



# Colombo Court Hotel & Spa **SafeStay** Health & Safety Protocol

14 May 2020



# Symptoms

## Most Common Symptoms



**Fever**



**Fatigue**



**Dry Cough**

## Some patients may also have:



**Aches and pains**



**Runny nose**



**Sore throat**

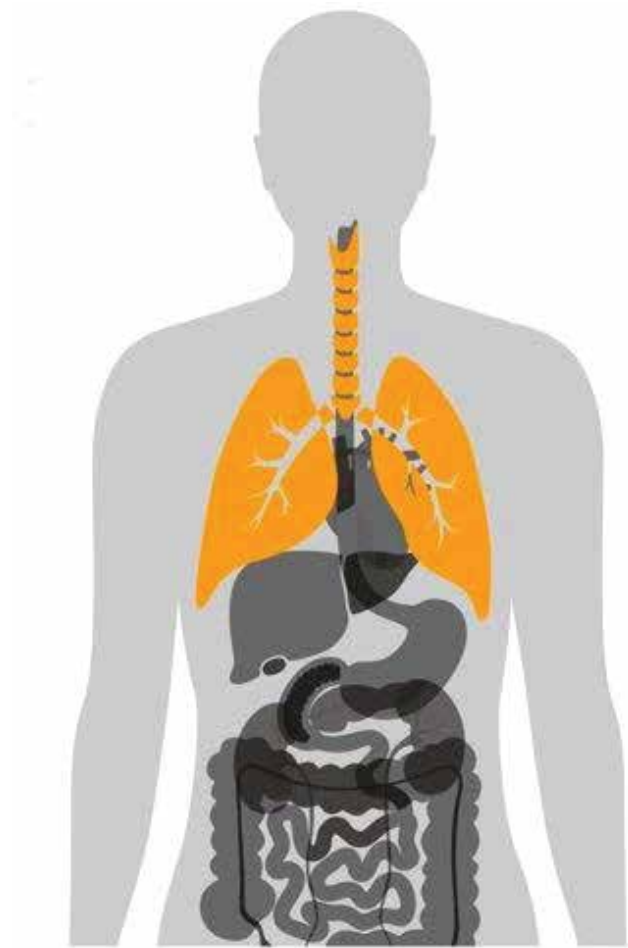


**Shortness of breath**

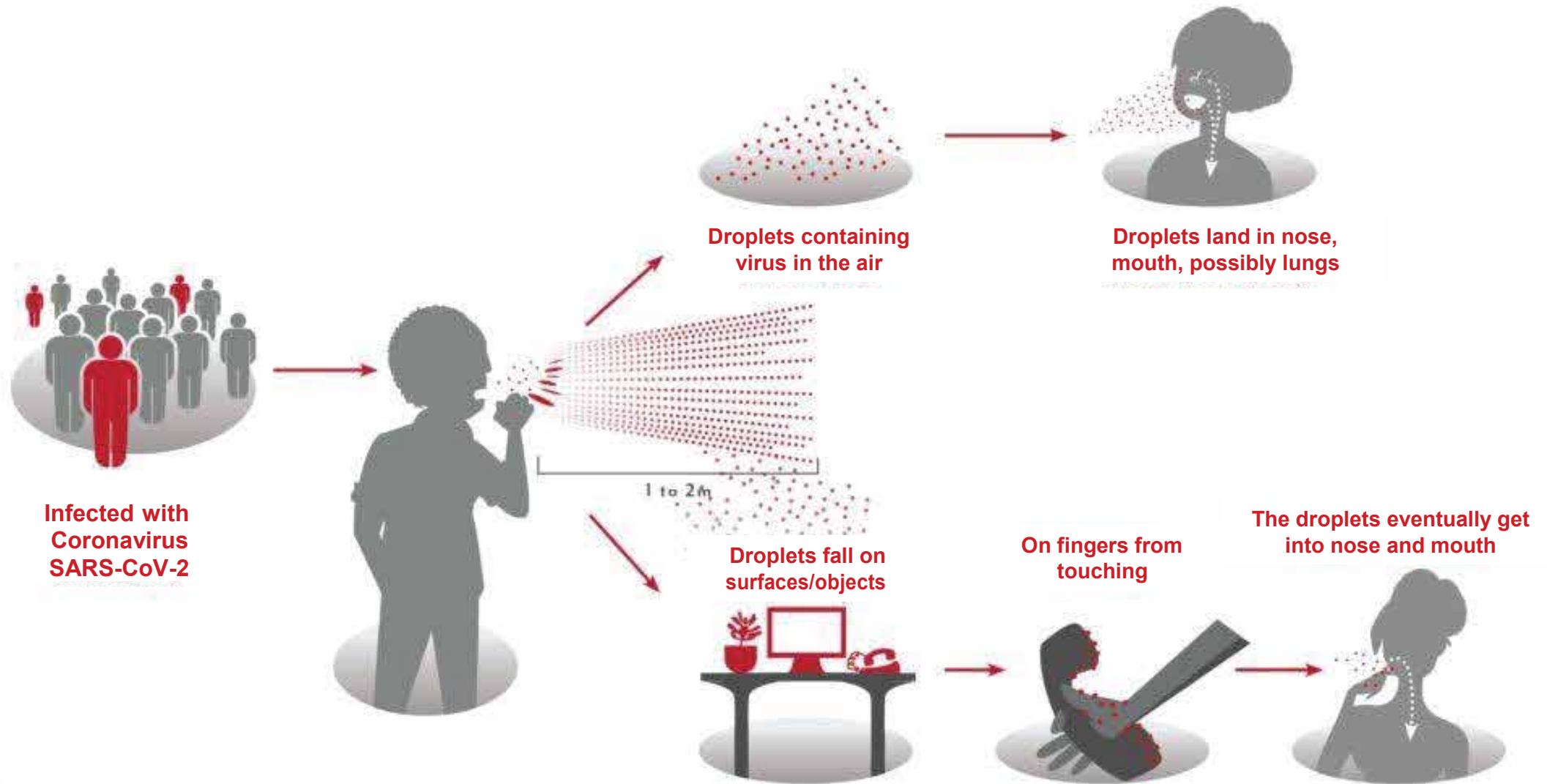


**Diarrhoea**

In critical cases, COVID-19 can cause severe pneumonia or a multiple-organ failure and can lead to death.



# Transmission



# COVID-19 Prevention Tips



## WASH

Wash your hands with soap frequently for at least 20 seconds. Use sanitizer.



## COVER

Use tissues when you cough or sneeze and dispose of them immediately, use elbow if a tissue is not available. Wear face masks always.



## AVOID

Do not touch surfaces and then your mouth, eyes or nose.



## DISTANCE

Practice social distancing by not shaking hands, hugging, etc.



