

Coral Sea Operation Considerations Guidelines Under COVID-19 Pandemic



The information specified in this guideline was prepared by Coral Sea Hotels & Resorts based on local and international recommendations.
Issue 01 - May 2020

Index

- Introduction
- Management General Responsibilities
- Devices and Personal Protective Equipment
- Disinfection General Protocol
- General preventive measures and Good Hygiene Practices
- Communication & Information
- Crisis Management Team
- Risk Assessment
- Front Office Operation
- Housekeeping Operation
- Laundry Services
- Food & Beverage Operation
- Goods Receiving and Storage
- Human Resources Operation
- Meeting & Training Location Precautions
- Spa & Health Club
- Shops Precautions
- Clinic precautions
- Lifts Precautions
- Security Operation
- Technical and Maintenance Services
- Emergency Protocols
- Disposal of -hazard waste.
- MIS department precautions of COVID-19.
- Disinfectant Substances.
- Validation and verification.
- References.

Introduction

The coronavirus outbreak has become one of the most notorious events of the decade, if not the current century, Each one has a role in battling this virus and Coral Sea Company is doing her role to the fullest, in this presentation we will display precautions and regulations which have been established and followed by Coral Sea to set a comfort and safe accommodation to our guests and secure work environment to our employees.



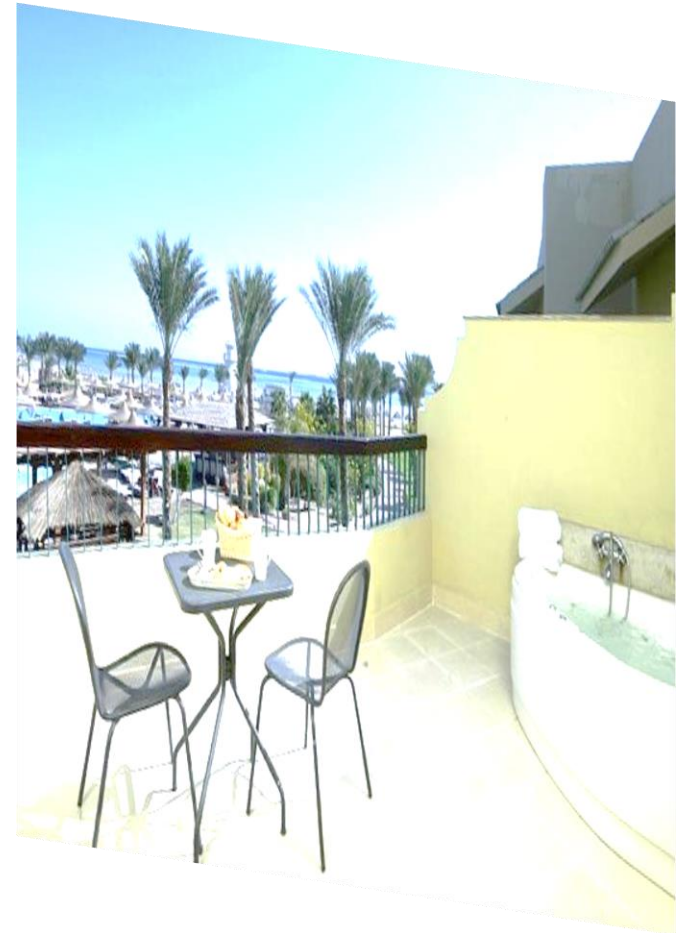
The information specified in this guideline was prepared by Coral Sea Hotels & Resorts based on local and international recommendations.
Issue 01 - May 2020

Management General Responsibilities

- Each hotel General Manager is to assign an internal infection response team which includes a member from every department to ensure quick response in case of emergencies.
- To ensure availability of PPEs (disposable gloves, disposable apron and the biohazard disposable bag)
- To suspend any mass gathering or social activities in the hotel.
- Guest illness should be monitored on a daily basis.
- Monitoring of departments responsibilities are applied in a proper way.
- Hotel management should always keep a list of staff and guests who had stayed in the hotel, their period of stay (check-in and check-out dates), identification / passport number, age, sex, nationality, contact telephone numbers.



- Hotel should make any arrangement deemed necessary for the guest to seek medical care to help prevent the spread of infection.
- One building should be assigned for quarantine purpose in case of suspected or confirmed cases between the guests.
- Hotel needs certificate “safe to operate” after audit from list of approved companies by EHA.
- Max Hotel Occupancy 50% with consideration to outlets and facilities i.e. pools & restaurants capacity.
- Once a room has been occupied and vacated by guest/s, it must be kept vacant for 72 hours to ensure thorough disinfection guidelines have taken place according to the approved and required guidelines in this matter.
- Room max occupancy of 2 adults per room and for families 2 adults plus 1 child.



- Regulation signage for prevention of spread and sanitizers though out reception lobby and public area about hygiene, social distancing...etc
- Where applicable, apply fresh air to any venue is preferred, otherwise maintain proper ventilation in all areas.
- Must have onsite hotel clinic and Hotel Dr. and to maintain coordination with ministry of health accordingly.
- All disinfections to be carried out according to Ministry of Health guidelines.
- To check the temperature for guests after each time they enter the hotel.
- No parties, weddings are allowed inside the hotels, all evening activities are to be banned.
- Guest requirements to be announced on the hotel website in order to be checked by guests prior to arrive.



