

PROTECTION CONCEPT

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INTRODUCTION

The following protection concept describes the internal measures that we, as Savoy Hotel Baur en Ville, have taken to prevent contagion from the new corona virus. Employees are required to implement and comply with these protective measures.

LEGAL FOUNDATIONS

COVID-19 Ordinance 2 (818.101.24), Labour Code (SR 822.11) and its ordinances

Transmission of the new coronavirus

The three **main transmission pathways** of the new coronavirus are:

- Close contact: If you stay less than two meters away from a sick person.
- Droplets: If a sick person sneezes or coughs, the viruses can get directly onto the mucous membranes of another person's nose, mouth or eyes.
- Hands: Contagious droplets get onto the hands when coughing and sneezing or touching the mucous membranes. From there the viruses are transmitted to surfaces. Another person can transfer the viruses to their hands and so they can get to the mouth, nose or eyes when touching each other's faces.

Protection against transmission

There are **three basic principles** to prevent transmission:

- Keeping distance, cleanliness, surface disinfection and hand hygiene
- Protect particularly vulnerable persons
- Social and occupational segregation of patients and persons who have had close contact with patients

The principles for preventing transmission are based on these main transmission routes.

Transmission through closer contact, as well as transmission by droplets, can be prevented by keeping a distance or by physical barriers. To prevent transmission via the hands, regular and thorough hand hygiene by all persons and cleaning of frequently touched surfaces is important.

Action plan

An action plan on how to proceed in case of a confirmed case of disease is part of this protection concept.

Corona responsible / KOPAS

The person responsible for Corona is Mr. Rolf E. Brönnimann, General Manager. The contact person for work safety and health protection KOPAS monitors the implementation of the measures.

Corona Code

The Savoy Hotel Baur en Ville maintains transparent communication with its employees and guests. This includes informing employees about their rights and the measures we have taken to protect them. This also includes informing employees who are particularly at risk.

We do not allow sick employees to work.

In addition, we regularly instruct employees about the hygiene measures we have taken and how to deal with customers safely. First of all, an extensive mandatory training for the entire staff was carried out before the opening of the restaurants as well as the hotel.

We inform employees transparently about the health situation in the company and point out that health data are particularly sensitive data.

We draw the attention of guests to the hygiene and protection measures. In the event of non-compliance, we are entitled to make use of our house rules.

In the event of a confirmed suspicion of corona in an employee, all persons, employees and guests, if known, will be informed immediately.

We inform our guests about the hygiene and protective measures. In the event of non-compliance, we are entitled to make use of our householder's rights.

Guests may inspect this protection concept at any time. On request, we can inform our guests which hygiene products such as disinfectants etc. we use.

All guest data in the restaurants will be deleted after 14 days. If required, we will forward this data to the responsible cantonal body for the identification and notification of suspected persons within this period.

All Corona-relevant checklists and cleaning journals are filed and kept, so that we can provide all necessary data immediately and at any time in the event of an inspection by the responsible office.

1. PROTECTIVE MEASURES FOR EMPLOYEES

The company ensures that there are sufficient hygiene articles and protective material such as soap, disinfectants, paper towels, masks and gloves as well as cleaning agents.

Employees are in turn obliged to report to their supervisor if they belong to the risk group.

In principle, the following rules apply to all employees in the hotel (including restaurants):

1. Regular cleaning of the hands
2. Distance of 1.5 meters to each other
3. Regular cleaning and disinfection of surfaces and objects after use as required, especially if they are touched by several people.
4. Adequate protection of particularly vulnerable persons
5. Sick employees stay at home
6. Consideration of specific aspects of work and work situations in order to ensure protection (personal protective equipment)

1.1 Hand hygiene

Employees are required to wash their hands before arriving at the workplace, between serving customers and before and after breaks. If this is not possible, they must be disinfected.

Disposable gloves must be changed after 1 hour, unless otherwise specified.

Hands must be washed thoroughly before putting on, taking off and after disposing of hygiene masks.

No more newspapers and magazines are displayed in the staff restaurant.

1.2 Keeping distance

Everywhere in the hotel a minimum distance of 2 meters should be kept. In the Back of House, adhesive tapes on the floor should always remind the staff of this rule.

In the following areas, partition walls made of Plexiglas will also be set up: Personnel office, reservations office, F&B office.

