



TUI Hotels & Resorts

Protocol

SARS-CoV-2 / COVID-19

V1 – Issued May 20

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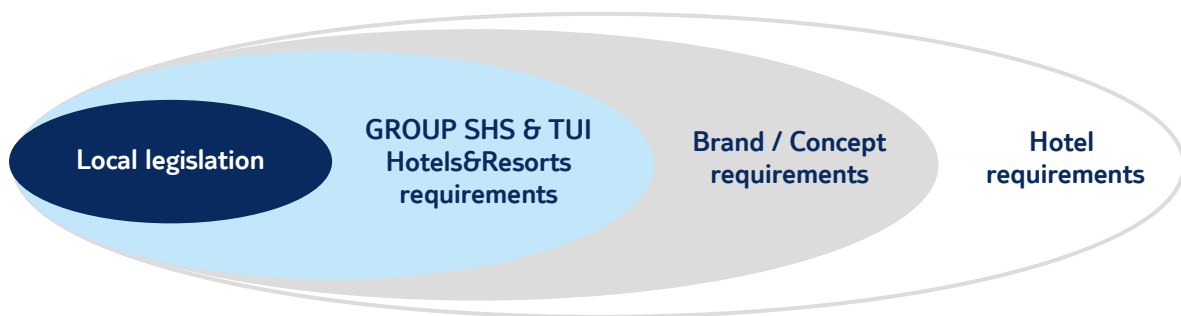
1 INTRODUCTION AND OVERVIEW

The information in this document was prepared by TUI GROUP / TUI Hotels & Resorts for internal use only. Information to be used by owned, branded and managed hotels. It is provided to 3rd party hotels for guidance only.

Post COVID-19 all TUI partner hoteliers will be required to demonstrate to TUI Group Security Health and Safety, TUI Hotels & Resorts and all guests, plus the wider travel market that suitable controls have been implemented to prevent the spread of infection (POSI). In line with this, the below TUI Group Health & Safety Standard for owned and managed hotels, has been built in cooperation with Cristal International Standards and in line with WHO and ABTA guidance must be followed and fully implemented. Branded & franchise hotels must comply with this document in its entirety. Cristal International Standards will provide training to all hotels to compliment the requirements of this document and an online verification to confirm these requirements are met. 3rd party hotels and resort partners should use this document as guidance in the understanding this is the TUI Group expectations, however should seek their own safety advice if required to ensure appropriate protocols are put in place. All 3rd party hotels will be required to complete an online checklist to confirm these measure are in place.

1.1 PURPOSE OF THIS PROTOCOL

This protocol has been written to provide a checklist which will guide you in the processes and actions you will need to consider and or must ensure are in place whilst hotels are closed, prior to reopening and then for operation. Please note that wherever local legislation are higher than the measures set by this protocol, local legislation need to be applied. In case local legislation is lower, the measures from this protocol need to be implemented.



1.2 PURPOSE OF THIS PROTOCOL WHY DO THE VIRUS & THE DISEASE HAVE DIFFERENT NAMES?

Viruses, and the diseases they cause, often have different names. For example, HIV is the virus that causes AIDS. People often know the name of a disease, but not the name of the virus that causes it. There are different processes, and purposes, for naming viruses and diseases. Viruses are named based on their genetic structure to facilitate the development of diagnostic tests, vaccines and medicines. Virologists and the wider scientific community do this work, so viruses are named by the International Committee on Taxonomy of Viruses (ICTV).

Diseases are named to enable discussion on disease prevention, spread, transmissibility, severity and treatment. Human disease preparedness and response is WHO's role, so diseases are officially named by WHO in the International Classification of Diseases (ICD).

ICTV announced “severe acute respiratory syndrome coronavirus 2 (SARS-CoV-2)” as the name of the new virus on 11 February 2020. This name was chosen because the virus is genetically related to the coronavirus responsible for the SARS outbreak of 2003. While related, the two viruses are different.

WHO announced “COVID-19” as the name of this new disease on 11 February 2020, following guidelines previously developed with the World Organisation for Animal Health (OIE) and the Food and Agriculture Organization of the United Nations (FAO).