Devices and Personal Protective Equipment

Sufficient stock of PPEs to ensure its provision to protect employees from exposure to infectious agents in the workplace

The common PPE used for prevention of infectious diseases transmission are as follows:-

- © Surgical mask
- © Gloves
- © Gown or apron
- © Goggles / Face shield



1. ATP

Machine is to be used to test the effectiveness of disinfection for surfaces, touchable points and hand washing.

2. ULV

Machine is to be used to disinfect guest and staff rooms, corridors & meeting rooms ----etc.

3. Thermometers

To monitor the daily temperature of guests and staff.

4. Steam Machine

To be used for furniture, luggage & fabrics disinfection.



Disinfection General Protocol

- To prepare a list with all areas that would be cleaned and disinfected.
- Using the disinfectants according to the ministry of health.
- Disinfection team whom assigned from the different departments to be responsible for the disinfection in their work places.
- All staff should be trained on the disinfection protocol and using of disinfectants & PPEs.
- To ensure that all materials and devices available for implementation.
- Each department head is responsible for the disinfection implementation in his work area.
- Quality department is responsible to check and verify the disinfection activities implementation.
- Preparing checklist for verification on all points.



General Preventive Measures and Good Hygiene Practices

- Social distancing concept is to be considered for (Guests / Employees).
- To minimize the contact between guests and staff.
- To avoid mass gathering.
- To promote frequent hand washing by employees and guests.
- To provide alcohol-based hand-free rubs/swipes containing at least 70% alcohol in public areas.
- Encourage employees to stay home if they are sick.
- Encourage respiratory etiquette, including covering coughs and sneezes.
- Provide tissues and additional trash receptacles in public areas.
- To organize information briefings that should cover all the basic protective measures against COVID-19 and the signs and symptoms of the disease.



Communication and Information

- Communication should be maintained at all levels.
- To provide information to all employees through posters about best hygiene practices, COVID-19 and general precautions.
- To communicate information concerning development, implementation and updating of the POSI management system throughout the hotel operations.
- To keep communication with local authorities and national health organizations in case of any update.
- To communicate company precautions and control to suppliers, tour operators and contractors --etc.
- Leaflets on basic hygiene practice and COVID-19, in different languages in different guest areas.
- To communicate hotel policy and recommendations to guest in house through hotel's info channels.



Crisis Management Team

A Crisis Team involving members of each relevant department can support Management in the implementation of the action plan and timely identification of required adjustments. This will enable the hotel to operate smoothly and still meet guest's expectation while maintaining a high level of hygiene in the hotel.

Hotel is obligated to assign crisis management team which will include hotel general manager, health and safety responsible, department heads, customer service

General Responsibilities

- To support the implementation of procedures required to manage a crisis (e.g. the Covid-19 crisis or further outbreaks).
- To foster a hygiene culture/habit which supports the successful implementation of the procedures.
- To ensure that all Covid-19 related complaints/incidents, received from guests, have been reported to hotel management and managed in a timely manner.
- To ensure that staff and suppliers are aware of their role in regards of the prevention of the spread of Covid-19.
- To activate enhanced procedures in case of COVID-19 (known normally as POSI procedures).
- To contact the medical service and follow instructions.
- To follow any specific recommendations consequently given by local Public Health authorities
- This team is responsible for internal and external communication.

Risk Assessment and Assessment Methodology

- A detailed risk assessment is to be conducted by each department heads to address and identify all potential risk and submit its suitable control measures in order to eliminate risk.
- Risk assessment information must be communicated to staff through departmental on job training to ensure that they understand the significance of infection control measures.
- All departments will use Integrated Management System Risk Assessment to evaluate the risks by area then to required control measures.



Front Office Operation

Reservation

- Reservation to advise guests to make online check through website or mobile app and it can be done upon arrival prior check in.
- Encourage guest to pay full amount via bank transfer to avoid crowdedness on the desk for their safety.
- Coordinate with tour operators to find a way by which they can inform the guests with the online check in process whether through the website or mobile app. should add a banner on their sites with link for online or suggest downloading mobile app.
- Online check-in must contain general rules & instructions as those on the physical RC with Acceptance button. Guest must come to a point to the point where they have to “Accept” General rules and instructions in order to resume with online process.



- Online check-in must have the option to upload documents such as ID, Passport and vouchers...etc or to be sent by email.

Reception

- All reception team members have to wear masks & gloves and maintain very high standard of personal hygiene and to disinfect their hands frequently and as needed. (Masks & one way gloves & sanitizer).
- Upon arrival guest must pass through sterilization cabin and as they exit it the security on the lobby door will measure the temperature for all guests. Reception should also have a similar device to use if needed (Masks & one way gloves will be used).
- Follow the social distancing with guests at least 2 meters apart and put marks on the floor to define standing points for guests in front of reception and concierge desks.



