

Sindbad Club
Covid-19 Manual

Mission:

Sindbad Club adopted a risk-based approach for identifying hazards throughout the entire circuit flow of guests, staff, and other visitors.

From this, control procedures will be applied, according to the risk level. These protocols aim to avoid the spread of illness, both from person to person and by way of the environment (e.g. touching surfaces).

Therefore, social distancing and hygiene practices (personal and environmental) such as cleaning and disinfection have been applied throughout the various stages, according to the risk level.

These guidelines are based on currently available knowledge and will be updated as more information becomes available. Operational feedback will also be key to any future fine-tuning.

Objectives:

The risk-based approach, Sindbad Club protocols, and control procedures will be applied according to risk levels.

It is anticipated that the majority of these protocols will be aimed at avoiding the spread of illness, from person to person and by way of the environment (e.g. touching surfaces).

Therefore, social distancing and hygiene practices (personal and environmental) such as cleaning and disinfection have been applied throughout the various stages, according to the risk level.

**Procedure (Covi-Sin-001)
CMT (crisis Management Team)**

Objectives:

The aim of these procedures is to create a Sindbad Club team, capable of monitoring and providing immediate control using the new practices required for COVID19.
This Crisis Management Team (CMT) to activate immediately any extra measures required to control the situation, as a quick and effective resolution of any crisis situation.



CMT members:

Mr. Osama Hamed	Managing Director (CMT Chairman)	Ohamed@sindbadClub.com
Mr.Ahmed Kafafy	Quality Manager (CMT CO leader)	Akafafy@sindbadclub.com
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Mr.Ahmed Yahia	Director of S&M (CMT team member)	ayahia@sindbadclub.com
Mr.Mahmoud Gouda	HK Manager (CMT team member)	Mgouda@sindbadclub.com
Mr.Mohamed Sanad	F&B Manager (CMT team member)	Msanad@sindbadclub.com
Mr.Ziad El kholy	FO Manager (CMT team member)	Zosman@sindbadclub.com
Mr. Gouda Aboul Hassan	EHS HOD (CMT team member)	EHS@sindbadclub.com
Mr. Moustafa Mohamed	Quality CO (CMT team member)	Mmohamed@sindbadclub.com

**Mission
CMT assignment**

Main tasks

Chairman

- To convene/coordinate the entire team during the crisis.
- To manage the team.
- To ensure the safety, and well-being of staff.
- To facilitate the timely resumption of business operations to minimize the emergency's impact on guests and shareholders.
- To act as the team facilitator, encouraging discussion and debate to ensure that important matters receive due consideration.
- To keep the group moving forward and guide members towards decisions that has broad support.
- To have the final say, so may be required to make a quick decision, with limited information.
 - To be in contact with corporate departments: finance, purchasing, communication & marketing, HR, etc.

CO leader

- Responsible for supporting the CMT Leader and other members.
- To take notes, keep track of items to be auctioned & open issues.
- Must know how to obtain food & transportation, line up hotel rooms, keep everything moving and make sure nothing is missed out.

Communication leader

- Responsible for communication with guests: to explain measures taken, to request cooperation, to give recommendations, to manage hospitalizations and the repatriation of guests to their country of origin.
- External communication: social media...
- To report any suspected case
- For claims. To centralize illness data. Illness monitoring system.
- To gather the queries from guests for discussion in the committee and to decide on a response.
- To keep a log of all communication

HR Leader

- Internal Communication (in coordination with other departments such as Communication): keeping employees informed about relevant aspects of the crisis.

Team Members

- Responsible for passing on details of procedures and tasks, from the CMT to their entire department
- Responsible for the implementation of procedures in their department.
- Responsible for the supervision of procedures in the department.
- To report any suspected case
- To centralize data regarding illness. Illness monitoring system.

The functions of the CMT:

1. To support the implementation of procedures required to manage a crisis (e.g. the Covid19 Crisis or further outbreaks)
2. To foster a hygiene culture/habit which supports the successful implementation of the Procedures
3. To ensure that all Covid-19 related complaints/incidents, received from guests, have been reported to Hotel Management and managed on time.
4. To ensure that staff and suppliers are aware of their role in the prevention of the spread of Covid-19, the management of an outbreak, confinement situation, or any other issue related to Covid-19.
5. To decide what action should be taken, following the recommendations provided by the Quality Department and instructions from Public Health authorities.
6. To activate enhanced procedures in case of COVID-19 (known normally as POSI Procedures). These should be carried out efficiently and therefore, staff training and preparation is vital.
7. To be the main contact with COVID 19 consultant during an outbreak, confinement situation, sanitary crisis, pre-opening tasks, preparation of new procedures, Implementation, etc.
8. To contact the medical service and follow instructions
9. To follow any specific recommendations consequently given by local Public Health Authorities.
10. This team is responsible for internal and external communication. They will design communication strategies for hotel guests and external parties (government, press, social media, etc.).

CMT meets and take action:

Under normal circumstances (no illness, no outbreak, and no crisis): monthly (unless there is an H&S Committee; then the frequency will be established by this committee).

The CMT will meet more frequently (as often as necessary) in the following situations:

- a) Suspicious or confirmed case in the hotel
- b) Outbreak in the hotel
- c) Confinement of the hotel
- d) Epidemic in the region, implement measures to prevent the hotel being affected
- e) Other situations that require a quick and professional response

The CMT should nominate a person, who will write a report/summary of the meeting

Procedure (Covi-Sin-02)
Front Office (Check-in / Out)

Objectives:

To assure a fast check-in / out, to all guests, totally electronically methods starting from travel agencies until the guest room key, with disinfecting and sterilization guests and guest luggage



Procedure:

