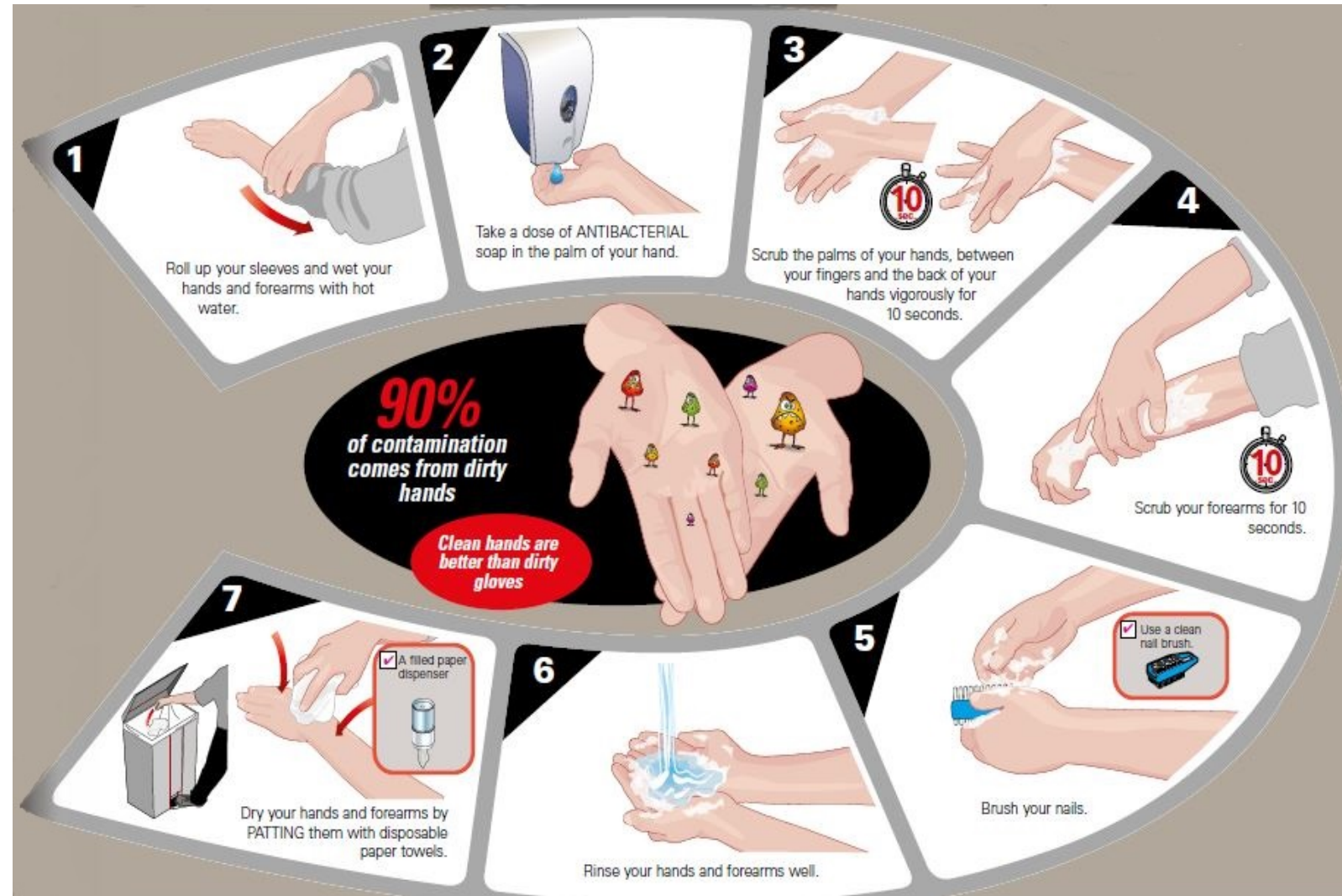


1. Wash hands BEFORE putting on gloves
2. Pinch the glove at the wrist. Avoid touching your skin
3. Remove the glove
4. Hold it in the palm of your gloved hand
5. Slide your fingers inside the second glove. Avoid touching the outside of the second glove. Remove the second glove
6. Once you have removed the gloves, throw them away. Wash your hands.
7. If there are defective gloves, change them. Remember to wash your hands afterwards.



6. THE RIGHT WAY TO WASH YOUR HANDS

Wash your hands frequently and avoid touching your mouth, eyes and nose with dirty hands.



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HOTEL PROCESSES

CONTENTS

1. Health precautions for staff
2. Offices
3. Receiving deliveries
4. Arrival area & procedure to welcome groups
5. Lobby
6. Reception
7. Conferences
8. Other services
9. service providers



1. Transport

- Use personal transport when possible
- When using public transport, wear a face mask, keep a safe distance of 1m, don't touch your face

2. Arriving at the hotel

- Install a hand sanitiser dispenser at the entrance to the premises (staff entrance, near the time clock, offices or working area).
- Ask the staff to wash hands with hand sanitiser when entering the premises
- In all the cases they must put their uniform (or change their clothes) once arriving at the hotel only.



3. Taking temperature (if authorized by regulation)

To ensure the safety of each member of the team, a temperature control is implemented

- Complete, print and display the mandatory mention in the place where the temperature will be taken, and which explains the reasons for this temperature measurement (document "mention to display - Temperature measurement")
- the manager will take the temperature of each employee when they start their shift
 - Using a laser thermometer on the forehead (distance 1 to 4 cm),
 - If the temperature is above 38°C, retake the temperature in °C to confirm.
 - If it's confirmed, send the staff member to see a doctor. Follow the doctor's advice.

If a temperature control is not possible, ask each staff member if he/her feels good