- Where applicable check in process can be in a hall such as a theatre or open area, making sure to manage set up with appropriate social distancing required.
- Welcome envelope to be given to guest upon arrival (Sanitizers, Gloves & Masks to be used).
- Apply Group check in process by taking only guests signature on a rooming list for large/one shot groups. (Where applicable).
- Encourage guests to pay by credit card to avoid cash payment interaction for guest safety.
- Activate credit card wireless payment on reception desk.

Concierge

- Use rubber self-wear wristbands to avoid staff/guest close contact.
- Reception team members to wear gloves for any handwritten messages that will be delivered to the guest. (One way gloves). preventive measures established.



- A list of contact emergencies numbers must be kept in reception desk.
- Reception desk is to be disinfected hourly.
- To provide hand sanitizer in reception area and at various facilities at all times
- All concierge team members have to wear masks & gloves and maintain very high standard of personal hygiene and to disinfect their hands frequently and as needed. (Gloves, masks and sanitizers, Gloves to be used only upon check-in & out and while handling guest luggage).



- All bags must be sterilized on arrival before entering the hotel and prior checkout before loading. On arrival Instruct guests to follow the social distancing with guests and staff at least 2 meters during escorting. (One way gloves & masks).
- Disinfect all trolleys and club cars frequently and as needed.
- All delivered messages or packages to be handed on a tray or trolley.
(Mask & One way gloves and tray).



Recreation

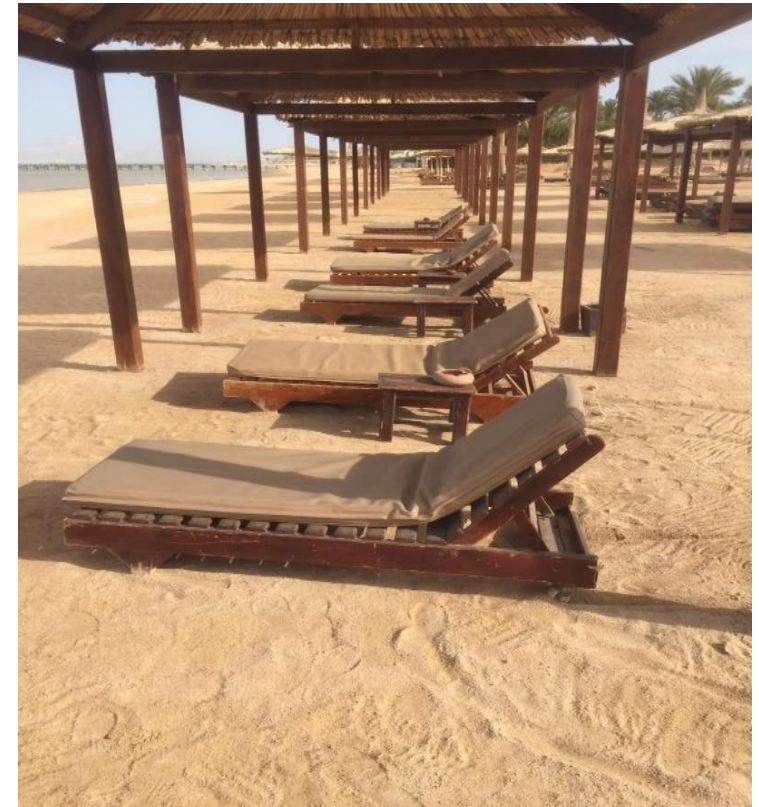
Swimming pools

- Follow the social distancing with guests at least 2 meters. All recreation team members have to wear masks & gloves and maintain very high standard of personal hygiene and to disinfect their hands frequently and as needed.
- Disinfect sun beds and mattresses covers every morning before operation or between every guest use if occurs with the same operational day with vapor machine.
- Daily disinfection for all common areas sun beds, mattresses, wooden tables, towel center counter, wooden bridge rails, handrails...Etc. Frequently disinfect touchable points and surfaces minimum every hour and as needed.
- To maintain social distancing between umbrellas set up.

- Maximum allowed chlorine levels to be used in swimming pools at all time.
- Hand sanitizers on towel desk for staff and guests use. (Staff to use one-way gloves).
- Avoid group activities for guests such as beach volley ball and focus on group activities where social distancing can be maintained such as dance, stretching, dart, bocce...etc.

The Beach

- Disinfect sun beds and mattresses covers every morning before operation or between every guest use if occurs with the same operational day with vapor machine.
- Daily disinfection for all common areas sun beds, mattresses, wooden tables, towel center counter, wooden bridge rails, handrails...Etc.
Frequently disinfect touchable points and surfaces minimum every hour and as needed.
- Maintain appropriate distance between umbrellas to maintain social distancing set up.
- Hand Sanitizers on towel desk for staff and guests usage. (One way gloves & Masks for staff).



Aqua Park

- All Life guards and Aqua attendants have to wear masks & gloves and maintain very high standard of personal hygiene and to disinfect their hands frequently and as needed.
- Cleaning and disinfect frequently all the handrails and touchable points minimum every hour and as needed.
- Disinfect all the handles of plastic tubes after the usage of each guest.

Towel Services

- Towels service delivery will be through housekeeping and there will not be towels exchanging with recreation at all.
- Housekeeping will place the number of towels in the guest rooms prior to arrival according to the number of guests as part of the room set up.
- Housekeeping will replace the used towels every evening for in house guests with fresh ones accordingly to be used for the next day.
- Tent cards to be created in the guest rooms advising the guest with this service.