Wherever possible, only one employee is in small rooms (chambermaid, porter, buffet staff).

In lounges, the number of people in each 4m² is limited to 1 person.

In the staff restaurant, certain seats are blocked so that the 1.5-metre distance rule can be observed. In addition, the meal times for employees will be coordinated differently (Service and cooking brigade: 11 a.m., all others: 12 p.m.)

The protective measures, in particular the 1.5-meter distance, also apply to the delivery of goods and the removal of goods and waste.

1.3 Cleaning

Surfaces and objects (work surfaces, keyboards, telephones, work tools, coffee machines) must be disinfected regularly, especially when used together (in any case after each shift).

Door handles, lift buttons and banisters are disinfected several times a day. A cleaning protocol is kept.

All open rubbish bins are emptied several times a day and cleaned if necessary. The rubbish bags are disposed of in the container room. Touching waste should be avoided (use broom and shovel or gloves).

The staff toilets are cleaned and disinfected twice a day.

The uniforms are given daily for washing.

Since the cooking uniforms are washed by the employees themselves, the chef is responsible for ensuring that the cooking staff wear freshly washed cooking blouses and trousers every day.

Work rooms are regularly and sufficiently ventilated.

Important: You cannot disinfect dirt! Dust, grease, blood and other contaminants form an excellent protective layer on the surfaces for all kinds of microorganisms and protect them from disinfection measures. It is therefore important to clean the surface thoroughly before every disinfection.

1.4 Sick employees

Every employee measures his or her body temperature every day before taking up employment at home. At a temperature of 37.7°C he stays at home and informs his superior by telephone.

Employees who suddenly feel ill during working hours have the opportunity to take their temperature at the reception desk. At a temperature of 37.7°C they are sent home immediately.

In both cases, they should follow the self-isolation procedure according to the BAG.

1.5 Special work situations

Specific aspects of work and work situations must be considered to ensure protection. In concrete terms, this involves personal protective equipment and the right way of handling. For this reason, all employees are instructed on correct handling (putting on masks and gloves correctly, using and disposing of them).

The wearing of masks is mandatory all employees. Masks must be changed every 4 hours.

The wearing of gloves is mandatory for the following departments:

- Chasseurs
- Housekeeping
- Lingerie

In the kitchen, gloves according to the HACCP concept are worn.

Separate, closed and specially marked waste bins for used masks and gloves are available throughout the house. These are emptied at least once a day.

Service staff wear fabric gloves when setting the table. Gloves are washed daily.

2. PROTECTIVE MEASURES FOR GUESTS

It is essential for a successful reopening to gain the trust of our guests in terms of hygiene and cleanliness.

To this end, various measures have been defined to which all employees must adhere. To supplement this protection concept, each department has its own checklists. It is up to the heads of department to instruct, supervise and control their employees. Cleaning checklists in the back office are intended to make employees aware of their responsibilities.

These measures are listed on the hotel's website, on lunchgate and at various points in the hotel (in the room, on menu cards, etc.).

For the sake of clarity, we distinguish the following areas:

- Restaurant in general
- Baur (breakfast)
- Room Service
- Bankett
- Kitchen
- Hotel in general
- Front Office (Réception / Concierge)
- Chasseur / Portier
- Rooms
- Lingerie

2.1 Restaurants in general

The operation of the restaurants poses a particular challenge. The following measures are taken to meet the requirements:

- Increase the distance between the tables (2 meters)
- Enlarge seat distance
- Prevent mixing of groups of guests with each other
- Guests are asked to wait at the entrance so that a table can be assigned to them (exception: terrace, Bar)
- No shaking hands with the guests
- Guests are asked to hang up their own wardrobe
- Disinfectant stands at all entrances, including information on correct use and our hygiene and protective measures, which guests are also asked to observe (in addition, guests are requested to refrain from visiting us if they show symptoms of illness)
- Provide masks and gloves to the guests
- Oshibori service at the Orsini and Baur by Orsini
- Maximum restriction of a group of guests: 1000 people
- Communication with the guests should be kept to a minimum
- Wear cotton gloves when uncovering and serving
- No more large bread basket, but baskets per table (washable)
- Do not serve open food (butter, coffee cream)
- All food, including bread, that comes back from the tables must be disposed of
- Sugar sachets and coffee cream must also be disposed of
- Ventilation after every service
- Waiver of cash payment whenever possible
- Disinfection of food and wine lists after each handing over to the guest

