



## HYGIENE & SAFETY PROTOCOL

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### GUESTS & HEALTH PROTECTION TEAM (HPT)

The Health and Safety of our guests and team members remains our highest priority, so during the COVID-19 (coronavirus) outbreak, we all need to do our part to keep guests & team members healthy and safe, so we can stop the spread

Below is a set of resources, tips and best practices to help guests and team members prevent the spread of COVID-19.

#### Surface Areas

Titanic Royal Hotel has its already-rigorous cleaning protocols by increased the frequency of cleaning our public areas (including lobbies, elevators, door handles, public bathrooms, etc.) and have continued the use of hospital-grade disinfectant and increased the deployment of hand sanitizers.

#### Guest Arrival

All medical & information's advice, including that from the World health organization (WHO), to help prevent risk of transmission, our Hotel implemented the following protocols:

- ✓ We are carrying out temperature checks for all incoming guests.
- ✓ Luggage will be sterilized upon check-in .
- ✓ Placed signage in its lobbies reminding guests to maintain physical distancing protocols
- ✓ Adjusted furniture in restaurants and lobbies to allow for appropriate physical distancing
- ✓ Sanitizers & Masks and gloves are readily available for hotel guests
- ✓ Accommodate the standard room by maximum 2 adult + 2 children.
- ✓ Accommodate the family room maximum 2 adult + 2 children.

### **Arrival**

At Hotel entrance, the security team administers non-invasive digital temperature readings. Guests displaying a temperature over 38 Celsius will be taken to a private area for a secondary temporal temperature screening. Health Protection Team (HPT) confirmed to have a temperature over 38 Celsius will not be allowed to enter the hotel and will be directed toward appropriate medical care.

### **Physical Distancing**

Guests are advised to practice physical distancing by standing at least 2 meter away from other groups in the property. Restaurant tables, and other physical layouts, are arranged to ensure appropriate distancing. Health Protection Team (HPT) reminded to practice physical distancing by standing at least 2 meter away from guests and other health protection team whenever possible.

### **Hand Sanitizer**

Hand sanitizer dispensers whenever possible, contact areas such as driveways, reception areas, hotel lobbies, restaurant entrances, meeting and event spaces, elevator landings, pools and exercise areas. Hand sanitizer is provided in public areas.

### **Public Area Signage**

Health Protection Team (HPT) reminders are posted throughout the property, including physical distancing and the proper way to wear, handle and dispose of masks

### **Health Protection Team (HPT) & Guest Health Concerns**

Our Health Protection Team are given clear instructions on how to respond swiftly and report all presumed cases of COVID-19, and they will be ready to provide support to our guests. HPT Service are instructed to contact a manager if they notice a coworker or guest with a cough, shortness of breath, or other known symptoms of COVID-19.

## **THE GUEST EXPERIENCE**

### **Guest Arrival**

All guests entering our hotel will be request to use hand sanitizer and current physical distancing practices in use throughout the hotel .

### **Guest Arrival via Valet, Taxi or BUS**

- ✓ Guests will enter the hotel/resort through doors that are either propped open, are automated or manually operated by a service professional.
- ✓ Service professionals will not open the doors of cars or taxis.
- ✓ Guest luggage will be handled with (BLUE) glove service.

### **Hotel Guest Elevators**

- ✓ Button panels will be sanitized at regular intervals, at least once per hour.
- ✓ Signage will be posted to explain the current hygiene and sanitation procedures.
- ✓ No more than two guests will be permitted per elevator.

## **HEALTH PROTECTION TEAM RESPONSIBILITIES**

The role of Titanic Royal Health Protection Team (HPT) play is vital for an effective health and hygiene program.

### **Hand Washing**

Proper hygiene and frequent hand washing with soap is vital in helping to combat the spread of virus. All Health Protection Team (HPT) are instructed to wash their hands for 20 seconds, or use sanitizer when a sink is not available, every 60 minutes and after any of the following activities: using the restroom, sneezing, touching the face, blowing the nose, cleaning, sweeping, mopping, smoking, eating, drinking, entering, going on and returning from break, and before or after starting a shift.

### **COVID-19 Training**

All Health Protection Team (HPT) have received training on COVID-19 safety and sanitation protocols with more comprehensive training for our teams with frequent guest contact, including housekeeping, food and beverage, public area departments, hotel operations and security.

### **Personal Protective Equipment (PPE)**

Appropriate PPE is worn by all Health Protection Team (HPT) based on their roles and responsibilities, and in adherence to local regulations and guidance. Training on how to properly use and dispose of all PPE is mandatory. All our team members entering the hotel is provided a mask and required to wear that mask while be in the hotel.