## ISOLATE

Stay home if you become ill and prevent the spread of the illness



# STAFF ENTRANCE

Control points & procedures

PROCESS 1

PROCESS 2

PROCESS 3

PROCESS 4

WHAT	WHO	HOW	WHY
Use of hand sanitizer & face mask	All staff/ Security OIC	<ul style="list-style-type: none"> <li>• Use peddle operated hand sanitizer dispenser</li> <li>• Keep wearing face mask worn from home or accommodation</li> </ul>	To maintain personal hygiene & limit cross contamination
Screening	Security OIC	<ul style="list-style-type: none"> <li>• Check temperature</li> <li>• Check respiratory symptoms</li> <li>• Maintain log book</li> </ul>	Identify symptoms (cold, cough or difficulty breathing) If suspicious
Personal baggage sanitization	Security officer	Spraying sanitizer over surfaces	To limit cross contamination
Hand sanitization after clock-in	Security OIC / officer	Using peddle sanitizer dispenser	To limit cross contamination & ensure personal safety



# STAFF DECONTAMINATION PRE-DUTY

Areas, standards & etiquette

PROCESS 1 

PROCESS 2 

PROCESS 3 

PROCESS 4 

WHAT	WHO	HOW	WHY
Removal of personal clothes	All staff	<ul style="list-style-type: none"> <li>Personal clothes must be removed in front of the locker.</li> <li>Mandatory storage in Designated locker</li> </ul>	In order to avoid cross contamination
Shower properly	All staff	Shower using foam or soap provided.	To maintain personal hygiene
Use of hand sanitizer	All staff	Using peddle dispenser	To maintain personal hygiene
Use of PPE	All staff	<ul style="list-style-type: none"> <li>Wear masks, gloves goggles, helmets and full body overall in relevance to your job role.</li> </ul>	To limit risk of exposure and cross contamination

# STAFF CHANGING ROOMS & LOCKER ROOMS

Areas, standards & etiquette

PROCESS 1

PROCESS 2

PROCESS 3

PROCESS 4

WHAT	WHO	HOW	WHY
Wash down shower areas, toilets	Office Attendants	<ul style="list-style-type: none"> <li>• Checklists to be maintained</li> </ul>	To ensure clean environment
Floor cleaning & sanitizing	Office Attendants	<ul style="list-style-type: none"> <li>• Clean, dry &amp; sanitize with appropriate chemicals</li> <li>• Clean every 3 hours as per work schedule</li> </ul>	To ensure clean & hygienic environment
Sanitize benches & surface touch points	Office Attendants	<ul style="list-style-type: none"> <li>• Spraying of sanitizer on all surfaces</li> <li>• Sanitize every 3 hours as per work schedule</li> </ul>	To ensure clean & hygienic environment
Clean waste bins	Office Attendants	<ul style="list-style-type: none"> <li>• Replace new disposable garbage bags</li> <li>• Clean &amp; sanitize</li> </ul>	To limit risk of potentially contaminated object contaminating another surface



# STAFF DECONTAMINATION POST-DUTY

Areas, standards & etiquette

PROCESS 1

PROCESS 2

PROCESS 3

PROCESS 4

WHAT	WHO	HOW	WHY
Use of hand sanitizer	All staff	Using peddle dispenser at entrance and exit of locker room area	To limit cross contamination
Removal of uniforms/ mask	All staff	<ul style="list-style-type: none"> <li>Place uniforms in lidded soil bins</li> <li>Handover reusable PPE to laundry in designated bins</li> </ul>	To dispose safely
Shower properly	All staff	Shower using provided foam or soap	To maintain personal hygiene
Use of hand sanitizer	All staff	Using peddle hand sanitizer dispenser at exit	To maintain personal hygiene





COLOMBO COURT  
HOTEL & SPA

# STAFF ACCOMMODATION

High traffic critical point management

PROCESS 1

PROCESS 2

PROCESS 3

PROCESS 4

WHAT	WHO	HOW	WHY
Use of face mask	Staff accommodation in charge	Monitor staff using masks when in public areas	To maintain health & safety of all staff
Hand sanitizer	Staff accommodation in charge	Place peddle hand sanitizer dispenser in defined locations	To maintain hygiene & avoid cross contamination
Sanitization of rooms	Staff accommodation in charge	<ul style="list-style-type: none"> <li>• Spray disinfectant inside rooms every 2 days</li> <li>• Maintain checklist</li> </ul>	To maintain a hygienic environment
Sanitize bathrooms	Staff accommodation in charge	<ul style="list-style-type: none"> <li>• Clean and washed daily</li> <li>• Spray sanitizer every day</li> <li>• Maintain checklist</li> </ul>	To maintain a hygienic & clean environment



# STAFF ACCOMMODATION

High traffic critical point management

## PROCESS 5

WHAT	WHO	HOW	WHY
Collection of soiled linen	Staff accommodation in charge	<ul style="list-style-type: none"><li>• Use soiled hampers</li><li>• Use gloves</li><li>• Handover soiled linen to laundry on completion of cleaning</li></ul>	To limit cross contamination



COLOMBO COURT  
HOTEL & SPA

# STAFF DINING

High traffic critical point management

PROCESS 1

PROCESS 2

PROCESS 3

PROCESS 4

WHAT	WHO	HOW	WHY
Sanitization/ cleaning of fixtures & furniture	Chief steward	Clean & sanitize tables, workstations, chair & equipment at the end of each dining	To maintain hygien standards
Maintain social distancing	All staff/ HR manager	<ul style="list-style-type: none"> <li>Clearly define 1 meter distance between each chair</li> <li>Limit number of entrants</li> <li>Demarcation of chairs and buffet queue</li> </ul>	To minimize exposure to potential risk of spread
Self sanitization	All staff	Refer Standard 6	To limit potential cross contamination
Food packs	Kitchen Staff	Food will be sent to the staff dining area	To minimize exposure to potential risk of spread



COLOMBO COURT  
HOTEL & SPA

# STAFF DINING

High traffic critical point management

## PROCESS 5

Sanitization & cleaning of cutlery

Kitchen Stewarding

- Dishwasher at 80C
- Wear gloves
- Wipe cutlery using hot water & lemon using sanitized cloth

To limit cross contamination

## PROCESS 6

Sanitization & cleaning of crockery

Kitchen Stewarding

- Dishwasher at 80C
- Wear gloves
- Wipe crockery right after using sanitized cloth

To limit cross contamination

## PROCESS 7

Sanitization & cleaning of glassware

Kitchen Stewarding

- Dishwasher at 80C
- Wear gloves
- Wipe glassware using steam
- And sanitized cloth

To limit cross contamination

## PROCESS 8

Deep cleaning

Kitchen Stewarding





Washing & sanitizing kitchen & staff dining area every night after the service

To maintain health & safety standards



# MANAGING STAFF MEMBER WITH SYMPTOMS

Health & Safety Team Actions

	WHAT	WHO	HOW	WHY
<b>PROCESS 1</b> 	If staff shows symptoms when at home	Inform OM/HOD + health & safety team member/ department head/HR	Go into self quarantine (14 days) at home or else as advised by doctor or PHI – Inform COO via relevant communication flow	To take precautions & reduce risk of infecting other staff & guests
<b>PROCESS 2</b> 	If staff shows symptoms while on duty or at accommodation	Inform OM/HOD + health & safety team member/ department head/HR	Immediately move to secured self isolation location. Inform COO via relevant communication flow	To take precautions & reduce risk of infecting other staff & guests
<b>PROCESS 3</b> 	Screen staff	Health & safety member	Providing designated areas for checking symptoms at staff accommodation & hotel	To verify condition of the staff & documentation
<b>PROCESS 4</b> 	Take staff to hospital	Health and safety leader from department	By staff transport	To immediately provide ambassador with required attention



COLOMBO COURT  
HOTEL & SPA

# STAFF RECORD KEEPING

HRIS, health check & internal movement records

PROCESS 1


PROCESS 2

PROCESS 3

WHAT	WHO	HOW	WHY
Clock in	Human Resource/ Security OIC	<ul style="list-style-type: none"> <li>Time of arrival tracked on HRIS</li> <li>Health check will be noted at staff entrance</li> </ul>	Track the time of arrival to the hotel for reference
World delegation	Departmental Head	Record Movement in line with assigned duties/area	Ensure staff are following through with assigned work in specific areas
Clock out	Human Resource/ Security OIC	Time of departure tracked on HRIS	Track the time of departure to the hotel for reference

