



SMART INTERVENTIONS

The ART & SCIENCE of Business

SOP: COVID-19 PLAYBOOK

SMART INTERVENTIONS SARL 2022



INTRODUCTION



Purpose

The current COVID-19 pandemic is unlike anything our industry has ever had to face in our time. It is a huge threat to livelihoods, to our well-being and to the future of our sector.

This playbook is designated to provide information on measures to be taken by Lebanese hotels and restaurants during the pandemic.

As we are confronted with the uncertainty of the future, every new day during which hospitality industry teams stay healthy and hotels/restaurants remain open is a win for all of us.

For now, our industry should be taking every preventive measure to ensure our team's safety and demonstrate to our community that we are adapting to this situation in the best way possible.

Beirut, Lebanon, 5 January 2022

Mohamad Seifeddine
Managing Director



Smart Interventions Sarl created the character "Abu Mask" as a guide to help communicate health and safety protocols in hotels and restaurants during the COVID-19 crisis.



OUR MISSION

Offer high quality strategic and managerial consultancy services tailored to meet our customers' needs.

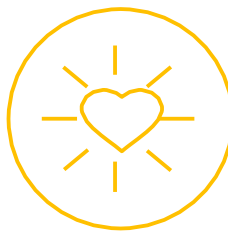
OUR VALUES



Authenticity



Innovation



Passion



Profitability



Service

OUR MOTTO

The ART & SCIENCE of BUSINESS



Stop the Spread of Germs

Place in Public Areas, Back Office, and Breakroom

Stop if You Are Sick

Place at Entrances, So It is Visible Before Entering

Social Distancing

Place Throughout Property

Elevator Etiquette

Place Outside Elevators on Every Floor





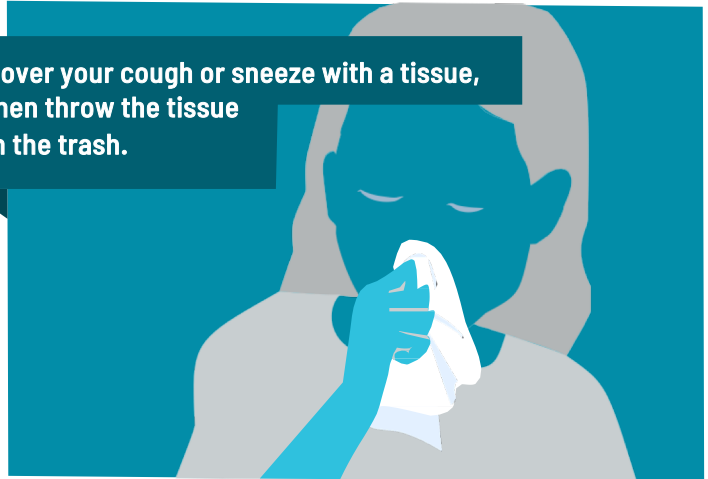
POSTERS

Help prevent the spread of respiratory diseases like COVID-19.

Avoid close contact with people who are sick.



Cover your cough or sneeze with a tissue, then throw the tissue in the trash.



Avoid touching your eyes, nose, and mouth.



When in public, wear a cloth face covering over your nose and mouth.

Clean and disinfect frequently touched objects and surfaces.



Stay home when you are sick, except to get medical care.



Wash your hands often with soap and water for at least 20 seconds.





Feeling Sick?

Stay home when you are sick!

If you feel unwell or have the following symptoms please leave the building and contact your health care provider. Then follow-up with your supervisor.

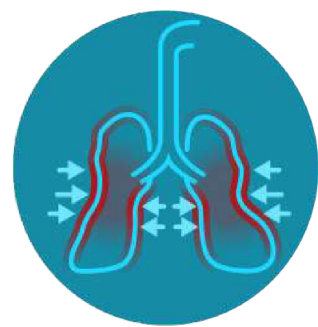
DO NOT ENTER if you have:



FEVER



COUGH



SHORTNESS OF BREATH





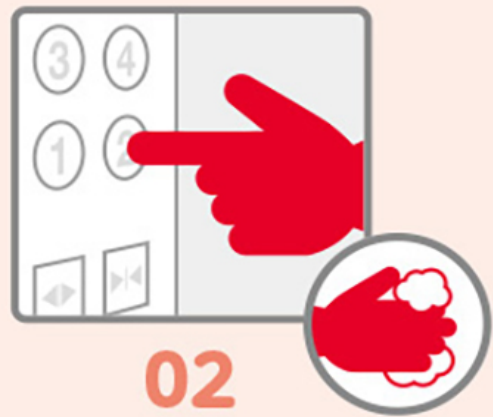
For those who use elevators.

