



## Signature Lux Hotel, Waterfront

### Covid19 Period - Standard Operating Procedures

*As the COVID-19 viral pandemic continues to evolve, we remain fully dedicated to the safety, health and well-being of each of our Guests and Staff.*

*ONOMO is also constantly adapting and changing our necessary processes and protocols to ensure we continue to carry out our mission of serving our guest safely and professionally, at all our Hotels across Africa.*

*To ensure your peace of mind, the following procedures and protocols have been set in place at all ONOMO and Signature Lux Hotels, in accordance with best practices as advised by the WHO, and local Government Covid19 guidelines.*

### Access Control & Risk Assessment:

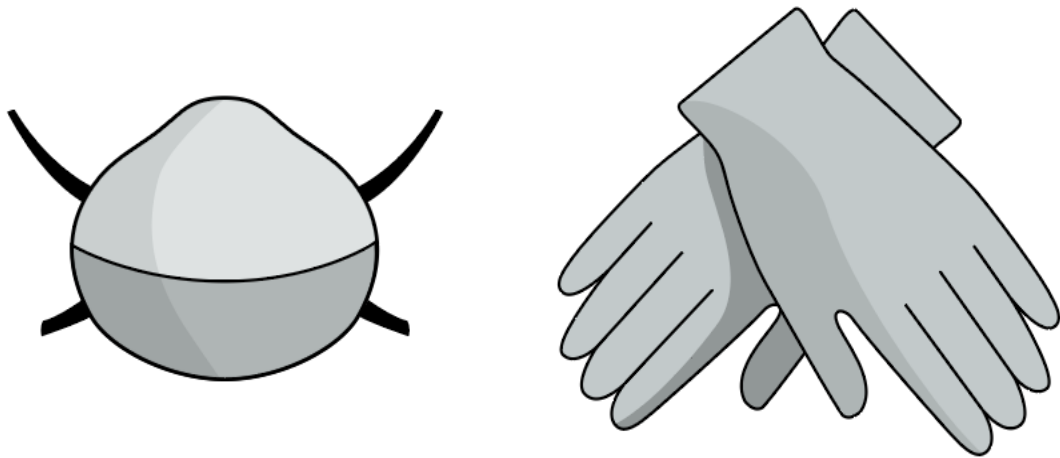
#### Hotel Access Datasheet

- Compulsory pre-entry screening and data recording process for all entry points of the hotel, these controls will apply to all guests or clients, visitors, suppliers and all ONOMO staff members.
- Hand sanitizer will be provided to all guests prior to entering the hotel.
- For those who wish to access the hotel, it is mandatory to take temperatures of all persons entering the hotel with a non-contact thermometer.
- All ONOMO Hotel employees will be screened, and temperature readings recorded daily - on arrival and departure at the hotel.
- Guests screening will be done on arrival at the hotel at check-in, and when making use of transportation to and from the Hotel.
- Any person with a temperature higher than the normal range (**above 37. 5°C**) will be informed, and advised to seek medical advice, prior to being granted access to the hotel.



### Personal Protective Plan:

- All ONOMO Hotel employees are provided with Personal Protective Equipment (PPE) in order to execute their duties. This includes gloves, masks and sanitizing equipment as necessary to ensure a hygienic environment for both guests and staff.



### Gym & Pool Best Practices:

- Hotel leisure (**especially swimming pool**) facilities to remain closed for as long as required by the local authorities until further notice and will only operate on advice of local regulations.
- Gym will be deep-cleaned at least three times a day- and more regularly as required during very busy hours. The number of guests using the gym should be reduced to minimum numbers depending on the size of the gym, to ensure adherence to the correct social distancing regulations.
- Guests will be required to clean any and all equipment used.

### Use of Elevators:

- ONOMO Hotels will place highly visible stickers and/or visual information posters in the elevator or at elevator access points to reduce the number of guests using the elevators at the same time to maintain social distancing.
- Capacities of service and public lifts will be controlled at 30% of loading capacity - or to provide at least a 1.5 meter spacing between persons.