Reference: [https://www.who.int/emergencies/diseases/novel-coronavirus-2019/technical-guidance/naming-the-coronavirus-disease-\(covid-2019\)-and-the-virus-that-causes-it](https://www.who.int/emergencies/diseases/novel-coronavirus-2019/technical-guidance/naming-the-coronavirus-disease-(covid-2019)-and-the-virus-that-causes-it)

1.3 WHAT IS THE NOVEL CORONAVIRUS (SARS-CoV-2 / COVID-19)

The Novel Coronavirus (SARS-CoV-2) has been classified as a new virus that is genetically similar to the common cold and also the Severe Acute Respiratory Syndrome (SARS) virus. This new virus has very similar symptoms and those infected can experience the following symptoms:

- Fever
- Cough
- Shortness of breath and could link to a lung collapse

The level of these symptoms can vary dramatically and range from mild to deadly. One of the main causes of death being the development of severe respiratory illness including pneumonia. Detection is masked by the fact that these symptoms are common to many other similar illnesses and therefore control is required that addresses all those presenting these symptoms. One additional risk associated with transmission is that the incubation period can range from 2 days to up to 14 days and therefore allow people to travel without displaying any symptoms. The original source of the virus has been linked to animals (including bats and cats) However, it is now believed that the person to person transmission is the main route of infection. As it is not fully understood how contagious this new virus is, it is necessary to treat it as being highly infectious.

Its recommended to follow updates online:

World Health Organization (WHO) <https://www.who.int/emergencies/diseases/novel-coronavirus-2019>
Centers for Disease Control and Prevention (CDC) <https://www.cdc.gov/coronavirus/2019-nCoV/index.html>

2 TRAININGS

Cristal International Standards will provide Training, documents and bespoke support for below points.

- Link to opt-in to the **POSI “COVID-19” - Check Certification** audit including Room Check

Cristal International Standards will provide guidance, documents and training materials covering lockdown requirements via our microsite <https://tuipartners.com/>

- Food Safety
- Pest Control
- Water Safety and Legionella
- Preventative Maintenance
- Cleaning
- Security
- Infection Control
- PPE

An online checklist will be available

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The pre-opening phase will concentrate more intensive around POSI and will be directly linked to Cristal International Standards platforms which will include, training notes, guidance documents and intensive POSI courses and webinars where the participants will receive a certificate of completion. Covering all areas in checklists below:

- Food Safety
- Pest Control
- Water Safety and Legionella
- Preventative Maintenance
- Cleaning
- Security
- Infection Control
- PPE
- Gym & Spa
- Pool maintenance
- Water Safety & Legionella
- Transport Arrangements
- Monitoring
- Communication

An online checklist within the Cristal platforms will be available so compliance can be monitored centrally

3 STRUCTURE OF RESPONSE

There are 4 phases to any effective COVID-19 response:

1. During closure / lockdown, to ensure the facility is being maintained
2. Pre-opening, when your operating procedures and systems will need updating accordingly
3. Re-opening property with new infection control arrangements in place
4. Post-crisis continuation, for on-going verification of standards and certification

4 DURING LOCKDOWN – MAINTENANCE

To ensure that the hotel is being maintained correctly during the lockdown period the following should be considered and put in place:

4.1 FOOD SAFETY

- All operational refrigerators and freezer units regularly checked to ensure required temperatures are being maintained
- All food items regularly checked for condition and expiry
- All waste items / refuse stored appropriately and made ready for collection considering any changes in collection timescales due to lockdown conditions

4.2 PEST CONTROL

- Ensure pest control systems maintained to ensure that all areas remain free of pests
- Procedures in place to monitor pest activity and effectiveness of pest proofing

4.3 WATER SAFETY & LEGIONELLA PREVENTION

- Ensure disinfection protocols for the water system are being maintained
- Water tanks to be maintained with minimum water levels
- Water tanks and access points to the water system should regularly checked to ensure that they are secure
- All water features / using facilities (e.g. Jacuzzis) that are non-operational drained and kept clean
- All water systems to be regularly flushed where necessary to prevent the stagnation of water
- Preventative maintenance protocols for cooling towers and HVAC systems in operation

4.4 FIRE SAFETY

- Fire safety detection systems must be maintained and monitored during lockdown

4.5 PREVENTIVE MAINTENANCE

- Preventative maintenance protocols for power, gas and key mechanical systems to be maintained
- Preventative maintenance protocols for lifts to be maintained
- All chemical systems and storage areas to be maintained and secured

4.6 CLEANING

- Minimal cleaning program must be maintained
- All areas suspected of potential contamination must be subjected to deep cleaning

4.7 SECURITY

- Ensure direct employee security staff or third-party security companies contracted to start work prior to re-opening
- Check primary access controls (barriers, gates) and perimeter fencing, walls to ensure there are no failures
- Perform maintenance on CCTV system to ensure there are no faults in the system
- Review and update property security plan and brief security staff
- Review the security risk assessment
- Check guest room locking mechanisms (door locks)
- Review kids club access control process and safeguarding procedures

4.8 POOL MAINTENANCE

- Maintain swimming pool water levels to prevent damage to pool structure
- Ensure pool water treatment and disinfection arrangements are in place to ensure that the growth of microorganisms is effectively inhibited
- Ensure all pool plant rooms and systems are maintained in accordance with planned maintenance protocols and secured from unauthorized access
- Ensure pool hygiene facilities such as bathrooms, changing areas and showers are cleaned and included in water system protocols (e.g. regular flushing and disinfection)?