# GUEST ARRIVAL / RECEPTION

Control Points & Procedures

PROCESS 1 

PROCESS 2 

PROCESS 3 

PROCESS 4 

	WHAT	WHO	HOW	WHY
PROCESS 1	Check reservation	FO team/ GRE	Property management system (PMS)	To allow only guests with a reservation to enter the property
PROCESS 2	Check registration with authorities	FO team/ GRE	Proof of registration with relevant health/immigration authorities for foreign	To comply with local regulations & assist in traceability of all guests
PROCESS 3	Guest screening	FO team/ GRE	<ul style="list-style-type: none"> <li>• Temperature check</li> <li>• Check respiratory symptoms</li> <li>• Fill guest questionnaire</li> <li>• If suspicious, refer below</li> </ul>	To identify at-risk guests & ensure safety of all guests & staff
PROCESS 4	Offer hand sanitizer	FO team/ GRE	Provide guest with personal hand sanitizer	To limit cross contamination



# GUEST ARRIVAL / RECEPTION

Control Points & Procedures

PROCESS 5





PROCESS 6

WHAT	WHO	HOW	WHY
Sanitize baggage	Bell Boys	Use disinfectant spray across baggage surfaces	To limit cross contamination
Collect documents & payments	FO Team / GRE	<ul style="list-style-type: none"> <li>Using gloves &amp; disinfect documents using UV light</li> <li>Cash &amp; Credit Card handling standard 19</li> </ul>	To limit cross contamination



# MANAGING GUEST WITH SYMPTOMS

Health & Safety Team Action

	WHAT	WHO	HOW	WHY
<b>PROCESS 1</b> 	If guest shows symptoms	Health & safety team member	<ul style="list-style-type: none"> <li>• Inform the HOD</li> <li>• Wear appropriate PPE</li> <li>• Screen guest to confirm possible symptoms</li> </ul>	To verify and communicate to the rest of H&S committee
<b>PROCESS 2</b> 	Recording incident	Health & safety team member/FOM	<ul style="list-style-type: none"> <li>• On format provided to by management on RMS</li> <li>• Maintain incident report</li> </ul>	To maintain record & tracking system
<b>PROCESS 3</b> 	Minimize contact with guest	Operational team members	OM or FOM to request guest to confine themselves to room – self isolate Standard 41	Isolate potential patient from spreading the virus
<b>PROCESS 4</b> 	Attending to guests	Health and safety leader from department	Allow only selected trained staff from H&S team to attend	For safety of other guests & staff



COLOMBO COURT  
HOTEL & SPA

# MANAGING GUEST WITH SYMPTOMS

Health & Safety Team Action

PROCESS 5



PROCESS 6



WHAT	WHO	HOW	WHY
Contact hotel doctor or have guest taken to hospital	OM/FOM	Contact using provided info	To immediately give required attention & determine if guest has contracted COVID 19
Advice COO	OM/FOM	Call	Provide necessary guidance & back up



# ISOLATION STANDARD

Health & Safety Team Actions

PROCESS 1 

PROCESS 2 

PROCESS 3 

WHAT	WHO	HOW	WHY
Identify guest	OM/FOM	inform guest politely to confine to the room	To limit potential spread of virus
Providing service	Health & Safety member	Designated ambassador from relevant department to meet guest requirements in room	To limit potential exposure
Monitoring & documenting	Health & Safety member	Designated team member from H&S to conduct routine temperature & symptoms check and document until medically cleared	To provide relevant information to authorities when required



# HOTEL ZONING

Health & Safety Team Actions

PROCESS 1



PROCESS 2







WHAT	WHO	HOW	WHY
Identifying zones	Om/Health & Safety team	Operations manager discuss with health & safety team	To lockdown a specific zone efficiently if needed
Allocation of teams	Department head/ Health & Safety team	Roster specific teams to specific zones	to Identify potentially exposed staff and back trace all movements to contain potential spread



# ZONE CLOSURE & DECONTAMINATION

Health & Safety Team Actions

	WHAT	WHO	HOW	WHY
<b>PROCESS 1</b> 	Cordon off zone	OM/FOM	<ul style="list-style-type: none"> <li>• Demarcation as restricted area using tape</li> <li>• Security assigned to avoid any guest / ambassador entering</li> </ul>	To limit cross contamination
<b>PROCESS 2</b> 	Remove & destroy all washable linen items & books	Housekeeper / laundry executive	<ul style="list-style-type: none"> <li>• Transport linen in biohazard disposable bags to destroy point</li> <li>• Burn &amp; destroy (other instructions given by Public Health Inspector)</li> </ul>	To limit cross contamination
<b>PROCESS 3</b> 	Remove all washable items	Housekeeping team	<ul style="list-style-type: none"> <li>• Wash all items (chairs, tables, bed, coffee table)</li> <li>• Spray sanitizer</li> </ul>	To limit cross contamination
<b>PROCESS 4</b> 	Wash floor & sanitize all items & surfaces	Housekeeping team	<ul style="list-style-type: none"> <li>• Wash surfaces &amp; spray sanitizer</li> <li>• Sanitize all items</li> </ul>	Disinfect room & limit cross contamination



COLOMBO COURT  
HOTEL & SPA

# CONFIRMED CASE MANAGEMENT

Health & Safety Team Actions

PROCESS 1 

PROCESS 2 

PROCESS 3 

PROCESS 4 

	WHAT	WHO	HOW	WHY
PROCESS 1	Shut down relevant zone /zones, trigger Director led command center protocol	OM/Director	Follow zoning standard and communicate relevant communication flow diagram	Limit spread
PROCESS 2	Lock down hotel on advice of Director	OM/FOM	Public Health Inspector to provide instructions	To limit potential exposure and localized outbreak/spread
PROCESS 3	Contact local authorities	OM/FOM	Transfer guest to government facility. Follow below	To inform concerned parties with the progress of guest
PROCESS 4	Contact travel agent/family	OM/FOM FOR STAFF Director for guests/travel agents	<ul style="list-style-type: none"> <li>• Use available contact details</li> <li>• Get guest/staff approval</li> </ul>	Establish contact with concerned parties to update on case status



# CASH AND CREDIT CARD TRANSACTIONS

PROCESS 1

PROCESS 2

PROCESS 3

	WHAT	WHO	HOW	WHY
PROCESS 1	Cash receiving	FO/F&B/ Accounts heads	<ul style="list-style-type: none"> <li>• Use gloves to collect</li> <li>• UV light to disinfect</li> <li>• Place in marked disinfected cash box</li> </ul>	To limit cross contamination
PROCESS 2	Cash dispensing	FO/F&B/ Accounts heads	<ul style="list-style-type: none"> <li>• Sanitized hands</li> <li>• Take cash only from the marked disinfected cash box</li> </ul>	To limit cross contamination
PROCESS 3	Credit card transactions	FO/F&B/ Accounts heads	Use gloves to collect and return when performing transactions	To limit cross contamination



# DELIVERIES & SERVICE PROVIDERS

Third party visitor management

PROCESS 1

PROCESS 2

PROCESS 3

PROCESS 4

WHAT	WHO	HOW	WHY
Third party visitor management	Security OIC	<ul style="list-style-type: none"> <li>• Check temperature</li> <li>• Check respiratory symptom</li> <li>• Record details</li> </ul>	To ensure safety of all our staff
Registration, Collecting IDs, providing hotel badge	Security OIC	<ul style="list-style-type: none"> <li>• Maintaining details in security log book</li> <li>• Use gloves when handling IDs etc</li> </ul>	Record references for future
Sanitizing all equipment (tools, deliveries etc.)	Security OIC	Spray sanitizer on the surface of all equipment	To limit cross contamination
Contractors using hotel equipment while working	Engineering supervisor	Spray sanitizer on the surface of all equipment before & after usage	To limit cross contamination





