

Event Hotels

Safety and Hygiene Concept of the Reichshof Hamburg

Goal Setting:

The Goal is to minimize the transmission of the virus COVID-19 in the Hotel Reichshof.

For the safety of our guests and employees we are taking the following steps, recommended by the Hamburg Senate Department for Health, the Trade Association as well as the DEHOGA, German Hotel and Restaurant Association.

Basic protective measures against covid-19 for our guests and employees:

- Washing the hands on a constant basis:
 - ✓ Wash the hands for about 20 minutes with soap and water, as well as disinfect the hands.
- Distance between guests and employees (1,5meter)
- Provision of sufficient gloves and mouth-nose protection for the employees, as well as washing facilities with liquid soap and disinfectant.
- Avoid contact of the eye, nose, mouth
- Practise good respiratory hygiene, e. g. when sneezing, cover the mouth completely with a bent elbow or handkerchief. The used handkerchief must be disposed of immediately
- Regular cleaning and disinfecting of frequently contacted objects and Surfaces
- Employees with cold or infection symptoms (fever, cough and Respiratory problems) must stay at home and see a doctor

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The Crisis Staff

Management, Reception, Kitchen, Service, Housekeeping ,Technical

1. **The action plan:** the crisis unit, in consultation with the public health authority, has drawn up a plan of action tailored to the situation in order to implement it with the aim of: Preventing cases of infection , b) manage cases of infection effectively and c) mitigate the impact of infections on hotel staff and guests.

2. **Mobilization of resources:** Management shall provide sufficient human and financial resources to ensure that the action plan can be implemented quickly and effectively.

3. **Evaluation and verification:** The implementation of the action plan and the effectiveness of the measures taken are often evaluated to check compliance, identify and correct gaps and adapt the plan to practical experience.

4. **Communication:** The crisis unit informs all departments on a daily basis about changes or adjustments to the action plan. The crisis unit continuously informs the hotel staff and guests about correct guidelines of conduct. Informative posters support key messages to guests and staff (see basic protective measures against COVID-19)

5. **Training and instruction:** The crisis unit informs everyone about the measures to be taken to protect their health, including the recommendation to stay at home and see a doctor if they have respiratory problems such as coughing or respiratory distress. The crisis unit organises regular information events covering all the basic protective measures against COVID-19 and the signs and symptoms of the disease. Further training may be required for certain procedures.

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Protective measures against COVID-19 per division

In the entrance area / Lobby area / Public sector

- Provide disinfection dispenser at the entrance
- keep entrance doors open during rush hours
- Regular disinfection of elevators and toilets
- Placing instructions and distance markings in a conspicuous manner
- If possible separate entrance and exit
- Regular disinfection of hands, tables, counters, door handles and fittings
- No acceptance of the cloakroom

Public toilets in the lobby

- Set up soap and disinfectant dispensers
- Use only of towel dispensers
- Cleaning cycles with daily signature of the cleaning agent are visible
- Regular disinfecting of door handles and fittings in the guest toilets
- Lock every second pissory
- A sign indicating the maximum number of guests using the toilets at the same time is attached

Passenger lift / Carrying elevator

- Passenger lifts may be combined with a maximum of one person (s) of same household to be driven
- The keys will be disinfected regularly
- Corresponding rules of conduct for driving with the lift are clearly displayed on all floors.

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At the reception

Instruction and communication

Reception staff are continuously informed about COVID19 by the management so that they can safely carry out their assigned duties and prevent the possible spread of COVID-19 within the facility. The reception informs guests who inquire about the company's policies about the preventive measures or other services they may require (e. g. medical services, pharmacies, etc.).

The reception has the telephone numbers of the health authority, medical centres, public and private hospitals and support centres, in case a guest is ill.

Observation of possibly ill guests

While observing the regulations on the protection of personal data, it is advisable to observe potentially ill guests at the Reichshof Hamburg. Reception staff record all relevant incidents that come to their attention (e. g. requests for doctor visits). This facilitates early detection and enables rapid treatment of suspected cases by local health authorities.