- During high traffic periods, team members will assist you at the main elevator entrances and assist with queues, ensuring that the correct number of people enter the lifts. Discretion can be applied with one or two same small family/friend groups who are sharing rooms/cars/elevators.
- It is recommended that guests use staircases for 2 floors up 3 floors down.
- Employees not carrying heavy goods or equipment will always use stairs for 2 floors up and 3 floors down.

### **Social Distancing Demarcation :**

- The space between all persons should be a minimum of 1.5m to 2m at all times with the exception of persons from the same household (families) and when one person, i.e. a receptionist or cashier, is wearing a visor and PPE.
- ONOMO signature demarcation will be installed at all ONOMO hotels to assist guests with maintaining correct physical distancing.
- Seating areas and conference rooms will also be adjusted to support physical distancing requirements.
- In the absence of instruction by the local government, the arrangements will be made to host maximum 4 people per 10m<sup>2</sup>.

### **Public Areas - Surveillance by CCTV :**

- The CCTV operator will support the hotel operations by monitoring the hotel for overcrowding of areas and to alert our operational teams as soon as this occurs in order to provide aid to the area and help alleviate the bottleneck.



## Front Office and Reception :

### Baggage Handling

- Guests to manage their own luggage and parcels – With exception of elderly and special needs guests.
- All luggage will either be sprayed with a disinfection spray after off-loading, and all handles and corners carefully wiped with surface sanitiser. ONOMO Hotel staff members handling luggage must sanitize or wash hands immediately after.
- Employees handling luggage or parcels for the elderly or those in need, will sanitize their hands after handling luggage utilising one of the available wall mounted units in the reception.

## Check-in :

- The check-in process will remain on average below 5 minutes to reduce bottlenecks in the reception area. Waiting guests will be advised to look at the information signage for vital information.
- Cash will not be accepted as a method of payment and instead we will accept Credit and Debit Cards, or Online payment platforms such as PayPal and Pay Gate. (SNAP SCAN?)
- Guests documents such as Passports will be copied and scanned under a anti-bacterial UV light, or sanitized using the appropriate cleaning agents.
- Guests temperatures will be taken on check in with a hands-free thermometer and information logged as required by local government stipulations.
- Guests will be requested to finalize billing prior to checkout, to reduce any delays during checkout.

## Food & Beverages – Meals and preparation :

- To avoid interaction with food utensils serving equipment as much as possible, A 'la Carte menus and table service will be offered to guests, for breakfast and all-day dining.
- Buffet is only to be offered when volumes requires - a la carte or set menu to be preferred method of service. Where Buffets are offered ONOMO Staff in PPE will assist guests by dishing up as requested.



- Menus will be provided via QR code. If required, printed laminated menu will be made available and will be sanitized after each interaction. Alternatively use of mobile menu boards in different areas of the restaurant, as to reduce menu touching and interaction between guests.
- A restaurant reservation system is implemented to manage demand and help ensure capacity limits are adhered to.

### **Kitchen HACCP Standards :**

- ONOMO kitchen staff members will wear PPE, and wash their outfits daily at minimum 60 °C.
- All kitchen team members to keep a safe distance, at 1,5m between each person during all stages of production.
- All packaged products will be disinfected before entering the production area.
- Door handles, hinged doors, drawers, stamps, cart handles will be cleaned every hour with disinfectant wipes.
- Deep cleaning of Kitchen work surfaces and storage spaces will be done frequently.
- Kitchen equipment and guest crockery and cutlery is washed separately; both on deep, high temperature wash cycles.

### **Housekeeping :**

- Rooms will be cleaned and linen to be changed once every 3 days to lower contamination risks.
- Minibars (where available) should be stocked with a limited selection of items on request.
- Hand sanitizer will be provided in-rooms for guest use.
- Staff will make use of disposable gloves when cleaning bathrooms as well as disposable aprons.
- On check-out all furniture, all surfaces and all movable items close to walking /seating/ lying areas, and all floors will be thoroughly cleaned with an effective and approved disinfectant and bathrooms thoroughly cleaned, including all wall surfaces
- Cleaning staff will ensure efficient bedroom ventilation, including effective air conditioning and /or opening windows. Windows that can be opened will be opened to allow for fresh air to circulate through the rooms.



