

# Coronavirus (COVID-19)

## Health and Safety Measures

Effective June 2020



### POLICY STATEMENT

Crimson Hotels is committed to actively reducing the spread of COVID-19 within its portfolio of hotels and in providing heightened health and safety measures to provide assurances for all colleagues and guests.

Expanding on the Brand enhancements already in place within Hilton Worldwide, Crimson Hotels will continue to act upon government and Brand guidance and work diligently to sustain a healthy and safe environment for all.

We actively train and observe our staff on the measures that we have put in place to protect against Coronavirus so that we can continue to offer a friendly and efficient service.

We are mindful that we cannot control our external environment, nor ensure that measures are being adhered to outside of our hotels. So, we politely ask our guests to familiarise themselves with and follow our COVID-19 health and safety measures so that, together, we can continue to offer a healthy and safe home from home experience whilst staying with us.

### FRONT OF HOUSE - HILTON BRAND STANDARDS

Social distancing floor signage is in place.

Information and guidance in digital and/or paper form, where necessary, are in place to increase staff and colleague awareness of the measures in place to support the hotel's response to COVID-19.

Sneeze screens are erected at Reception desks and updated check in procedures will help to mitigate contact.

Where Digital Key is provided, we will continue to actively promote this option to Check-In and where it is possible, but not being used, our colleagues are encouraging our guests to become more diligent with its use.

Increased sanitising of all public areas is taking place with attention to hard surfaces, push plates, door handles/knobs and staircase balustrades.

To maintain social distancing and unless guests are travelling with each other, the capacity of the hotel's lifts is one person, per lift, at any one time.

### FRONT OF HOUSE - CRIMSON HOTELS HEIGHTENED MEASURES

Temperature Measurement – Infrared temperature check will be in place for guests, which will detect elevated body temperature.

Cashless, contactless payment where possible is our preferred payment method to reduce contact. PDQs will be sanitised between guest use.

Created May 2020 Reviewed July 2021

A Porterage service remains available. However, porters will now leave luggage at guest room doors rather than placing in guest rooms. In limited cases where guests are not able to manage their luggage themselves, Porters will make provision to leave luggage within the room itself.

Floor standing or wall mounted motion sensor sanitising stations are situated throughout Public Areas, lift lobbies and Meeting and Events areas, where applicable. We recommend that before entering and/or leaving the elevators, you sanitise your hands before pressing buttons within the lifts and to maintain this practice regularly.

The hotel's main entrance will be designated as either entrance or exit, where possible.

All magazines and newspapers will be removed in public areas. A digital media platform containing over 120 newspapers and magazines is available.

Pens will not be shared. A holder for sanitised and non-sanitised pens are in use.

All our colleagues have been provided with masks and other PE where necessary for their added protection.

## **HOUSEKEEPING - HILTON BRAND STANDARDS**

Particular attention has been taken to clean rooms between guest stays including "high touch areas" such as hard surfaces, TV remote controls, light switches and AC controls, telephones, wardrobe goods, door handles and knobs and in-room food and beverage items. This is Hilton's "CleanStay" program.

On arrival to bedrooms, guests will need to break a seal to gain access to their room. The seal is intended to act as a visible indicator that the room has not been accessed since being thoroughly cleaned.

A daily Housekeeping Service will be on a request basis **only** to minimise contact.

Any extra bedding and linen including pillows, blankets and bathrobes will be removed to support improved cleaning of guest rooms. These items are available on request.

Turndown service, where applicable, will be suspended. Guests should make requests through the main hotel switchboard by dialling "0".

In-room pens, pads and marketing material/directory will be limited with only essential information being maintained.

## **HOUSEKEEPING - CRIMSON HOTELS HEIGHTENED MEASURES**

Sanitising electric disinfectant sprayers capable of killing bacteria will be used to boost the regular and more thorough cleaning regime in place.

Disposable bags for soiled towelling and refuse will be available in guest rooms. When requiring replacement items, these bags should be placed outside the guest room door during the hours of 10am to 5pm. Should you require a change of bedding during your stay, please contact the hotel's switchboard.

