



# PROTECTION CONCEPT COVID

## HOTEL AMBASSADOR, BERN – Hospitality and events

Version 8: October 19th 2020

### INTRODUCTION

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The basis for this protection concept is the document from the Federal Office for Food Safety and Veterinary Affairs (BLV), the Federal Office of Public Health (FOPH) and the State Secretariat for Economic Affairs (SECO), which was developed in collaboration with HotellerieSuisse.

This concept applies to all gastronomic departments in the Hotel Ambassador, namely the areas "Le Pavillon", "Taishi", "Bistro/Bar", the terrace, Take Away, as well as banquets and seminars. **The protection concept "Events" is also integrated in this document.**

The measures listed below must be strictly observed by all employees. The cantonal authorities carry out strict controls. Legal hygiene and protection guidelines already in force must continue to be observed (e.g. in the food sector and for the general health protection of employees). In addition, all provisions of Ordinance 2 on measures to combat coronavirus (COVID-19) apply.

The protection concept was created by the management. The management trains the department heads concerned, who in turn train the employees who report to them. An employee may only be assigned to work once the training, including the associated memos and operating procedures, has taken place and the protocol has been signed and submitted to the management.

The concept is valid until revoked. In case of doubt, the German version of the present protection concept applies. **If changes to the requirements are made at federal or cantonal level, this is usually communicated in memos. Adjustments and extensions to the protection concepts are only made if they involve major adjustments.**

This concept, together with the Hotel Ambassador and SPA protection concepts, which must also be observed by all employees, serves to protect employees and guests. Duplicate information is avoided as far as possible. This means that missing information is recorded in the specific protection concepts and vice versa.

**There is currently no restriction on opening hours. All private events, banquets and seminars are subject to this protection concept. They may only be held in publicly accessible facilities and businesses.**

### BASIC RULES

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Our protection concept ensures that the following requirements are met. Sufficient and appropriate measures are defined for each of these specifications. The management as employer and the responsible persons for operations (department heads) are responsible for the implementation of the measures.

1. All persons in the company clean their hands regularly.
2. The wearing of a face mask is mandatory in all public indoor spaces for guests and employees. A face mask is also always worn at the workplace, unless you are alone in a room. Even when wearing a mask, the distance rule of 1.5 meters applies throughout the company.
3. We make sure that the different groups of guests do not mix. It is our responsibility to ensure that guests and employees comply with these measures.
4. Employees and other persons keep a distance of 1.5 meters between each other. For work at an unavoidable distance of less than 1.5 meters, employees should be exposed as little as possible by shortening the duration of contact and/or implementing appropriate protective measures. We wear a face mask in all cases.
5. Regular cleaning of surfaces and objects after use as required, especially if they are touched by several people.
6. 6. we send sick people in the company home immediately and instruct them to follow the (self-)isolation according to BAG. **In case of suspicion, employees may not enter the company under any circumstances.** The heads of department are responsible for adherence to and the appropriate design of the work plans.

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7. We consider the specific aspects of work and work situations to ensure the protection of employees and guests
8. Informing employees and other affected persons about the guidelines and measures and involving employees in the implementation of the measures
9. Implementation of the specifications in management to efficiently implement and adapt the protective measures
10. The personal data of the guests are recorded according to point 10

## HAND HYGIENE

All persons in the company clean their hands regularly. Touching objects and surfaces should be avoided if possible.

Measures
Setting up hand hygiene stations: Guests must be able to wash their hands with soap and water or disinfect them with a hand disinfectant when entering the establishment. Disinfectant is available at all entrances (lobby, terrace, restaurant entrance, staff entrance, entrance garage in front of lifts). Responsible for functionality, cleanliness and refilling is the <b>service department</b> in the restaurant and the <b>reception</b> in the lobby area. All other areas are the responsibility of the building services department.
All persons in the company wash their hands regularly with soap and water. This especially after arrival and before and after breaks. Where this is not possible, hands must be disinfected. Each department has at least 1 disinfection station. Responsible are the department managers
Always wash or disinfect your hands before carrying out the following work: Setting tables, folding napkins and polishing cutlery. Do not uncover with fabric gloves! Either with freshly disinfected hands or with latex gloves.