- Disinfection of cash registers and door handles (control by means of cleaning checklist) several times/day
- Disinfection of the armrests after each guest
- Disinfection of the tables or replacement of the tablecloth after each guest
- Hand hygiene: always wash or disinfect hands
 - before tables are set
 - before napkins are folded
 - before cutlery is polished
 - after each clearing up
 - after each contact with dirty laundry (preferably wear gloves)
- Surface hygiene: always use a suitable agent and paper towels
- All dishes are washed at at least 50° C

Buffet: There is always only one person behind the buffet. At the end of the shift, the employee cleans and disinfects his area before the new shift starts (surfaces, coffee machine, bottle opener, handles, etc.)

The following measures are taken to trace chains of infection:

- Staff: Work schedule, which clearly shows which desks an employee has worked on (obligation to provide information about the last 14 days)
- Guests: Contact details of all participants are collected (first name, last name, telephone number and e-mail address; also, the date, time and table number. The guests are informed about the risk of infection, which increases if the required distance falls is not kept. In addition, guests must be informed that the responsible cantonal authorities can contact and prescribe a quarantine if there are contacts with people suffering from Covid-19. It is sufficient to record a single person per guest group.
- The contact details are treated confidentially. They are kept for 14 days and then completely deleted, unless the guest wishes to store his data for newsletters or the like in the restaurant.

2.2 Baur (breakfast)

The following provisions apply to the breakfast service in Baur in addition to the measures listed under point 2.1:

- No buffet breakfast, everything served à la carte

2.3 Room Service

The following measures must be implemented in Room Service:

- Gloves compulsory for employees (both in the office and in the rooms)
- Handing over of trays and trolleys in front of the room door to guest (no service in front of guest)
- All food and drinks are covered
- No sliced bread, only use rolls
- Trolleys and trays are disinfected after each service
- Minibar service is still offered, but a disinfectant is provided (advice to guest to use it before using the minibar or alternatively to wash hands)

2.4 Meeting & Events

The "Meeting & Events" area is divided internally into seminars and banquets. The protection concept for events (where the seminars were also regulated) was abolished and newly integrated into the protection concept for gastronomy in order to standardize the requirements.

Until further notice, the Savoy Hotel will only hold events with a maximum of 100 participants.

Immediately after an event, the organizer is obliged to provide the contact details of the participants to a banqueting staff member.

2.4.1 Seminars

During a seminar, the minimum distance between the participants of 1.5 meters must be respected.

This rule does not apply if participants wear protective masks or partitions stand in between them.

The number of participants in the premises is regulated according to the number of seats. The maximum number is communicated to the customer in written and pictorial form when the offer is requested.

The following measures are taken to implement the protection concept:

- Hand disinfection available at the entrance
- Rearrangement of tables and chairs in the banquet rooms (seats 1.5 meters apart)
- Cloakroom: Guests are asked to hang up their coats themselves
- In general, employees should avoid touching guests' belongings
- Covering the microphones with protective film
- Guests are asked to bring their own writing material
- Still, the hotel will provide a set-up with writing pads, ballpoint pens and pencils, where the seminar participants can help themselves. Ballpoint pens and pencils left behind are disinfected after each seminar.
- On request and for a fee, partition walls are provided for the banquet participants as well as protective masks.
- Disinfection of technical equipment, tables and chair armrests after each meeting
- Extensive ventilation after every meeting
- Catering:
 - Takes place in the seminar room, whereby the protection concept of the hospitality industry is applied (main meals as well as breaks)
 - Employees wear cloth gloves when setting
 - Open snacks are no longer offered

2.4.2 Banquets

A banquet allows guests to eat together without a minimum distance.

It is the responsibility of the organizer to keep a list of participants on the day of the event. The maximum seating options for the booked room must be applied. This is recorded in the contract.

A banquet is a group of guests and must not be mixed with others.

Frequently booked lunch presentations are considered «banquets» and do not require a minimum distance if the contact details are available to the organizer.

2.5 Kitchen

In the kitchen, the HACCP concept still applies, which fulfils all requirements with regard to food safety. This concept is part of this protection concept.