4.9 INFECTION CONTROL TRAINING

- Provide all staff with infection control awareness training (provided by Cristal)
- Identify staff from all areas of the operations that will be part of an infection control and crisis management team upon resumption of hotel operations
- Complete infection control risk assessment to design the appropriate control measures
- Develop infection control procedures for the property for implementation during pre-opening on for ongoing operations
- Ensure systems are in place to ensure that the infection control team have access to the most accurate and up to date information on Covid-19

4.10 PERSONAL PROTECTIVE EQUIPMENT

- Ensure sufficient quantity of personal protective equipment (PPE) is available for the infection control requirements for when the hotel when fully operational
- Ensure strong supply chain arrangements are in place to ensure that adequate re-supply is possible when required
- Train staff in the effective use, maintenance and safe disposal of PPE equipment?

5 PRE – OPENING

In preparation for re-opening the property should enter a pre-opening phase at least two weeks prior to the anticipated re-opening date. During this period the following additional actions must be conducted in addition to the lockdown phase requirements. Of course HACCP must be applied.

5.1 LOCAL REQUIREMENTS & LEGISLATIONS

- All requirements issued by the local authorities are applied on staff in hotels
- All operational requirements issued by the local authorities are applied
- TUI GROUP & TUI Hotels & Resorts do not oblige clients to wear masks or gloves in public areas unless requested by local authorities

5.2 HAND HYGIENE

Hand hygiene is one of the most important measures to prevent and control spread of disease in health-care facilities, and is a major component of Standard Precautions. Although hand hygiene is a simple procedure, numerous studies have shown that compliance is low. Its implementation is complex, requiring continued reinforcement and multidisciplinary team coordination. The use of alcohol-based hand rubs at current situation is recommended.

The main points are as follows:

- If hands are not visibly soiled, hand hygiene should be done using an alcohol-based hand rub, or by washing hands with soap and water, and drying them using a single-use towel.
- If hands are visibly dirty or soiled with blood or other body fluids, or if broken skin might have been exposed to potentially infectious material, hands should be washed thoroughly with soap and water.

Perform hand hygiene:

- Minimum before and after any operation and guest contact. Its recommended to perform hand hygiene regular throughout the working hours
- Before and after any break during working hours
- Immediately after removal of gloves
- After touching blood, body fluids, secretions, excretions, non-intact skin or contaminated items, even if gloves are worn
- After using the lavatory
- Wash your hands with soap and water for at least 30 seconds

5.3 CLEANING

- All cleaning staff to be screened for potential infection prior to resuming cleaning activities
- Provide detailed cleaning schedules and protocols developed for cleaning requirements for all areas post Covid19
- All cleaning staff to be trained on effective cleaning in accordance with the cleaning schedules and protocols
- Ensure all areas of the property are cleaned in accordance with the cleaning schedule and protocols
- Check the effectiveness of cleaning both visually and where possible by quantitative methods (e.g. ATP surface testing, Cristal can provide)
- Ensure strong supply chain arrangements are in place to ensure that there is an adequate supply of cleaning chemicals equipment and disinfectant for both operational and emergency situations, liquids used to be COVID-19 proof

5.4 INFECTION CONTROL

- Complete POSI Check audit with Cristal and gain certification
- Formally establish an infection control team and the implement infection control requirements
- All staff must confirm health status and readiness to return to work
- Make arrangements for the safe handling of potentially infected waste

5.5 HAND HYGIENE ARRANGEMENTS

- Ensure hand washing and hand sanitization stations located at key locations (e.g. entry points, public areas, dining areas, gyms & recreation areas, staff areas) with systems in place to ensure that these remain stocked and operational at all times
- Provide signage and information (in the relevant languages) to ensure that guests, staff and visitors are aware of hand hygiene protocols
- Ensure all staff have been given training on effective handwashing and general hygiene
- Ensure used disinfection liquid to be COVID-19 proof