Housekeeping Operation

Management General Guidelines

- Follow local public health recommendations related to local infection activity.
- To ensure the stock of disinfectant products.
- To monitor employee health. Encourage symptomatic employees to stay home.
- Reinforce personal hygiene (hand hygiene, social distancing and cough etiquette) throughout your operation.



Employees Precautions

- All housekeeping team members have to wear masks & gloves and to maintain very high standard of personal hygiene and to disinfect their hands frequently and as needed.
- More attention should be paid in cleaning and disinfecting the used cleaning materials and tools, and to make sure that employees will follow the proper implementation of cleaning process that they have been trained on before.
- Maintaining a safe distancing between employees and guest.
- To report any symptoms that could appear on guests.

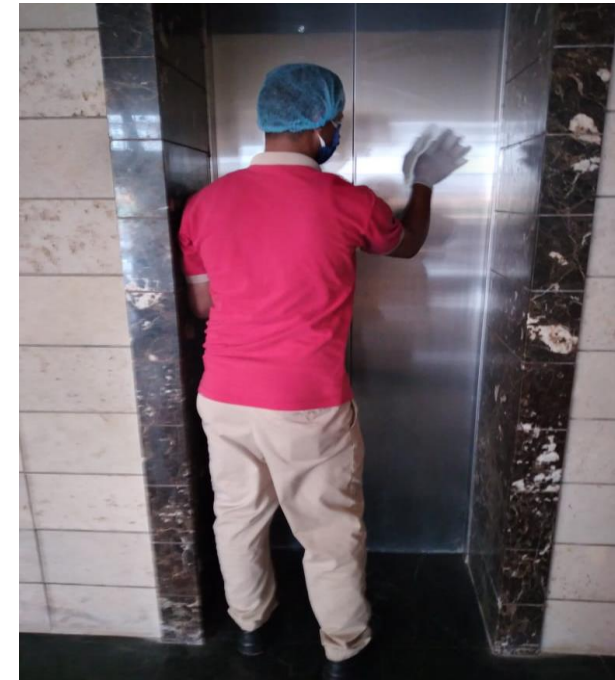


Trolley Set-Up

- Clean and sterilize HK trolley with dilute chlorine and replenish it with tools, chemicals and furnishings which are necessary to complete the cleaning and disinfection process, for example (chemicals, disinfection & sterilization materials, gloves, masks, head cover , shoe cover, goggles, gown, and paper tissues).

Housekeeping General Precautions

- Special attention should be given to objects that are frequently touched such as handles, elevator buttons, handrails, switches, doorknobs, etc. Cleaning employees should be instructed accordingly.
- All contact surfaces must be disinfected at least hourly. Doors and windows if possible should be left opened in public areas for some time throughout the day.
- There should be a special cleaning and disinfection plan for situations in which there are sick guests or employees and written recommendations for enhanced cleaning and disinfection should describe the enhanced operating procedures for cleaning and disinfection.
- Decoration using flowers, bed linen or cushions in all the rooms will be prohibited.
- The different color micro-fabrics clothes must be available at all time.



- In general, housekeeping employees should clean occupied rooms, when guests are NOT in the room.
- Housekeeping MUST disinfect all rooms after check out.
- Develop and implement processes to disinfect guestrooms to ensure higher hygiene levels.
- To have process of properly separate clean and dirty linen.
- To provide alcohol-based hand sanitizer stations at the entrance of public toilets.
- Room must be kept vacant for 72 hours to ensure thorough disinfection guidelines have taken place.
- Signage showing sanitization rules should be placed at the entrance of public toilets.
- according to the approved and required guidelines in this matter.



Laundry Operation

Laundry General Precautions

- All used linen should be handled with care to avoid dispersal of microorganisms into the environment and to avoid contact with staff clothing.
- Linen of infected rooms should be collected and treated separately under specific precautions as per the POSI procedure.
- Area and machines should be disinfected after the operation.
- Ensure linen is completely dried and aired before leaving the laundry.
- Ensure ironing and washing temperatures are at the correct levels.
- Linen storage rooms must have ventilation with low humidity.
- Practice FIFO policy for linen storage. FIFO = First In –First Out.



- Ensure sufficient stock of chemicals for cleaning linen as well as the correct dosage of cleaning and disinfecting chemicals.
- Good maintenance of washing and drying machines is essential to meet hygiene standards.
- Water levels in washing machines need to reach the programmed levels to ensure effectively cleaning.
- Ensure water quality is up to standard.
- Ensure a hand washing station is available in the laundry with hand soap and sanitizer.

Employees Precautions

- Staff should wear the suitable protective equipment during the routine process. i.e. (gown, gloves ...).
- Staff should follow the preventive measures inside the laundry (safe distance between workers and good personal hygiene of hand washing).
- A long-sleeved fluid-resistant gown and disposable gloves should be worn during handling of soiled linen to prevent skin and mucous membrane exposure to blood and body substances.