Since many people use the elevator,
Please take measures against infection and use it safely.



01

Practice social distancing.



02

Wash your hands and use
disinfectant alcohol after contacting with
elevator buttons or handrails.



03

Avoid overcrowding
elevator.



04

Refrain from talking.



05

Do not lean on walls.



“ Guests may still be greeted with a smiling welcome, but with less personal interaction. Hopefully, technology allowing mobile check-in and digital keys can be implemented speedily and without too much investment. ”

*- Mohamad Seifeddine
Managing Director, Smart Interventions Sarl*





Cleaning and Disinfection

Hotel/Restaurant Guidelines

Cleaning Schedule

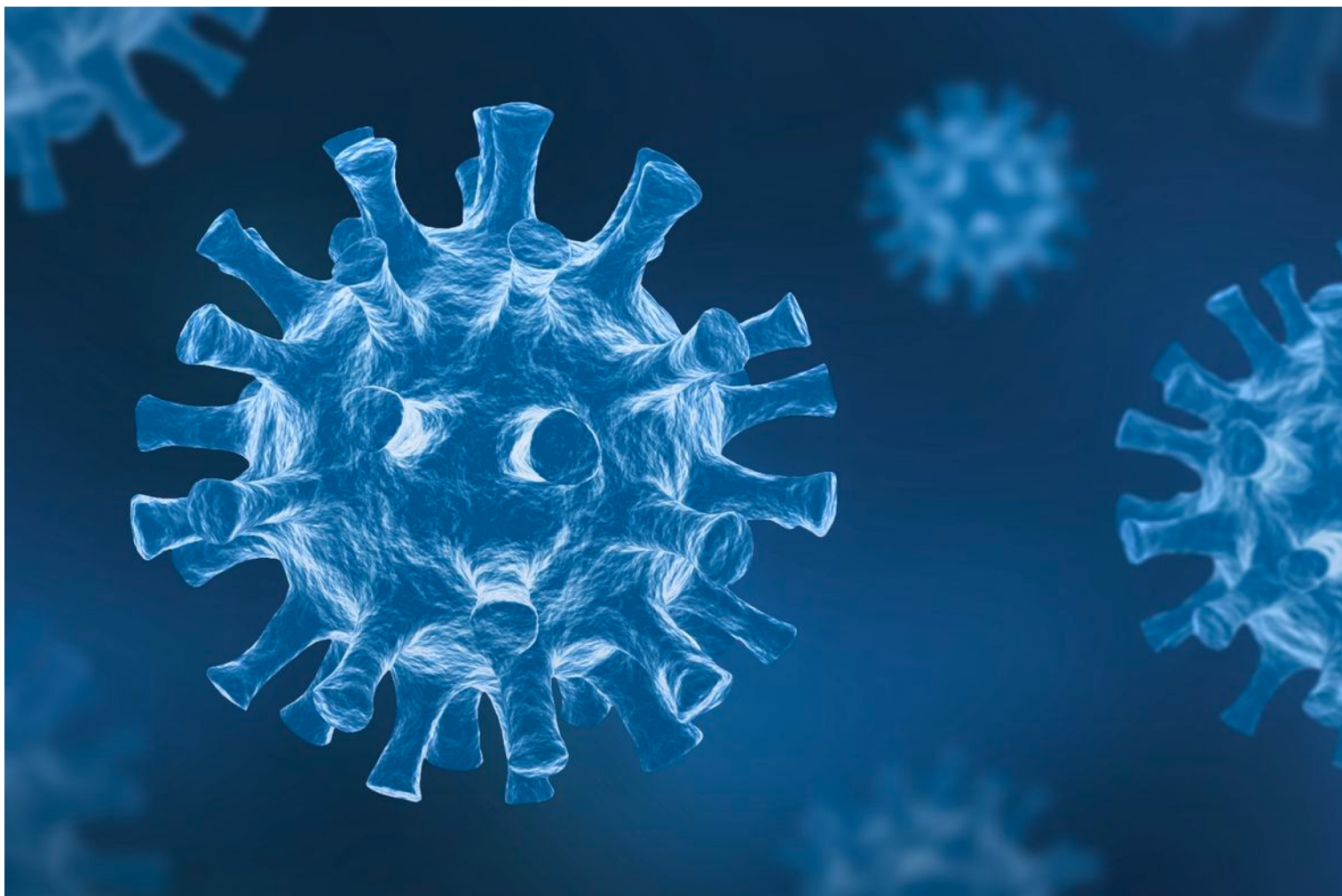
Record cleanings and submit daily

Cleaning Pathway

Step by step cleaning process for checkout rooms



CLEANING PROTOCOLS



COVID-19

Hotel/Restaurant guidelines for cleaning and disinfection

CLEANING PROTOCOLS

Effective cleaning, disinfection and sterilization

Knowing the difference between cleaning, sanitizing, and disinfecting is a vital part of your team being able to perform their jobs accurately and with the utmost cleanliness in mind. After being able to distinguish between these cleaning methods and implementing them effectively, you will have a better understanding of COVID-19 precautions. Standard cleaning and disinfection practices can effectively kill the COVID-19 and prevent its spread.



CLEANING

Cleaning does not kill microorganisms, it removes soil, dirt, and debris from surfaces.

Cleaning uses soaps, detergents, water, and microfiber to physically remove soil, dirt, and debris from surfaces.



SANITIZING

Sanitizing kills a high percentage (99.9%) of microorganisms on surfaces.

Sanitizing uses heat (i.e. steam, hot water and hot air) and requires at least 78°C or 171°F surface contact or an EPA (Environmental Protection Agency) registered product with specific contact time to kill microorganisms on surfaces. (Primarily used in food services.)