- 1- When entering the hotel, bags must be placed outside the hotel and sterilized with alcoholic evaporators.
- 2- The guest then enters through the sterilization gate leading to the hotel lobby individually and the members of the same family can enter with each other.
- 3- The guest takes off the mask if he wears it to throw it in the wastebasket and receives a new mask and then sterilizes his hands and offers to wear gloves optionally.
- 4- The guest is received after the sterilization gate by measuring the temperature and recording the agreed data such as:
 - A - Name
 - B - Time and arrival date
 - C - Temperature
- 5- Before the guest comes to the hotel, the guest fills out the RC and sends the file to the hotel or the travel agency through which he deals and receives only from the front offices to take the envelope keys and then go directly to the room.
- 6- Bags are picked up by the Bellman and left in front of the room door without entering the room



- 7- The contents of the sterilization table located at the security gates:

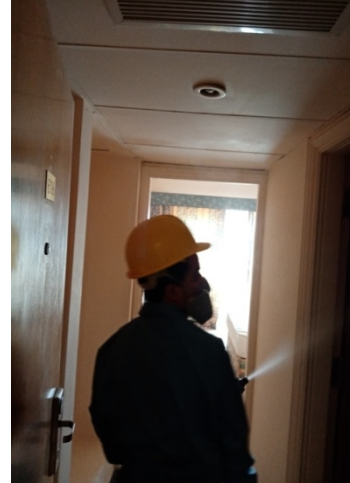
The sterilization table contains the following:

- A- Facemask
- B-paper wipes
- C-Sterile gel
- D-gloves
- E-Tongs to pick up Masks and gloves when presented to the guest
- F- and disinfectant spray for the contents of the sterilization table
- G- The temperature scale
- H- Trash can

Procedure (Covi-Sin-03)
Housekeeping (Guest Room / Public Areas)

Objectives:

To assure a proper disinfecting and sterilization for the guest room, public areas, restaurant, and bars



Empty (not/occupied) rooms:

1st the room check:

- 1- Don't forget to log in to the room in your report.
- 2- Wear protective equipment before entering the room (gloves and Mask, protective suit, head-covering, foot cap)
- 2- Make sure that the furniture and belongings of the room are arranged well and do not move any of the belongings from their places.
- 3- Be sure to complete the room's splays
- 5- Check the water by opening the tap

2nd the room cleaning

- 1- Pickup the linens and put them in a yellow bag and seal it
- 2- Sweep the floor starting from the balcony
- 3- Remove the dust from the furniture in the room
- 4- Sterilize the surfaces with diluted chlorine 100ppm
- 5- Wipe the floor of the room with water and disinfectant starting with the balcony
- 6- Don't forget to register the time for leaving the room in the logbook

2- The occupied / departure rooms

The occupied guest will not automatically clean, sterilize, only if the guest request and will be as follow:

1st the room check:

- 1- Don't forget to log in to the room in your report.
- 2- Wear protective equipment before entering the room (gloves and Mask, protective suit, head-covering, foot cap)
- 3- Make sure that the furniture and belongings of the room are arranged well and do not move any of the belongings from their places.
- 4- Be sure to complete the room's splays
- 5- Check the water by opening the tap



2nd The Room cleaning

- 1- Ventilate the room during cleaning
- 2- Collect used linens and garbage from the room, bathroom and put the linens in a yellow bag and close it
- 3- Remove the dust from carpets and furniture and sterilize them with chlorine
- 4- Wash the ashtrays and sterilize them with diluted chlorine 1000ppm (according to the daily report attached and recorded by the report)
- 5- Sterilized Cups upside-down.
- 6- Wipe the floor starting from the balcony and sterilize the floor with chlorine
- 7- Clean the bathroom and sterilize the surface with diluted chlorine 1000ppm (according to the daily report attached and recorded in the report)
- 8- Put the clean linens in the room and the bathroom wipe the floor of the bathroom
- 9- Don't forget to register the time for leaving the room in the logbook

Public Area Touchable points:

- 1 - Door handles
- 2 - Elevator keys
- 3 - Telephone elevators
- 4 - All handrails
- 5 - Disc reception
- 6 - Hand disinfection machines
- 7 - Children's games surface
- 8 - Bathroom doorman and handles
- 9 - Handles mixers and trays
- 10 - Toilet bowel and water combination
- 11 - Bath urinal combination
- 12 - Shower handles in bathrooms and beach
- 13 - Lockers Handel
- 14 - Pool stairs
- 15 - Balustrade stairs
- 16 - Sea buoy
- 17 - Sunbed and tables

HK trolley (POSI policy)

- 1 - Latex gloves (disposable).
- 2 - Protective coat
- 3 - Face masks (disposable).
- 4 - Face cover
- 4 - Foot covers (disposable)
- 5 - Hats (disposable)
- 6 - Paper towels (disposable)
- 7 - Garbage bags (distinctive color: Yellow)
- 8 - Plastic scrapers - linen bags for dust - yellow laundry bags
- 9 - Warning tape for hazards
- 10 - Hot water
- 11 - Yellow cones
- 12 - Chlorine detergents (1000ppm).

Procedure (Covi-Sin-04)
Restaurants and Bars

Objectives:

To assure a proper disinfecting and sterilization for the guest in all restaurants , bars

- 1- Hotel welcomes the guest when entering the restaurant.
- 2- Measuring and recording the temperature.
- 3- New masks and gloves are offered to the guest optionally because of their availability in the rest of the facility including.
- 4- Sanitized silverware (more than 90-degree temperature) is available and kept in a closed plastic cover.
- 5- Disposal (one-way) plastic equipment is available in the restaurant
- 6- Sanitized cups (more than 90-degree temperature) is available in all the bars
- 7- Disposal (one way) paper cups are available in all the bars
- 8- More than 2 meters from the back of each seat are left.
- 9- The number of people on the table does not exceed 6 (same family).

Procedure (Covi-Sin-05)
Laundry

Objectives:

To assure a proper disinfecting and sterilization for all the linen, clothes and uniforms in the entire club



How we behave while dealing with linens

- 1- The room supervisor should make sure that the PPE (Gloves, Mask, and protective suit) are worn before dealing with linens
- 2- Contaminated with bloodstains, vomiting, or viral contamination, The room supervisor places the contaminated linens in a special bag and writes the type of contamination the room supervisor delivers the bag separately to the linen
- 3- The linen employee delivers the bag to the laundry separately to deal with the type of material or liquid before washing the contaminated linens
- 4- The staff who received the closed linen bag should make sure that the PPE (Gloves, Mask, and protective suit) are worn before dealing with linens in the washer machine.