5.6 RESPIRATORY HYGIENE ARRANGEMENTS

- Ensure surgical masks are available for both infection control activities and also issuing to potentially infected persons
- Ensure all staff are trained on good respiratory hygiene etiquette

5.7 SOCIAL DISTANCING MEASURES

- Adjust the operational capacity of the hotel to allow for effective social distancing 1,5m-2m
- Arrangements in line with Brand standard operating procedures
- Ensure procedures have been established for maintaining social distancing requirements in accordance with local governmental advice
- Where possible have temporary distance markings in areas that are subject to queueing (e.g. reception, food service)
- Set tables and seating areas to ensure a minimal social distancing can be achieved between family groups

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- Positions of sun lounges around the pool and beach are clearly marked and can only be moved within the area indicated

5.8 BUFFET / DINING / BAR ARRANGEMENTS

- Where possible dining arrangements to be altered in favour of a la carte service or served buffet
- Ensure the capacity of the restaurant / dining facilities been adjusted to ensure social distancing measures are effective 1,5m
- If buffet service is being provided have additional hygiene precautions implemented, such as:
 - Manned serving stations
 - Enhanced sneeze guards
 - Hand hygiene precautions
 - Children restrictions
 - Dedicated serving groups
 - Phased dining groups
- Review condiments and dispensing arrangements to ensure that cross contamination risk reduced (e.g. single use portions, manned / table service)
- Introduce service sections "floor marks" in front of service stations, bar's, etc. to avoid queuing of guests without respecting distance to each other

5.9 PUBLIC AREAS

- Increased cleaning regimes to be established for public areas and washrooms to be implemented
- High risk areas, such as entertainment areas, to be considered for closure or restricted operational hours
- Ensure reception staff been trained on maintaining social distancing and the identification / reporting procedures for potentially symptomatic guests
- Ensure reception staff have been trained on providing guests with appropriate information on arrival on infection control measures (Provide leaflets or room information)
- Install physical barrier / screening options for the protection of reception / concierge staff
- Ensure information leaflets are in guest appropriate languages that highlight the infection control arrangements and the actions that they must take to support these
- Remove non-essential items from public areas, particularly those that make effective cleaning difficult (infused water, fresh fruit etc.)
- Stop providing welcome drinks and towels. Instead off hand sanitiser and bottled water
- Implement one-way systems to prevent the flow of guests from different areas where possible to avoid congestion and reducing social distancing effectiveness
- Reduction of self-service food and beverage stations at public areas. Wherever possible self-service stations will be turned into serviced buffets or bars respectively
- Traffic control on most frequent places, guide guests best possible to ensure social distancing by using barriers and/or floor marks

5.10 KIDS CLUB & PLAY AREA SOCIAL DISTANCING MEASURES

- Review the Kids Clubs and consider closure or restricted operational hours
- If operational all kid's club staff must receive training on infection control procedures for these areas

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- Signing in procedures must be designed to identify potentially symptomatic children and exclude where necessary
- Ensure suitable hand hygiene facilities available in children's areas and promote regular use
- Remove all non-essential items that are difficult to keep clean from these areas

5.11 GYM SPA & RECREATIONAL AREAS

- Review gym, Spa & recreational areas for closure or restricted operational hours
- Ensure hand, personal hygiene and self-cleaning facilities in place within these areas
- Ensure that gym, Spa & recreational areas staff are trained and equipped to maintain the cleaning protocols required in these areas
- Ensure Spa staff been trained on appropriate hygiene / infection control precautions associated with the treatments provided
- Stop certain Spa treatments temporarily where the risk of spread of infection is particularly high, review local restrictions
- Remove / modify of all entertainment or activity that involves bodily contact
- Implement & ensure social distancing measures between guests are met at all areas
 - Measures during treatments to be reviewed and to be adapted due to local restrictions on COVID-19

5.12 TRANSPORTATION ARRANGEMENTS

- Ensure cleaning and disinfection protocols are in place for the transportation services used for both guests and staff
- Apply social distancing requirements on board vehicle use, including capacity management; queuing and seating arrangements

5.13 POOL MAINTENANCE

- Ensure all pool systems have been brought back to fully operational conditions, including water treatment and chemical characteristics
- Ensure water has been subject to chemical analysis and laboratory testing to ensure safe for use upon re-opening

5.14 WATER SAFETY & LEGIONELLA PREVENTION

- Ensure all water systems have been fully flushed and checked for the correct level of disinfection
- Ensure water been tested for chemical characteristics in a laboratory
- Where necessary ensure the water system been subject to hyper-chlorination or heat treatment