Cleaning lowers the count of germs by removing them from a surface, not necessarily killing them.

Sanitizing reduces and kills the amount of germs on a surface to a safe level recognized by the EPA, but it does not eliminate the occurrence and growth of bacteria, viruses and fungi.



DISINFECTING

Disinfecting kills a higher percentage (99.999%) of microorganisms on surfaces.

Disinfecting uses an EPA registered product with a specific contact time (1-10 minutes, depending on the chemical) to kill harmful microorganisms, like bacteria, and pathogens on surfaces.

Disinfecting further reduces and kills the amount of germs on a surface to a safe level recognized by the EPA, and reduces the occurrence and growth of bacteria, viruses and fungi. (If used on items that enter the mouth, rinsing is required.)

Sanitizing and disinfecting does not necessarily clean the surface. Cleaning must precede sanitizing and disinfecting in order to be effective.

Rinsing removes dirt and debris that has been loosened by the detergent and leads to shinier, cleaner-looking hard surfaces.



CLEANING PROTOCOLS

The hotel/restaurant needs to reduce the risk of virus infection from all levels, so it is necessary to strictly implement cleaning and disinfection standards and protective measures:

Food contact surfaces:
The most stringent disinfection procedures to eliminate any possibility of virus survival.



General object surface:
while providing a wide range of sterilization and anti-virus, without stimulation, to protect facilities and personnel.



Hand hygiene: rapid disinfection and sterilization, easy to use, healthy, comfortable and safe.



Masks: COVID-19 is excreted through respiratory secretions and transmitted through air droplets. **Proper wearing of masks** can provide protection.