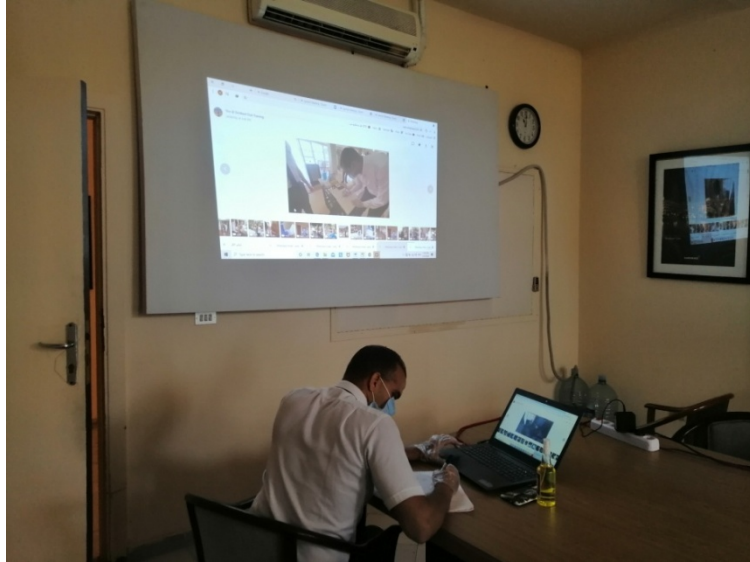
Specialized chemical program automatically set for each of the following:

- A- Bloodstains: The linens are soaked in cold water before being inserted into the washing machine and then washed cases of
- B- Vomiting: the vomit-contaminated linens are inserted into the washing machine separately to ensure that no contamination is transferred to other linens
- C- The viral outbreak: the linen that is likely to be contaminated with viruses is inserted into the washing machine separately to make sure that no contamination is transferred to other linens.

Procedure (Covi-Sin-06)
Training Department

Objectives:

To ensure that all staff is correctly trained and prepared with regards to control measures to prevent the spread of the Covid-19.



Training Subjects:

- Introduction to outbreaks
- Summary of the illness and how it spreads
- Recommendations for staff
- Preventative measures: basic hygiene, social distancing, how to use masks and gloves correctly.
- How to use chemical products
- Instructions to ensure/verify that guests take preventative measures
- Recommendations for guests
- Recommendations for the hotel: what to do in case of a suspected or actual case
- Specific procedures for each department and practical drills

Responsibilities

Position

Training Manager

Head Of Departments

Quality Manager

Director Of Operations

Responsibilities

Have in place training plans to include both recently hired staff as well as refresher training for experienced staff

Follow up their staff members training participation and assess the knowledge and skills gained from it

- Undertake assessments for training needs.

- Provide support for training needs.

- Receive training from a consultant for the “Train the Trainer”

- Ensure facilities are provided for the required training.

- Follow up staff performance and feedback on what training is required based on operational observations.

Working method

Sindbad Club ensures that all staff has been trained in prevention measures regarding COVID19 to carry out their roles and responsibilities safely.

Staff should have the following basic knowledge's:

- Summary of the virus and how it spreads.
- Preventative measures to protect themselves and others.
- What to do in case of a suspected or actual case.
- Specific procedures according to their job position or role.

Execution procedure

- Training should be mandatory for all hotel staff.
- Training must always be logged

The training program will include the following stages:

1.Initial training.

- This training is mandatory for all staff in all departments (reception, Housekeeping, administration, entertainment, security, etc.).
- Staff will be trained at the beginning of their employment.
- Training content should include the items detailed in the training subject

2. Follow up training.

The purpose of this is:

- To help with any difficulties experienced by staff concerning new procedures and customer relations.
- To refresh, update, and correct any incorrect practices in the workplace.
- Training is given in small groups and by the department.
- Training sessions are short (videos with clear, concise instructions, practical exercises in the workplace, etc.)

Procedure (Covi-Sin-07)
Sickness Reporting**Objective:**

The objective of illness reporting is to enforce the early detection system so that in the early stages of other control procedures can be activated.

The system includes both guests and staff and the overall objective is to prevent the spread of infection and any potential outbreak.

Documents Illness monitoring database

Pr. Confinement protocol**Position****CMT****Head Of department****HR Management****Responsibilities**

- To activate communication procedures with guests once a suspected case of COVID-19 is detected.
- To inform the medical service so they can confirm the illness.
- Activate quarantine procedures (below)

Once information has been received regarding a guest with symptoms compatible with COVID-19, this is communicated to the Crisis Management Team.

- Any staff showing signs or symptoms of illness should immediately report to their supervisor and then to the medical service to obtain confirmation of the virus.
- Report any suspected cases of COVID-19 to the Crisis Management Team.

Illness reporting system:

- Sindbad Club maintains an illness log in which all reports of sickness or accidents by Guests or staff is recorded.
- Details of those who are ill will be recorded on an Illness Report Form. Basic data should include (name, booking reference if a child or an adult, room number, arrival date, the onset of illness date, symptoms, and whether they have seen a doctor).
- For employees, only their name, department, the onset of illness date, symptoms, and if they have visited the doctor are required.
- The reporting and recording of guests' illness is vital and will help identify if an illness is being passed from person to person.

Channels of communication:

The information is centralized by the designated member of the Crisis Management Team.