Food and Beverage Operation

Food and Beverage General Precautions

- The focus is to bring health and wellness to the forefront through contactless technologies and handling, adapting to accelerate “no touch” technics.
- Encourage social distancing between guests and staff.
- Guests should be encouraged to wash their hands before eating using notices and advice. In addition, hand sanitizing gels will be provided at the entrance of restaurants.
- To minimize beverage self-services to avoid crowding.
- Special consideration should be given to the application of cleaning and disinfection measures in all restaurant areas (Buffet, bars, restaurants, kitchens and receiving areas ----etc.) as a general preventive measure during the entire COVID-19 epidemic.



- Special attention should be given to objects that are frequently touched such as tables, chairs, china, cutleries, condiments holder----- etc after each guest use.
- HACCP Standards and ISO 22000 are to be properly followed.
- The coffee machines, soda machines, and others in particular the parts more in contact with the hands of users, should be cleaned and disinfected at least after each service and more often if necessary.
- The proper functioning of the dishwashing equipment should be checked, particularly the operating temperatures, as well as the correct dosage of cleaning and disinfecting chemicals.
- If for any reason manual washing is required, the usual steps should be followed (wash, disinfect, rinse), taking the maximum level of precautions. Drying should be carried out using disposable paper towels.
- All surfaces are to be disinfected after each guest use.
- Ensure that the menus are disinfected after each use.

Restaurants Precautions

- Buffet concept is available with no guest self-service.
- Allow sufficient distancing between tables, at least 2 meters and 1 meter between each person and another at the table, taking into consideration families with a maximum of 6 chairs on table.
- To use single use cutleries (Whenever possible).
- Sterilizers and sterilization wipes are to be available.
- Awareness banners are to be available all over the restaurant.
- Only paper placemat and paper napkins are allowed.

Restaurants Capacity and Setup

- Each hotel will study main restaurant capacity based on kitchen capacity and as well as service capacity.
- To consider bar space and floor plan for social distancing between guests.
- Front office is to inform the guests that main restaurant have certain capacity.

Bars

- Operation style, only table service no self-service offered at all times.
- Coffee machines are to be placed at the back area or over counter to not be used by the client.
- Sugar holders will not be provided on tables only upon request and served in portions.
- Serve soft drinks on one-way cups min 300 ml (good quality ones).
- To consider bar space and floor plan for social distancing between guests.
- Offering nuts only with alcoholic consumption, individual portions only and to be throwing out after guest departs.
- Disinfect sanitizer dispenser at all outlets entrance is a mandatory for our entire respective guest.
- Bars- outdoor service will be in one-way cups and for the indoor upon the guest request.

Employees Precautions

- Food & Beverage employees have to wear masks & gloves, maintain very high standard of personal hygiene, and to disinfect their hands frequently and as needed.
- Sanitizer dispenser at the back of the house for all staff is a mandatory.
- Employees must be extremely well-informed about their role within their department and the new setup procedures.

Goods Receiving and Storage

- Truck driver and supplier representative should be checked for temperature and COVID-19 symptoms before entering the hotel.
- Truck driver should wear mask and gloves during delivery.
- Driver and supplier representative should keep the safe distance while they delivering the goods.
- Signs should be posted at receiving area to remind them for the instructions.
- Supplier audits in order to assess the systems that they have in place against COVID-19.
- All staff should wear (Mask) during the operation and when dealing with suppliers.
- All disposal packages should be discarded directly after receiving before entering inside the stores, or to move the items to clean containers.
- Staff should wash and disinfect their hands after each process.
- Receiving area should be cleaned and disinfected after each process.
- When items are received, place them immediately in one section of your receiving area (unpacked items), sanitize them and place in a section of receiving that has been sanitized.
- While it is believed that the virus cannot live on food, it could live longer when refrigerated so best to sanitize cold items again before use.

Human Resources Operation

Staff Bus Trip

Before boarding the bus:

- Bus must be disinfected before start the trip.
- Make sure that the transportation company follows the rules of disinfection
- Driver is to wear mask and gloves.
- Ensure that medical masks and gloves are delivered to all workers.
- Reducing the numbers to the maximum extent possible to observe the principle of maintaining distances.
- Place a box of tissue paper and use it when pressing and using buttons & dispose of them immediately after use in the garbage bin.
- Ensure that there is a box containing alcohol disinfectants inside the bus.
- The trip supervisor must read all the instructions set for the employees.
- In case of any violations, this is to be recognized in the report by names and actions in order to transcend the necessary actions.



During the trip

- No movement is allowed inside the bus during the trip.
- Bus windows should be opened whenever possible.
- Guidelines should be provided inside the bus.

Upon hotel arrival

- Emptying the bus from any garbage and placing it in bags to execute it by accurate and correct preventive methods.
- Delivering the report of the trip to the Human Resources Department for studying the trip supervisor notices.

Human Resources Stewarding, Kitchen & Staff Café Team

- Make sure to follow the controls of the HACCP system.
- Make sure to follow the personal hygiene for the chefs and the regular hand washing system is used.
- Work to achieve the highest levels of efficiency to apply the rules of HACCP in terms of personal hygiene, dishwashing temperatures and errands, disinfection and hygiene of the restaurant.
- Providing masks and gloves for cafeteria employees.
- Daily disinfection for staff cafeteria and kitchen.
- Daily disinfection for the dishwashing machines.

