

PROTECTION CONCEPT COVID-19

HOTEL AMBASSADOR, BERN – Hotel

Version 5.0 19.10.2020



INTRODUCTION

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 drawn up by the Directorate. It 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.

This concept, together with the protection concepts for the [hospitality industry / events](#) and [SPA](#), 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.

BASIC RULES

Our protection concept ensures that the following specifications are observed. Sufficient and appropriate measures are defined for each of these specifications. The management as employer is responsible for the implementation of the measures. It is supported by the relevant heads of department.

1. All persons in the company clean their hands regularly.
2. It is compulsory for guests and employees to wear a face mask in all public indoor areas. 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 metres 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 staff comply with the measures. We collect the contact details of people present when close contact is established.
4. Employees and other persons keep a distance of 1.5 metres between each other. For work at an unavoidable distance of less than 1.5 metres, employees should be exposed as little as possible by shortening the duration of contact and/or implementing appropriate protective measures.
5. Regular cleaning of surfaces and objects after use as required, especially if they are touched by several people.
6. Sick persons in the company are sent home and instructed to follow the isolation according to the BAG.
7. We take into account the specific aspects of the work and work situations in order to ensure the protection of employees and guests.
8. Informing employees and other persons concerned about the guidelines and measures and involving employees in the implementation of the measures.
9. Implementing the guidelines in management in order to efficiently implement and adapt the protective measures
10. Personal data is collected in accordance with [the hospitality industry](#) protection concept.

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PERSONAL AND HAND HYGIENE

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

Guidelines	Implementation standard
Setting up of hand hygiene stations:	Disinfectants are available at all entrances and at the reception desk. <u>The reception</u> is responsible for cleanliness and replenishment <u>on the lower ground floor</u> and <u>the service department on the upper ground floor</u> . Disinfectants are also available in each seminar room and at the buffet during breaks. Responsible is the banquet office.
All persons in the company wash their hands regularly with soap and water.	This is especially true after arrival and before and after breaks. Where this is not possible, hands must be disinfected. We always enter the guest's room, even during Départ cleanings, with mouth protection and with disinfected or washed hands.
Removal of unnecessary objects that can be touched by customers.	Newspapers, brochures and flyers are again allowed in the restaurant and lobby. In the hotel rooms only the guest folder is available as information material. This will be disinfected (inside and outside) during room cleaning, see room cleaning procedure . Items that the guests need (bathrobes, guest amenities, etc.) and which we hand over to them, we only hand out with freshly washed or disinfected hands. The guest will be informed upon arrival that some articles have to be picked up at the reception for security reasons. For this purpose, there is a welcome card for guest information upon arrival.

1. FACE MASKS

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 if they are sitting at a table. However, a face mask must be worn when people are on their way to the table or to the toilets.
According to the ordinance, the obligation to wear masks in indoor rooms open to the public also applies to personnel working there, unless effective protection against infection is ensured by special protective devices (plastic or glass panels). In our plants we extend this rule as follows to protect 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.
Breathing masks, hygiene masks as well as textile masks are considered to be face masks which provide sufficient protection.
Children before their 12 th birthday are exempt from the obligation to wear masks, as are persons who can prove that they cannot wear face masks for special reasons, in particular medical reasons.
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 too must wear a mask.

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2. KEEP DISTANCE

Employees and other persons keep 2m distance from each other.