## 1. GESICHTSMASKEN

Wearing a face mask in rooms open to the public

Measures
Every person must wear a face mask in indoor public areas. This does not apply to guests in restaurants, bars, clubs, discotheques and dance halls when sitting at a table. However, if the persons are on their way to the table or to the toilets, a face mask must be worn.
According to the ordinance, the obligation to wear masks in publicly accessible indoor areas also applies to the personnel who work there, unless effective protection against infection is ensured by special protective devices (plastic or glass panels). In our companies, we extend this rule as follows to protect employees: <b>A face mask is also always worn at the workplace, unless you are alone in a room. Even with a mask, the distance rule of 1.5 meters applies throughout the company.</b>
Face masks are respiratory masks, hygiene masks as well as textile masks, which have a sufficient protective effect.
Children before their 12th birthday are exempt from the obligation to wear masks, as are persons who can prove that they cannot wear face masks for special reasons, especially medical ones.
An exception also applies to performing persons such as artists or speakers, as long as they are performing and wearing a mask is not possible. As soon as the performance is finished, they must also wear a mask.

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## 2. KEEP GROUPS OF GUESTS APART - SITTING ONLY CONSUME

We make sure that the different groups of guests do not mix and that food and drinks are only consumed sitting down.

Measures
The persons of a guest group do not have to book in advance and can arrive at different times.
In all guest areas, including the bar, the groups of guests are to be placed at the individual tables in such a way that the required minimum distance of 1.5 meters is maintained between the individual groups. We therefore make sure of it: <ul style="list-style-type: none"><li>• that the distance between the tables in the restaurant is at least 1.5 meters</li><li>• The distance at the Teppanyaki stove between the guest groups is at least 1.5 meters.</li></ul>
If, in exceptional situations, this is not possible, it is mandatory that we include the contact details of one person per guest group.
Food and beverages may only be consumed indoors and outdoors while seated. Exception: Aperitifs and coffee breaks are generally allowed standing, if they take place in a separate area (seminar room / Osaka buffet) and if it is a guest group. However, we offer solutions to allow guests to take apéros and coffee breaks while sitting down.
For seminars and banquets, it is the responsibility of the organizer to provide contact information. We point this out to the organizer in advance and provide a corresponding template on request.
If the hotel is the organizer, we will record the contact details of the participants.
<b>No</b> areas may be shared by the guests (e.g. coffee breaks) We organize the events in such a way that two groups of guests never stay in the same sector at the same time. Between events, the areas are disinfected (e.g. coffee machine, coffee break buffets).
The sushi bar may be used, but the distance of 1.5 meters between the groups of guests must be kept and the consumption must be carried out sitting down. The employee behind the sushibar wears a protective mask.
If certain operational or event areas, such as entrance or toilet areas, are to be used by visitors from all sectors, the rules of distance must be observed or protective measures taken and implemented. In addition, face masks must be worn in interior rooms accessible to the public.
Children's playgrounds and play areas are allowed. The number of children is not limited. There are no minimum distances for the children. Any toys must be easy to clean. Parents or the person in charge of supervision keep the social distance to other children and persons.
For events with more than 100 and up to a maximum of 1000 visitors or a maximum of 1000 participants, a division into sectors with a maximum of 100 persons must be made.