The information sources could be:

1. Sindbad Club Doctor
2. Tour operator reps
3. Affected guest or an accompanying person
4. Staff
5. Other ways according to the illness monitoring system of the hotel

Compatible symptoms**The symptoms of COVID19 could include:****MORE COMMON:**

- ✓ Fever (38 °C or above)
- ✓ Cough (normally a dry cough)
- ✓ Fatigue
- ✓ Malaise

- ✓ Shortness of breath (when the illness progresses further)

OCCASIONALLY:

- ✓ Skin lesions
- ✓ Loss of taste and smell
- ✓ Diarrhea
- ✓ Nasal congestion
- ✓ Abundant nasal secretion
- ✓ Sore Throat

When should be activated any specific procedures?

As this virus is transmitted rapidly from person to person, any special procedures should be activated from the moment the first case is detected amongst guests or staff.

How to act?

Guest:

- The information regarding any guest with compatible symptoms should be communicated to the **Crisis Management team** which should activate communication procedures with the guest.
- The person in charge should inform the medical service, for them, to confirm the virus.
- Activate the quarantine procedure.
- Confirm that procedures are implemented and make improvements if necessary.

Staff:

- Staff demonstrating any signs or symptoms of the virus will be immediately reported to their supervisor and then to the medical service for confirmation of the virus.
- Activate the quarantine procedure.
- Confirm that procedures are implemented and make improvements if necessary.

Procedure (Covi-Sin-08)
Staff Policies

Objective:

Consolidated guidelines for measures to prevent COVID19 in all departments.



Position

Sindbad Club Department Head

Quality Manager

Director of Operations

Responsibilities

- To follow closely the implementation of control measures relevant to COVID19 and to report back to the Quality Manager if any deficiencies or difficulties arise.
- To follow up with the training manager the training implementation for all staff regarding new measures against COVID-19
- To report back to the General Manager regarding the implementation
- To follow up with the consultant regarding the implementation of the new measures and highlight any difficulties
- Is ultimately responsible for implementation of the new measures
- To confirm the implementation of all measures indicated in the risk assessment for COVID-19

Sindbad Club is committed to:

To confirm the implementation of all measures indicated in the risk assessment for COVID-19

- 1 - Employee with symptoms: Any staff member who shows symptoms compatible with COVID-19 (cough, fever, difficulty breathing, etc.) Will NOT attend work until the medical service can confirm that he/she is healthy and cannot transmit the illness.
- 2 - Employee who appears to be suffering from the symptoms: Any staff member who has a temperature higher than 38°C at the staff access point Will NOT enters the workplace. They must go to the medical service to confirm if they have and/or can transmit the illness. The employee must remain in quarantine for up to 14 days or until the medical service says that they can return to work.
- 3 - Employee who has been in contact with sick people: They will not be able to attend work and must remain in quarantine for 14 days, at home, if any of the following criteria exist.
- 4 - Any member of the staff's family has, or has had, the illness within the last 14 days; they have been in contact with affected persons without adequate prevention measures within the last 14 days.
- 5 - After the quarantine period, the staff member will be examined by a doctor, who will carry out the test to check whether he/she has overcome the illness or maybe a carrier.
- 6 - If the illness has been overcome, the employee will be able to return to work. The Human Resources Manager will be advised before the staff member returns.
- 7 - If the staff member is a carrier of the virus, they should follow medical instructions and remain in quarantine until the medical results confirm that he/she cannot transmit the illness.

Head of departments and HR communications:

- Employees who are ill or have been in contact with sick persons Will NOT attend work and should inform their Head of Department.
- Any communication of absence from work should be transmitted to the Head of Human Resources that must follow up on the case.
- All details of sick employees should be recorded following the Illness Reporting and the Crisis Management Team should be notified.
- The Human Resources person responsible will need to confirm the health status of the absent employee before his/her return, from a medical certificate that includes tests or Checks performed

Personal Hygiene:

All Sindbad Club Team members are following the recommendations:

- 1 - Frequently wash hands with soap and water for 40-60 seconds or use hydro-alcoholic gel (70% alcohol concentration)
- 2 - Cover your mouth and nose with a tissue when you cough or sneeze.
- 3 - Wash your hands after coughing, sneezing or, having direct contact with sick people or their surroundings.
- 4 - Avoid touching your eyes, nose and mouth.
- 5 - Avoid close contact and keep more than 2 meters away from other people, especially those with cold symptoms (runny nose, nasal congestion, dry or chesty cough, watery eyes, feverish appearance...).
- 6 - Do not share personal objects such as pencils, glasses, towels, food, drinks, others...
- 7 - Use personal protective equipment (PPE) designed to protect your health, as indicated in the risk assessment.
- 8 - Dispose of potentially contaminated materials (used tissues or personal protective equipment) directly into closed containers.

Procurements:

To facilitate hygiene and personal protection, the following are available:

- Full hand washing facilities are provided (hot and cold water, soap, disposable paper towels) at staff entry points.
- Hydro alcoholic gel dispensers are installed in work areas, staff entry points, and areas for exclusive use by personnel (changing rooms, toilets, staff canteen, etc.).
- Have sufficient stock of the necessary PPE in the work areas.

Sindbad Club Uniform:

Employees do not travel to work in their work uniforms.

They get dressed in the staff changing rooms.

Street clothes are kept in the lockers, in a plastic bag in the changing room area.

Crowding is avoided and a distance of 2m between users of the changing rooms is considered work shifts are organized at various times, so the minimum number of employees coincides.

Staff changing rooms and washrooms are equipped with all necessary materials for hand washing (soap, disposable paper towels, and hydro alcoholic gel) and replenished throughout the day.