5.15 STAFF TRAINING & PREPARATION

- Once available in your country conduct COVID-19 tests with all employees. The test must be performed through state authorities or by an state approved supplier , exceptional are countries where the process is by labour law not approved.
- Conduct daily temperature checks before staff enters the hotel, exceptional are countries where the process is by labour law not approved
- Conduct staff trainings related to COVID-19 measures, general hygiene and new SOP's

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- Conduct staff training on new service & maintenance behaviours

6 RE-OPENING

During the initial period of re-opening the following must be considered and implemented

6.1 VERIFICATION OF STATUS

- Ensure standards and performance in the following areas of hygiene and safety are being audited and verified

○ Prevention of spread of infection (POSI)	every 2 months
○ Food Check	monthly
○ Water & legionella Check	every 3 months
○ Pool Check	every 3 months
○ Spa hygiene and safety	every 3 months
○ room cleaning and housekeeping	every 2 months
○ Safety Check	once per year
○ Fire Check	once per year
- Ensure illness / incident records are maintained and reported
- Ensure systems are in place to provide access or ongoing status reports to TUI Hotels & Resorts

6.2 CRISIS MANAGEMENT & BUSINESS CONTINUITY

- Review procedures and systems in place to ensure that the hotel has a crisis management and business continuity plan fit for post Covid19 operations and in line within TUI Hotels & Resorts crises structure "TUI Hotels&Resorts Handbook Emergency and Crisis Management"

6.3 PANDEMIC PREPARATION & INCIDENT PROCEDURES

- Ensure arrangements are in place for implementing quarantine, separation or isolation as required by in case of an infection being identified
- Ensure staff is prepared, trained & familiar with the guidelines

6.4 LOCAL REQUIEREMENTS & LEGASLATIONS

- All requirements issued by the local authorities are applied on staff in hotels
- All operational requirements issued by the local authorities are applied
- Wherever local legislation are higher than the measures set by this protocol, local legislation need to be applied. In case local legislation is lower, the measures from this protocol need to be implemented.

6.5 FRONT OFFICE

- Staff at the lobby area must direct the guests to comply with the social distance during Arrival / check-in and must assist the guests during waiting times
- It is recommended to arrange check-in / out sections to split volume
- Reduce face to face interaction as much as possible, direct guests to digital service as much as possible
- Where possible payments should be made by credit card
- Personal contact to be reduced to a minimum, no handshake, high five or hug to welcome guests

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- If guest transfers within the hotel are needed group only family members or the group traveling together. After transfer touchpoints of the vehicle must be disinfected
- Install distance lines at front office counter, 1,5 - 2.0m
- Install sneeze guards on the front desk
- Distance between workstations at Front desk 1,5 - 2.0m
- Disinfect front office for guests & employees including back-office min every 2 hours with protocol
- Disinfect counters, front office every 2 hours with protocol
- Remove unnecessary services as much as possible (e.g. money exchange)
- Disinfect materials used by guests before passing to other guests or implement one way materials (cross contamination)
- Room cards, Towel cards etc. must be disinfected before handing out
- Clear shift planning to be arranged, split shifts and or overlapping of shifts should be kept to a minimum
- Conduct staff trainings related to COVID-19 measures & general hygiene
- Conduct staff training on new service behaviours, ensure staff is well informed of approved communication to related COVID-19 measure at the hotel to share information with guests

6.6 HOUSEKEEPING

- Besides the regular room cleaning, all rooms & additional equipment at the room must be disinfected before new arrivals possible
- Public area regular cleaning at least 4 times a day: frequently used spots e.g. public bathrooms, Lobby area, elevator buttons, inspiration desk tablets, touchable screens, door handles, taps, basins, paper and soap dispenser must be cleaned with a wet cloth and a disinfection multi-purpose cleaner
- Conduct staff trainings related to COVID-19 measures & general hygiene
- Conduct staff training on new service behaviours, ensure staff is well informed of approved communication guidelines
- Staff to wear single use gloves and face masks during operation, gloves to be changed for each room
- Whenever possible, clear shift planning for housekeeping staff should be implemented, no split shifts and or overlapping of shifts
- Ensure each room is cleaned with new clothes
- Ensure strong supply chain arrangements are in place to ensure that there is an adequate supply of cleaning chemicals equipment and disinfectant for both operational and emergency situations, liquids used to be COVID-19 proof
- Ensure cleaning cloth are proper washed highest possible temperature ideal above 70C° and disinfectant must be added while washing.
- Used cleaning - & washing detergent and disinfectant must be certified items
- If an 3rd party "external" service provider is used make sure he follows instructions above and staff is COVID-19 checked