- To consider social distancing when serving the meals and when set up the staff cafeteria tables and chairs, hand washing process and wearing PPEs when serving meals.

Human Resources office

- Providing a guide platform for employees allocated at the main board of the Human Resources Department with stickers for memorizing at many places.
 - Using advanced technology techniques to inform employees of developments and analyze their opinions in the form of messages or pages usage of the mobile devices.
 - Providing medical attention with a doctor for the periodic checkup.
 - To monitor & record the daily staff illness.
 - Use e-mail as a safe alternative method to prevent contact to accomplish the document recycling process.
 - Reducing the number of employees in the office to a minimum respecting the principle of distance prevention.
 - Ensure that all HR manpower is committed to wear masks and gloves for contact.
-
- To provide sanitizer machine at the office.
 - Not allowing more than one person requesting service at the office respect for the principle of preventative distance.



Staff Housing

Staff housing is one of the places where mixing is frequent, and for this reason the Human Resources Department has set strict rules within the workers housing as follows:

- Reducing the number of employees to 50 %.
 - Staff housing staff are to wear masks and gloves when cleaning the rooms
 - To make sure that all disinfectants products stock is available.
 - The presence of a guide board for the resident staff on how to deal with periodic cleaning of the rooms, while providing disinfectants and chemical materials for this purpose.
 - Allocate a full platform for temporary isolation at the event of suspected major cases.
 - Conduct awareness-raising training courses.
 - To provide sanitizer dispensers in corridors.
 - Overseeing the proper waste disposal or disposal process that ensures health and safety.
 - The commitment of the employees not to move between rooms and limit mixing.
-
- Warn the employees not to use personal tools except his owns; tools must be allocated to the employee and not to be used by anyone else, such as dishes, cups, towels, bed linen, as well as clothes.



- Taking medical procedures through the doctor and the medical staff for examination and submitting a daily report to the Human Resource Department.
- In the event of any symptoms should be notified immediately.
- A final check must be included at the medical team report before resuming duty.

Meeting & Training Location Precautions

- The area should be properly cleaned and sanitized before each meeting.
- Training or meeting should be held in suitable, well-ventilated area and fresh air mode should be applied for A/C.
- Group of people should be from 5 to 10 persons as a maximum, according to the capacity of the area.
- Temperature and flu symptoms should be checked for all persons and the trainer as well before starting any sessions or meetings.
- An appropriate distance must be applied between the persons.
- All persons should follow the good hygiene practices before entering the area.



Spa and Health Club

- Touchable points in all health club areas should be disinfected each hour.
- To provide hand sanitizer at the entrance and ask clients to use them generously before service.
- Staff members should wash their hands with alcohol-based hand soap to eliminate all viruses.
- Staff should wear masks and gloves when dealing with guests.
- Social distancing should be considered in area.
- Hairdresser is to use disinfectant tools and to provide a disinfectant machine.
- Hairdresser is to disinfect desk & chairs after each guest use.
- All bathrooms inside spa should be cleaned and disinfected hourly.
- Staff should be well trained on spread of infection precautions.
- No outsiders will be allowed to use the area.
- There must be a renewable source of air within all health club areas, preferring natural ventilation
- Putting awareness signs and posters in all areas where employees, workers and visitors are exist.
- Smoking is prohibited in all health club areas (inside or outside the gymnasium).
- Spa employees must obtain health certificates proving that they are free from contagious diseases, with the necessity of periodic medical examination for them.
- The lighting must be appropriate to maintain a good level of vision to prevent injuries
- Waste is to be handled in all health club areas according to the infection control instructions regularly from the designated places.
- No personal tools to be shared with others.

- No children or elderly's are allowed.
- To limit the usage of mobile phone and to disinfect hands before using it.

Sauna Area:

- It is strictly forbidden to exceed 25% of sauna capacity, in a way that achieves a distance of 2 meters between guests.

Jacuzzi Room:

- Only individuals or two participants from the same family/room are allowed in Jacuzzi.
- To consider the proper distancing between each Jacuzzi tubs.
- Chlorine is to be added to Jacuzzi tubs to kill germs. Chlorine can kill most of germs in minutes.
- PH level between 7.2-7.8 and the free chlorine concentration is at least 3 ppm in hot tubs.
- Guests are to take shower and use soap to get rid of any grease or sweat before using Jacuzzi tubs.
- Personal care products such as perfumes, hair sprays, creams, etc. bad chemicals are prohibited from getting into hot or cold water tubs.
- Jacuzzi water is to be changed at the end of the day then to be treated with Chlorine and PH.

Steam Room:

- It is strictly forbidden to enter the steam room as it is dangerous in terms of increasing the ability to transmit infection in this closed and loaded place with steam.