COLOMBO COURT  
HOTEL & SPA

# GOODS RECEIVING

Item sanitization & restrictions

PROCESS 1 

PROCESS 2 

PROCESS 3 

PROCESS 4 

	WHAT	WHO	HOW	WHY
PROCESS 1	Supplier screening	Security OIC	<ul style="list-style-type: none"> <li>• Check temperature</li> <li>• Check respiratory symptoms</li> <li>• Maintain log book</li> </ul>	To ensure safety of all our staff
PROCESS 2	Usage of disposable gloves	Goods receiver	<ul style="list-style-type: none"> <li>• Put on gloves before handling any items</li> <li>• Dispose the gloves to a lidded bin after using</li> </ul>	To limit cross contamination
PROCESS 3	Restrict supplier movement	Goods receive / security OIC	Defining restricted area for supplier	To safeguard staff and guest areas from potential contamination
PROCESS 4	Sanitizing goods	Goods receiver	<ul style="list-style-type: none"> <li>• Using tablets for perishable items</li> <li>• Spray on boxes, packages &amp; bottles</li> </ul>	To limit cross contamination



COLOMBO COURT  
HOTEL & SPA

# GUEST TRANSIT MEALS/SNACKS

Preparation, packaging, storage & dispatch

PROCESS 1

PROCESS 2

PROCESS 3

PROCESS 4

	WHAT	WHO	HOW	WHY
PROCESS 1	Sanitize working surfaces & utensils	Kitchen team	Use chemicals for wiping working surfaces. See Standard 56	To maintain a safe & hygienic working environment
PROCESS 2	Preparation of food	Kitchen team	Prepare food following basic food hygiene guidelines	To maintain food hygiene standards.
PROCESS 3	Packaging food	Kitchen team	Use appropriate packing materials stored in sanitized area	To limit exposure
PROCESS 4	Storage of food	Kitchen team	<ul style="list-style-type: none"> <li>• Make sure correct temperature is maintained.</li> <li>• Serve within time limits</li> </ul>	To limit exposure



# GUEST TRANSIT MEALS/SNACKS

Preparation, packaging, storage & dispatch



WHAT	WHO	HOW	WHY
Dispatch food	FO team/ IVD team	Deliver meals/snacks using gloves directly to the guests	Ensure the food safety hygiene standards are met Minimize multiple handlers and limit exposure



# GUEST RECORD KEEPING

Movement records

PROCESS 1

PROCESS 2

WHAT	WHO	HOW	WHY
Monitor guest movement on property	Departmental/area head to monitor and pass on to front office team	Enter all traceability criteria field into PMS	To ensure that all guest movement is tracked & documented
Monitor guest movement outside the property	Front office team	Enter all traceability criteria field into PMS	To ensure that all guest movement is tracked & documented



# PUBLIC AREAS

## Control Points & Procedures

### PROCESS 1

### PROCESS 2


### PROCESS 3

### PROCESS 4

WHAT	WHO	HOW	WHY
Clean all floors, doors, furniture and washrooms	Public are attendant/ HK supervisors	<ul style="list-style-type: none"> <li>• Use cleaning chemicals, materials and tools</li> <li>• Clean every 3 hours and maintain checklist</li> </ul>	To ensure a clean surface before sanitizing
Sanitize all floors, doors, door handles, switches, furniture & washrooms	Public are attendant/ HK supervisors	<ul style="list-style-type: none"> <li>• Select sanitizer type and apply on surfaces refer</li> <li>• Maintain checklist</li> <li>• Clean every 3 hours</li> </ul>	To make sure all surfaces are disinfected
Use sanitized cleaning materials & tools	Public are attendant/ HK supervisors	Label the tools and material for each area	To ensure proper cleaning & disinfecting procedure has been followed
Ensure all hand sanitizer dispensers are adequately filled	HK attendants and supervisors/ checklist	<ul style="list-style-type: none"> <li>• Visually inspect</li> <li>• Fill with relevant sanitizer</li> </ul>	To ensure guests & staff have access to sanitizer & limit cross contamination

# BATHROOMS – GUEST ROOMS+PUBLIC AREAS

Linen changing, sur face sanitization

**PROCESS 1** 

**PROCESS 2** 


**PROCESS 3** 

**PROCESS 4** 

	WHAT	WHO	HOW	WHY
PROCESS 1	Collection of soiled linen	HK attendants & laundry staff.	<ul style="list-style-type: none"> <li>• Use soiled hampers</li> <li>• Use gloves &amp; mask</li> <li>• Handover soiled linen to laundry on completion of cleaning</li> </ul>	To limit cross contamination
PROCESS 2	Clean wash basin, WC, bathtubs, shower room, faucets, mirrors, tiles & door handles	HK attendants & supervisors / checklists	<ul style="list-style-type: none"> <li>• Use proper chemicals</li> <li>• Wipe/dry the surfaces</li> <li>• Clean public areas 3 hourly, guest rooms 12 hourly</li> </ul>	To make sure all surfaces are free from dust & dirt
PROCESS 3	Sanitizing all the surfaces	HK attendants & supervisors / checklists	<ul style="list-style-type: none"> <li>• Select correct sanitizer type &amp; apply on surfaces</li> <li>• Sanitize public areas 3 hourly, guest rooms 12 hourly</li> </ul>	To make sure all surfaces are disinfected
PROCESS 4	Ensure all hand sanitizer dispensers are adequately filled	HK attendants & supervisors / checklists	<ul style="list-style-type: none"> <li>• Visually inspect</li> <li>• Fill with relevant sanitizer</li> </ul>	To ensure guests and staff have access to sanitizer & limit cross contamination

# GUEST ROOMS

Linen changing, surface sanitization

**PROCESS 1** 

**PROCESS 2** 

**PROCESS 3** 

**PROCESS 4** 

WHAT	WHO	HOW	WHY
Collection of soiled linen	HK attendants/ laundry team	<ul style="list-style-type: none"> <li>• Use soiled hampers</li> <li>• Use gloves</li> <li>• Handover soiled linen to laundry on completion of cleaning</li> </ul>	To limit cross contamination
Bed making	HK attendants/ supervisors	<ul style="list-style-type: none"> <li>• Use fresh bed linen</li> <li>• Clean, sanitize surfaces</li> <li>• Use UV light to check &amp; disinfect</li> <li>• Maintain checklists</li> </ul>	To make sure linen & surfaces are cleaned & sanitized
Clean & sanitize all hard surfaces, remote controls, switches, other controls. Door handles clean /sanitize last	HK attendants/ supervisors	<ul style="list-style-type: none"> <li>• Use fresh bed linen</li> <li>• Clean, sanitize surfaces</li> <li>• Use UV light to check &amp; disinfect</li> <li>• Maintain checklists</li> </ul>	To limit cross contamination
Clean & sanitize soft surfaces – carpets, drapes, throw cushions etc	HK attendants/ supervisors	<ul style="list-style-type: none"> <li>• Steam and sanitize surfaces</li> <li>• Use UV light to check &amp; disinfect</li> <li>• Maintain checklists</li> </ul>	To limit cross contamination



# SWIMMING POOLS & JACUZZIS

Linen , sur face sanitization & water treatment

PROCESS 1

PROCESS 2

PROCESS 3

	WHAT	WHO	HOW	WHY
PROCESS 1	Collection of soiled linen	Pool attendant/ Laundry team	<ul style="list-style-type: none"> <li>• Use soiled hampers</li> <li>• Use gloves</li> <li>• Handover to laundry on completion of cleaning</li> </ul>	To limit cross contamination
PROCESS 2	Sanitize all sunbeds, umbrellas, side tables & shower areas	Pool attendant	<ul style="list-style-type: none"> <li>• Wipe surfaces with disinfectant</li> <li>• Clean after every use and sanitize</li> <li>• Maintain a checklist</li> </ul>	To limit cross contamination & Maintain hygiene
PROCESS 3	Handling pool pumps & water treatment process	Pool attendant	<ul style="list-style-type: none"> <li>• Pool pumps to run only operational hours</li> <li>• Water treatment process need to be done daily</li> <li>• Maintain a checklist</li> </ul>	To maintain safety & hygienic standards