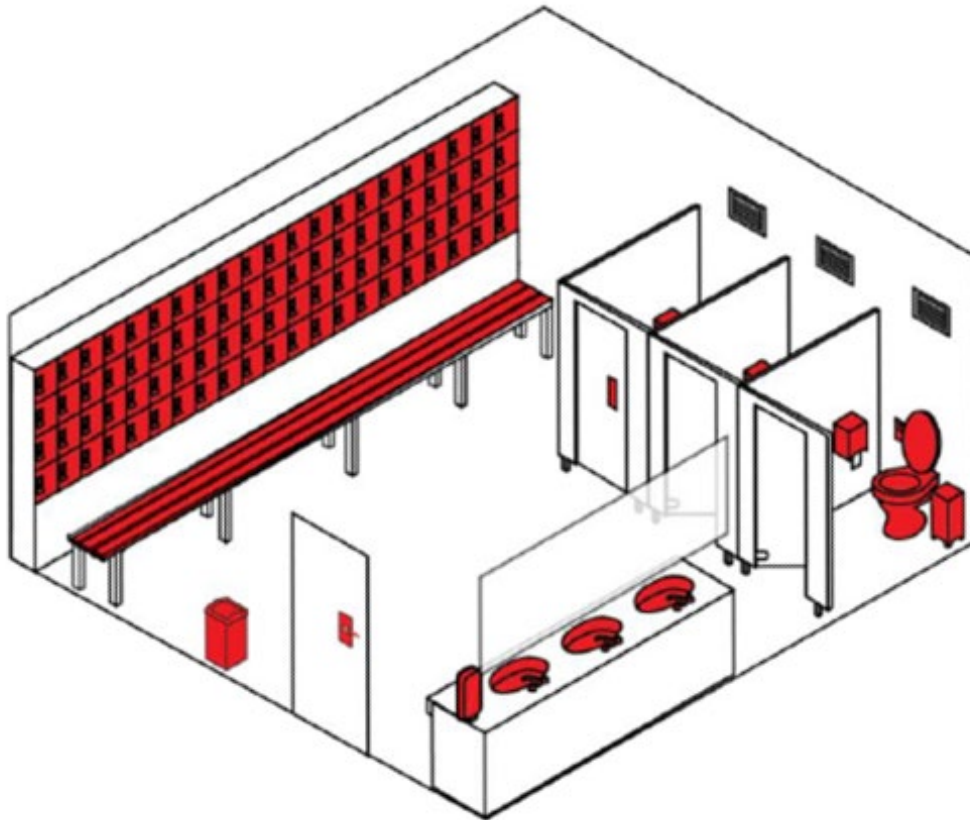


4. Changing rooms/lockers

- Staff should avoid arriving all at the same time : employees must change clothes one by one.
- Respect the social distance of 1 m in case of crowds in the changing rooms (2 m if they don't wear face mask). As far as possible, set up a round trip to the locker room to avoid crossing of people in working clothes
- Put up a sign on the front door where the front and back indicate: OCCUPIED/VACANT. Employees can use this sign to indicate if the changing room is in use.
- Each employee must have his/her locker. In case of insufficient space make a room available with individual lockers
- The changing rooms must be cleaned (and the key touchpoints disinfected) in the morning after the shift starts and in the evening at the end of the day



1. LOCKER ROOMS – key touchpoints



door handles



switches



dispensers (loaded,
in good order, clean)



Trash cans



bathroom handles,
toilet flush, shower
control, taps



toilets (seats,
splash walls)



Locker
doors

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5. Meals and breaks

- Breaks (specially for smokers) are staggered, no gathering outside
- Meals are taken individually.
- At least a distance of 2 m is maintained between each employee if several employees must eat at the same time.
- If there's a break room:
 - Place hand sanitiser at the entrance
 - Disinfect contact areas minimum 2 times a day (handles, microwaves, taps)
 - Removing chairs to enforce social distance of 2 m
 - Leave the door open to reduce handling and to air it out
 - Ventilate the premises for 5 minutes every hour if there is not a sufficient ventilation system



6. Service

- Staff elevators / elevators: Put hydroalcoholic gel at the entrance
- Masks should be changed every 4 hours
- All non-personal equipment must be disinfected before and after use
- Remind staff that they can take a shower before leaving their workstation and that they must change on the hotel.
- Uniforms must be changed daily:
 - *Wash for 30 minutes at 60°C*
 - *Otherwise rotate the week: isolation of the outfit in a closed bag for 24 hours then normal washing)*
 - *Otherwise disposable over coats must be provided.*

2. HOTELS OFFICES



- Wearing face masks is recommended
- Provide hand sanitiser and disinfecting wipes (make sure you have a regular supply)
- Display all useful information at the office entrance (reminder of instructions, working organisation, washing hands before and after using shared equipment, rotations for meals and breaks, etc.)
- Set up a cleaning plan (with frequency) for contact areas (work surfaces, equipment, door handles, switches, copy machine)
- If possible, leave doors open. Please pay attention to the fire safety instructions
- Assign individual work tools (pens, pads of paper, calculators, etc.)
- Install sheets of protective plexiglass to separate offices or organise employees' workstations to keep them from being too close together (mark out 1 m for social distancing)

3. RECEIVING DELIVERIES (food and non-food)



Apply the standard protocol for receiving goods recommended by Louvre hotels Group (pre-covid19 situation). See the SOPs and ROPs present in the Brand Center

Additional procedures linked to COVID19

- Wearing face masks is required
- Provide a bottle of alcohol-based hand
- Maintain a social distance of 1 m
- When you're done, wash your hands

4. ARRIVAL AREA



- Parking: determine a traffic flow to avoid intersections, especially in underground car parks.
- Alcohol-based hand sanitiser is available at the entrance (in a wall-mounted dispenser, or on a high table for example)
- For hotels with Key dispenser systems, prefer using them
- Boost the Key dispenser cleaning protocol by disinfecting surfaces at least twice a day
- Display the necessary information and recommendations at the front door (credit card preferred for payment, social distancing, etc.).



4. PROCEDURE TO WELCOMING GROUPS

- The keys to the group are prepared in advance in a dedicated box.
- On the day of arrival:
 1. The Tour Leader calls the hotel and agrees an arrival time.
 2. He defines with the hotel the means of distributing the keys to the members of the group:
 - Either the Tour Leader collects the keys from reception and distributes them in the bus.
 - Either he collects the keys and distributes them in a available seminar room
- Remember that wearing a mask in the hotel is compulsory (adapt this rule in regards of local regulation) and that the bedroom window must be opened upon departure).
- CO: The Tour Leader will respect the same methodology as for CI to recover the keys: in the bus or in a seminar room.