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### 3. KEEP DISTANCE

Employees and other persons **keep a distance of 1.5 meters** between each other. For work with unavoidable distances of less than 1.5 meters, employees should be exposed as little as possible by reducing the duration of contact and/or taking appropriate protective measures. **We wear protective masks at all times, even if the distance can be maintained.**

Measures
There is no physical contact between guest and staff. Excluded from this are medical emergencies. <b>Shaking hands is strictly avoided.</b>
There is an increased risk of infection if the distance of 1.5 meters cannot be maintained for more than 15 minutes.
A distance of 1.5 meters must be maintained between the groups of guests at the front and sides "shoulder-to-shoulder" and at the back "back-to-back" a distance of 1.5 meters from table edge to table edge.
We can place more than one group of guests at the Teppanyaki table, as long as the minimum distance of 1.5 meters between the groups of guests is kept (attention for reservations).
At the bar the distance rules must also be observed. The groups of guests keep a distance of 1.5 meters from each other. Service personnel behind the bar must always wear a protective mask. Glasses and other materials prepared as mise-en-place must be covered.
The minimum distances within a guest group do not have to be observed. We make sure that different groups of guests do not mix.
We make sure that the waiting guests can keep the minimum distance of 1.5 meters to other guests. For this purpose, floor markings are placed in the entrance area in front of the bar and on the terrace in the take-away area, as well as at the coffee break buffet. We leave the existing floor markings with the 2-meter markings. In most areas there are sufficient alternative possibilities.
In principle, there are no minimum distances for guests or staff when they move from one place to another in guest rooms and outside seating areas. Nevertheless, we try to maintain the distances here as well. In any case a mask must be worn.
The minimum distance of 1.5 meters must also be observed in WC facilities, lounges and changing rooms as well as other staff rooms.
In recreation and break rooms for the staff, the number of persons is limited to 1 person per 4 m <sup>2</sup> . Work breaks will be organized staggered as required. The distance of 1.5m must be observed. A separate <a href="#">memo</a> exists for this purpose.
<b>In seminars the minimum distance of 1.5 meters between the seminar participants applies, provided that the seminar room offers sufficient space for this purpose. We adhere to the rule 4m<sup>2</sup> per person in the room.</b>
<u>All requests</u> for events must be discussed with the management regarding the feasibility before the offer is sent. If required by the seminar organizer, we can accommodate up to 100 people in one room. We point out to the organizer that the risk of infection increases if the 4m <sup>2</sup> per person cannot be kept. A guest list must be kept in any case (by the organizer) and we recommend a face mask for the participants in this case. If the number of participants at an event is less than 4m <sup>2</sup> per person, we will make a note in the contract that the distance recommended by the BAG cannot be maintained. A template can be found <a href="#">here</a> .
We inform the guests about the hygiene and protection measures. In case of non-compliance, we will make use of the right of the house and ask the guest to leave, if necessary under threat of the police.
At all entrances, as well as at the bar, at the Take Away and the entrance to the Taishi, we draw attention to the rules of distance and conduct with <b>posters</b> .
Currently, we only offer buffet catering for coffee breaks in the seminar area. Here are floor markings in front of the "Osaka Buffet". To ensure that there is enough space, no bar tables, other buffets, etc. may be placed within a radius of 2 meters.

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### Work with unavoidable distance under 1.5m

Consideration of specific aspects of work and work situations to ensure protection.

Measures
2 Persons working longer side by side keep a distance of 1.5m to each other, turn their backs and work staggered, or wear hygiene masks (each department has a supply. The heads of departments can obtain additional material from the management). If the workplaces are separated by a partition, curtain or drape, there is also no minimum distance.
In the restaurants and on the terrace the tables are set up as generously as possible (2 persons at a table for 4). The front area of the table is kept free if possible. Everything we hand over to the guest is placed there (menu, poured drink, etc.). From there the guest takes it. The guest can put his empty dishes and drinks there to clear away the food and drinks. If he does not do so, we either clear the table in the presence of the guest so that we do not touch it. In this case we wash our hands after clearing the table.
<u>This rule is no longer mandatory. Tables for two people are also possible again. However, where the above procedure is feasible, we will do so.</u>
<b>Our employees ALWAYS wear a mask when you have direct contact with guests or work colleagues, even if the distance is more than 1.5m. The only exception is when a glass plate or similar separates the employee from the guest or colleague.</b>

## 4. CLEANING

Appropriate, regular cleaning of surfaces and objects after use, especially if they are touched by several people.