# HOTEL OFFICE ENVIRONMENT

Administrative areas, etiquette & procedures

**PROCESS 1** 

**PROCESS 2** 

**PROCESS 3** 

**PROCESS 4** 

WHAT	WHO	HOW	WHY
Self sanitization at entrance	All head office staff monitored by H&S committee member. Hotels will follow entrance procedure	Use of hand sanitizer refer Standard 6	To maintain personal hygiene & limit cross contamination
Screening & clock in for head office	H&S committee member	<ul style="list-style-type: none"> <li>• Check temperature</li> <li>• Check respiratory symptoms</li> <li>• If suspicious, refer Standard 40</li> </ul>	Identify persons with symptoms (cold, cough or difficulty breathing)
Seating arrangements	HR manager/ departmental head	1 metre distance between each desk to be maintained	To limit cross contamination
Furniture, switches & fixtures sanitization	Office attendant under HR	Daily sanitization before 07:30	To maintain a clean & hygienic office environment



# HOTEL OFFICE ENVIRONMENT

Administrative areas, etiquette & procedures

**PROCESS 5**

**PROCESS 6**

**PROCESS 7**

**PROCESS 8**


WHAT	WHO	HOW	WHY
Head office Lunchroom use	HR manager/ H&S committee member	<ul style="list-style-type: none"> <li>• Social distancing – max 4 in room</li> <li>• Exhaust fans switched on</li> <li>• Sanitize all furniture &amp; door handles after meal period</li> </ul>	To maintain a clean & hygienic lunch room
Air condition & air quality check	HR manager/ H&S committee member	Clean & check the filters regularly & allow fresh air through windows	Ensure the filtration is working & limit any possible contamination
Third party visitors sanitization & movement control	Receptionist	<ul style="list-style-type: none"> <li>• Designated area to meet</li> <li>• Area to be sanitized after every use</li> </ul>	Procedure to minimize exposure to other staff
Use of stationary items	Staff	Strict no share policy on stationary items	To limit cross contamination



# TRANSPORTING SUSPECT INDIVIDUAL(S)

Health & Safety Team Actions

PROCESS 1 

PROCESS 2 

PROCESS 3 

PROCESS 4 

WHAT	WHO	HOW	WHY
Wear appropriate PPE	Driver	<ul style="list-style-type: none"> <li>• Wear universal precaution kit</li> <li>• Only the driver will be permitted to go along with patient</li> </ul>	To limit cross contamination
Separating the front & back of vehicle	Health & safety member	<ul style="list-style-type: none"> <li>• Screen between passenger &amp; driver</li> <li>• Remove seats &amp; keep only 1 seat</li> </ul>	To avoid guest movement in other areas
Appropriate PPE for guest	Front office	<ul style="list-style-type: none"> <li>• Disposable face mask</li> <li>• Disposable gloves</li> <li>• Disposable gown</li> </ul>	To limit cross contamination
Disinfecting the vehicle	Driver	Thorough washing with disinfectant	To avoid cross contamination



# LAUNDRY FACILITY

High risk area & sanitization management

PROCESS 1

PROCESS 2

PROCESS 3

PROCESS 4

WHAT	WHO	HOW	WHY
Self sanitization	HK attendants/ supervisors/ manager	Refer Standard 6	To minimize risk of exposure and cross contamination
Soiled linen segregation	Laundry attendants	<ul style="list-style-type: none"> <li>• Segregate linen in segregated bins</li> <li>• Wash separately</li> <li>• Sanitize area after every wash cycle</li> </ul>	To reduce the risk of cross contamination
Use clean laundry bins & trolleys	Laundry executive/ HK attendants	Disinfect after every use	To ensure that harmful pathogens are not transmitted
Handling self sanitization during the work shift	Laundry team	Change PPE as per guidelines after every washing process	To maintain hygienic standards

# LAUNDRY

Equipment maintenance & chemicals

**PROCESS 1** 

**PROCESS 2** 

**PROCESS 3** 

WHAT	WHO	HOW	WHY
Handling machines, carts, trolleys, hampers, hangers, cupboards	Housekeeper, laundry team/checklists	Clean & sanitize after every use	To eliminate the risk of cross contamination
Maintain laundry equipment	Housekeeper, laundry team/maintenance team	Regular services and maintain daily checklists & records	Ensure high efficiency & productivity of equipment
Chemical usage for disinfection	Housekeeper, laundry team	Refer MSDS Standard 56	For disinfection purposes

# FOOD PRODUCTION AREAS

Control points and procedures

PROCESS 1

PROCESS 2

PROCESS 3

WHAT	WHO	HOW	WHY
Self Sanitization	Kitchen team	Refer Standard 6	To ensure cleanliness, personal hygiene & limit cross exposure
Cleaning and sanitization of utensils/woekstaions	Kitchen/ Chef in charge	Cleaning and sanitizing equipment & work surfaces before & after every use	To ensure health & safety Standards & limit cross contamination
Handling ready to eat food	Kitchen/ Chef in charge	<ul style="list-style-type: none"> <li>• Ensure no physical contact with food</li> <li>• Handle food only with tongs or spatules</li> <li>• Wear appropriate PPE</li> </ul>	To ensure health & safety Standards & limit cross contamination



# GOODS STORAGE AREAS

Sanitizing & in transit etiquette

PROCESS 1

PROCESS 2


PROCESS 3

PROCESS 4

WHAT	WHO	HOW	WHY
Sanitization of service carts	Kitchen steward / chef in charge	Refer above	To ensure hygienic transport of goods
Sanitization of storage areas	Kitchen steward / chef in charge	Washing & sanitizing surfaces	To limit cross contamination
Restricted access	Storekeeper, department heads	Limit access to only authorized individuals	To ensure hygienic storage of goods
Goods transport	Staff	<ul style="list-style-type: none"> <li>• Proper covering of individual goods</li> <li>• Handle with the use of disposable gloves</li> </ul>	Ensure safe & hygienic transfer of goods

# DISHWASHING & GLASS WASHING

Equipment Maintenance & Chemicals

**PROCESS 1** 

**PROCESS 2** 

**PROCESS 3** 


**PROCESS 4** 

WHAT	WHO	HOW	WHY
Overall cleanliness of the machine	Steward, chef in charge, steward on duty	Before using, manually check cleanliness of all aspects of the machine	To maintain health & safety avoid cross contamination
Monitor working condition of the machine	Steward Supervisor chef in charge/ steward on duty.	Cross check machine twice daily by test run. If fault detected, duty technician must immediately attend	To maximize efficiency of the machine
Record water temperature	Steward Supervisor, chef in charge	By reading machine display and manually checking with thermometer. Final rinse temperature 70–80C	To limit germs & proper sterilization process
Chemical supply to machine	Steward supervisor/ executive chef, stewarding staff	By checking chemical measurement in machine & also chemical availability at store	To maximize efficiency of the cleaning process




# WATER TREATMENT

Standards & Procedures

PROCESS 1 

PROCESS 2 

PROCESS 3 

WHAT	WHO	HOW	WHY
General cleaning of water tanks	Engineer	Water storage tanks to be cleaned every 3 months	To ensure sanitary storage conditions
Chemical treatment for water	Engineer	Refer MSDS standard 56	Ensure that any harmful bacteria / virus are eliminated
Check water quality	Engineer	<ul style="list-style-type: none"> <li>• Monitor &amp; record PH levels on a daily basis</li> <li>• By providing samples for lab tests on monthly basis</li> </ul>	To ensure the water is clean and safe for hotel