5. LOBBY - LAYOUT



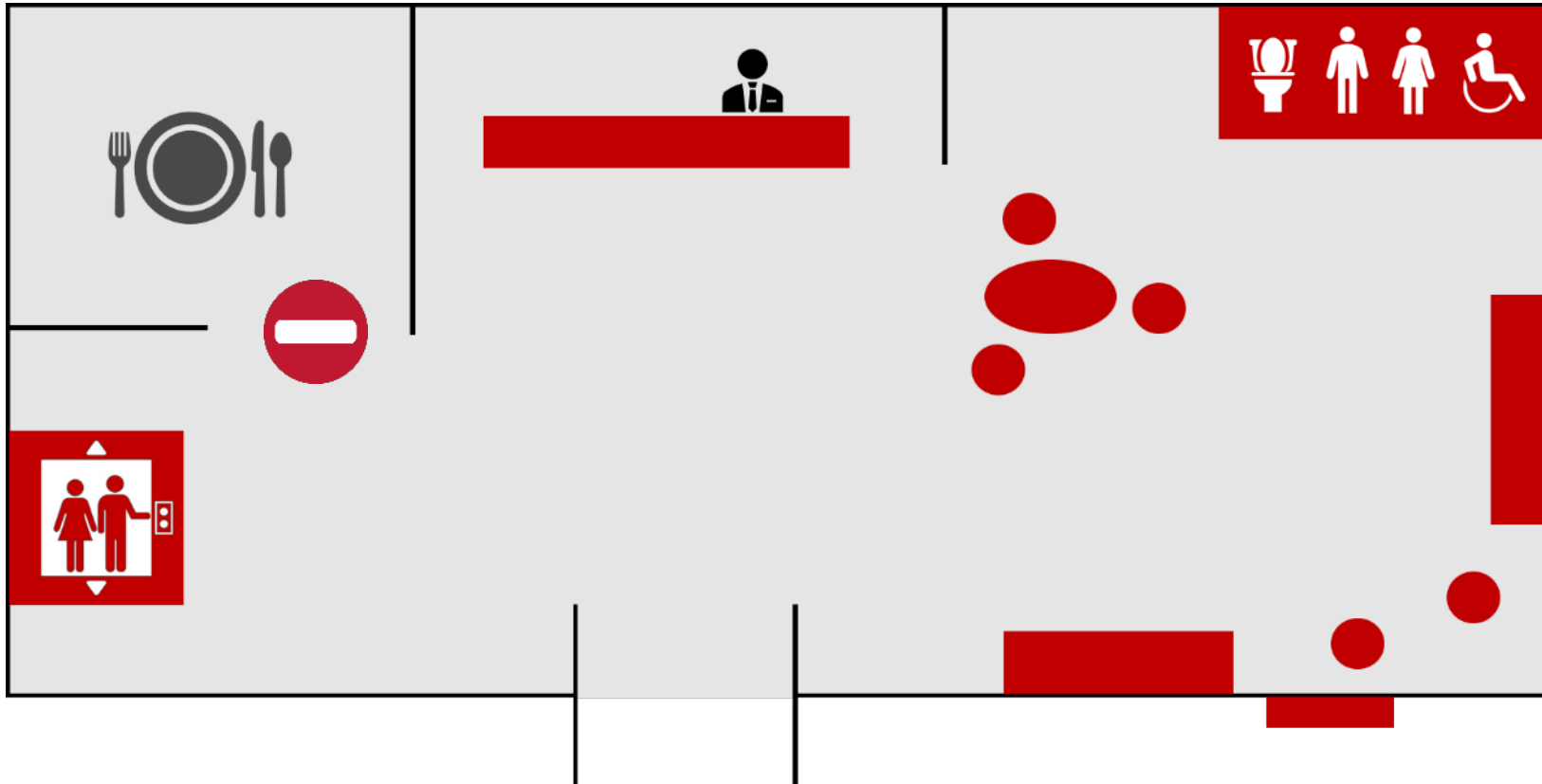
- Reduce the number of seats in the lobby and ensure that they are spaced 1 m apart.
- Display elevator recommendations on each floor (one room at the same time, disinfect hands, wear a mask)
- Posters are placed under a frame to ease disinfection
- Provide a distance marking of 1 m in front of the elevator door

5. LOBBY - CLEANING



- The elevator must be disinfected at least twice a day, and the inside/outside buttons must be disinfected at the same time.
- Alcohol-based hand sanitiser is available at the lift entrances (wall dispenser).
- Contact areas must be disinfected at least twice a day (door handles, handrails, seats, tables, switches).
- If possible, leave the doors open to air spaces out (increase ventilation, provide weekly filter cleaning / more regular replacement).
- Use the *public area maint. sheet* (Excel file “checklist and maintenance schedule”) and store it in the office

5. LOBBY – key touchpoints



- ▶ Door handles
- ▶ Stair railings
- ▶ Seats
- ▶ Tables
- ▶ Switches
- ▶ Mini Boutique
- ▶ Vending machine
- ▶ Desk
- ▶ Key dispenser
- ▶ Restrooms
- ▶ Elevator and stair railings

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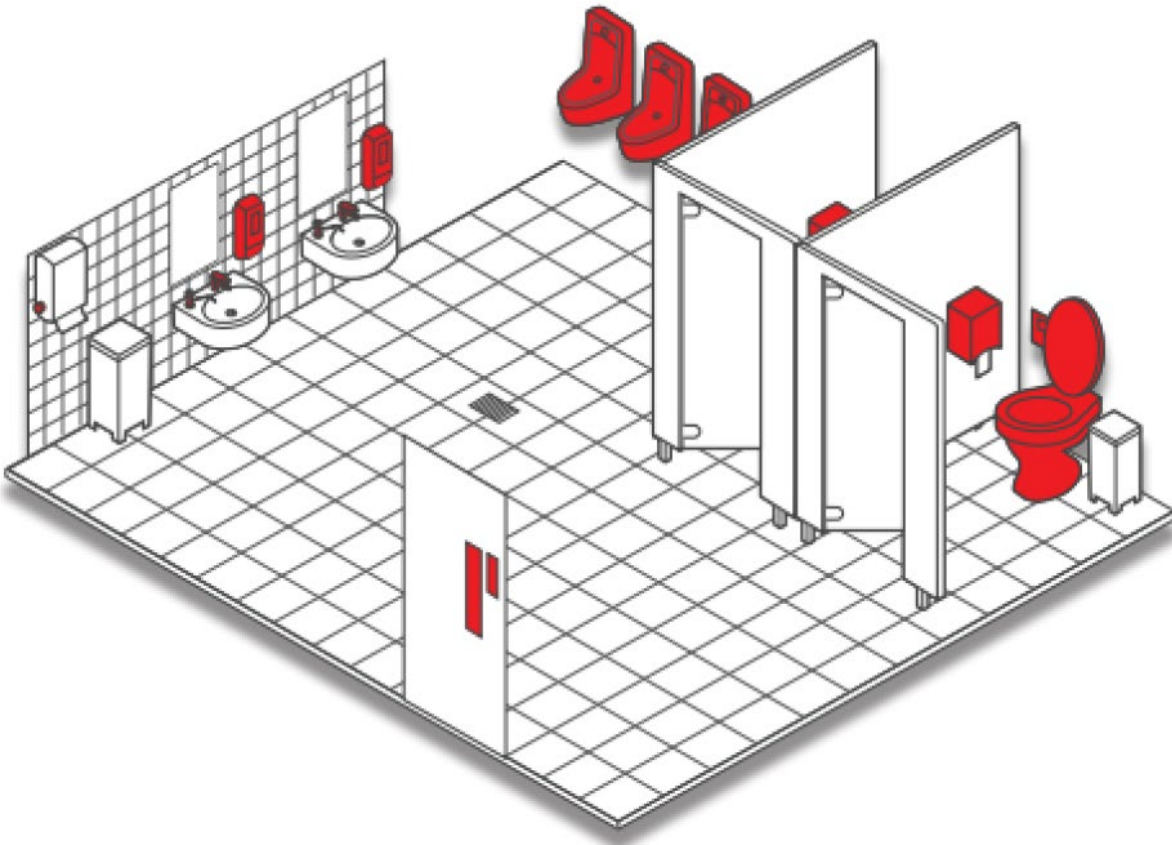
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5. LOBBY - TOILETS



- Whenever possible, keep the doors open.
- Public toilets must be equipped with hand soap, disposable paper towels (cloth towel rolls are not allowed, and hand dryers must be unplugged). They must be checked regularly.
- The washbasin, taps of public toilets and toilet seat must be disinfected at least twice a day.
- If you have not already done so, set up a log for cleaning: see "*cleaning schedule*" sheet.
- Provide a disinfectant solution in each toilet for disinfecting the toilet seat.