6.7 LAUNDRY

- Linen must be washed with the warmest temperature recommended on the item's label and disinfectant must be added while washing. Ideal washing above 70C°
- Work flow and processes must be reviewed and adapted to meet COVID-19 measures to ensure spread of infection is limited to a minimum
- Used laundry detergent and disinfectant must be certified items
- If 3rd party supplier is used make sure washings follows instruction above and POSI regulations are followed also during packing and transportation of items

6.8 ROOMS

- Besides the regular room cleaning, all rooms & additional equipment at the room must be disinfected before new arrivals possible
- Review room setup with additional equipment and remove items which are not possible to be cleaned & disinfected properly
- Review use of decoration pillows, daybeds carpets etc. cleaning frequents must be reviewed
- Items like extra pillows, blankets, bathrobe, slippers, etc. must be packet and signed to be clean and disinfected for each new arrival

6.9 BUFFET / DINING / BAR ARRANGEMENTS

- Ensure the capacity of restaurants, food courts, bars, seating areas are adjusted to meet social distancing measures are effective 1,5m - 2m
- Ensure service sections on floor in front of bars, buffets, food stations, etc. are marked to avoid queueing of guests without respecting distance to each other
- Limitation of the number of guests in the buffet area, in case of high occupancy please implement seating times and entrance / traffic control to handle guest volume
- Ensure fixed tables for meals are arranged per seating time, ensure protocols for seatings to enable tracking in case of infection
- Ensure sneeze guards are well installed
- Conduct staff trainings related to COVID-19 measures & general hygiene
- Conduct staff training on new service behaviours
- Face masks for employees to be worn at buffet stations, food stations, bar counters, etc.
- Staff should keep as much as possible social distancing to guests
- Where ever possible a clear shift planning for service and kitchen staff, no split shifts and or overlapping of shifts
- Reduction of self-service food stations and to be changed to serviced food stations where possible
- No self-service beverage stations to be operated
- Review condiments and dispensing arrangements to ensure that cross contamination risk reduced (e.g. single use portions, manned / table service)

- No Cutlery holder on tables – each table to be disinfected and set up new after departure of guests. No cutlery self-service
- Condiments such as salt, pepper, sugar, ketchup, etc. to be single use packets and to be served
- Tables at bar areas to be disinfected before new guests are seated. All linen tablecloth items must be changed after every guest
- No unpacked snacks to be available, anyhow snacks must be served
- After each seating time / service time restaurants, bars, service areas are needed to be cleaned and disinfected
- Communication, ensure guest information of new processes are in place, ensure signs with hygiene regulations are in place
- Ensure enough hand sanitization stations are well visible installed
- Children must be supervised by parents at any time in the restaurant and children are not allowed to access the buffet by themselves

6.10 KITCHEN

- Conduct staff trainings related to COVID-19 measures & general hygiene
- Ensure HACCP and ISO 22000 is applied
- China / cutlery and kitchen equipment must be hygienically washed and disinfected
- Dish washers and pot washers must be used with min. temperature above 70C°
- Social distancing should be followed where possible
- Staff must wear one way clothes during operation
- Staff must wear face masks during operation

6.11 RECEIVING AREA

- Conduct staff trainings related to COVID-19 measures & general hygiene
- Ensure HACCP is applied, consider certifying ISO 22000
- Establish process of ensuring delivery staff is in healthy condition e.g. temperature check, etc.
- Ensure process of delivery (handover) is following COVID-19 regulations e.g. one way gloves to be worn, face mask to be worn and social distancing are followed by both parties
- Where ever possible only purchase wrapped merchandise
- Make sure suppliers are only used when they follow instruction above and POSI regulations are followed also during packing and transportation of items

6.12 GYM, SPA & RECREATIONAL AREAS

- Ensure hand, personal hygiene and self-cleaning facilities in place within these areas
- Ensure signs with hygiene regulations are in place
- Positions of sun lounges at pool, beach, spa, etc. are clearly marked and can only be moved within the area indicated
- Sun lounges must be disinfected before new guests are seated
- Ensure capacity is managed within COVID-19 guidelines and social distancing within all areas
- Conduct staff trainings related to COVID-19 measures & general hygiene

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- Ensure Spa staff been trained on infection control precautions associated with the treatments provided
- Stop certain Spa treatments temporarily where the risk of spread of infection is particularly high, review local restrictions due to COVID-19
- Hammam and Sauna regulation to be reviewed and newly implemented due to local restriction on COVID-19
- Signing in procedures must be designed to identify potentially symptomatic guests and exclude / track where necessary