# AIR CONDITIONING

Filter maintenance

PROCESS 1 

WHAT	WHO	HOW	WHY
Wash air conditioner Engineer/ technicians filter	Engineer/ technicians	Washing A/C filter with hot water before every arrival	To be extra cautious and prevent virus transmission



COLOMBO COURT  
HOTEL & SPA

# RESTAURANTS & BARS- ALL AREAS

High traffic critical point management

PROCESS 1

PROCESS 2

PROCESS 3

PROCESS 4

WHAT	WHO	HOW	WHY
Greeting guests	F&B Staff	Authentic "Ayubowan"	To ensure safety of guests & ambassadors
Maintain social distancing	F&B Staff/ restaurant executive	<ul style="list-style-type: none"> <li>• Always maintain distance of 1 metre</li> <li>• Refer Standard 4</li> </ul>	To minimize potential risk of contamination & spread
Cleaning furniture & fixtures	F&B Staff	Clean & sanitize tables, workstations, chairs & equipment at the end of each dining experience	To limit cross contamination & maintain hygiene standards
Bill settlement	F&B Staff	Sanitize bill folders & pens after each use & place in sanitized basket	To limit cross contamination

# RESTAURANTS & BARS – SOCIAL DISTANCING

High traffic critical point management



PROCESS 1

PROCESS 2

	WHAT	WHO	HOW	WHY
PROCESS 1	Restaurant and bar seating distance	F&B team	Allow a minimum space of 3 metres between all tables	To ensure social distancing is maintained to minimise cross exposure
PROCESS 2	Bar counter seating plan	F&B team	Bar front seating not allowed. Remove all high bar chairs.	To ensure social distancing is maintained to minimise cross exposure



# RESTAURANTS & BARS – MENUS

High traffic critical point management

PROCESS 1 

PROCESS 2 

PROCESS 3 

WHAT	WHO	HOW	WHY
Sanitizing menus	F&B Staff	Sanitize menu holder and laminated paper after each use & store in sanitized menu basket	To minimize potential risk of contamination & spread
Presenting menus	F&B Staff	<ul style="list-style-type: none"> <li>• Use gloves when placing on a sanitized tray</li> <li>• Ask guest to collect menu from tray</li> </ul>	To minimize potential risk of contamination & spread
Taking back menus from guest	F&B Staff	<ul style="list-style-type: none"> <li>• Ask guest to place menu on tray</li> <li>• Remove to sanitizing area &amp; follow process 1</li> </ul>	To minimize potential risk of contamination & spread



# RESTAURANTS & BARS – LINEN

High traffic critical point management

PROCESS 1

PROCESS 2

PROCESS 3

WHAT	WHO	HOW	WHY
Collecting washed linen	Laundry supervisor/ F&B executive	<ul style="list-style-type: none"> <li>• Keep mask on</li> <li>• Wear gloves</li> <li>• Use fresh "sanitized" hamper from laundry</li> </ul>	To maintain hygiene
Soiled linen	Laundry supervisor/ F&B executive	<ul style="list-style-type: none"> <li>• Use gloves and mask</li> <li>• Place in 'dirty' linen bag</li> <li>• Hand over to laundry</li> <li>• Self sanitize</li> </ul>	To limit cross contamination & maintain hygiene
Placing linen on table	F&B Staff	<ul style="list-style-type: none"> <li>• Keep mask on</li> <li>• Use fresh gloves</li> </ul>	To limit cross contamination & maintain hygiene

# RESTAURANTS & BARS – CUTLERY, CROCKERY, GLASSWARE

High traffic critical point management



COLOMBO COURT  
HOTEL & SPA

PROCESS 1

PROCESS 2

PROCESS 3

PROCESS 4

WHAT	WHO	HOW	WHY
Cleaning / sanitizing cutlery	Assigned F&B Staff	<ul style="list-style-type: none"> <li>Dishwasher at 80C</li> <li>Wear gloves &amp; mask</li> <li>Wipe using water and lemon after.</li> </ul>	To limit cross contamination & establish correct dining room practices
Cleaning / sanitizing crockery	Assigned F&B Staff	<ul style="list-style-type: none"> <li>Dishwasher at 80C</li> <li>Wear gloves &amp; mask</li> <li>Wipe with sanitized cloth</li> </ul>	To limit cross contamination & establish correct dining room practices
Cleaning / sanitizing glassware	Assigned F&B Staff	<ul style="list-style-type: none"> <li>Dishwasher at 80C</li> <li>Wear gloves &amp; mask</li> <li>Wipe glassware using steam with sanitized cloth</li> </ul>	To limit cross contamination & establish correct dining room practices
Dishwasher maintenance	Stewarding executive	<ul style="list-style-type: none"> <li>Change water after each meal period</li> <li>Recommended chemical dosage</li> <li>Check temperature</li> </ul>	To ensure that equipment is in good working order

# RESTAURANTS & BARS – POS TERMINAL

High traffic critical point management



PROCESS 1


PROCESS 2


WHAT	WHO	HOW	WHY
Usage	Assigned F&B Staff	Only one person per location will use assigned terminal.	To avoid cross contamination
Disinfecting and sanitizing	Assigned F&B Staff	<ul style="list-style-type: none"> <li>• Before and after every shift.</li> <li>• Using provided chemical and cloth.</li> </ul>	To avoid cross contamination



# IN-ROOM/EXPERIENCE DINING

Control Points & Procedures

PROCESS 1 

PROCESS 2 

PROCESS 3 

PROCESS 4 

WHAT	WHO	HOW	WHY
Preparing the service trays/ mise-en place	F&B attendants	Cleaning/sanitizing the utensils preparing for service, following R&B cutlery, crockery, glassware	To ensure preparations are safely and hygienically handled
Pick up food from the counter	Chef in-charge/ IVD attendants	<ul style="list-style-type: none"> <li>• Food cloche/cling film secured</li> <li>• Self sanitize prior to every pickup</li> </ul>	Safe & hygienic transition of food to location
Food & Beverage service	F&B team	Wear gloves in front of guest prior to serving, keep mask on, sanitize inner and outer door handles as a courtesy	To ensure food safety is maintained
Performing Clearance	F&B team	<ul style="list-style-type: none"> <li>• Wear gloves</li> <li>• Sanitize inner &amp; outer door handles as courtesy</li> <li>• Remove gloves after moving to wash area</li> </ul>	To limit of cross contamination



# SPA

Known high risk factors

PROCESS 1

PROCESS 2

PROCESS 3

PROCESS 4

WHAT	WHO	HOW	WHY
Self sanitization	Spa therapists/ managers	Refer Standard 6 – no hand gloves, wear disposable aprons.	To make sure everyone cleaned & sanitized before work starts
Clean and sanitize spa reception area, door handles, switches & welcome amenities	HK attendants/ spa therapists	<ul style="list-style-type: none"> <li>• Wipe and clean surfaces, amenities &amp; sanitize</li> <li>• Clean before start of the day &amp; after every use</li> <li>• Maintain checklist</li> </ul>	To ensure clean & hygienic environment
Treatment rooms, tools, switches, door handles equipment to be cleaned and sanitized	HK attendants/ spa therapists/ manager	<ul style="list-style-type: none"> <li>• Clean tools after every use</li> <li>• Place fresh linen after every use</li> <li>• Use UV light to disinfect</li> </ul>	To ensure hygiene before treatments
Handling personal guest belongings	Spa therapist	Do not handle guest belongings	To limit cross contamination