5. LOBBY – TOILETS – key touchpoints



door handles



switches



dispensers (loaded,
in good order, clean)



bathroom handles,
toilet flush, shower
control, taps



toilets (seats,
splash walls)

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6. RECEPTION - LAYOUT



- Each receptionist must wear a face mask and is provided with alcohol-based hand sanitiser
- Each receptionist takes note of the Covid-19 measures implemented throughout the hotel to inform guests if needed
- A plexiglass protection is placed in front of the reception area (should reach 2 m high in total (including the front desk), 1 m wide. Otherwise the receptionist must either wear a plastic visor or a 1 m distance must be respected between the desk and the client
- If there are several stations, they must be spaced more than 1 m apart and must be self-contained (pens, TPE, maps, calculators, etc.)
- Disinfecting wipes are provided to clean the telephone, keyboard, drawer handles, worktop and plexiglass (both sides) before and after each shift
- Each queue is marked by a strip on the ground with social distancing markings every 1 m (or a referenced floor mat)

6. RECEPTION – CHECK OUT



- In order to avoid any rush and to respect the social distancing at front desk, please encourage guests to pay their bill in the evening before check out.
- When giving change, avoid hand-to-hand delivery. Disinfect your hands after handling.
- Clean the Credit Card Terminal at least twice a day
- At Check Out, the guest will place their key card in a box to be disinfected before it is reused (this is done at night or late morning).

7. HOUSEKEEPING - ROOM LAYOUT



- In addition to the barrier gestures sign, place a sign in the room to indicate that:
 - *The client must air out his room regularly, and upon departure (unless it is raining)*
 - *Guests may place their towels in a trolley/tray/bathroom sink as they leave the room*
- Provide weekly filter cleaning / more regular replacement (as far as possible cleaning of filters every week / more regular replacement)

7. HOUSEKEEPING - WORKSTATION



- Each housekeeper must wear a face mask, a hair net, work coat (daily washing), gloves, etc.
- Each person has their own individual and personal equipment: cleaning products, small equipment, vacuum cleaner, etc.
- For equipment that must be shared, strict disinfection procedures must be used whenever they change hands
- The trolleys are equipped with alcohol-based hand sanitiser
- Prepare the trolley with the necessary linens (and no more)
- Provide HEPA (High Efficiency Particulate Air) filters for vacuum cleaners
- The mop is changed every 3 rooms. Put them to wash after each room cleaning (allow enough play)
- Mops:
 - Use disposable cloths (to be thrown away after each room cleaning)
 - If microfibers are used: change them and put them to wash after each room cleaning (allow enough play)

7. HOUSEKEEPING - SAFETY INSTRUCTIONS



- The rooms must be cleaned one after the other to avoid cross-contamination. When a room is finished, it is forbidden to return to it
- Ventilate the room at least 30 minutes before cleaning
- Avoid any contact between the face and the bedding, towels, or any object that a guest may have been in contact with
- Avoid shaking dirty linens or towels too vigorously
- Between each room, wash your hands (with gloves on if gloves are used) with soap and water for 30 seconds
- Distinguish the flow of dirty / clean linen clearly: evacuate dirty linen from the bedrooms and then from the floors (by one person). Only afterwards take out the clean linen to bring it to the floors. Have disposable covers on the carts

7. HOUSEKEEPING – THOROUGH CLEANING OF THE ROOMS



Ventilate all the bedrooms 30 minutes before cleaning the bedrooms:

Bedrooms without a window that can't be opened: open the door, activate the A/C, and wait for 1 hour before making his bedroom:

1. Remove dirty sheets and towels of all the bedrooms and place them in the laundry basket immediately.
2. Evacuate dirty linen from bedrooms and floors, taking care not to cross clean linen.
3. Cover the unclosed bins with a bag which will be discarded after transport.

Cleaning of each room:

1. Amenities: see procedure on following page
2. Start cleaning the bathroom by applying the cleaning products
3. Clean the room
4. Finish cleaning the bathroom
5. Disinfect all contact areas: door handles, switches, taps, work surfaces, toilet seat, flush button, shower screen, remote control and any other accessories that may have been touched
6. Decorative cushions: vacuum up, spray with Oxivir concentrated at 2% over the entire surface (at 20 cm) and air dry
7. Wash your hands. Put clean linens in the room and amenities. Complete the courtesy tray
8. Make the bed
9. Vacuum and clean the floor

7. HOUSEKEEPING - STAY OVER ROOM CLEANING



Personal belongings must not be moved.

Before cleaning:

1. If not done by the guests: open the windows to ventilate at least 30 minutes.
2. Evacuate the dirty linen of the floors and make sure not to cross with the clean linen. Cover the open containers with a bag or a sheet that will be thrown away just after.

Cleaning of each room:

1. Remove the dirty towels if put in the bathtub
2. Apply the cleaning products first in the bathroom (to let the products work)
3. Make the bed (without changing sheets) and wash your hands (gloved)
4. Clean the room (dust, bin) without touching or moving the client personal belongings
5. Finish the bathroom cleaning (do not provide new amenities)
6. Wash your hands (gloved) before putting the clean linen in the bathroom
7. Vacuum and clean the ground

7. HOUSEKEEPING – Amenities and courtesy tray



Amenities:

Any product used will of course be thrown away.

Any unused product must follow the following disinfection circuit:

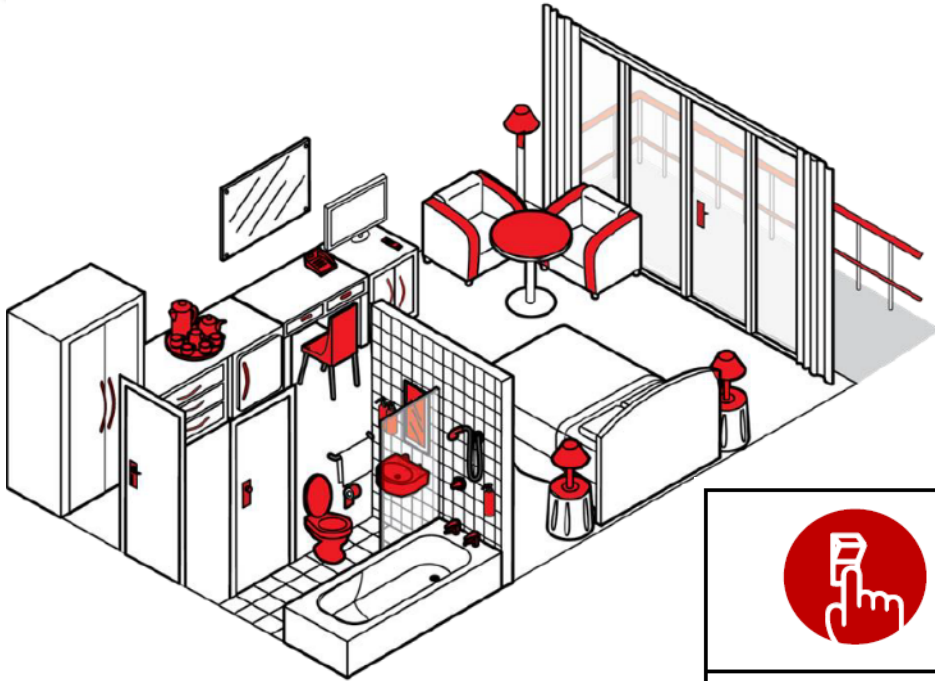
- Remove them from the rooms in a dedicated bag that will be discarded at the end of the service
- Isolate them in a container correctly identified with the visible mention "Products to disinfect, do not use" placed in a dedicated place
- Disinfect them by immersing them in a disinfectant solution or using a microfiber soaked in a virucidal product standard EN14476. Place them in a container correctly identified with the visible mention "disinfected products".