Gym Area:

- All Gym equipment and floor will be disinfected daily morning with a proper disinfectant solution.
- Gym equipment will be in use according to social distance minimum 1.50 meter between each device; any other equipment in-between will be out of service with a sign.
- Gym entrance will be from Spa main entrance.
- Waiting area in spa reception for entering Gym is to be arranged with social distance, masks, hand sanitizer and gloves will be available for guests on table in waiting area.
- Guests will be requested to sign a form for using Gym before entering.
- Guests will be requested to check their temperature before using Gym; temperature will be logged and in case of any suspected case, management to be informed immediately.
- Guests will be allowed for only 45 mints for using GYM to provide time for other guests.
- Allowable Maximum users will be according to GYM capacity ensuring the social distance between machines.
- Same time disinfection for all common touchable points after guest each use for any of Gym equipment; Spa team / person in charge will change the gloves after each disinfection process for Gym equipment.
- Spa team / person in charge will manage the Gym operation and to disinfect all touchable points for Gym equipment after guest each use.
- It's preferable to add a sign for guest asking them to disinfect the equipment before usage.

Shops Precautions

- All shops personnel are to attend the hotel's training about COVID-19.
- All shops personnel must perform both personal and cleaning hygiene as strictly as possible.
- Hand disinfection is indicated after exchanging objects (money, credit cards) with guests.
- To provide sanitizer machine at the shops area.
- Fridges are to be locked to prevent touches and sign is to be placed for guests to not use by hands.
- Touchable points are to be disinfected hourly.
- Guests who will be visiting the outside shops are to be temperatures measured by security guard.
- Social distancing concept is to be considered.

Clinic Precautions

- Hand sanitizer / alcohol should be provided inside and outside the clinic.
- The clinic should be equipped with a respirator, cardiac shock, IR Thermometers and an oxygen cylinder.
- PPEs should be used via the medical team and to be changed after every patient.
- Clinic should be cleaned and sanitized after every medical inspection.
- Linen should to be a single-use on the medical examination bed, and to be discarded after each inspection.
- Patient and staff should wear face mask before entering, and social distancing is to be considered inside waiting area.
- Provide no-touch waste containers with disposable liners in the clinic and patient waiting area.
- Identify materials and supplies required for care to be delivered during an outbreak or pandemic, and consisting of a disposable surgical mask, facial tissues, and cleansing wipes to all symptomatic patients.
- In case of suspected /confirmed cases, hotel management and CMT should be informed and emergency procedures to be activated.

Lifts Precautions (Where applicable at any of Coral Sea Hotels)

- Users should wear masks.
- Avoid people gathering in the lobby to wait for lifts.
- Hand sanitizer gel should be available in the access area to lifts and inside them.
- Capacity should be limited to maintain a minimum of 2m separation between users. This may mean that only 1 person or a family unit can be inside the lift. Marks should be placed on the floor to make it clear how many people are allowed in the lift and where they should stand.
- Priority for using the lifts should be given to people with reduced mobility, pregnant women or the elderly.
- Recommend using the stairs.
- Poster with information is to be displayed for users.



Security Operation

- Security team members have to wear masks & gloves and to maintain very high standard of personal Hygiene and to disinfect their hands frequently and as needed.
- Security should be at the lobby entrance to control the traffic and managing social distancing.
- Follow the social distancing of 2 meters apart when dealing with guests and staff.
- Don't allow parking inside the hotel.



Technical and Maintenance Services

Boilers, Dishwashers and laundry equipment

- Maintain the hot water temperature $\geq +50$ C.
- Maintain all kitchen and laundry equipment in a good operating condition.
- Verifying the ideal water temperature in dishwashers and laundry equipment.
- Regular inspection and deep cleaning program should be maintained.

HVAC

- Improving the ventilation in all AHU(s).
- Replacing into HEPA filters (High Efficiency Particulate Arrestance).
- Following the recommended Legionella prevention protocol.
- Perform the routine coil cleaning disinfection and all regular maintenance schedules.



Technical and Maintenance Services

Pools & Water Treatment

- Maintain outdoor pool water at the upper recommended levels for both residual free chlorine and PH.
- Increasing the pool filtration cycles to the maximum recommended limits.
- Increasing the filters backwash cycles up to the maximum recommended limits.
- In case of Fecal or Vomit contamination, procedures shall be applied according to WHO infection procedure manual.
- Follow and implement the recommended Legionella prevention protocol.
- Apply chlorine shock dose to the pools as per the recommended protocol.
- Water clarity should be verified by visual check of floor markings.
- Maintain the product irrigation water at the permissible chlorine level 0.5 - 1 ppm and PH level at 7.4.
- Irrigation should be performed at evening time to avoid any potential cross contamination.

Guest Maintenance Order Procedure

- Engineering staff should be wearing the proper PPE including one-way overhead cap and one-way overshoes during achieving guest room repairs.
- Engineering staff will act only upon receiving guest request under HK supervision.
- Order is to be completed while the guests outside the room.
- Housekeeping is to disinfect the room and maintenance technician after each task accomplishing.

Emergency Protocols

In case of Suspected Case from the Guest

- Hotel Manager is to do contact with emergency services for COVID -19 on (105).
- A suspected case is to be isolated in the assigned building following Ministry of health guidelines.
- The room where suspected case has found should be immediately well aired (all windows widely opened) and entire room should be disinfected according to hotel's disinfection procedures.
- Room must be kept vacant for 72 hours to ensure thorough disinfection guidelines have taken place according to the approved and required guidelines in this matter.