## **CLEANING PRODUCTS AND PROTOCOLS**

Titanic Royal Hotel will use cleaning products and protocols which meet WHO guidelines, and are approved for use and effective against viruses, bacteria and other airborne and blood borne pathogens. We have worked closely with our vendors, distribution partners and suppliers to ensure an uninterrupted supply of these cleaning supplies and necessary PPE.

### **Public Spaces and Communal Areas**

The frequency of cleaning and sanitizing is increased in all public spaces with an emphasis on frequent-contact surfaces including, but not limited to, front desk check-in counters, bell desks, elevators and elevator buttons, door handles, public bathrooms, room keys and locks, ATMs, and stair handrails, gym equipment, dining surfaces and seating areas.

## **Guest Rooms**

Industry-leading cleaning and sanitizing protocols are used to clean guest rooms, with particular attention paid to high-touch items including television remote controls, toilet seats and handles, door and furniture handles, water faucet handles, nightstands, telephones, in-room control panels, light switches, temperature control panels, luggage racks and flooring.

## **Laundry**

All bed linen and laundry are washed at a high temperature and in accordance with CDC guidelines. Dirty linen is bagged in the guest room to eliminate excess contact while being transported to the laundry facility.

All room Towels will be disinfected and packed in sterile bags to guaranteed a high level of safety Beach towels will be delivered to the room in disinfected sterile bags to avoid any gathering and it will be change upon guest request

## **Shared Equipment**

Shared tools and equipment is sanitized before, during and after each shift or anytime the equipment is transferred to a new service professional. This includes phones, computers and other communication devices, kitchen implements, engineering tools, safety buttons, folios, cleaning equipment, keys, and all other direct contact items used throughout the resort.

## **Room Recovery Protocol**

In the event of presumptive case of COVID-19, the guest's room will be removed from service and quarantined. The guest room will not be returned to service until the case has been confirmed or cleared. In the event of a positive case, the room will only be returned to service after undergoing an enhanced sanitization protocol

Air Filter Cleaning: Air filter replacement system cleaning will be increased, and fresh air exchange maximized.

## **Restaurants & Bars**

- ✓ At Restaurant entrance, the (HPT) team administers non-invasive digital temperature readings. Guests displaying a temperature over 38 Celsius will be taken to the hotel clinic Directly
- ✓ Service staff perform personal hygiene (frequent regular hand washing, cough hygiene, face mask and gloves ) chefs are wearing an extra Face Shield
- ✓ Table setting maximum of 4 persons for 10 square meters one-way used plus mate, Disinfected packed cutlery , one way used salt pepper, hand sanitizer are offering
- ✓ buffet Service is isolated with transparent screen, chef to prepare the dish for the guest upon his request with considering the social distance procedure
- ✓ All food dishes are served in separate containers clean and disinfected in advance .
- ✓ All dishes, silverware, and glassware is washed and disinfected in a dishwashing machine in 3 stage washing Process (wash, disinfect, rinse) with maximum level of precautions.
- ✓ Food preparation area ( floors, walls, surfaces ) are always disinfected every one hours by the stewarding dept
- ✓ Drinks are served in disinfected glassware with table service to avoid any gathering
- ✓ Titanic royal is offering in room dining Service to our guests who prefers to have their meals in the room

## **Entertainment and day activates**

- ✓ A social distance activates such ( yoga lessons , stretching, water gymnastic ) are implemented during the day
- ✓ Night shows on stage with large seating area with keeping social distance, tables arranged 1.5 meters from other

## **PHYSICAL DISTANCING**

Throughout Titanic Royal Hotel, we meet or exceed international health authority guidelines on proper physical distancing.

### **Queuing**

Any area where guests or Health Protection Team need to queue is clearly marked for appropriate physical distancing. This includes check-in, check-out, elevator lobbies.

### **Hotel Front Desk**

Agents utilize every other workstation to ensure separation between service professionals, whenever possible.

### **Restaurants and Bars**

Restaurants and bars feature reduced seating capacities to allow for a minimum 2 meter between each table, Maximum of 6 people per table.

### **Pools**

we believe swimming, like walking, hiking, running, and cycling, is a critical healthy activity within our communities. Swimming does not require direct contact between teammates or coaches and social distancing can be maintained throughout practice.

Pool seating is configured to allow for at least 1.5 meter of separation between groups of guests & Increase water sanitation level - As example keep chlorine closer to 3.0 PPM and Eliminate use of low ventilated spaces and rooms that prevent social distancing, such as locker rooms and small dryland rooms.

Stay Safe

[www.titanic-royal.com](http://www.titanic-royal.com)