# SPA

Known high risk factors

**PROCESS 5** 

**PROCESS 6** 

WHAT	WHO	HOW	WHY
Maintaining guest belongings storage	Spa therapists & manager	<ul style="list-style-type: none"> <li>• Separate wardrobe for each guest belongings</li> <li>• Sanitize before start of the day and after every use</li> </ul>	To ensure hygienic standards
Maintain personal hygiene during the work shift	Spa therapists & manager	<ul style="list-style-type: none"> <li>• Dispose aprons to lidded bin after treatment</li> <li>• Wash &amp; sanitize hands and arm up to elbow before &amp; after treatment</li> </ul>	To ensure hygienic standards

# COMMUNICATIONS

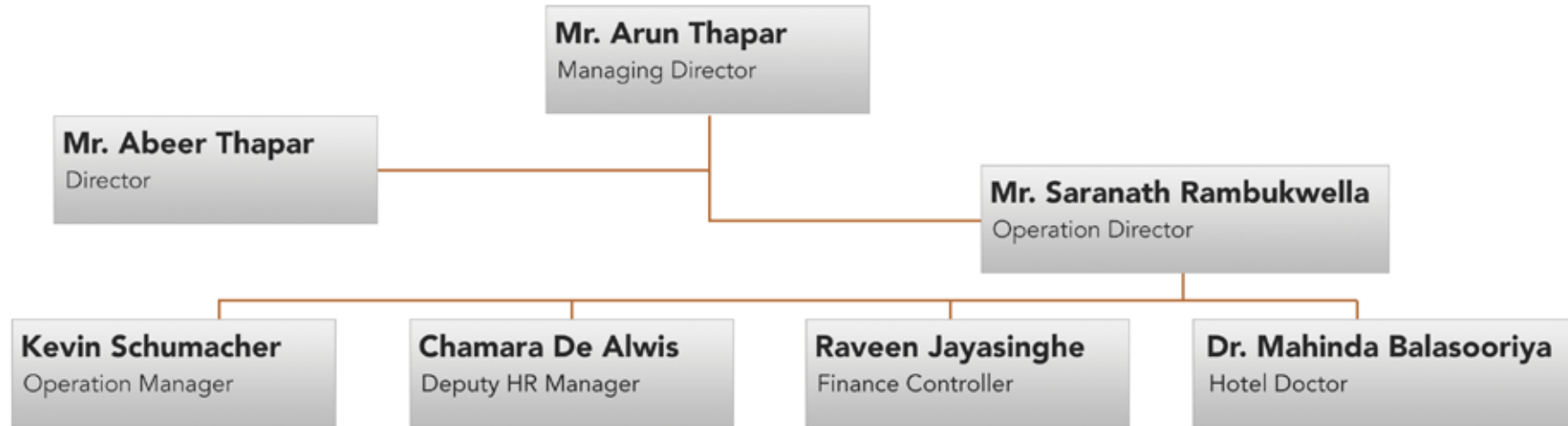
The crisis communication information flow has been outlined on the following page



**COLOMBO COURT**  
HOTEL & SPA

# MANAGEMENT TEAM AND RESPONSIBILITY

Management Team of Colombo Courtyard (Pvt) Ltd



## Directors

1. They ensure their businesses remain in good health, maintain solvency, liquidity, meet contractual obligations and retain the ability to pay salaries.
2. They focus to have access to information – most important all external factors that may affect the business and secondly, internal factors that may.
3. Forecasting the financial impact.
4. Need to monitor Working Capital.

## Operation Manager

1. Prepare the all operations department guideline & SOP to matching with current pandemic.
2. Fully responsible for all aspects of all departments.
3. and work with all Head of Departments in all aspects of running this hotel.
4. Ensure the premises are in operative condition as per health & safety protocols receive & serve the guests.
5. Inspecting Operation department with their respective Manager's for cleanliness, staff grooming & health & safety.

## Deputy HR Manager

1. Implement the preventive measures
2. Ensure the all employees are medically fit.
3. Maintain the employees screening details
4. Keep Updating the Employees Personal Details.
5. Prepare the guidelines for employees to follow in pandemic situation.
6. Keep clean all the employees cafeteria and accommodations.
7. Ensure the uniforms are disinfected

## Finance Controller

1. Forecast the cash collection
2. Maintain the Company Accounts
3. Tapping lines of credit and other options while reviewing opportunities to raise capital,
4. Implement the aggressive limitations and controls for company expenses.
5. Suggest the financial actions according to situation

## Hotel Doctor

1. Provide high standard of safe individualized care to all employees as well as to guests.
2. Providing adequate advice to the RRT of the course of action to be taken when the person develops corona symptoms or similar symptoms.
3. Contacting the relevant PCR hospitals
4. Advice to the RRT of new methods and procedures to be followed to survive the corona virus.

# RAPID RESPONSE TEAM

TEAM LEADER

**Kevin Schumacher**  
Operation & Sales Manager

RAPID RESPONSE TEAM MEMBERS



RAPID RESPONSE TEAM MEMBER'S PROXIES



## Government Departments

1390	COVID 19 symptoms call
1990	Free ambulance service
0112 695112	Epidemiology unit - Ministry of Health
1919	government service information

# DISPENSERS

Equipment maintenance & chemicals

PROCESS 1 

PROCESS 2 

PROCESS 3 

WHAT	WHO	HOW	WHY
Clean & sanitize hand sanitizers, liquid soap, peddle dispensers	Daily assigned H&S committee member	<ul style="list-style-type: none"> <li>• Clean on daily basis</li> <li>• Maintain checklist</li> </ul>	Ensure proper usage & minimum breakdowns and wastage
Check the condition of dispensers	Daily assigned H&S committee member	<ul style="list-style-type: none"> <li>• Monitor &amp; maintain checklists</li> <li>• Clean daily</li> <li>• Report defects</li> </ul>	Ensure high efficiency & productivity of equipment
Usage of chemicals for dispensers	Daily assigned H&S committee member	Label the dispensers with proper chemical name, (posters to be pasted near locations)	To prevent hazards & contamination

# SANITIZATION EQUIPMENT

List of equipment & usage

ITEM	METHOD
Dispensers	Solution via foot operated dispenser
Spray cans / Tanks	Spray floor, walls & the all surfaces
Cleaning cloths	Wipe dust and dirt / segregated by type, surface and zone
Mops	Clean floors with chemical & water mix
UV lights	Hold over required surface for twenty seconds

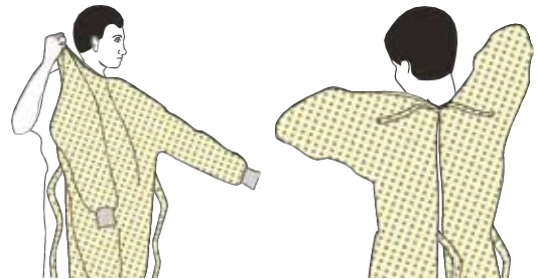


# SEQUENCE FOR PERSONAL PROTECTIVE EQUIPMENT (PPE)

The type of PPE used will vary based on the level of precautions required, such as standard and contact, droplet or airborne infection isolation precautions. The procedure for putting on and removing PPE should be tailored to the specific type of PPE.

