

# YOUR SAFETY IS OUR PRIORITY



**OPERATIONAL PLAN** – A COMPREHENSIVE PLAN, UNDERPINNED  
BY OUR BRAND PARTNER STANDARDS.

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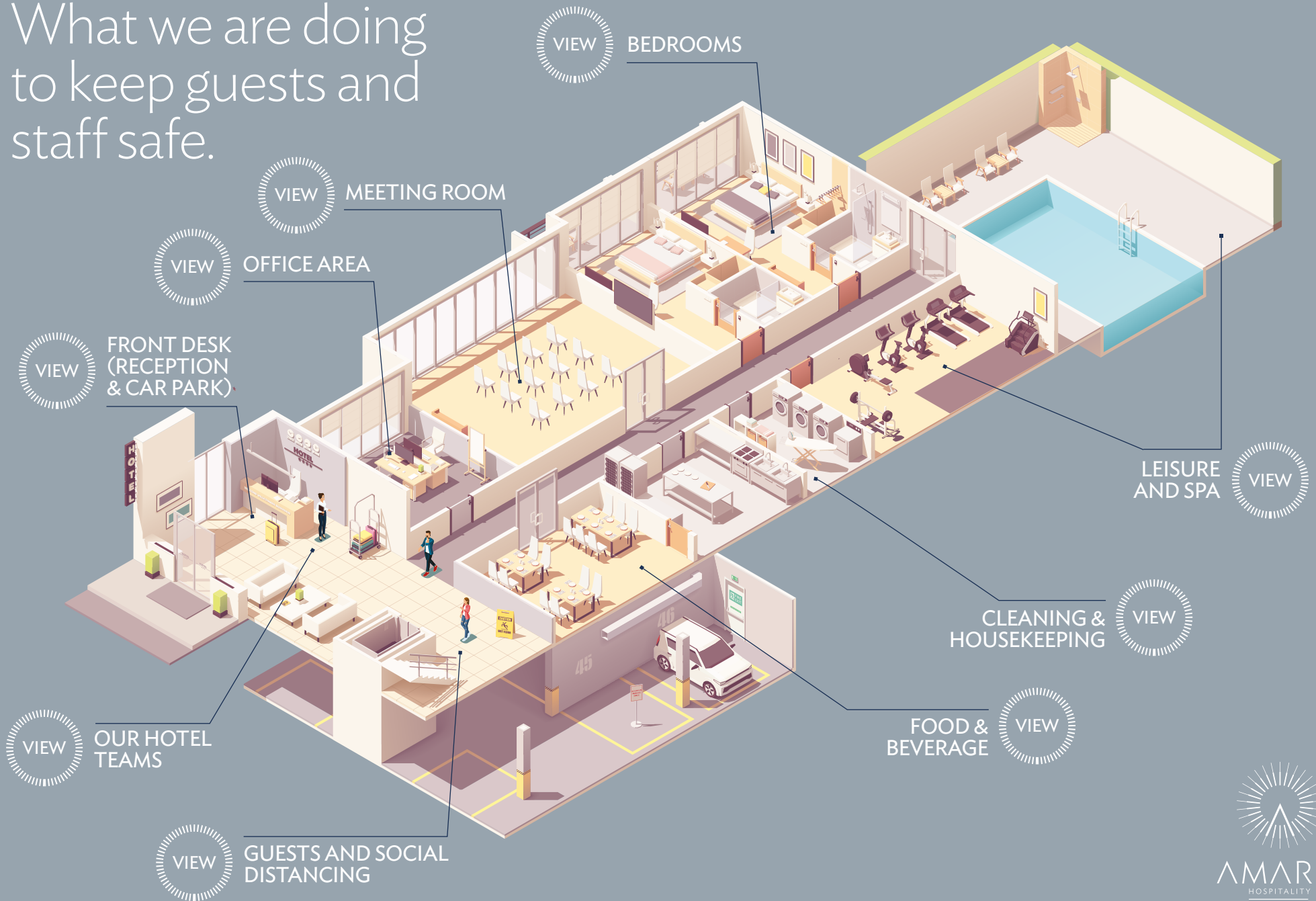
For our Hilton Hotels we  
have fully implemented  
**HILTON® CleanStay™**



For our Accor Hotels we  
achieved the **ACCOR®**  
**ALLSAFE™ AWARD**



What we are doing  
to keep guests and  
staff safe.



# Our hotel teams

## ACTIONS



**Risk Assessments** - all operating practices have been reviewed by our independent Health and Safety advisors and detailed risk assessments are available for both the plan and sections of the plan.