CLEANING PROTOCOLS



COVID-19 prevention requires special attention to cleaning and disinfection of frequent touch areas

'Frequent touch areas' are those areas in the hotel used or touched most often by guests. These areas need special attention because they have the potential to accumulate the most dirt and spread bacteria. When cleaning and disinfecting surfaces, pay special attention to the high-frequency touch areas

Frequent touch areas	
	Curtains, sheers, and pull cords
	HVAC control panel
	Lighting switch button
	Handles - doors, closets, drawers
	Table
	Telephones - handset and dial pad
	Remote controls
	Carpets - specifically in pet friendly locations
	Toilet and back or splash wall
	Bathroom handles - toilet flush, shower control, sink faucets



CLEANING PROTOCOLS



Cleaning Pathway for Check Out Rooms



PERSONAL HYGIENE



- Hand washing must be done properly and regularly. Team members must wash their hands for a minimum of 20 seconds with soap and water.
- Team members must wash their hands for a minimum of 20 seconds with soap and water immediately after coughing or sneezing.
- Sanitizer stations will be located at all entrances, exits and restroom entries.
- Key touch points such as waiter stations and reception areas will also contain sanitizer stations.
- Good personal hygiene, as always, is an important requirement for all of the team members.
- In this context all hair must be tied up and staff must change into work clothes in allocated locations at work if available.
- Gloves will be provided and mandatory whilst receiving deliveries and handling products, this will include kitchen teams and runners.

SITE HYGIENE



- All surfaces in the hotel/restaurant and kitchen areas must be regimentally and regularly cleaned.
- Surfaces must be cleaned with disposable products if possible including blue roll. Follow manufacturer's instructions for dilution, application and contact times for all detergents and disinfectants.
- Full site cleaning will be implemented on all key contact points and high traffic areas before opening to the public.
- Hand washing is mandatory after surface cleaning and should be done according to washing guidance. Paper towels will be added to washrooms to avoid use of hand dryers. Bins will be provided for these.
- All bins must be emptied using PPE including the provided disposable gloves.
- QR code menus will be in use for the time being.
- Tables should be deep cleaned after each sitting with turn times extended 5 minutes across all bookings to allow for a more thorough breakdown and disinfecting process.

TEAM WELL-BEING



Hospitality is not a work-from-home industry and therefore we will have to expose ourselves to a certain level of risk when working with others and while hosting guests.

- All team members will be required to complete refresher training and COVID 19 training.
- Any team member who demonstrates symptoms of COVID-19 will be instructed to return home and self-isolate for 7 days in accordance with the current guidelines.
- Any team member who shares a flat with someone who has symptoms of COVID-19 must notify their managers and they will be asked to self-isolate for 14 days in line with government guidelines.
- You have to carry out an internal staff assessment to identify who is vulnerable/extremely vulnerable/living with someone who is.
- Attention should be given to each team member, everyone should feel protected and cared for since everyone's moral is key.
- Monitor your staff's mental health and wellbeing since many employees faced lockdown and shortage of money. They might be anxious, struggling financially, or even affected by the virus directly.

ARRIVAL & DEPARTURE



Hotel Check-In

- Guidance should be provided to all guests upon arrival and departure to respect social distancing measures.
- Guests will be asked to wait in the reception area until the reception desk is clear.
- Pre check-in will be encouraged; if a guest does not pre check-in he will be asked to sign the hotel registration card only.
- Countertops should be sanitized after every guest interaction.
- Key cards should to be sanitized prior to being provided to guests.
- Guest directory should be emailed to guests and a laminated copy should be available upon request.
- Hand sanitizer station should be available in reception area.
- Reception area seating must be reconfigured to maintain social distancing.
- Disinfectant wipes and hand sanitizer should be available behind reception desk

Hotel Check-Out

- Guests will be encouraged to have a paperless check-out.
- During their visit, guests will be required to pay for all items at the time of the purchase in order to ensure a restricted and fast check-out process.
- E-mail should be the preferred form of communication.
- A container should be provided on the reception desk to return room keys.
- Key cards should be sanitized prior to being re-used by other guests.
- Staff should sanitize their hands after handling cash.

RESTAURANT & BAR



RESTAURANT

- Tables should be reconfigured to meet social distancing guidelines, thus reducing capacity.
- Provide a recycled face mask bag
- Let the guests witness your table cleaning sanitization procedure, they will appreciate it!
- Menus should be available on the website or app. of the Hotel/Restaurant or via QR codes on the tables.
- Hand sanitizer station should be located at the entrance of the restaurant.
- A health declaration form can help tracing back guests who were in your restaurant in order to contact them if a positive case is detected.
- Table condiments should be removed and kept available on request.
- Glassware should be removed from tables and drinks should be poured and served as required.
- POS machines should be sanitized after every use.
- Frequently used guest touchpoints should be disinfected every hour.
- All dining tables and chairs should be cleaned thoroughly after each use.