- Keep entrance and intermediate doors open if possible (better Ventilation and avoidance of contact when opening)
- Check-in process with distance between guest and receptionist
- Wearing mouth and nose protection (for your own safety and also as a signal)
- Reduce the risk of infection by using Plexiglas walls or other materials
- In front of the reception are distance markers
- Where possible, point out digital processes (input of guest information, Signature, payment etc.)
- No longer offer a fruit basket with self-service
- disinfecting room keys and cards when they are issued and accepted
- Where possible Contactless payment

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Technique

Dishwasher and laundry room

Daily check of proper function (e. g. operating temperatures and correct dosage of cleaning and disinfection chemicals)

Air-conditioning and ventilation systems

regular monitoring of the condition of all filters

Disinfection donor daily

Controls and additional provision of the proper functioning of

Soap and disinfectant dispensers, hand dryers, disposable tooth dispensers, for example.

Housekeeping

On the floor

- Disclaimer of housekeeping service during the guest's stay, Room cleaning only on departure
- Working with mouth and nose protection and gloves
- Regular disinfecting of door handles, light switches, handles and handrails in rooms and corridors
- Frequent and intensive ventilation of the rooms, especially when guests change and after cleaning
- Consistent Separation of dirty and clean laundry
- Change of cleaning cloths after each room
- Strict observance and compliance with the cleaning concept (e. g. color-coded cloths, tighter cleaning intervals, etc.)

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Kitchen

- Separate work areas from each other and to the safety distance of 1.5 m pay attention
- Compliance with personal hygiene standards according to the Infection Protection Act
- Cleaning of the production kitchen according to HACCP
- Adherence to hygienic workwear: disposable gloves, cook's hat, hairnet etc.
- Cleaning of work clothes, especially for kitchen staff
- Strict separation of clean and dirty dishes in the dishwasher
- More frequent cleaning of work materials with hot water, as the heat kills the viruses
- More frequent change of cleaning cloths
- Acceptance of goods only takes place with safety distance, transport containers and Repackaging remains with the supplier. Suppliers are obliged to wear a mouth and nose protection during their stay.

Food and beverage

Breakfast /Restaurant

- Compliance with the minimum distances between tables by reducing the size of the Table groups and reduction of seats
- Individual breakfast at the table instead of breakfast buffet
- No coffee machines for self-service, but coffee service
- Restriction of the length of stay of guests in the restaurant area by divided shifts
- write down breakfast times for the guests to follow up on a possible chain of infection
- Allocation of seats
- Wearing mouth and nose protection for service personnel
- No acceptance of guest wardrobe
- No salt and pepper shakers on the tables
- Regular disinfecting of tables, armrests, etc.
- Consider and, if necessary, check contact restrictions

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Conference Area

- Providing sufficient disinfectants in all event areas
- Measures to maintain the minimum distance between the participants by adequate room size and adapted seating
- Wearing a medical mask of the service staff
- Wearing a medical mask of the guests in the meeting area.
- Regular and intensive ventilation of the event rooms
- Disinfecting tables, armrests etc.
- Adjustment of the event measures according to § 9 of the Hamburg Corona Ordinance

Internal work processes

- If possible, assign fixed teams with always the same staff to ensure that the Minimize risk of infection
- Free Provision of oral and nasal protection
- Increasing emphasis on division of labour
- Avoid contact with non-company persons, keep a visitor's book
- Open communication on the protection measures taken
- familiarize employees with the new hygiene and spacing rules and sensitize
- Team meetings at a distance
- Employees sensitize to report first signs of infection must, sick employees must be kept away from the company
- Do not use smoking areas together with other people or keep a distance
- Set out measures and rules of conduct in writing so that they are for everyone Employees are clearly visible
- Sufficient disinfectant and soap dispenser in the changing rooms provide
- Limited number of people in changing rooms
- Avoid shaking hands, hugging between employees