They should be used as a priority when preparing the chambermaid trolleys

The courtesy tray products & amenities that cannot be disinfected (cardboard box of soaps for example):

They must be isolated for a minimum of 7 days (then have two containers to rotate over weeks A and B, and put products A back into service at the end of week B)

7. HOUSEKEEPING – key touchpoints



	Switches Lights, lamps		Remote controls		Mini bars and kettles
	Handles Doors, closets, drawers		HVAC or PTAC control panels		Cutlery/Glassware/ Ice buckets
	Bathroom handles Toilet flushes, shower controls, sink faucets		Telephones Handset and dial pads		Safes Handles, buttons
	Toilets Seats, splash walls		Bedside tables		Desks

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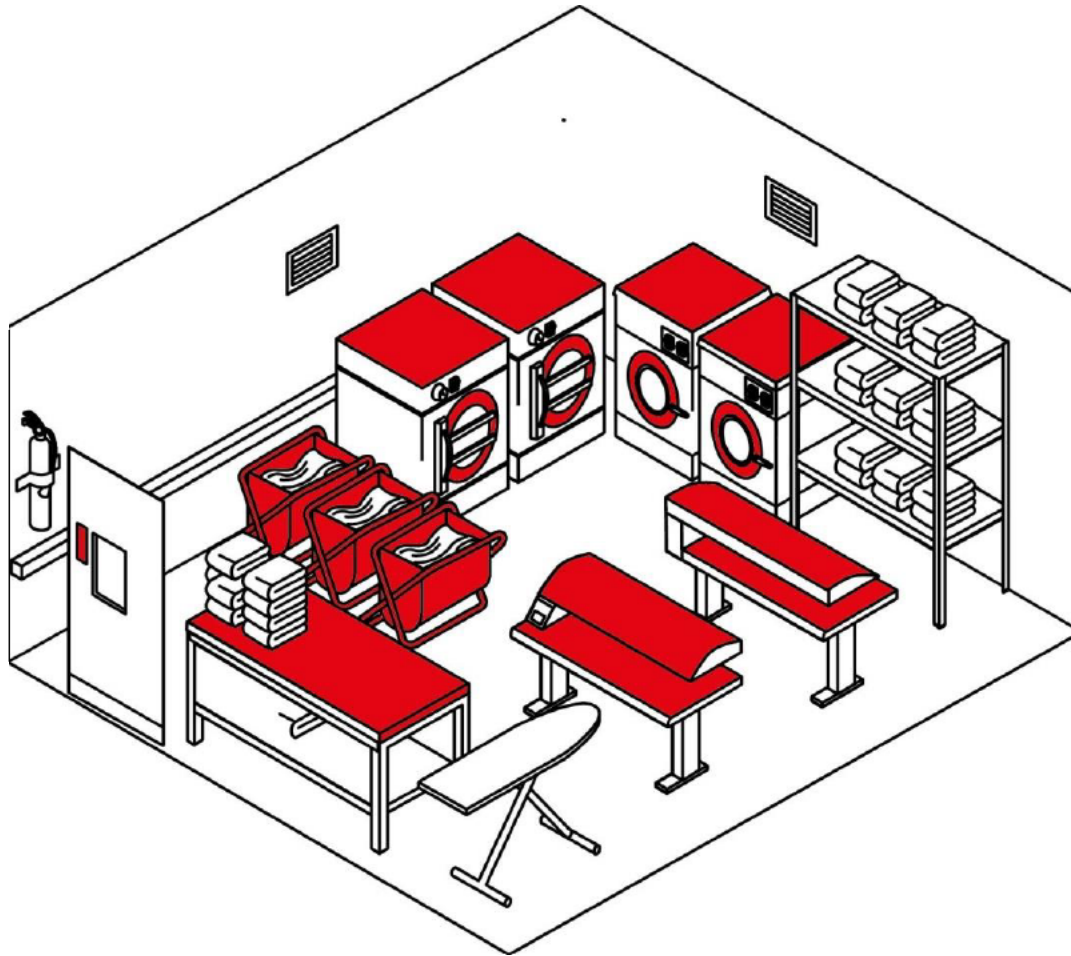
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7. HOUSEKEEPING – LAUNDRY



1. Staff in charge of laundry collection and laundry employees must wear masks, work coats (daily washing) and disposable gloves.
2. After touching dirty linen: gloves are removed and disposed of in a closed bin, then the staff member must wash their hands thoroughly
3. Avoid any contact between the face and linens.
4. Ensure effective disinfection of the linen:
 - Wash for 30 minutes at 60° C
 - Complete and thorough drying in a tumble dryer
 - The cleaning cloths used in the room must be cleaned in a separate cycle. If necessary, add reformed sheets or towels to the drum.
5. Clearly distinguish the flow of dirty / clean laundry: do not treat clean laundry and dirty laundry together. Limit the storage of soiled linen carts in premises open to employees: use separated places as defined for storage. have disposable covers on the carts.
6. Disinfect the bins, carts and other containers of dirty and clean laundry and the laundry room at the end of each service.
7. Ensure proper ventilation of all areas of the laundry room.
8. Brief the laundry service on the new processes and agree on the flow of clean / dirty laundry to set up to avoid cross contamination during deliveries.
9. If laundry services: guest clothes should be clean aforementioned or outsourced.

7. HOUSEKEEPING – LAUNDRY – key touchpoints



All handles (not only doors)



Switches



Shelves



Tables top



Linen cart



Washing machine
window and top



Dispensers (loaded, in
good order, clean)

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8. CONFERENCES – set up



- Remind the barrier gestures by placing the poster at the entrance of the room, as well as in the room, in several places if possible.
- Recommend to wear a face mask (adjust in regards of local regulation).
- Respect a social distance of 1 m. Each person must have a free space of 4m² : a personal area of 1m around him/her, in all directions.
- In each conference room there is: hydroalcoholic gel and disinfectant wipes. Each person has an individual kit (water bottle, pen, sheets).