In case of Suspected Case from the staff

- Human resources is to do contact with emergency service for COVID-19 on (105).
- A suspected case should to be isolated in the assigned building following Ministry of health guidelines.
- If an employee reports they are suspected to have COVID-19 and have been at the workplace, clean and disinfect all areas where that person has worked.
- Employee room must be kept vacant for 72 hours to ensure thorough disinfection guidelines have taken place according to the approved and required guidelines in this matter.

Emergency Protocols

In case of Confirmed Case

- Potentially infected guests and their companions should be transferred to the isolation building.
- Crisis team is to communicate instructions to the guest and their companions.
- Housekeeping department should ensure that hand gel; gloves, disinfectant materials and alcohol are available in the affected rooms.
- The doctor will visit the affected guest in their room (in order to avoid guests who are infected/potentially infected leaving their room).
- Textiles, linens, and clothes should be put in special, marked laundry bags and handled carefully.
- All used items must be handled appropriately to mitigate the risk of potential transmission.
- Disposable items (hand towels, gloves, masks and tissues) should be placed in a container with a lid and disposed of according to the hotel action plan and national regulations for waste management.
- Rooms and common areas should be ventilated daily.
- Assigned members from hotel's staff who are sufficiently trained on infection prevention and control to deal with the infected room.
- To implement the confinement procedure when dealing with infected guest / staff.

Disposal of PPEs Hazard Waste

- To reduce the risk of infection, a tight system will be in place in order to protect our guests, visitors and our employees.
- Waste must be managed, handled and disposed of in a manner that ensures risks to health, safety and the environment are controlled.
- To ensure that waste segregation and color coding are in an effective manner that meets the requirements of legislation.
- Small red bags is to be allocated inside guest room for medical and PPEs hazard waste.
- Boxes are to be allocated in public areas with red bag colors for this purpose and to be distributed in (lobby, swimming pool areas, aqua, in front of restaurants, staff cafeteria, receiving and Staff housing—etc.)
- All hazard bags are to be collected and properly sealed.
- Hazard bags are to be kept in the hazard store.
- Approved contractor for hazard waste collection.
- The hazard waste store & boxes are to be disinfected after waste removal.

MIS Department Precautions

Services Precautions

If any needed support for guest/employees devices, MIS staff should follow the following steps:

- Ensure to wear Medical muzzle glasses & gloves before exit the MIS office.
- Ensure the proper distance with any guest /staff in area.
- In case of touching the guest devices, MIS staff should ensure to spray the guest devices after support with alcohol.
- Should ensure disinfection devices after support with alcohol.

Disinfectants Substances

All materials are from Diversey, safety instructions and concentrations will be used according to MSDS.

Material	Usage
Suma Bac (D10)	Mainly in kitchen and staff cafeteria, stores, restaurants and bars premises for surfaces disinfection. Rooms, Restaurants and Clinic fumigation. Luggage disinfection.
Steam Machine	Luggage disinfection.
Clax Sept	Linen disinfection at temperature $20^{\circ}\text{C} \pm 1^{\circ}\text{C}$ in final rinse.
H 500 / H5	Hand sanitizer.
H 41/H 34	Hand Soap.
Chlorine Solution	Disinfectant for surfaces (floors, toilets, public corridors, touchable points, and public areas fumigation).

Validation and Verification

To ensure that all preventive measures are applied properly to achieve the desired results, a lot of validation and verification activities will be implemented as follow:

Daily monitoring by the department

Each department head is responsible to check the disinfection activities following all the instructions and guidelines and results of check will be recorded in the disinfection checklist QF-22.

Quality inspection

Quality coordinators will check the operation randomly on a daily basis to ensure that all measures and precautions are implemented properly and corrections and corrective actions should be applied immediately if any deviation noticed.

ATP Swabs

Quality coordinators will take random swabs from rooms and public areas service to check the disinfection efficiency on a weekly basis and results will be communicated to management.

Self-Auditing

Quality team will do self-audit on a weekly basis using Covid-19 precautions checklist QF-23 and results will be communicated to Top management.

References

- Egyptian Hotel Association.
- Egyptian Ministry of Health.

<https://www.healthresearchweb.org/en/egypt/institution> 54

- Infection prevention and control during health care when COVID-19 is suspected: interim guidance. Geneva: World Health Organization;2020

[https://www.who.int/publications-detail/infection-prevention-and-control-during-health-care-when-novel-coronavirus-\(ncov\)-infection-is-suspected-20200125](https://www.who.int/publications-detail/infection-prevention-and-control-during-health-care-when-novel-coronavirus-(ncov)-infection-is-suspected-20200125)

- Water, sanitation, hygiene and waste management for COVID-19: Interim guidance.

<https://www.who.int/publications-detail/water-sanitation-hygiene-and-waste-management-for-covid-19>

- Global surveillance for COVID-19 caused by human infection with COVID-19 virus: interim guidance. Geneva: World Health Organization; 2020 <https://www.who.int/emergencies/diseases/novel-coronavirus-2019/technicalguidance/surveillance-and-case-definitions>

- Centers for disease control and prevention.

<https://www.cdc.gov/>