6.13 VENTILATION

Poor ventilation of indoor spaces is related to increased transmission of respiratory infections. The primary mode of transmission of COVID-19 is believed to be through respiratory droplets. The role of aerosols, which may linger in air for longer, in the transmission of COVID-19 remains unclear and therefore the relative role of ventilation for the prevention of COVID-19 transmission is not well defined. However, numerous events of COVID-19 transmission have been linked to presence in closed spaces increasing the number of air exchanges per hour and supplying as much outdoor air as possible is likely to decrease any potential risk of aerosol transmission and this can be achieved by natural or mechanical ventilation, depending on the establishment. When mechanical ventilation systems are used maintenance of artificial ventilation systems, especially in relation to cleaning and change of filters, in accordance with the manufacturer's instructions is essential.

6.14 KID'S CLUB & PLAY AREA

- Conduct staff trainings related to COVID-19 measures & general hygiene
- Ensure suitable hand hygiene facilities with hygiene regulations are available in children's areas and promote regular use
- Communication, ensure guest information of new processes are in place
- Ensure the capacity is adjusted to the size of kids club / play area to meet social distancing measures
- Signing in procedures must be designed to identify potentially symptomatic children and exclude / track where necessary
- Max. participant per program in relation to available space and local restrictions to be reviewed and defined
- Staff to wear face masks during program
- Weekly program must be reviewed and adjusted to meet COVID-19 regulations
- Ensure kids beverage service is in place by respecting COVID-19 measures
- No Food / Snacks to be served during programs / operating hours

6.15 ENTERTAINMENT & THEATRE

- Number of guests at theatre must be reduced to meet social distancing 2m
- Traffic control within the theatre and entertainment venues to be implemented to guaranty social distancing by entering and leaving the venues
- Ensure suitable hand hygiene facilities with hygiene regulations are available in related areas and promote regular use

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- Conduct staff trainings related to COVID-19 measures & general hygiene
- Staff to wear face masks during program
- Signing in procedures must be designed to identify potentially symptomatic guests and exclude / track where necessary
- All used entertainment equipment must be disinfected before starting programs
- Weekly program must be reviewed and adjusted to meet COVID-19 regulations
- All kind of contact activities should be cancelled
- Review water sports activities e.g. surfing, diving, kiting, JetSki, etc. and adjust measures to meet social distancing and COVID-19 measures. If not possible activity needs to be cancelled
- Review private lessons e.g. tennis, golf, surfing, etc. and adjust measures to meet social distancing and COVID-19 measures. If not possible activity needs to be cancelled
- Evening programs should be reviewed and arranged to meet social distancing measures 2m programs with gathering larger groups should be avoided
- Night Clubs to remain closed, parties should not be organized

6.16 STAFF / STAFF HOUSE

- Apply trainings & measure linked to local legislation
- Once available in your country conduct COVID-19 tests with all employees. The test must be performed through state authorities or by an state approved supplier , exceptional are countries where the process is by labour law not approved.
- Maintain daily temperature checks before staff enters the hotel, exceptional are countries where the process is by labour law not approved
- Maintain / update staff trainings related to COVID-19 measures, general hygiene and new SOP's
- Maintain staff training on new service behaviours in relation to guest profile
- Separate housing should be provided where possible considering that staff should not be crowded
- Cleaning and disinfection processes of staff houses should be reviewed and to be adjusted to limit the risk of infection to a minimum
- Ensure isolation areas for affected cases as are available and well equipped•
- Where possible avoid assigning elderly employees or those suffering from chronic diseases in activities that require direct contact with guests
- If employees show symptoms e.g. fever, cough and difficulty in breathing, they must seek medical attention immediately and to be self-isolate immediately and being quarantined for 14 days
- Staff canteens to be maintained with the same procedure as guest restaurants. Proper timing, quantity of employees, social distancing, hygiene measures, etc.
- Foreign employees must be COVID-19 tested up on arrival. Staff to stay under quarantine until negative results are received , exceptional are countries where the process is by labour law not approved.
- If possible place foreign staff rooms within the hotel facilities

6.17 SHOPS / BOUTIQUES / 3rd PARTY SUPPLIER

- Ensure that every shop, boutique, 3rd party supplier in your property are following all set measures mentioned in this protocol