Measures
Tables in the restaurant are set. See <a href="#">memo</a> . All crockery and cutlery that has been set and will be taken away unused will be cleaned before re-use. <b>When setting the table, make sure that the cutlery is completely wrapped in the napkin.</b>
The coffee machine in the bistro may be used by guests, but must be cleaned and disinfected regularly. <u>However, during slow business hours, only the coffee machine at the bar can be used.</u>
Disposable cloths are used for the cleaning work.
Surfaces (work surfaces and the buffets - even when not in use) and objects (e.g. keyboards, cash registers, telephones, clothes hangers) are cleaned regularly with a professional cleaning agent or disinfectant, especially when used together. The service management has prepared a special <b>cleaning plan</b> for this purpose.
Door handles, lift buttons, stair railings, armrests of chairs, coffee machines, used kitchen equipment and other working material used by several persons are cleaned or disinfected professionally on a regular basis - depending on use, but at least once a day. The cleaning work is entered as usual on the forms of the hygiene concept.
Floor cleaning is carried out by the service department. After the breakfast and lunch service, the service employees clean the floor of the entire restaurant floor in which guests were present in addition to the above tasks.
Staff wear gloves when handling waste and dirty laundry. The gloves are disposed of immediately after use, and staff wash their hands thoroughly after handling waste and dirty laundry. Gloves can be obtained from the head of department.
Open litter garbage cans are emptied several times a day. The kitchen is responsible for the office and kitchen, the service for the public areas.
We guarantee a regular and sufficient air exchange in work and guest rooms. Our ventilation system complies with the relevant regulations, so that specific measures can be dispensed with. Nevertheless, we ventilate the restaurant briefly (max. 10 min.) each time the restaurant is in operation, by briefly opening the terrace, taishi and restaurant doors to Seftigenstrasse. Offices and canteen are ventilated by the employees when the opportunity arises (shortly before leaving the canteen, during breaks or toilet visits in the offices).
Tablecloths and napkins are washed after each guest (e.g. tablecloth). Our reusable sets are cleaned after each use. Until further notice we use reusable sets and paper napkins. <b>In Taishi and Pavilion we use cloth napkins.</b>

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The staff uses personal work clothes. For example, aprons and chef's hats are not shared.
Menu cards are cleaned after each guest.

### 5. SICK PERSONS AT WORK

#### Measures

When symptoms of illness occur, employees are sent home and instructed to follow the isolation rules set out in the FOPH (see [www.bag.admin.ch/isolation-und-quarantaene](http://www.bag.admin.ch/isolation-und-quarantaene)). Further measures follow on the instructions of the cantonal medical service.  
Employees who are in isolation or quarantine (in case of contact with corona patients or between the test and the result) must stay at home!

### 6. SPECIAL WORK SITUATIONS

Consideration of specific aspects of work and work situations in order to ensure protection

#### Measures

Face masks are **changed and/or cleaned** according to use. Hands must be washed before putting on the mask and after taking it off and disposing of it. Disposable masks and, if necessary, disposable gloves must be disposed of in a closed waste bin. The [memo](#) on the correct use of protective articles must be observed.

Disposable gloves are **changed after one hour** and disposed of in a closed waste bin.

Table spices and toothpicks are only served at the guest's request and cleaned after use. Butter is placed in portions and bread in a bread basket at the front of the table.

The protective measures (especially the minimum distance of 1.5m) also apply to the delivery and removal of goods and waste.

In seminars, the minimum distance of 1.5 metres between seminar participants applies, provided the seminar room offers sufficient space for this.

The regulation on how we apply these requirements is described in an [information sheet](#) for seminar organisers. This must be sent with the offer.