8. CONFERENCES – Use & cleaning



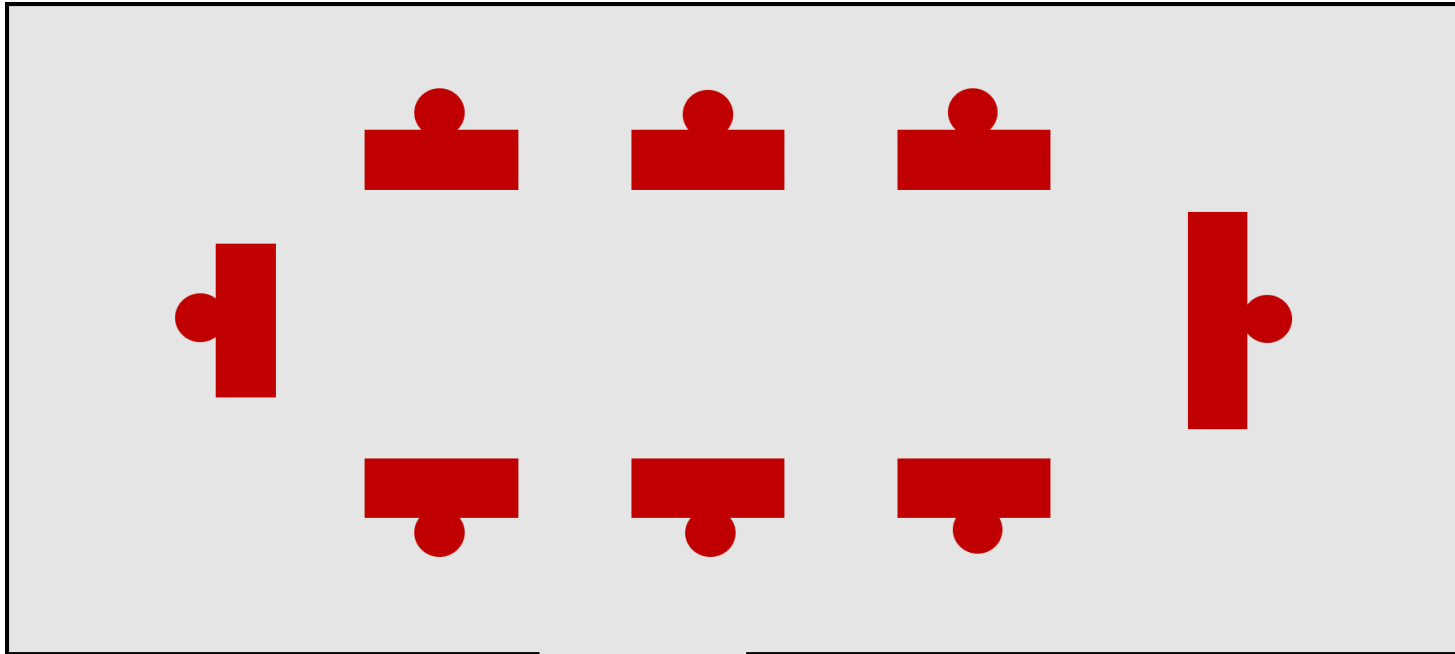
Use of rooms

- *Do not use the rooms if the air quality or disinfection cannot be guaranteed.*
- Ventilate the rooms regularly (every 3 hours) for fifteen minutes.

Cleaning

- Ventilate the room for at least 3 hours.
- Then discard (or isolate 7 days) any disposable material, even unused.
- Finally disinfect tables, chairs, markers, video projector, remote control, microphone, flipchart after each use.

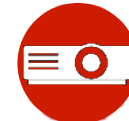
8. CONFERENCES – key touchpoints



Desks, table tops, flip chart



Door handles



Meeting room accessories
Coffee machines, kettle etc.



Phone



Remote control



Switches

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9. Swimming pools and other services

[Authorization to reopen depends of local regulation]

In each space there is: hydroalcoholic gel and disinfectant wipes to help each guest to disinfect his equipment himself.

The PH value of the swimming pool must be maintained between 7-7.8, and the pool water must be timely filtered and disinfected.

All items and equipments used by guests, including keys, lockers, hangers, fitness equipment, etc... must be wiped and disinfected at least twice a day

Inform the managers of outsourced services of the measures put in place by Louvre Hotels Group, and which must therefore also be strictly applied in these places, in particular on disinfection and barrier gestures (and monitor their implementation).

Close the recreational area which can not guarantee the air quality.

10. External providers (Gardner, maintenance, ...)

Providers must respect barrier gestures and must comply with regulations.

You must include into the Hotel prevention plan, the protection conditions to be followed by external personnel in a hotel prevention plan.

In the event of a breach, and for the safety of all, contact the company in order to implement barrier measures. In the event of refusal, refuse the service.



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RESTAURANT AND BAR PROCESSES

CONTENTS

- 
1. Kitchen
 2. Dishwashing
 3. Restaurant and terrace
 4. Buffet
 5. Breakfast service
 6. Restaurant service
 7. Room service
 8. Other offers

1. KITCHEN – layout and instructions



- Wearing face masks is required
- The kitchen is equipped with antibacterial hand soap. Cooks and other staff who must enter the kitchen must wash or disinfect meticulously their hands **every 30 minutes** or before using shared equipment
- Make sure there are for non-manually-operated garbage cans in the kitchen
- Prohibit the entrance of outside persons (including suppliers) as much as possible (including suppliers). If they must enter, visitors must wear an over-coat, single use cap, and booties, and must disinfect their hands and wear a face mask.
- ***When several people are working at one time: work areas must be clearly identified. They must stay 1 m apart with a personal space of 4 m² per person.***

1. KITCHEN – hygiene and disinfection



- Act in strict compliance with all food safety regulations. Follow the procedures and best practices for hygiene in your Food Safety SOPs, including:
 - Provide strict disinfection procedures for cutting boards
 - Take appropriate measures to preserve and cover food. Cover condiments and kitchen utensils after closing
 - Dispose of waste and cover bins immediately
 - Check for the presence of the REG documents and complete them
 - Follow and complete the cleaning schedule with frequency and follow-up
 - Clean from top to bottom
 - Follow the directions for contact times for disinfecting agents (at least 5 minutes): do not wipe off the disinfectant, let it dry and then rinse
- Follow your usual cleaning procedures. They must be followed by disinfection of kitchen and dishwasher touch points (doors, oven and refrigerator handles, switches for lights and fume hood, water and gas taps, shelves, dishwasher covers, etc.).
- Clean kitchen drains at each shift

1. KITCHEN – Contact areas



Handles



Taps



Switches



Utensils



Dispensers (full, in good conditions, clean)



Food contact surfaces



Hands contact surfaces

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- Check for correct washing (60-65°C) and rinsing (75-85°C) temperatures.
- The dishwasher must wear a disposable apron, dishwashing gloves and a mask.
- The dishwasher must wash his/her hands at the beginning of each shift, between each change of duties or workstation, and before putting away clean dishes.
- In the dishwasher, disinfect all equipment used in the kitchen and dishes used in the restaurant (washing at 60°C minimum). Soak them in a disinfectant solution for food contact if they are not going to be washed immediately.
- All of the equipment from the bar and glassware used in the restaurant must be disinfected in the glass washer (washing at 60°C minimum).

3. RESTAURANT & BAR – Layout



- The servers & barmen must wear face masks.
- Remind guests of barrier gestures by placing the sign at the restaurant entrance, as well as in the dining room, in several places if possible.
- Place hand sanitiser at the restaurant entrance.
- The rooms must be ventilated. Confined spaces must remain closed. The air flow of fans should not be directed to customers.

3. TERRACES - Layout



Even outdoors, your terraces must allow you to follow the same recommendations and barrier gestures as for dining rooms.