Specifications	Implementation standards
Define movement and residence zones	
Distance of 1.5m between customers guaranteed	We install floor markings in front of the reception area to ensure that there is a minimum distance of 1.5m between people present on the premises and to respect the flow of people. Seats in recreation and seminar rooms are 2 meters apart. There is no need to maintain any distance within the guest groups. As far as possible, we ensure that the groups of guests do not mix. 1.5m distance in WC facilities is ensured. Individual urinals are closed until further notice. Housekeeping is responsible for disinfection, cleaning and compliance with the rules for toilets. Wherever possible, we define the walking directions in corridors and at break buffets in order to reduce the number of guests crossing each other.
Room division	
Ensure a distance of 1.5m between the participants	A distance of 1.5 meters must be maintained between the guest groups to the front and sides "shoulder-to-shoulder" and to the rear "back-to-back" a distance of 1.5 meters from table edge to table edge. If there is a partition wall between the groups of guests, the minimum distance is not applicable.
falling short of the distance	The distance may be reduced if appropriate protective measures are taken, such as the wearing of a face mask or the installation of appropriate barriers. This rule would make it possible, for example, to hold seminars with large numbers of participants if all participants wore a mask. We do not make use of this exception and strictly adhere to the distance rules. The only exception is that we allow rooms without spacing rules to be used for events if the seminar or banquet organiser explicitly so wishes.
Multi-bed room	Guests who arrive together and stay in a shared room (guest group / tour group) do <u>not have to keep a distance of 1.5m</u> . This also applies to families. A distance of 1.5m should be maintained between the guest groups.
Objects of the guests	We try to avoid touching the guests' objects. Facilities such as the cloakroom are regularly disinfected. In the hotel room it is essential to touch guests' objects. We make sure that the hands are clean at all times. Every member of the housekeeping staff has their own cleaning and disinfecting agent, which is provided by the company.
Staff room	The number of people in staff recreation and break rooms is limited to 1 person per 4 m ² . Work breaks are organised in stages as required. The distance of 1.5m must be maintained. A separate memo exists for this purpose.

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Limit number of people	
Regulating the number of users in premises	The maximum number of guests per area must be written at the entrances. This applies to the entrances to the restaurant, pavilion/Taishi, terrace, garage, lobby, SPA and all seminar rooms. The poster will be adapted according to new regulations. In principle, one guest is allowed per 4 m2 area.
Work with unavoidable distance under 1.5m	
distance of 1.5m cannot be maintained	We maintain a minimum distance of 1.5m from employees and guests whenever possible. If this is not possible even for a short time, we wear a protective mask during this time and wash or disinfect our hands immediately afterwards. In the banquet office/administration area, please make sure that only 2 of 3 workstations are used at the same time. At internal meetings the 1.5m rule must be observed.

3. CLEANING

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

Measures	
Ventilation	
Ventilation circulation is guaranteed.	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, before and after the event, as well as during the breaks, the rooms are ventilated for 10 minutes if possible. Every hotel room must be ventilated during the entire cleaning process.
Surfaces and objects	
Clean surfaces and objects regularly	Surfaces and objects (e.g. seating arrangements, floors, tables, chairs, reception, coffee machines in hotel rooms, hotel rooms in use) should be cleaned regularly with a professional cleaning agent or disinfectant, especially when used together. Door handles, lift buttons, stair rails, chair arms, coffee machines, used appliances and other working materials used by several people are regularly cleaned or disinfected professionally. There are separate procedures for cleaning and disinfecting hotel rooms and reception areas. Keys are disinfected on receipt.

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Hotel rooms	<p>Hotel rooms are <u>left empty for 24 hours after a guest's departure, if possible, and are only cleaned the following day.</u> As business grows, this will no longer always be possible, which is why even more attention must be paid to employee protection and disinfection.</p> <p><u>A sign</u> will be attached to the minibar to ask guests to wash their hands before use.</p> <p>Guest items such as shower caps, cotton swabs and cosmetics will be removed from the room (except for shower and hair washing products in the wet area). Guests will be informed on arrival that they can obtain these items at the reception desk.</p>
Cleanings	
Regular cleaning	<p>The responsibilities for cleaning work in the various areas are regulated in the document <u>Cleaning Responsibilities</u>.</p> <p>Disposable cloths are used for the cleaning work.</p> <p>Exceptions are hotel rooms. Here we use the usual cloths according to the <u>colour concept</u>. The cleaning cloth must be changed after each room.</p> <p>For <u>toilet</u> and <u>SPA cleaning</u>, we use the usual cleaning protocol, which is hung up in the room.</p>
Avoid contact with potentially infectious waste and handle waste safely	<p>There are enough waste bins available.</p> <p>The staff wear gloves when handling waste and dirty linen. The gloves are disposed of immediately after use and staff wash their hands thoroughly after handling waste and dirty laundry.</p> <p>Open waste bins are emptied several times a day by the respective departments.</p>
Work clothes and linen	
Keep work clothes clean	<ul style="list-style-type: none">• Use personal work clothes and wash regularly with commercially available detergent• Use customer laundry only for the same person• Separate dirty laundry from clean laundry. The governess's instructions regarding dirty laundry at the washing machine must be followed.• When dropping the laundry (-1) always fill the trolleys with gloves and face mask.