BAR

- No guests will be allowed to stand at the bar, only table service should be allowed.
- Laminated menus should be available and sanitized after every use.
- Make the most out of your outdoor terraces if available for drinks.

PUBLIC AREAS



LIFTS

- According to social distancing requirements, guests are restricted to a single passenger at a time unless they are from the same household.
- Signage should be placed on each level as per the social distancing guidance.
- Hand sanitizers should be in place in all lift lobby areas.
- Lift call buttons, handrails and frequently touched areas should be disinfected every hour.

PUBLIC TOILETS

- Hand sanitizers/Bactericidal Hand Soap must be available in all public toilets.
- Enhanced signage should be in place as per social distancing guidance.
- Public toilets must be cleaned every hour focusing on frequently used touch points like door handles, taps, cubicle locks and bins.

MEETINGS & EVENTS



- All room capacities should be reconfigured to promote social distancing
- Meeting spaces should be extended to outdoor areas when available.
- Single use items should be removed from tables and available upon request. Individual water bottles and disposable cups must be provided.
- Cleaning and sanitizing schedules must to be completed regularly throughout the day.
- Sanitizers and disinfectant wipes should be supplied in all meeting rooms.
- Meetings for 10 people or less may be held in a conference unit provided that breaks for each company take place one at a time. Upon greater demand, a coffee service point could be set up in the meeting room.
- Hand sanitizers should be placed near each conference coffee unit.
- Sugar and stirrers should be individually wrapped.
- All break out areas should be cleaned after every use.
- All food refreshments should be individually wrapped.
- For smaller groups, lunch boxes should be pre-ordered for the same day.
- For larger groups, alternative dining facilities should be proposed.
- All AV equipment including flipcharts, LCD projectors, TVs and remotes must be cleaned on a daily basis.
- All tables and chairs in meeting rooms should be cleaned and sanitized after every meeting.

THE SPA



- The need to purchase new equipment such as UV lights and disinfecting devices should be evaluated.
- The spa menus and rituals should be temporarily adjusted where no more than two persons are allowed in a single room.
- Limited timed bookings of spa amenities such as dry saunas, steam rooms, whirlpools, and lounges should be evaluated.
- Disposable slippers and properly sanitized locker should be provided to each guest.
- Toiletries and hair dryers should be removed from locker areas.
- Greeting protocols for guest's arrival should be evaluated such as replacing a handshake with a warm greeting, along with a ritual involving hand cleaning and warm towels.
- Technicians should wear appropriate PPE during treatments, including masks and gloves while delivering services.
- Sanitize any visible space or tables in front of guests.
- Providing guests with refreshments like snacks, teas, infused water, and fruit should be re-evaluated.

Communications Guidelines



Communications Guidelines for Guest Inquiries

- The General Manager of the hotel/Restaurant is the sole official media spokesperson, other employees are not allowed to accept media interviews or give any comments.
- Do not release details or information concerning any affected guest or employee.
- Continue communication with employees to update them on the situation. Ensure that all employees are aware of the health concerns.

Frequently asked Q&A – CONFIDENTIAL for internal use only

Is your hotel/Restaurant safe to stay?

We are committed to complying with recommended health standards. We have been closely monitoring the situation and upgrading the corresponding health and epidemic prevention measures.

Are there any infection cases confirmed among guests/employees?

Guest and Team Member privacy prevents us from openly discussing any known illness at our properties and corporate offices. The wellbeing of our Team Members and all who visit our properties is our highest priority, and we remain diligent in our commitment to provide a safe, hospitable environment for all who enter our doors.

What measures do you take to ensure the safety of guests?

We have prepared policies, procedures and preventive measures to minimize the risk, we also implemented actions to take in the event of an occurrence. Key personnel has also undergone training to provide the immediate assistance that might be required.