- Provide enough garbage cans, lined with garbage bags
- Clean/disinfect tables and chairs before each service
- Remind guests of the rules by displaying the barrier gestures
- Fans are not allowed outdoors
- Clean and disinfect ashtray after each guest

4. BUFFET - LAYOUT



- The presence of hydroalcoholic gel at the start and end of the buffet is mandatory.
- A display reminding the rules must be installed upstream of the buffet (at the start of the markings).
- At the start and end of the service:
 - Worktops, jugs (or dispensers), decanters and bottles will be disinfected
 - Replace the serving cutlery each time the dish is changed (filling existing dishes is prohibited). Take the opportunity to disinfect the worktops

5. BREAKFAST SERVICE



- To clean up after the guest has finished, trays (if available), dishes and cutlery are taken to the dishwashing area.
- Place the tray, dishes and cutlery in the dishwasher for disinfection (wash at 60°C minimum). Soak them in a disinfectant solution for food contact if they are not going to be washed immediately.
- Disinfect the table and chairs and wait a minimum of 5 minutes (to allow the disinfecting agent to work) at the end of service.

6. RESTAURANT SERVICE - instructions for the service



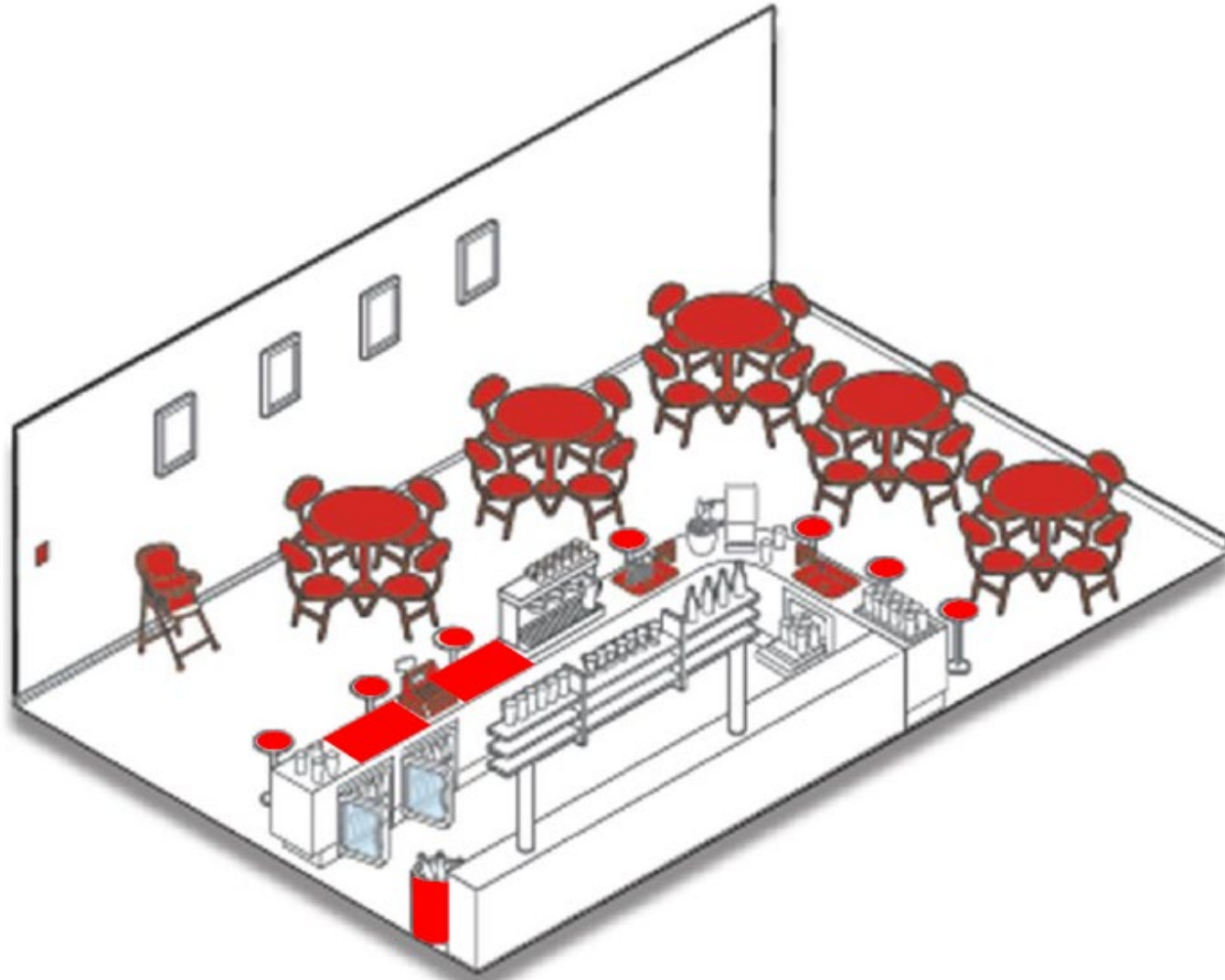
- Menus:
 - All F&B collaterals and stationaries should be single use or displayed in a way to avoid any contact with guests (QR code, chalkboard...)
 - Also use chalkboards to display the daily specials, additional offers (such as the butcher's choice,...)
- Invite guests to wash his hands with hand sanitiser, then take him to his table. Seat guests.
- Credit card payments or charging the meal to the guest's room are recommended.

6. RESTAURANT SERVICE - clearing the table and cleaning



- **The server must wash his hands each time he clears a table (preferably with antibacterial soap + water to prevent hands from becoming dried out and irritated).**
- When the guest leaves, clear the table using a tray (to limit the server's contact with the dishes) and take it directly to the dishwashing area.
- Disinfect the table (rinsing is not obligatory during the meal service).
- Place the tray, dishes and cutlery in the dishwasher for disinfection (wash at 60°C minimum). Soak them in a disinfectant solution for food contact if they are not going to be washed immediately.
- Wash glasses and carafes in the glass washer at 60°C minimum.
- At each end of service:
 - Reusable items on tables (decorations, POS, salt/pepper) are disinfected with a food contact disinfectant solution (do not wipe, allow to dry and rinse after 5 minutes).
 - Clean the room and disinfect the contact points at the same frequency as the common areas (included chairs, to disinfect and rinse).
 - For POS systems and payment terminals, place a plastic film over them, to be changed for each shift.

