

**COVID-19
HEALTH AND SAFETY
PROGRAMME**

13 JULY 2020

Manhattan
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Our Commitment to Care

Manhattan Suites & Conferencing Covid-19 Health and Safety Programme

The health and safety of guests and staff has always been a top priority for us, and we have always adhered to the highest standards in this vital area. However, in the light of the coronavirus pandemic, we have elevated our processes and protocols to fight this disease and enshrined them in our **Commitment to Care** programme.

This programme includes a comprehensive set of new cleaning and safety measures compiled in line with the recommendations of the South African Department of Health, the Tourism Business Council of South Africa (TBCSA) and the Federation of Hospitality Association of South Africa (FEDHASA). We will constantly stay abreast of new recommendations to ensure that our business operates at the highest safety levels.

Despite all of the changes that implementing these measures require, in terms of our motivation and attention to detail, for us it will be business as usual.

This is because at the core of our business, and as the foundation of everything we do, we have enshrined three simple but fundamental values: **Commitment**, **Consistency** and **Care**. These values are not simply abstract ideals but deeply ingrained attitudes shared by all our staff members. They are part of our corporate culture and our daily interactions.

Our **Commitment** is borne out of the sacrifice we all make on a daily basis. **Consistency** is what enables us to turn that sacrifice into service of unwavering standards, producing exceptional experiences time after time, day in and day out. And **Care** comes out of the passion we have for what we do

This is what gives us the confidence that we will indeed be equal to the task of minimising risk throughout the entire guest journey from arrival to departure. Because the knowledge of how to fight this virus will be applied by hands and minds motivated by what is already in our hearts.



Our Commitment to Care protocols are summarised in the five-step approach below:

1. Guest and Staff Arrival

To assist in the detection and prevention of the spread of the coronavirus infection, the arrival of our staff and guests include a screening and controlled arrival process as follows:

- Sanitizer stations are positioned at reception and security.
- Entry to the building is not permitted without a mask.
- Non-contact temperature checks are conducted at security and recorded at point of entry.
- Travel declaration and completion of a self-assessment form is required by guests on arrival.

Staff or guests who are displaying a temperature of 37.5 degrees or higher or do not pass the self-assessment, are discretely directed to appropriate medical facilities.

- Luggage is sprayed with disinfectant.
- A staff member will be available to assist guests with their luggage.

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2. Personal Protective Equipment (PPE)

- Staff are provided with and trained on the use of personal protective equipment (PPE). This includes masks, visors and gloves.
- Masks are available for guests particularly on arrival at the hotel.
- Biohazard boxes are available to dispose of used PPE.



3. Increased Frequency of Cleaning and Sanitising

We are maintaining an even higher standard of cleanliness through the increased frequency of cleaning and sanitising. Particular attention is paid to high-touch surfaces in all communal spaces as well as all kitchen areas.

- Sanitizer stations are positioned at reception and security.
- The sanitizer is hospital grade and above 70% alcohol content.

- Decontamination cleaning products which are EPA-registered are used.
- A cleaning team will conduct their usual deep cleaning process but will also sanitise and disinfect all communal spaces, kitchens and high-touch surfaces.

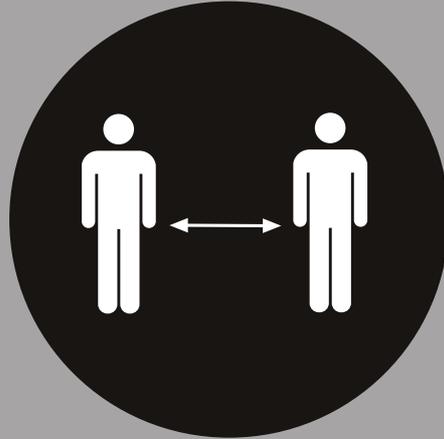
Check in

- Room key cards are disinfected before issuing to guests.
- Pens used are disinfected before issuing to guests.
- The front office reception desk is disinfected after each guest check-in.

Guest Rooms and Spaces

Guest Room cleaning standards have been adapted to reduce the spread of the Covid-19 virus. This includes the use of hospital-grade cleaning products for all surfaces and linens specifically targeted at the new coronavirus.

- Elevator buttons are disinfected throughout the day.
- Sanitiser is placed in each room for Guest use during stay.
- Guest Rooms will remain vacant for 2 days in between each guest.
- A room attendant may only enter a room wearing gloves and a mask.
- All linen is bagged in the room.
- All bagged linen will be transported to our Linen Room where our Linen Room Controllers wear appropriate PPE to take every precaution.
- Linen is deep cleaned under the correct temperatures to kill any bacteria or virus.
- Any refuse is also bagged in the room.
- Hospital grade cleaning products are used and attention is focused on high-touch items, ie, remote controls, light switches, telephones, handles, kettle, hairdryer, in-room safe and hangers, counter tops, cupboards etc.
- Once the entire room is disinfected, no entry will be allowed until the new guest checks in.
- During a guest's stay, no room attendant will be allowed in the room at the same time as the guest.
- A guest may request when they would like their room to be serviced. Guest may also request no entry of any person into the room during their stay.



4. Physical and Social Distancing

Staff and guests are encouraged to practice physical and social distancing in all spaces that they occupy. Staff work areas have been adapted to promote this.

Check in

- Contactless payment methods are available on check-in.
- Cash will not be accepted.
- Guests will have the option of emailing their ID to minimize contact upon check in.
- Perspex screens are in place at the reception desk between guests and staff.
- Floor decals at queuing points will be used to indicate the spacing of 1,5m between each person.

Guest Rooms and Spaces

To allow for adequate distancing, no more than 2 people will be allowed in an elevator at a time.



5. Guest and Staff Education and Training

The plan is supported by a dedicated onsite Covid-19 Health and Safety Officer who will assess risks and monitor the implementation and compliance of the recommendations by the Department of Health to give you confidence that all planned measures are scrupulously enforced.

Signage reminding guests and staff about health, hygiene and the correct wearing of PPE is positioned throughout the property including all back-of-house areas and bathrooms.

Staff training includes:

1. How to respond and report in the case of a suspected case
2. Supporting guests and colleagues in the case of a suspected case
3. Correct hand-washing protocols including:
 - Washing hands for 25 seconds every 60 minutes
 - The importance of use of soap, hot water and disposable paper towels
 - General hygiene practices
 - Hand washing after touching any items including mops and brooms
4. Use, maintenance and disposal of personal protective equipment (masks, gloves and visors)
5. How to reduce risk and the prevention of Covid-19 and the new coronavirus
 - All cases will be reported to the National Department of Health for tracing purposes
 - Staff are instructed to stay at home if they do not feel well
 - Daily team briefings are conducted reinforcing hygiene and the safety protocols and processes
 - Signage reminding staff and guests to maintain a distance of 1,5m from each other.

For any advice or information on the new coronavirus and Covid-19, please visit

www.sacoronavirus.co.za