A "Crimson Hotels Protection Kit" containing a mask, gloves and either hand wipes or hand sanitiser will be provided for use and are available from Reception. Masks are recommended in public areas and particularly when near other guests or team members.

All books and/or magazines will be removed from guest bedrooms. A digital media platform containing over 120 newspapers and magazines is available. Guests will need to use the hotel's Wi-Fi to access this platform.

The contents of the wardrobe including iron and board, hangers, laptop safe have all been individually sanitised and a protective seal placed on the doors. The seal is intended to act as a visible indicator that the wardrobe has not been accessed since being thoroughly cleaned. We kindly ask that guests only break the seal if requiring items from this area.

### **FOOD AND BEVERAGE - HILTON BRAND STANDARDS**

Single use or disposable menus will be provided in the hotel's food and beverage areas. To make this simple to use not all beverage items may be printed. Please ask your waiter/ess if your usual or favourite tittle is not shown.

During breakfast, the usual buffet service will be provided. Utensils will be replaced more frequently and you are requested to use the hand sanitising stations before touching shared utensils. Social distancing floor signage will be in place.

### **FOOD AND BEVERAGE - CRIMSON HOTELS HEIGHTENED MEASURES**

During breakfast, the usual buffet service will be provided. Utensils will be replaced more frequently and you are requested to use the hand sanitising stations before touching shared utensils. Social distancing floor signage will be in place.

Only table service will be provided however sneeze screens will be in place should there be a need to attend the bar counter. We ask that this be limited where possible.

The NHS QR Code App will be available at the entrance to the hotel's bars and restaurants for those guests who wish to continue to use Venue Check-In. The QR codes are not available at individual tables and no form of other Venue Check-In will be retained by the hotel.

Cashless, contactless payment where possible is our preferred payment method to reduce contact. PDQs will be sanitised between guest use.

All stools/bar counter seating is removed.

### **MEETING AND EVENTS - HILTON BRAND STANDARDS**

All meeting rooms are operational and are in-line with Hilton's EventReady policy.

### **MEETING AND EVENTS - CRIMSON HOTELS HEIGHTENED MEASURES**

Floor standing motion sensor sanitising stations are available in shared Meeting & Events areas, where necessary.

On arrival at your meeting room, organisers will need to break a seal to gain access to the meeting room. The seal is intended to act as a visible indicator that the room has not been accessed since being thoroughly cleaned.

A sanitised stationery box and contents will be provided in each meeting room. Hand sanitiser/wipes will also be provided.

Social distancing floor signage is in place.

## **GYM**

The gym is open 24/7 however we ask guests to continue with social distancing guidelines to protect themselves and others.

## **COLLEAGUES - CRIMSON HOTELS HEIGHTENED MEASURES**

All colleagues will have their temperature taken twice during their hour shift, once on arrival and then again at an appropriate interval.

Shift patterns will be staggered to ensure that social distancing can be managed in Back of House and changing areas at all times.

A hand sanitising station will be in place at arrival to the staff restaurant, changing areas and staff entrance.

Social distancing floor signage is in place.

Timings for the Staff Restaurant will be extended to ensure that colleagues can enjoy social distancing during break times.

All colleagues will have signed up to the "Crimson Hotels COVID-19 Staff Pledge" which acknowledges that all of us have a duty of care to colleagues, guests and ourselves. This pledge will ensure that our Health & Safety measures are being followed and any matters can be addressed quickly.

## **SUPPLIERS - CRIMSON HOTELS HEIGHTENED MEASURES**

Full PE will be worn by the person receiving the delivery including mask, gloves and disposable apron where necessary. Deliveries are only permitted to the delivery area / loading bay and collected by a colleague at this point.

All external packaging will be removed and immediately disposed of. If necessary, items will be placed in the hotel's own containers and delivered to the relevant department accordingly.

Appropriate signage to support the above will be displayed in this area.