2.6 Hotel in general

In the public areas of the hotel, surfaces, lift buttons, door handles and banisters are disinfected several times a day. Information boards and notices on lifts, etc. are used to inform guests about the distance rule and the general rules of conduct issued by the FOPH with regard to COVID-19. Wherever possible, ventilation is provided several times a day.

The following applies to public toilets:

- Are cleaned and disinfected several times a day
- Paper towels, hand soap and disinfectant are always refilled
- Cleaning checklist with time and visa is displayed for all guests
- Closed waste paper baskets
- Blocking of urinals

Furthermore, the rule is introduced for hotel operations that a room is NOT occupied for at least 1 day after checkout.

The hygiene concept for housekeeping forms the basis for cleanliness throughout the house.

2.7 Front Office (Réception / Concierge)

At the reception, a glass partition wall with pass through is installed on the counter to protect against spitting. The necessary distance between the guests is to be ensured by means of partitioning or marking. Seats in common areas are at least 1.5 meters apart.

On arrival, the guest will be asked about his state of health. For guests who do not feel well, there is a room prepared for this purpose. The further procedure is summarized in the action plan.

The guest is also asked which country he is coming from. If this is a country with an increased risk of infection according to the FOPH, he will be advised of his obligation to quarantine for 10 days and to notify the cantonal authority within 2 days. The guest has the opportunity to carry out the quarantine in the hotel. There is a separate concept for this.

The following measures will also be taken:

- Oshibori service for arriving guests
- Disinfection of the suitcase at the guest's request
- Disinfectant is provided or dispensed for the guests
- Disinfection of the keys on handover to guest
- The guest is informed about the rules of conduct by means of an information sheet
- No more money exchange
- Offer of a Quick Checkout (send invoice)
- Waiver of cash payment whenever possible
- No more laying out of brochures, magazines and newspapers

The guests are only accompanied to their rooms on request. Visits to rooms should be reduced to a minimum.

Each employee has his or her own pen. Pens used by guests are disinfected after each use.

At checkout, the guest is asked to inform us if they experience symptoms after departure.

2.8 Chasseur / Portier

The following applies to chasseurs and doormen until further notice:

- Employees wear fabric gloves
- Ask guest on arrival if luggage may be taken off
- Valet Parking: Employees wash their hands or disinfect them before and after the parking service, as well as the steering wheel, car keys and gearshift
- Ask guest if luggage may be collected from the room (porter)
- No company of persons visiting a hotel guest in the room
- For packages or deliveries from boutiques etc. Ask the guest if he/she would like to pick up the items at the desk

2.9 Rooms (Housekeeping)

The guest rooms are cleaned and sealed after each departure. After that they are no longer entered. This way, the guest can be sure that no one has been in his room. A set of gloves, a face mask and a bottle of disinfectant will be provided in the room.

Using a QR code on a card, the guest has access to the protection concept.

Bedspreads, books and magazines have been removed. Woolen blanket and extra pillows are left in the room, but packed. If these are used by the guest, they will be washed after their departure.

Whenever possible, the room should only be entered if there is no guest in it. Personal items of the guest should not be touched. The employees wear gloves.

Please note the following for the daily maintenance cleaning of the rooms:

- 1 chambermaid / porter per room
- Change gloves after bath cleaning
- Change gloves after each room
- Disinfection after every cleaning (surfaces, telephone, remote control, buttons, light switch, coffee machine, flower vases etc.)
- Replace dishes and glasses daily
- Per room: bed linen separately in plastic bags (locked)
- Per room: bathroom linen separately in plastic bags (sealed)
- Airing rooms

However, the guest is offered to waive the daily room cleaning, bed linen change and the turndown service. At checkout the entire room is cleaned and thoroughly disinfected.

The cleaning equipment itself, the floor trolleys and the office are disinfected after each shift, waste bags are closed and taken to the container room.

2.10 Lingerie

In the lingerie shop, it is imperative to keep clean and dirty linen separate (no touching clean linen after touching dirty linen).

The dirty laundry is washed at the following temperatures (Celcius):

- Guest laundry: 60°
- Bed linen: 75°
- Table linen: 90°
- Towels: 90°
- Tea towels, cleaning cloths: 90°

- Cotton gloves: 40° with disinfectant detergent

The guest laundry is packed and brought to the room. Ironing service is offered, but it is particularly important to keep hand hygiene.

This document was communicated and explained to all employees.

Responsible Person, signature and date:

Rolf E. Brönnimann, General Manager