## 1. GOWN

- Fully cover torso from neck to knees, arms to end of wrists, and wrap around the back
- Fasten in back of neck and waist



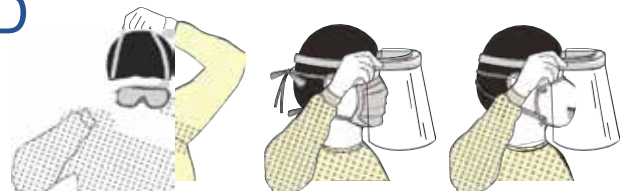
## 2. MASK OR RESPIRATOR

- Secure ties or elastic bands at middle of head and neck
- Fit flexible band to nose bridge
- Fit snug to face and below chin
- Fit-check respirator



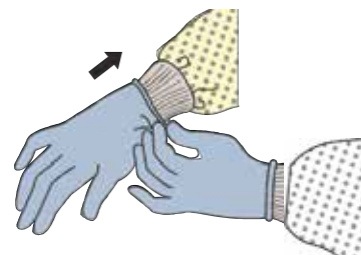
## 3. GOGGLES OR FACE SHIELD

- Place over face and eyes and adjust to fit



## 4. GLOVES

- Extend to cover wrist of isolation gown



## USE SAFEWORK PRACTICES TO PROTECT YOURSELF AND LIMIT THE SPREAD OF CONTAMINATION

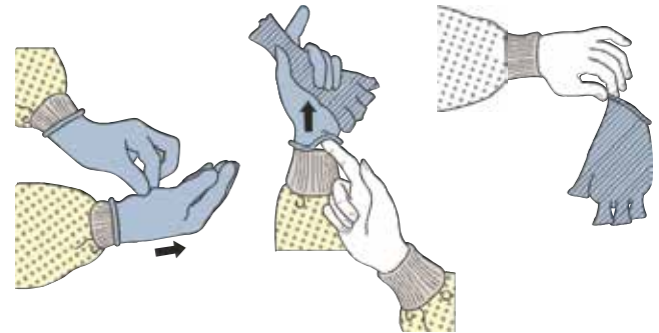
- Keep hands away from face
- Limit surfaces touched
- Change gloves when torn or heavily contaminated
- Perform hand hygiene



There are a variety of ways to safely remove PPE without contaminating your clothing, skin, or mucous membranes with potentially infectious materials. Here is one example. Remove all PPE before exiting the patient room except a respirator, if worn. Remove the respirator after leaving the patient room and closing the door. Remove PPE in the following sequence:

## 1. GLOVES

- Outside of gloves are contaminated!
- If your hands get contaminated during glove removal, immediately wash your hands or use an alcohol-based hand sanitizer
- Using a gloved hand, grasp the palm area of the other gloved hand and peel off first glove
- Hold removed glove in gloved hand
- Slide fingers of ungloved hand under remaining glove at wrist and peel off second glove over first glove
- Discard gloves in a waste container



## 2. GOGGLES OR FACE SHIELD

- Outside of goggles or face shield are contaminated!
- If your hands get contaminated during goggle or face shield removal, immediately wash your hands or use an alcohol-based hand sanitizer
- Remove goggles or face shield from the back by lifting head band or ear pieces
- If the item is reusable, place in designated receptacle for reprocessing. Otherwise, discard in a waste container



## 3. GOWN

- Gown front and sleeves are contaminated!
- If your hands get contaminated during gown removal, immediately wash your hands or use an alcohol-based hand sanitizer
- Unfasten gown ties, taking care that sleeves don't contact your body when reaching for ties
- Pull gown away from neck and shoulders, touching inside of gown only
- Turn gown inside out
- Fold or roll into a bundle and discard in a waste container

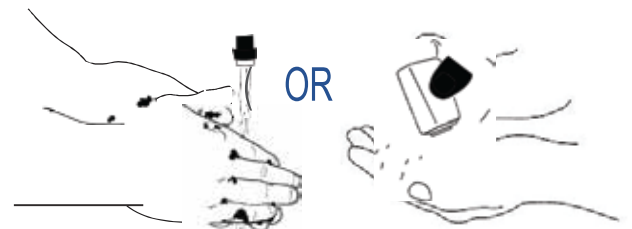


## 4. MASK OR RESPIRATOR

- Front of mask/respirator is contaminated — DO NOT TOUCH!
- If your hands get contaminated during mask/respirator removal, immediately wash your hands or use an alcohol-based hand sanitizer
- Grasp bottom ties or elastics of the mask/respirator, then the ones at the top, and remove without touching the front
- Discard in a waste container



## 5. WASH HANDS OR USE AN ALCOHOL-BASED HAND SANITIZER IMMEDIATELY AFTER REMOVING ALL PPE



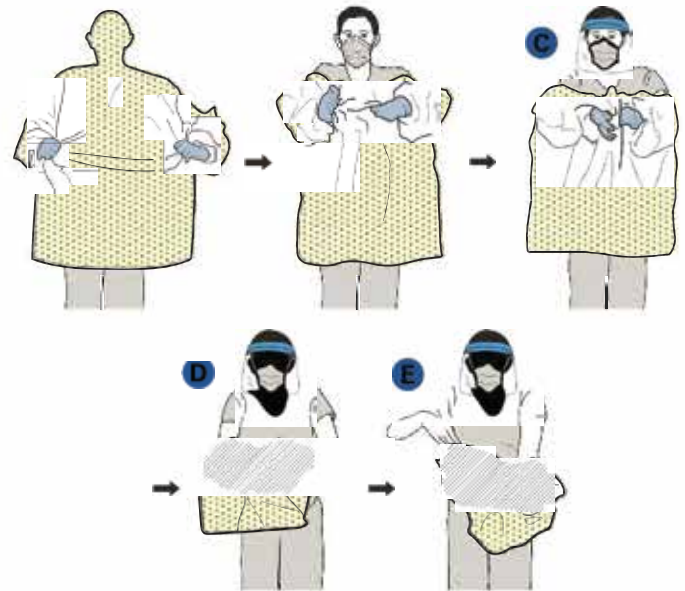
**PERFORM HAND HYGIENE BETWEEN STEPS IF HANDS BECOME CONTAMINATED AND IMMEDIATELY AFTER REMOVING ALL PPE**



Here is another way to safely remove PPE without contaminating your clothing, skin, or mucous membranes with potentially infectious materials. Remove all PPE before exiting the patient room except a respirator, if worn. Remove the respirator after leaving the patient room and closing the door. Remove PPE in the following sequence:

## 1. GOWN AND GLOVES

- Gown front and sleeves and the outside of gloves are contaminated!
- If your hands get contaminated during gown or glove removal, immediately wash your hands or use an alcohol-based hand sanitizer
- Grasp the gown in the front and pull away from your body so that the ties break, touching outside of gown only with gloved hands
- While removing the gown, fold or roll the gown inside-out into a bundle
- As you are removing the gown, peel off your gloves at the same time, only touching the inside of the gloves and gown with your bare hands. Place the gown and gloves into a waste container



## 2. GOGGLES OR FACE SHIELD

- Outside of goggles or face shield are contaminated!
- If your hands get contaminated during goggle or face shield removal, immediately wash your hands or use an alcohol-based hand sanitizer
- Remove goggles or face shield from the back by lifting head band and without touching the front of the goggles or face shield
- If the item is reusable, place in designated receptacle for reprocessing. Otherwise, discard in a waste container

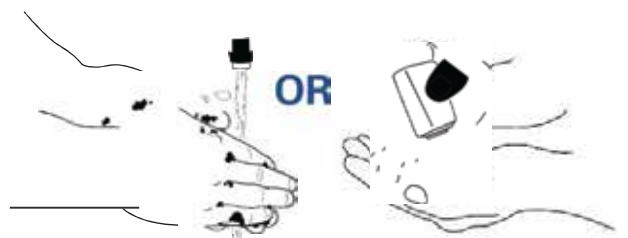


## 3. MASK OR RESPIRATOR

- Front of mask/respirator is contaminated — DO NOT TOUCH!
- If your hands get contaminated during mask/respirator removal, immediately wash your hands or use an alcohol-based hand sanitizer
- Grasp bottom ties or elastics of the mask/respirator, then the ones at the top, and remove without touching the front
- Discard in a waste container



## 4. WASH HANDS OR USE AN ALCOHOL-BASED HAND SANITIZER IMMEDIATELY AFTER REMOVING ALL PPE



**PERFORM HAND HYGIENE BETWEEN STEPS IF HANDS BECOME CONTAMINATED AND IMMEDIATELY AFTER REMOVING ALL PPE**