### **Laundry Service Safety Protocols :**

- Before entering the laundry, any laundry attendant will need to ensure that their hands are washed properly and then sanitized.
- Laundry attendants will dress in the PPE provided, including gloves, mask, boiler suit and appropriate shoes, long sleeved tops.
- When opening the laundry in the morning-, before any equipment is used, laundry attendees will sanitize and wipe down all surfaces. It is important that the washing machine door interiors, and exteriors, as well as door handles are sanitized.
- The ironing presses and tumble dryer machines and equipment are sanitized.
- The soiled linen trolley will be washed with appropriate chemical soap and water and then sanitized.
- Soiled linen bags retrieved from rooms are managed one bag at a time; Bags are opened, and items separated to be efficiently cleaned and sanitized before further use.

### **Public toilets, Locker rooms and Communal showers :**

- Sanitization stations are installed at the entrance of these facilities. If possible, main entrance doors will be wedged open in line with reduced service practices.
- All public and back of house toilet facilities will be sanitized on regular intervals especially during high traffic periods.
- Air extraction ducts will be kept clean and any dust accumulation will be removed.
- A sanitizer station will be available outside the toilet cubicles for guests wishing to sanitize the facilities and surfaces prior to use.

### **Conference and Events venues :**

- Hosting of meetings and events is managed in accordance to W.H.O, Ministry of Health M.O.H and local government COVID-19 guidelines. Maximum capacity of groups will be aligned with local legislation
- Events, conferences and meetings will be operated on a similar basis to other public areas and restaurants, with revised floor plans and reduced seating capacities at 50%



of the standard maximum capacities, or ensuring 1.5-metre distance between delegates or patrons

- Arrival areas, tea & coffee break spaces and foyers will be demarcated with floor markings, tape, bollards, etc., for spacing and queue management.
- Food service will follow the appropriate protocols (as outlined in the F&B Section)
- Only individual water and individual mints etc., will be provided, i.e., not in containers or bowls.
- Any pens and papers provided will be on request, and delegates will be told to keep any such pens and papers in their possession. Any pens left will be wiped or disposed of, and paper left will be disposed of as well.
- Frictionless Hand sanitizer gel dispensers will be placed in the conference room
- Guests are required to bring their own masks and wear these at all times, which needs to be enforced by Conference or Event organizers and communicated to attendees prior to the start of the function or event.
- Hotel Protocol sheet will be provided to the organizers along with conference contracts.
- Masks to always be worn– it is recommended that presenters and facilitators wear masks designed to aid in lip reading.

### **ONOMO Hotels – Employee Testing :**

- All staff members' temperatures will be taken daily on arrival and checked for any COVID19 symptoms. Should any staff members have a fever and/or show COVID19 symptoms, that staff member will be tested for COVID-19 and for COVID-19 antibodies before returning to work.
- Any team member/s who test positive cannot return to work until they have isolated (in line with local government guidelines) and have tested negative for Covid19.
- As a best practice to reduce the impact of seasonal flu to employees, hotels will offer voluntary flu injections free of charge to all hotel employees.
- When necessary, employees will wear gloves after washing hands.
- Hotel staff have been advised to wash hands several times a day and whenever possible.



## Health and Safety :

- To ensure overall compliance to company Health & Safety procedures and practices  
The Health & Safety Committee size is dependent on the hotel.
  - Each Committee will have one person overseeing the process (preferable supervisory / managerial level)
  - The committee will conduct a monthly Health & Safety Audit and present the report to the GM and Regional Teams.
  - Each HOD is responsible to ensure full compliance to all SOP's. The Committee can guide and assist HOD's to ensure compliance.
  - Health & Safety Committee will conduct regular training and refresher sessions with hotel team members enabling them to respond to guests FAQ
  - Development of check lists which is reported to HQ.
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Should you have any further enquires regarding our Covid-19 preparedness at Signature Lux Hotel, Waterfront, you can contact us as follows:

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