Procedure (Covi-Sin-09)
Suppliers and Visitors

Objectives:

The objective of this document is to describe the measures are taken in order to avoid infection by COVID-19



Position

Director of Procurement

Director of Security

Quality Manager

Responsibilities

- To inform suppliers regarding measures and requirements implemented in the Hotel
- To apply access control measures and ensure that visitors understand the hotel's implemented preventative measures.
- To control hygiene and social distancing throughout delivery.
- To control suppliers whilst in the facilities.
- To follow up for the staff training regarding this procedure.
- To follow up on the implementation of this procedure

Implementation:

- Suppliers and external visitors arrange appointments to avoid overcrowding.
- Suppliers and external visitors respect a safe distance of a minimum of 2m from other people.
- Suppliers and external visitors wash their hands and then apply the hydro alcoholic gel from the dispensers. (Containing 70% Alcohol)
- Single-use gowns/gloves/masks are available at the receiving/delivery areas.
- Receiving/delivery areas are disinfected regularly.
- The person's temperature is taken and if it is above 38°C they will not be allowed to enter.
- The visitor or supplier is informed about the measures implemented to prevent COVID19. Their route within the facilities is controlled by his/her contact person.
- Suppliers provide a certificate of inspection, confirming that they have systems in place to control COVID19.
- Any supplier accessing the premises is wearing the necessary protective equipment and follows the rules described for staff. NB. Pens are not shared to validate receipts. The products are delivered packed, with double external packaging. The delivery area is washed and disinfected regularly.
- External visitors who need to carry out work in public areas, rooms or employee areas are committed with Sindbad Club, hygiene measures for these areas and follow those measures implemented for staff.
- If a visitor detects any situation that could compromise their safety, the safety of guests or other employees, they have the rights to tell their contact at the hotel.

Procedure (Covi-Sin-010)
Social Distancing Measures in public

Objectives:

The purpose of this document is to describe the Sindbad Club preventative social distancing measures which should be adhered to in public areas, to avoid contagion.



Position

Head of Departments

Front Office Manager

Quality Manager

Director of Operations

Responsibilities

- To ensure staff is applying social distancing, between themselves and with regards to guests.
- To ensure pictograms are placed either in guest or staff areas.
- To communicate the importance of social distancing to guests upon their arrival.
- To follow up implemented control measures against COVID-19.
- To supervise all procedures.
- To report back to the Managing Director Regarding implementation
- Is ultimately responsible for the implementation of the new measures.
- To verify the implementation of all measures Indicated in the risk assessment for COVID-19.

General Considerations

Sindbad Club capacity for the present early stages is 50% and will be limited to the Egyptian legal regulations, this can always be reviewed once the risk assessment has been studied and the green light was given to increase this

Access to the Hotel

Sindbad club team members will avoid all physical contact with guests. Handshaking, hugs, etc. are all prohibited until further notice. There are pictograms regarding these new rules besides the hotel gate.

In the external waiting areas, there is a 2 meters distancing to avoid too many people checking in at the same time.

The collection or delivery of luggage will be carried out wearing a mask and maintaining

A minimum safe distance of 2 meters from guests.

Hand sanitizers are applied frequently, and the gloves are changed frequently.

External valet staff will be advised of the preventative measures that must be carried out, in addition to the mandatory use of personal protective equipment.

Sindbad Club Lobby

Enough staff is designated to supervising guests' arrival and departure, their hand disinfection, the provision of masks, and ensuring that they maintain safe distances.

Even if people entering the hotel are wearing a mask, and committed with the minimum social distance of 2 meters.

People who share a room are considered as a single unit and are therefore allowed to remain together without maintaining the minimum safe distance.

An access circuit to the reception area is established through physical barriers and with adhesive marks on the floor, to maintain a 2 meters separation

Reception

There is Screens are installed (Flexi glass) at the reception desk.

- 2 meters from the floor
- With small openings at the bottom to allow the exchange of objects.
- Firm and well fastened

But we are apologies for the free welcome drinks; welcome sweets, to enforce the new Principle of "No touching".

Lifts

- Hydroalcoholic gel is available in the access area to lifts and inside them.
- Capacity limited to maintain a minimum of 2m separation between users; this may mean that only 1 person or a family unit can be inside the lift.
- Marks are placed on the floor it clear how many people are allowed in the lift and where they should stand.
- Users should wear masks.
- People sharing a room can use the lift together, even if they exceed the permitted capacity for social distancing.
- Avoid people gathering in the lobby to wait for lifts.
- Install information displaying established measures.
- Priority for using the lifts should be given to people with reduced mobility, pregnant women, or the elderly.
- Recommend using the stairs.
- The frequency of cleaning is increased

Occupied room distribution

Occupied rooms in a manner allowing distancing clients or the number of clients by floors, for example (Empty room - occupied room - empty room - occupied room) and so on.

Closest to the lifts (or stairs) rooms are not briefers to avoid the spread of infection.

Also, there are isolated areas in the case the confinement procedure is activated.

Procedure (Covi-Sin-011)
Beach, Pools, Spa & Gym

(Spa is closed but we ready as a procedure until the ministry of tourism give the green light to reopen it)

Objective:

To prevent cases of COVID- 19 and to describe the preventive measures adopted to avoid contagion by adopting social distancing measures in public areas..

Position

Director of Engineer

Responsibilities

- Ensure the implementation of new measures against COVID19.

Report back to the Quality Manager/Hygiene manager if any deficiencies or even difficulties in implementation.

Housekeeping Manager

- Ensure the implementation of new measures against COVID19.
- To ensure and observe no guests with COVID19 Symptoms or confirmed to have the disease are giving access to the pools.

Horas Spa

- Ensure the implementation of new measures against COVID19.

Quality Manager

- Ensure implementation of all control measures in both the risk assessment and in this procedure

Director of Operations

- Follow up the implementation of the required control Measures against COVID19.
- Supervision of all processes report back to General Manager about the state of implementation
- The final responsibility for the implementation of the new measures to verify the implementation of all measures indicated in the risk assessment COVID19

Our Dear Guests:

Any person with symptoms compatible with the virus shall be prohibited from using the pool facilities. The lifeguard will be responsible for informing the sick person that he or she cannot use the facilities. If there is no lifeguard, it will be the person in charge of social distancing, as explained in the sections 'AREAS ADJACENT TO POOLS' and 'POOLS & WATER.

TREATMENT:

The capacity is monitored at all times, to ensure that it is never more than half the usual/established capacity and that safety distances are adhered to.

Close to the pool, the new temporary capacity will be clearly shown, as indicated above.