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### 7. INFORMATION

Informing employees and other persons concerned about the guidelines and measures and involving employees in the implementation of the measures. Sending sick people home and instructing them to follow the (self-)isolation rules laid down by the BAG.

Measures
The management informs employees about their rights and protective measures in the company. This includes, in particular, information for particularly vulnerable employees.
We post the protective measures in accordance with the BAG in the entrance area. Guests are to be made aware of the distance rules and of the need to avoid mixing the groups of guests. Also the request not to enter the house if illness is suspected is listed there.
The management and the heads of departments regularly instruct employees on the hygiene measures taken and how to deal with customers safely.
The staff are trained by the department heads in the use of personal protective equipment (e.g. hygiene masks, gloves, aprons), or there are appropriate memos and operating procedures in place to ensure that the materials are properly dressed, used and disposed of.
The department managers ensure that the cleaning and surface disinfection agents are used professionally. Not all surfaces are resistant to alcohol and surface changes may occur. At the same time, health protection must always be observed when handling chemicals and it must be ensured that the safety data sheets are available and can be accessed in an emergency.
Guests are asked in writing at the reception or at the entrance to refrain from visiting if they have symptoms that indicate respiratory disease. We use the current BAG poster "This is how we protect ourselves".
We provide employees with transparent information about the health situation in the company. It should be noted that health data is particularly sensitive data.

### 8. MANAGEMENT

Implementation of the specifications in management in order to efficiently implement and adapt the protection measures. Adequate protection of particularly endangered persons.

Measures
Soap dispensers, hand disinfectants, disposable towels and cleaning agents (for objects and/or surfaces) are refilled regularly. We make sure that we have sufficient stocks. Responsibilities are clearly allocated.
The company provides hygiene articles such as soap and disinfectants in sufficient quantities. We check the stock regularly and refill it. If necessary, we provide sufficient hygiene masks and gloves.
We must present our protection concept to the competent cantonal authorities at their request and grant them access to our facilities, operations and events. If the competent cantonal authorities establish that there is no adequate protection concept or that it is not being implemented, they will take the appropriate measures. <b>They can close down individual facilities or operations or ban or cancel individual events.</b>
All protection concepts are published on our homepage ( <a href="http://www.fgastro.ch">www.fgastro.ch</a> ).
This concept is integrated into the hygiene concept of the Hotel Ambassador. Responsible for the hygiene concept is the head chef, Rosmarie Straubhaar. The sous-chef, Matthias Sommerfeld or, in his absence, his deputy, are assigned to check the implementation of the measures in the entire F&B area and to ensure that they are implemented at all times.

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### 9. COLLECTION OF CONTACT DETAILS

The establishment records the contact details of guests in order to trace possible chains of infection.

#### Measures

We are obliged to record the contact details of restaurant guests so that they can be contacted by the cantonal medical service if necessary. **Guests who stay exclusively outside do not have to give their data.** We provide a [form in German and English](#) to record the contact data. The form is also available in [Italian and French](#). Each group of guests gives the contact details of one person. Our procedure is described in the [memo Contact details](#). We keep the data locked up for 14 days and destroy them afterwards with a shredder.

#### Seminars, banquets, groups:

The operator or organiser must inform the persons present about the following points:

- the probable shortfall of the required distance and the associated increased risk of infection;
- the possibility of contact by the competent cantonal authority and its competence to order a quarantine if there has been contact with persons suffering from Covid-19.

For events of all kinds, we do not have to record contact details if the organiser of the event assures that a guest list has been compiled. The organiser does not have to give the guest list to the operator. We only record the organiser's contact details.

If the organiser so wishes, we can provide him with a [template](#).

### CONCLUSION

This document and all memos, forms and operating procedures referred to in this document have been explained to the employee\*and he/she has understood the contents.

All employees have received the older and more stringent version of this concept and have confirmed the training by signing it. Therefore we do not require signatures for this version.

HOTEL AMBASSADOR, BERN\*\*\*\*|

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