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- Entrance regulations to be followed as per country restrictions, and to be kept to a minimum
- Distance marks on the floor of 2meter in front of cashier desk
- Disinfection at boutique for guests, employees & back-office daily
- Disinfect cashier desk, presentation desk and all other surfaces hourly with protocol
- Sneeze guard to be installed at cashier desk to protect boutique staff & guests
- Conduct staff trainings related to COVID-19 measures & general hygiene
- Conduct staff training on new service behaviours, ensure staff is well informed of approved communication guidelines including 3rd party staff
- Ensure new delivery of new items will be within the given guidelines of this protocol

6.18 SAMPLES FOR SIGNS & RULES

Samples for signs & rules

THE MOST IMPORTANT FACTS ABOUT CORONA AT A GLANCE

1. WHAT ARE THE SIGNS OF A CORONAVIRUS INFECTION?

The majority of infected people show only slight to moderate signs of the disease and usually recover completely after some time. If one belongs to one of the risk groups (elderly people or people with previous illnesses), the disease can have a more severe course and, in the worst case, even end fatally. The symptoms are basically similar to those of a cold.



Fever or increased temperature



Cough or scratching throat



Respiratory problems or shortness of breath



muscle and headaches



Diarrhoea seems to occur rather seldom.

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2. HOW CORONA IS TRANSMITTED



Droplet infection

The tiny droplets that we emit when we sneeze, cough or speak can contain viruses and transmit the disease through the air. If other people breathe in these viruses, they can become infected.



Smear infection

If an infected person sneezes or coughs in the hand and then touches a surface, the viruses will leave behind a smear. If another person touches that surface and then touches himself or herself to the eyes, nose or mouth, he or she can become infected.



The time between infection and the appearance of the first symptoms is up to 14 days according to current data. It often seems to be shorter.

3. WHAT CAN I DO TO PROTECT MYSELF?



Thoroughly wash your hands with soap
using warm or cold water



Regularly open windows and let fresh air enter your room



Disinfect hands
If there is an increased risk of infection and when visiting high-risk areas, e.g. doctor's offices or hospitals



Strengthen the immune system
With healthy vitamin-rich nutrition and sport



Avoid shaking hands



Use disposable tissues if you cough or nibble and dispose of them immediately after use.



Avoid touching eyes, nose and mouth with unwashed hands

For staff area only

4. WHAT SHOULD I DO IF I THINK I'M INFECTED?



Stay at home if you have severe cold or flu symptoms



Please contact your family doctor
(first by telephone)



If your family doctor is not available,
please contact the responsible health institution



Please inform HR afterwards



Note: The same applies if your partner, family or someone in your environment is tested positive for Corona

Wash your hands

Wash your hands with soap and running water when **hands are visibly dirty**



If your **hands are not visibly dirty**, frequently clean them by using alcohol-based hand rub or soap and water



World Health
Organization

References: <https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public>

Protect yourself and others from getting sick

Wash your hands



- after coughing or sneezing
- when caring for the sick
- before, during and after you prepare food
- before eating
- after toilet use
- when hands are visibly dirty
- after handling animals or animal waste



World Health
Organization

References: <https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public>

Protect others from getting sick

When coughing and sneezing
cover mouth and nose with
flexed elbow or tissue



Throw tissue into closed bin
immediately after use

Clean hands with alcohol-based
hand rub or soap and water
after coughing or sneezing and
when caring for the sick



References: <https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public>

Protect others from getting sick



Avoid close contact when you are experiencing cough and fever

Avoid spitting in public



If you have fever, cough and difficulty breathing **seek medical care early** and share previous travel history with your health care provider



World Health
Organization

References: <https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public>

7 CONTINUATION

Once the hotel is operational again post lockdown, additional arrangements **MUST** be in place for the following:

7.1 MONITORING

- Appoint a senior team to manage your COVID19 strategy
- Ensure you have a crisis management plan in place and review it monthly in cooperation with TUI Hotels & Resorts operations
- Check all POSI procedures and systems in place operating effectively
- Ensure guest illness or symptoms are being monitored to provide early detection and initiation of emergency procedures. Update TUI Hotels & Resorts
- Monitor local infection indicators to assess the level of overall infection risk
- Ensure facilities are available to test staff and guests for potential infection
- Comply and maintain POSI Check via Cristal (ALL BRANDS)
- Ensure systems are in place to communicate issues and concerns with key stakeholders (e.g. THR Head Quarter, tour operators) immediately
- Ensure guest and staff communication systems are in place, to ensure that infection control actions can be implemented effectively where necessary
Make arrangements with any relevant third parties (e.g. concession stores, excursion providers) developed to ensure that infection control arrangements are not compromised by the actions of

7.2 COMMUNICATION

- these third parties
- Review your guest communication policy monthly/weekly and update information as needed