Areas adjacent to pools:

SOCIAL DISTANCING

- Social distancing means that pool and beach area capacities are reduced. Sunbed It is kept a minimum of 2 meters apart.
- there is a lifeguard, responsible for ensuring that Sunbed is not moved or placed together and that they remain in the position in which they were originally placed.

- towel being placed in the room for each guest closed in a plastic bags
- Lifeguards detect people in groups (groups of family or friends who have placed their sunbed close to each other); they will advise them that, due to hygienic measures, they must maintain the correct distance.
- Customer Flow. As far as possible, a one-way flow of clients to and from pool and beach areas will be set up. This should be very visible and clear to avoid clients blocking the path or colliding with each other.

EQUIPMENT DISINFECTION

- The hotel provides various people around the pool area equipped with a disinfectant to disinfect sunbed, chairs, etc.
- Daily, at the end of the day, all sunbeds are disinfected with a sodium hypochlorite solution at 1,000ppm, or another approved disinfectant product, is applied using a cloth, Catcher or Nebulizer.
- During the day, every so often and when possible, a pool operator will clean and disinfect contact surfaces (sunbed armrests, showers push buttons, etc.) when they see sunbeds are unoccupied (e.g. at lunchtime...).
- Cleaning and disinfection of the ground and beach area shall be carried out according to normal procedures and with the same frequency as always (usually daily).
- Toilets in the pool area are cleaned and disinfected

TOWELS

- The HK staff responsible for managing the towel from laundry to the room and they are wearing gloves, and all needed PPE equipments to maintain good hygiene practices (frequent hand washing, and not touching their face).
- Staff will ensure that they do not have to touch the towels, and the clients themselves will deposit the towels inside the bag in the room.
- Towels will be washed in the laundry following the procedures.

Pools & Water treatment**PHYSICAL- CHEMICAL PARAMETERS**

- We are monitoring the level of Free Chlorine to ensure that it always remains within the legal limits (or where appropriate, those following international guidelines) None the less, the recommendation is closer to the top limit.
- Monitor the level of pH to ensure that it always remains within the legal limits (or where appropriate, those following international).
- Filtration monitored to ensure it functions correctly following the International guidelines. The backwashing of filters will be carried out as normal, according to these guidelines.

FECAL OR VOMIT CONTAMINATION INCIDENT

The normal procedure applies to this. Bear in mind that COVID19 symptoms can sometimes include diarrhea. The pool staff is correctly trained in these procedures.

And a printed copy of these procedures is available in the pool filtration room.

Horas Spa, gym, sauna & massage areas**SPA (closed for the moment until Egyptian ministry of tourism open the Spa activities in Egypt)**

- Staff in charge of the Spa will ensure compliance with the same rules detailed in the previous sections. This applies to social distancing, the towel policy, cleaning and disinfection of the facilities, and users' admission.
- The capacity will be monitored at all times, to ensure that it is never more than 25% of the normal/established capacity and that a safe distance is respected.
- In Jacuzzis or other pools of less than 2 meters in diameter, only one user is permitted at a time. For pools of an equal or greater diameter than 2 meters, the simultaneous use by more users is allowed, whilst still maintaining a safe distance.
- In order to reduce and control the number of users in these facilities, access to the spa will be by reservation (the reservation will be made via reception or the spa itself).
- will provide various stations equipped with a disinfectant solution, paper and bins, in order that clients can disinfect their sunbed, chairs, etc. whilst using them.
- Cleaning and disinfection of the floors and areas around the pools will be carried out in accordance with normal procedures and at the normal frequency (usually daily).
- Coffee, tea, water, and other beverages required during bathing will be available upon request at the SPA reception, There will be no self-service service.

Gym (Opened)

- Gym staff ensures compliance with the hygiene standards set out in all chapters of this manual which affects these facilities. This applies to social distancing, personal hygiene, the cleaning, and disinfection of the facilities and the admission of users.
- The capacity will be monitored at all times, so that it is never more than 50% of the normal/established capacity, and that a safe distance can be respected.
- Gym staff will explain the instructions for the use of the facilities to users before they are allowed to enter.
- In order to reduce and control the number of users in the facilities, access to the gym will be by prior reservation (reservations will be made at reception or in the gym itself).
- Users should go to the toilets to wash their hands thoroughly and then apply the hydro alcoholic gel before beginning exercise or touching any machine or equipment.

- In addition, they will be provided with a spray bottle containing chlorine disinfectant solution at 1000ppm / ethyl alcohol in order that they, the users, each time they change machines or equipment, can leave the former disinfected.
- Gym staff will be responsible for refilling disinfectant spray bottles each day, or when necessary as they run out. The containers themselves (the spray bottles) will be disinfected by staff, using an alcohol solution, when each user returns them.
- you will use your room towel and you will bring it by yourself as a guest to ensure there is no one touch it only you ,
- Towels will be cleaned in the laundry according to the procedures outlined in chapter enhance procedures.
- when the guest finished he will take his shower in his room because the Gym shower room is closed as per ministry of tourism

MASSAGE, BEAUTY SALON AND HAIRDRESSER (closed for the moment)

- The beauty salon, hairdressing, and massage activities will be carried out at all times by staff wearing masks, and where possible the client will also wear a mask (for hairdressing and massage).
- If hairdressing activities are carried out for more than two people within the same room, a safe distance (1.5 meters minimum) between clients will be considered. If there are more than two clients in the same room, then a safe distance (1.5-meter minimum) between clients will be respected and a screen placed between them.
- Once the session has ended for each client, the beauty salon, hairdressing or massage staff member will disinfect the utensils used, as well as all equipment (chair, table, bed) using a chlorine solution at 1,000ppm or other approved virucidal products.
- Reference is made to all control measures listed in the risk assessment which shall be reviewed periodically for potential updates based on the situation.

Procedure (Covi-Sin-012)
Guest & Staff Quarantine Protocol**Objectives:**

The aim of this document is to provide clear guidelines for how to handle guests/staff with Suspected or confirmed COVID-19.