6. RESTAURANT & BAR - Contact areas



Cashier/credit card machine



All handles (not only doors)



Dispensers (loaded, in good order, clean)



Trays



Switches



Chairs



Table and counter tops

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7. ROOM SERVICE



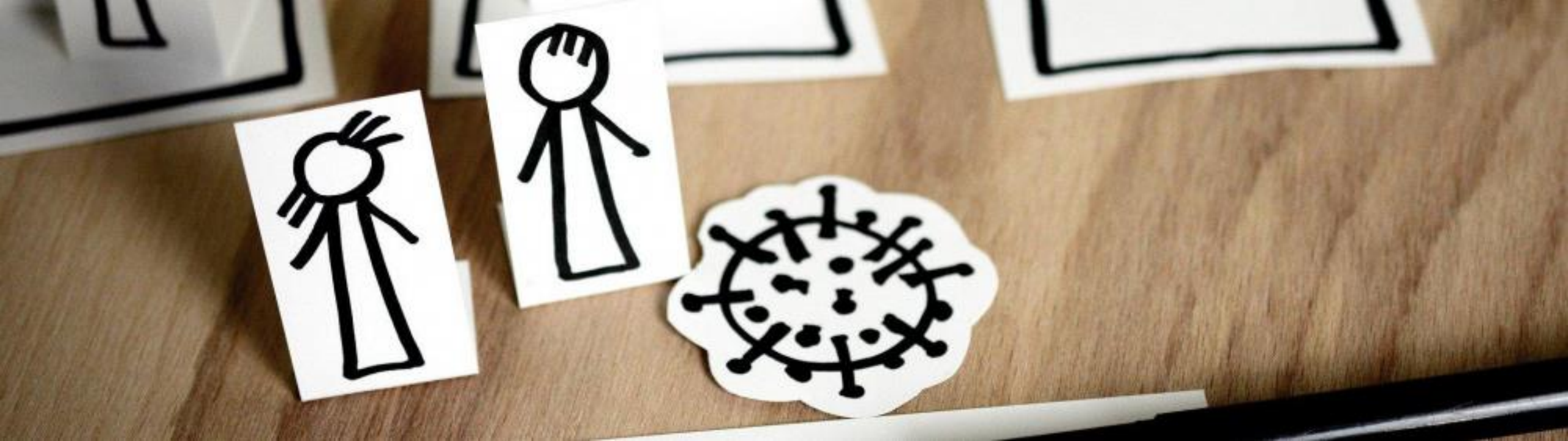
Room service will take place under the best possible safety conditions:

- Each trolley and / or tray is disinfected before use
- All products are covered or wrapped in cling film
- Wash your hands and wear a mask
- Place the tray, dishes and cutlery in the dishwasher for disinfection (wash at 60°C minimum). Soak them in a disinfectant solution for food contact if they are not going to be washed immediately.
- Disinfect the trolley





- The mini-boutiques, vending machines and microwaves can be used on provided that hydroalcoholic gel or disinfectant wipes are available to customers, and that a prevention display is installed on the equipment.
- It should also be fully disinfected twice a day (during your lobby maintenance routine).



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CONTAINMENT PROCEDURE

CONTENTS

- Designate team member(s), train them
- Management of a potential case
- Containment of a guest

DESIGNATE TEAM MEMBER(S), TRAIN THEM



Designate team member(s) and train them in the measures to:

- Be able to isolate a potentially ill guest or employee (based on symptom detection and after obtaining their agreement)
- But also put a patient in containment at the request of the authorities

Beforehand, identify and isolate the products and equipment required for containment.

Also identify the rooms that will be used for containment (such as PMR rooms)

2 roles have been identified:

- Person/team in charge of confining the potentially contaminated guest(s) or employee(s)
- Person/team in charge of interacting with sick people (meals, linens, etc.)

These 2 roles must receive the information and be trained in the procedures on the following 5 pages.



1. **Isolate the person with symptoms** (*cough, fever, difficulty breathing, speaking, swallowing, loss of taste or smell*) **to the dedicated room:**
 - Provide them with a mask and gloves and let the person put them on.
 - Protect yourself in the same manner.
 - Take the least busy path.
 - The room should preferably be isolated and away from high-traffic areas.
 - Remove and dispose of disposable gloves in a closed bin.
 - Wash your hands.
 - Remove the mask by the elastic band.
 - Wash your hands again.
2. **Inform the COVID referent who will take over.**
3. **After taking charge of the person, he contacts the occupational health service (or asks the person to contact his attending doctor for medical advice) and follows his instructions, including for cleaning the workstation and monitoring employees.**
4. **If confirmation of none signs of seriousness, he organizes his return home avoiding public transport.**
5. **In the event of a sign of seriousness, he calls the Emergency services and follows the instructions**



6. Carry out a specific cleaning of the areas in which the presumed infected person could have lived

7. In the event of a confirmed Covid illness:

- *The identification and management of contacts should be organized by the government health service in coordination with the referent.*
- *He should assess with it the potential risk of contamination within the establishment during the previous 2 weeks*
- *If not, informs the possible people concerned:*
 - *Be careful not to name the infected person. Tell the contacts "you have potentially been in contact with a sick person, we recommend that you isolate yourself and contact a doctor to get tested"*
 - *GDPR: do not record personal information on a client file (situation, illness, COVID, etc.)*



1. Accompany the disabled person to the room for quarantine

- Provide them with a mask and gloves and let the person put them on.
- Protect yourself in the same manner.
- Take the least busy path.
- The room should preferably be isolated and away from high-traffic areas.
- Provide the person with information about the process with the provided document "**Containment - guest instructions**".
- Remove and dispose of disposable gloves in a closed bin.
- Wash your hands.
- Remove the mask by the elastic band.
- Wash your hands again.

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2. Put up a **“Room off-limits” sign** and disinfect all contact points along the person's route.

3. Fill in the **“Rooms checklist for contained persons”**.

4. Notify the Be Ready team.

5. Inform the team of the situation and remind them of the procedure.

6. **GDPR: do not record personal information on a client file (situation, illness, COVID, etc.)**

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6. Managing meals

- Food products will be placed on a tray and the contents will be protected by a lid or cling film.
- For dishes/cutlery, use disposable dishes (plates, glasses, cutlery) and place an individual plastic water bottle on the tray.
- The staff member who takes the meal tray to the guest must wear a mask.
- They must not be in a higher-risk category (pregnant woman, immunocompromised person or person with a chronic illness such as asthma, etc.).
- Do not enter the room: place the tray on a table in front of the door, knock on the door, step back to maintain a safe distance and wait for the door to open.
- When the meal is finished, the guest will put the tray back in front of their room and will inform you by phone.
- Recover the tray quickly.
- The staff member (excluding at-risk personnel) will wear disposable gloves, collect the tray and immediately empty the disposable dishes and leftovers into a garbage bag.
- The tray will then be taken immediately to the kitchen to be placed directly into the automatic dishwasher for disinfection.
- Finally, the staff member will take off their gloves, discard them in the bag, close the bag and throw it into the bin.
- The staff member will wash their hands thoroughly.



7. Managing laundry

- Dirty sheets/towels are stored in a water-soluble bag that will be closed by the person being confined.
- They are placed in front of the door of the room if needed. The guest will notify the front desk.
- The staff member who collects the bag must wear disposable gloves.
- The water-soluble bag is taken to the laundry room, put in the machine and washed at 75°C during 45 minutes minimum without removing the bag to avoid contamination.
- The gloves are removed and disposed of in a closed bin and then the staff member must wash their hands thoroughly.

8. Departure of the guest *(if medical personnel are present, follow their instructions)*

- Provide them with a mask and gloves and let the person put them on.
- Protect yourself in the same manner.
- Take the least busy path.
- Disinfect all contact points along the person's route.
- Remove and dispose of the gloves in a non-manually operated bin with a lid.
- Wash your hands.
- Remove the mask by the elastic band.
- Wash your hands again.

9. Block the room for decontamination for 24 hours minimum

10. Decontaminate the room following the instructions in the “room disinfection” checklist