**Training**- all team members have been retrained with a focus on their safety, the safety of our guests and managing potential issues.



**Health Checks** - back to work health checks are in place including on shift temperature checks.



**Personal Protective Equipment** - is available throughout for our team and where appropriate for our guests.



**Hand Sanitisation Stations** - are available for both our team and guests. These are positioned in key locations such as hotel entrances, reception stations and lift lobbies.



**Protective screens** - have been installed at reception and food collection points.



**Social distancing** - including staggered start times, breaks and zoning between back and front of house.



BACK TO  
MAIN PLAN

# Guests and social distancing

## ACTIONS



**Signage** – social distancing signage is displayed throughout the hotels, with clear instructions for both our team and guests to follow.

- Throughout the hotel, guests follow **directional** signage which is clear and concise.
- Lifts and public areas have clear **capacities** and alternative routes, such as stairs will be signposted.



**Hygiene** – Hand Sanitisation stations are available for both team and guests, in key locations such as hotel entrances, reception stations and lift lobbies



**Contactless Payments** – are in operation throughout our hotels



**Communication** – QR codes are used throughout to enhance communications, which has removed the need for many printed items.



BACK TO  
MAIN PLAN

# Front desk (reception & car park)

BACK TO  
MAIN PLAN

## ACTIONS



### Contactless check-in

- Keys sanitised and requiring no hand to hand contact.
- Encouraged use of Hilton digital key.
- QR codes used to inform guests, available at reception and in-room.
- Guest controlled payment terminals.



**Protective screens** between employees and guests



**Reduced number of front desk terminals** to ensure lateral social distancing

- New 'remote' check-in stations maintain a swift arrival process



**Contactless payments** in all areas of the hotel



**Car Parking** available with social distancing measures



**Pay by phone** made available across all chargeable car parks



# Cleaning & housekeeping

## ACTIONS



**Increased** disinfection regime in all public areas – dedicated employee cleaning touch points at all times



**Increased touch point cleaning** /both in public areas and bedrooms. Focused on 10 high touch point areas



**Hand Sanitisation Stations** throughout



**Strict containment** and decontamination procedures in place in the event of an incident



**Additional team** breaks to allow for increased hand washing



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# Bedrooms

## ACTIONS



**10 high touch** – deep clean areas- extra focus and disinfectant



**Clean Room seals** (Cleanstay™ Hilton) – provides comfort that room has not been entered since cleaning



### De-clutter Amenities

- All promotional material collateral has been removed
- Digital guest directories
- Increased use of Technology – digital menus



**Housekeeping frequency** reduced to provide piece of mind room has not been entered during multiple night stays – additional services available on request



**Full deep clean** on departure – additional focus on touch points



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# Food & beverage

## ACTIONS



**Breakfast to Go** – a choice of breakfast in a bag options, replacing traditional hotel breakfasts.



**Room Service & Collection** – while our restaurant and bars remain closed, we offer contactless room service and food collection points.



**Table Service only** – when our restaurant and bars reopen, at table service will be the standard. No buffets or queuing at the bar.



**Reduced capacities and zones** – restaurant and bars will reopen with reduced capacities to aid social distancing



**Beverages** – our offers are being reviewed to limit items to closed caps, e.g. bottles and cans.



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# Meeting rooms

## ACTIONS

10

**Reduced room capacities** to allow social distancing to be observed



**Clear communication** with bookers and delegates on social distancing measures



**De-clutter** of meeting rooms – additional items by request only



**Changes to break out areas** – deep cleaned in between conference break times/dedicated areas for breaks



**Removal of buffet food options** – increase in packaged options



**Well trained and dedicated team** on hand to advise meeting organisers on hygiene and social distancing actions they can promote within their meetings



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# Leisure and spa

## ACTIONS



**Reduced capacity** including a booking system



**Contactless** arrival/ registration



**Periodic closures** throughout the day to allow for deep cleaning



**Increase in hand wash stations/** disinfectant wipes



**Well trained and dedicated team** on hand to advise and ensure measures are maintained



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# Office area

## ACTIONS



**Reconfigured offices** with increased desk spacing



**Dedicated workstation** – removal of hot-desks



**Floor markings** to promote social distancing



**Frequent** touch point cleaning



**Disinfectant wipes** available for all touch points  
– used before and after – photocopies, lights,  
AC control



**Segregation of teams** – dedicated work areas  
by function / department



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