Position

CMT
Guest relations
Quality Manager

Responsibilities

- Is ultimately responsible for activating this procedure.
- To communicate specific instructions to the guest and accompanying persons
- To ensure the implementation of recommended control Measures for the rooms of sick or potentially sick guests.

Working Methods

Initial note: It is IMPORTANT to state that the ideal scenario is not to have anybody in Quarantine / confined to the hotel. Hotel Management and the Crisis Management Team will look for the best solutions, in order that the affected person is comfortable, but also to ensure the safety of other guests and staff.

Recommendation for the Hotel operation:

- We will contact the medical service and follow instructions
- Follow any specific recommendations consequently given by local public health authority
- Due to social distancing rules, allocate alternate rooms we will leave two rooms vacant in between, depending on occupancy levels.
- There is a specific floor for infected guests
- Signage showing sanitization rules placed in the following points: public toilets, restaurants, bars, reception, lifts, TV room, pool, spa and any other area normally used by the guests.

What we will do in case of actual or suspected cases (INSTRUCTIONS)

- Advice hotel staff that the affected person should use the telephone (dial reception, available 24/7) to request anything they need.
- Potentially infected guests and their companions should remain in their room
- An allocated member of the CMT is responsible for communicating these instructions to the Guest and their companions
- An allocated member of the CMT will remind potentially infected guests of the importance of good personal hygiene, to avoid further contamination of surfaces, etc.
- Housekeeping department will ensure that hydro alcoholic gel dispensers are available in the affected rooms
- Instructions given to guests at the reception will include details regarding how rooms are sanitized at regular intervals
- Reception department will manage the allocation of different rooms for accompanying guests/family (except in case of children - if a child is sick then one of the parents will stay in the same room)
- The doctor will visit the affected guest in their room (to avoid guests who are infected/potentially infected leaving their room).

How will services be provided to infected or potentially infected guests?**STAFF:**

Only staff trained in the correct procedures is clean and disinfect the rooms of affected guests.
Only staff trained in the correct procedures is providing food and beverages to the rooms of affected guests.
Only staff trained in the correct procedures is providing maintenance to the rooms of affected guests. Only urgent maintenance will be provided during the quarantine period.
And Personal Protective Equipment (gloves, mask, etc.) before going into the room.

GUESTS:

Infected or potentially infected guests will remain in their room and no staff should be allowed to enter those rooms until departure.

DISINFECTION:

Any waste/rubbish from an affected room will be kept in an identified bag (color-coded) Linens, towels, etc. for the laundry will be kept in an identified bag (color-coded). Room linens to be changed once every two days or ONLY on request. Bed linen should be washed at 65°C for a minimum of 10 mins. (Or 71°C for a minimum of 3mins.).
Housekeeping department (cleaning and disinfection of affected rooms).
Use specific cloths, scouring pads, sponges, and bags (identified/color-coded to avoid cross-contamination). Fresh clothes will be used for each affected room.

FOOD AND BEVERAGE:

Food and beverages to be by room service only through ONEWAY containers , utensils . They left just outside the room, the guest notified, and then the guest can then take it into their room. Delivery staff should stand a minimum of 2 meters away when the door is opened.

Food and beverages provided to the affected rooms using specific trays and trolleys (only used to provide food to these rooms). Cutlery, glasses, and other items used to provide F&B to the affected rooms 'single-use only.

The member of staff, who collects the trays or trolley after the service, must wear gloves and respect good hygiene practices (not touch their face...). They will carry a disinfectant bottle (chlorine at 1,000ppm), which they will use to disinfect the tray or trolley immediately, before taking it back to the kitchen. After collecting these materials, gloves must be thrown into the rubbish, and hands should be washed correctly.

Procedure (Covi-Sin-013)**Hotel****Quarantine Protocol****Objectives:**

The objective is to provide clear guidelines on what to do if the entire hotel is in confinement Due to a high number of confirmed or suspected.

Position

CMT
Director of operations
Quality Manager

Responsibilities

Is ultimately responsible for activating this procedure
To communicate specific instructions to the guest and their companions
To ensure the implementation of recommended control measures for the rooms of sick or potentially sick guests

Initial note: It is IMPORTANT to state that the ideal scenario is not to have anybody in quarantine/confined to the hotel. Hotel Management and the Crisis Management Team should look for the best solutions, so that the affected person is comfortable, but also to ensure the safety of other guests and staff.

What recommendations apply to the hotel's operation?

- Contact the medical service and follow instructions
- Follow any specific recommendations consequently given by the ministry of health and authority Due to social distancing rules, allocate alternate rooms, or leave two rooms vacant in between, depending on occupancy levels.
- Should there be several cases, you may need to allocate a specific building or floor for in faceted guests.
- Follow up on the enhanced procedures for COVID 19. Make improvements if any issues are detected. These should be followed efficiently; therefore, staff training and preparation is key.
- Signage showing sanitization rules should be placed in the following points: public toilets, restaurants, bars, reception, lifts, TV room, pool, spa, and any other area normally used by the guests.

What to do in case of actual or suspected cases (INSTRUCTIONS)

1. Advise hotel staff that the affected person should use the telephone (dial reception, available 24/7) to request anything they need.
2. Potentially infected guests and their companions should remain in their room
3. An allocated member of the CMT is responsible for communicating these instructions to the guest and their companions
4. An allocated member of the CMT will remind potentially infected guests of the importance of good personal hygiene, to avoid further contamination of surfaces, etc.
5. Housekeeping department should ensure that hydro alcoholic gel dispensers are available in the affected rooms
6. Instructions given to guests at the reception should include details regarding how rooms are sanitized at regular intervals
7. Reception department will manage the allocation of different rooms for accompanying guests/family (except in case of children - if a child is sick then one of the parents will stay in the same room)
8. The doctor will visit the affected guest in their room (to avoid guests who are infected/potentially infected leaving their room).