4. COVID-19-SICK AT WORK

Measures

When symptoms of illness occur, employees are sent home and instructed to follow the isolation rules laid down by the FOPH (see www.bag.admin.ch/isolation-und-quarantaene). Further measures follow on the instructions of the cantonal medical service.

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5. SPECIAL WORK SITUATIONS

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

Measures
Hygiene masks will be cleaned and/or disposed of 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.
As far as possible, we avoid items in the hotel room that are shared by several guests (e.g. magazines, journals, guest amenities) and keep them available at the reception desk.
If possible, we do without touch screens for guests. If, for example, a speaker needs an iPad from us, we will clean it before handing it over and also when taking it back. The guest PC is cleaned after each use (keyboard, work surface, mouse).
We do without self-service buffets. All meals, including breakfast, are served. The only exception are the seminar breaks. Here the buffets are set up according to the requirements of the BAG.
The protective measures (especially the minimum distance of 1.5m) also apply to the delivery and removal of goods and waste.

6. INFORMATION

Informing employees and other persons concerned about the guidelines and measures and involving employees in the implementation of the measures.

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 on how to deal with customers safely. All current safety concepts, forms, memos, posters and operating procedures are stored centrally and can be viewed by the employees (L:01 operational organisation).
Staff are trained by the department heads in the use of personal protective equipment (e.g. hygiene masks, face visors, gloves, aprons) so that the materials are properly dressed, used and disposed of. This is regulated in the protection concepts in which the employees have been trained.
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 safety data sheets are available and can be accessed in an emergency.
We provide employees with transparent information about the health situation in the company. It should be noted that health data is particularly sensitive data.
All protection concepts can be viewed by guests, are published on the homepage and are available for inspection in the restaurant and at reception on request.

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7. 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.
As far as possible, in accordance with Art. 10b of the Ordinance 2 on Measures to Combat Coronavirus, employees who are particularly at risk are only assigned tasks with a low risk of infection. The workplace is designed in such a way that all close contact with other persons is excluded, in particular by providing an individual room or a clearly delimited working area, taking into account the minimum distance of 2 metres.
In cases where close contact cannot be avoided at all times, appropriate protective measures are taken according to the STOP principle (substitution, technical measures, organisational measures, personal protective equipment).
The employee is obliged to report to his or her superior if he or she belongs to the risk group.
Clarification as to whether an employee is particularly at risk takes place through voluntary, confidential discussions.
This concept is integrated into the hygiene concept of the Hotel Ambassador. Responsible for the hygiene concept is the head chef, Rosmarie Straubhaar. All department heads are hereby instructed to ensure the implementation of the measures in the entire establishment and especially in their own department at all times. The management and KOPAS, Andreas Seifert, are mainly responsible for the implementation.
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. They may close individual facilities or establishments or ban or cancel individual events.
Whenever possible, employees (e.g. back office) should work in the home office. Employers are obliged to follow the home office recommendations of the Federal Office of Public Health. The decision as to who will have a home office and when will be taken by the management.

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8. OTHER PROTECTIVE MEASURES

Measures
For cross-sector services, the protection concepts of the respective sector apply.
We inform the guests about the hygiene and safety measures. In the event of non-compliance, we will make use of our house rules.

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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