



## **Prima Life Makadi**

# **Summary of Precautions Taken Regarding To COVID19**

# Arrival Guests

- Check guest's body temperature by trained employee before entering the hotel.
- All guest luggage must be disinfected before escorting to the rooms.
- Obtain the last 14 days record from each check-in guest. Manager-on-duty refer all sick guests or suspicious cases to proceed to the hospital for medical check following Prima Life guidelines of suspected cases.
- Main Entrance , the hotel's lobby and Desk are sprayed with qualified disinfectant every hour.
- Pens will be use for one time only and the guest will keep it.
- The sterilizer Tunnel to be installed at the Hotel Entrance

# Check-In Procedures

- Reception employees to use the PPE, & Alcohol spray sanitizer, avoid check hands with the guest.
- Disinfection all boxes available at the Front Office which include everything belongs to the guest, such as room's key.
- 2 Meter a minimum distance between the guests each other & the same for the staff.
- Reception Areas & Front Offices to be sanitized 3 times daily, using Chlorine (According to WHO instructions).
- Hand sanitizer is provided in the reception area at all times.
- Lobby setting areas will be arranged according to the minimum distances.
- No more than two adults may be accommodated in the room, and rooms must be taken into consideration the Family with a maximum of 2 infant / child

# Guest Rooms

- All guest rooms will be cleaned by detergent & sanitizer after the room's departure and before Check-In, including all details in the room such as remote control.
- Regular training for all HK employees to ensure employees' awareness of all precautions which must be followed when dealing with the guest.
- HK Trolleys rearranged & provided by a liquid Sanitizers & PPE.
- Chlorine at 1000ppm is used for disinfection procedure.
- We use specific clothes, scourers (sponges) and bags.
- We increase the frequency of cleaning and disinfecting.
- We supply housekeeping team by sufficient disinfectants; PPE and others supplies.

# Linen management

- Linens and clothes should be put in special, marked laundry bags and handled carefully.
- Clean and disinfect hampers or other carts for transporting of laundry.
- Dirty upholstery and swimming pool towels are cleaned at a high temperature and the laundry is disinfected after daily washing.
- Instructions is given for washing them in hot cycles (70°C or more) with the usual detergents.
- Cleaning dirty linen and pool towels at a high temperature, and disinfecting the laundry after completing the daily washing process.

# GYM

- The GYM area is completely cleaned & disinfected after the guest's use.
- High touch areas to be cleaned every one hour.

# Guest Facilities

- All Guest Facilities, Public Area and Toilets to be sanitized minimum of 3 times and regularly Cleaned & Sanitized during the day and after each guest use.
- All Swimming Pools to be more controlled by the maximum of CL 5% & PH and monitored 4 times daily.
- After using each guest as well as after the closing, the area around the beach and pools including tables, deck chairs, sunbeds, utensils, etc.; to be cleaned and sanitized.
- Personal hygiene & instruction signs to be available for guests advising necessary shower before using Swimming Pools.
- Enough showers to be available around each swimming pool in order to ensure a proper disinfection process before Swimming Pool use.
- Number of sunbeds to be minimized to keep the minimum safe distance.
- Guests' body temperature to be tested before using the Swimming Pool, at least twice per day.
- Super chlorination to be additional each 3 months.
- Sanitizer dispensers to be available in all Public Areas & Buildings' entrances.

# Food Safety, Kitchens & Restaurants

- Our employees perform personal hygiene focusing on frequent regular handwashing and cough hygiene; strictly.
- Service Employee are ensuring (and asking the guests) to use sanitizer gel at restaurant entrance.
- New setup for the restaurants' tables and chairs to order to keep safe distances between the tables. Table arrangement has been adjusted to 2m distance from each other.
- Maximum of four people are allowed per table.
- We maintain the highest levels of cleaning across our buffets.
- Dining tables and chairs are sanitized with designated disinfectant before serving new guests, so our guests can find a pleasant and safe dining experience at all restaurants.
- All tableware including salt and pepper shakers, menus are cleaned and sanitized on a daily basis.
- HACCP System to be updated accordingly to keep safe environment at all times.
- Minimizing number of employees exist in one place of kitchen to avoid overcrowded places and to keep work place always safe at all times.
- Monitoring all F&B employees & apply body temperature
- The Hotel Visitor Policy to be updated accordingly to guarantee the continuous process of body temperature tests, disinfection process for vehicles.
- Suppliers of goods and services Contractors follow safe systems of work to prevent the spread of COVID-19.
- Additional Cleaning times & continuous process of Kitchen Sanitizing using an alcohol-base for surfaces & Chlorine-base for floors & walls.