How will services be provided to infected or potentially infected guests?**STAFF:**

- Only staff trained in the correct procedures should clean and disinfect the rooms of affected guests.
- Only staff trained in the correct procedures should provide food and beverages to the rooms of affected guests.
- Only staff trained in the correct procedures should provide maintenance to the rooms of affected guests. Only urgent maintenance will be provided during the quarantine period.
- Put on Personal Protective Equipment (gloves, mask, etc.) before going into the room.

GUESTS:

Infected or potentially infected guests should remain in their room and no staff should be allowed to enter those rooms until departure.

DISINFECTION:

Any waste/rubbish from an affected room should be kept in an identified bag (color-coded) Linens, towels, etc. for the laundry should be kept in an identified bag (color-coded).

Room linens to be changed once every two days or ONLY on request.

Bed linen should be washed at 65°C for a minimum of 10 mins. (Or 71°C for a minimum of 3 mins.).

For cleaning and disinfection see the protocol for the cleaning and disinfection of affected rooms.

Use specific cloths, scouring pads, sponges and bags (identified/color-coded to avoid cross-contamination).

Fresh clothes should be used for each affected room.

FOOD AND BEVERAGE:

Food and beverages to be by room service only. They should be left just outside of the room, the guest notified, and then the guest can then take it into their room. Delivery staff should stand a minimum of 2 meters away when the door is opened.

Food and beverages should be provided to the affected rooms using specific trays and trolleys (only used to provide food to these rooms). Cutlery, glasses and other items used to provide F&B to the affected rooms should be 'single-use only'.

The member of staff, who collects the trays or trolley after the service, must wear gloves and respect good hygiene practices (not touch their face...). They will carry a disinfectant bottle (chlorine at 1,000ppm), which they will use to disinfect the tray or trolley immediately, before taking it back to the kitchen. After collecting these materials, gloves must be thrown into the rubbish, and hands should be washed correctly.

Procedure (Covi-Sin-014)
Communication Plans

Objectives:

When an outbreak occurs the hotel should be well prepared, not only to face the issue, but also to communicate correctly with all third parties, external entities/groups, stakeholders, etc.
 Bearing in mind the social psychosis resulting from the global Corona virus pandemic, external communication is key to preventing the spread of fake news, false information, assumptions, and hoaxes. These can be fatal for not only the hotel but also for the entire destination.
 Any communication with agency/tour operator representatives, public health administration, doctors/hospitals (where sick guests are treated), suppliers, and media (press, television, etc.), should be structured and well planned.
 A dedicated person from the hotel or chain should be responsible for communication with guests. Guests' comments/opinions on social media (TripAdvisor, Facebook, Instagram, Twitter, etc.) should be reviewed, to ensure that fake news does not spread.
 Additionally, internal communication with staff should be free-flowing. It should also include those not directly involved with handling the crisis. Keeping staff informed helps them to cope with the issue and to maintain team unity.
 This document explains how communication should be developed in case of an outbreak (even if it implies closure or confinement).

Position

Responsibilities

- | | |
|---------------------|--|
| CMT | <ul style="list-style-type: none"> - Responsible for internal and external communication and for designing a communication strategy for hotel guests and external parties' government, press, social media, etc.) - Responsible for negotiations with third parties (Suppliers, public health administration, agencies, etc.), with the assistance of other departments where necessary. |
| Sales and Marketing | <ul style="list-style-type: none"> - To provide materials needed to improve communication (posters, signs, press releases, etc.) |

Responsible for external communication

The Crisis Management Team (CMT) is responsible for communication with third parties. [See DOCUMENT PR – Crisis Management Team].
 Although the entire team is involved in communication, the Hotel Manager will normally be the spokesperson (e.g. for interviews with the press/television).
 For this, the CMT will be assisted by various other departments:

MEDIA (PRESS, TV...)

- Marketing
- SUPPLIERS**
- Purchasing
 - F&B
 - Finance

HOTEL GUESTS

- Front Office
- Quality
- Marketing

SOCIAL MEDIA

- Marketing
- TOUR OPERATORS**
- Front Office
 - Finance

PUBLIC HEALTH

- Quality
- Marketing

Communication strategy

The Communication Program should be developed in advance, before the opening, and should include:

- **WHAT:** Not everything should be communicated. The CMT, with the cooperation of the departments specified in previous points, will detail those activities, tasks, statistics, facts, news, which should be communicated.
 - **WHO:** Although the entire team is involved in communication, the Managing Director or his replacement will normally be the spokesperson (e.g. for interviews with the press/television). Other members of the CMT or Hotel Management team could be assigned to other communication tasks.
 - **HOW:** It is important to be effective in our communication. Not only the language we use but also the materials we use to communicate (posters, videos, etc.) are all important.
 - **WHEN:** Not all facts or news have to be communicated at the same time. Some things may need to be communicated urgently, whilst others can wait and be released at a specific time.
 - **TO WHOM:** Not everything will be communicated to everybody. Communication can be general, but it can also be specific, depending on the issue.
- An external consultancy company, specializing in marketing and communication, can assist with this strategy.

Materials and means

Possible communication means can include:

HOTEL GUESTS

- Presentations
- Verbal briefings
- Posters and signs (public areas)
- Letters
- Flyers (in rooms, reception, etc.)
- Videos (screens in public areas)
- TV (rooms)
- Email (check previously)
- Text Message (WhatsApp, etc.)

MEDIA

- Posters and signs
- Letters / Press releases
- Flyers
- Videos (interviews, procedures, etc.)
- Photos
- Email

PUBLIC HEALTH AUTHORITIES

- Phone call
- Letters / Fax / Burofax
- Email
- Text Message (WhatsApp, etc.)

STAFF

- Presentations
- Verbal briefings
- Posters and signs (staff areas)
- Letters
- Videos (screens in staff areas)
- Email
- Text Message (WhatsApp, etc.)

SUPPLIERS

- Phone call
- Letter
- Email (check previously)
- Text Message (WhatsApp, etc.)

SOCIAL MEDIA

- Videos (interviews, procedures, etc.)
- Photos
- Opinion, posts