- Additional Cleaning times & continuous process of Restaurant Sanitizing using an alcohol-base for tables' surfaces & Chlorine-base for floors & walls.
- Regular training for all Kitchen & F&B employees to ensure employees' awareness of all precautions which must be followed when dealing with the guest and the precautions of Disinfection Tunnel & Personal Hygiene.
- More signs, flyers and posters to be added into the kitchen regarding to COVID-19.
- The coffee machines, soda machines and others (specially places more frequently touched by guests' hand) should be cleaned and disinfected at least after each service and more often.
- All chinaware, silverware and glassware should be washed and disinfected in a dishwashing machine (including items that have not been used) as they might have been in contact with the hands of guests or employees.
- To start using again plastic cups, forks, spoons and knives.

# Dealing and Monitoring of Sick Guests

- Housekeeping employees should inform management of any pertinent incidents, including possibly sick guests in their rooms.
- Housekeeping employees must be alerted and take maximum precautions.
- All employees dealing with possibly positive COVID-19 guests or employees must always use additional protective equipment (provided in the Universal Precaution Kit), including mask, eye protection, gloves and gown.



# Case of an Affected Employee

- If a member of the staff reports respiratory symptoms, the worker must immediately stop work and seek medical assistance.
- The employee must stay isolated in a suitable room or at the isolation building, while the medical services been introduced until the intervention of Local Health Authorities.
- The symptomatic employee must be provided with disposable tissues, gloves and mask which should be worn when dealing with other persons and/or any possible physical contact.
- Employees reported any respiratory symptoms from home should be advised to stay at home and seek medical attention.



# Case of an Affected Guest

- The person can be isolated in a separate room or at the isolation building temporary until the intervention of Local Health Authorities.
- The provided room for isolation must not be shared with other guests.
- No visitors are permitted to enter the room in order to minimize the risk of contamination to other guests or members of hotel employees.
- Symptomatic guests should leave the hotel according to instructions from the management of the establishment and local health authority.
- Symptomatic guess will be assessed for their condition and, if they fulfill the definition of a suspected case, they will be transferred to a designated health care facility.



# Additional Control Measurements:

- Increased cleaning of Public Areas and surfaces frequently been touched by guests and/or any of hotel's team members.
- All high touch points and areas should be cleaned and sterilized every hour in public places and public toilets, using the recommended disinfectants according to the Ministry of Health.
- Regular disinfection of door handles, ATM, Computer's key boards and any other possibly touched surface or machine.
- Provide a steam machine to disinfect furniture and fabrics.
- Additional stations of hand disinfection and update instructions and procedures to increased focus on the importance of good general hygiene standards and procedures for hotel's employees.
- Apply necessary changes to all departments and services as efforts to reduce the risk of contamination for any guests and/or team members.
- Facilitate new standard and services for guests who want to enjoy their breakfast in their rooms.
- Reduce number of employees to the minimum according to the hotel occupancy.
- To avoid big number of employees' gathering.
- To avoid the full capacity in employees and/or guests' transportation from a place to another.
- Not to hold any parties or weddings inside the hotel.

# Preventive Measurements for hotel Employees

We adhere to the following: -

- Rapid Test for employee once back from vacation.
  - Install a sterilizer Machine for hotel employees.
  - Check the employees' body temperature daily.
  - Daily follow up to check every employee to make sure that everyone has no respiratory symptoms.
  - Provide all protective clothing for all employees.
  - The residing employees in Staff Housing not to exceed 50% of the total housing capacity.
  - Providing handwashing basins and antiseptics in multiple workplaces.
  - All personal protective equipment must be provided.
  - Provide appropriate training for all employees on the measures mentioned above, which can protect their health and the health of others: -
1. **Social Divergence:** avoiding handshaking between employees, the need to keep a distance of not less than one meter.
  2. **Hand Hygiene:** regularly using alcohol or washing it with soap and water.
  3. **The Ethics of the Respiratory System:** which means covering the mouth and nose with elbow or handkerchief when coughing or sneezing.

# Instructions and Signs to be Announced & Reminded to all hotel Guests and Employees

- Wash your hands frequently or use our dispensers with hand sanitizer.
- Maintain social distance between you and other.
- Avoid handshaking and hugs.
- Cough into a paper towel that you throw away; then wash your hands.
- If you do not have a paper towel, cough in your elbow to prevent air droplets from spreading.
- Avoid touching your face, eyes, nose and mouth.

