



## DUTY OF CARE OPERATING PROCEDURES

Post Covid-19 will be stressful enough and traveling even more so, Index Hotels have compiled and executed the following safety protocols for our properties to ensure your safety and ours.

Our hotel in Accra, Fiesta Boutique Hotel and Residences, has been operational during the lockdown period and we had an average occupancy of 73% in our Residences during this lockdown period where most other hotels closed their doors.

This is simply because guests felt safe, were safe, and still are safe with us.

We have completed extensive research and applied the most stringent recommendations from the World Health Organisation (WHO) to ensure your safety.

## LOCKDOWN PROTOCOL

- Guests have full access to all facilities (excluding the spa) on the property, including moving in and out, during this time providing they also apply social distancing.
- All main entrance points are monitored, and guarded 24/7, any access to the property needs to be approved by the General Manager.
- Guests receiving visitors, book their visitors with the General Manager to gain access, this way we limit traffic onto the property, we are willing to sacrifice general trade, for your safety.
- A core team are permanently stationed at the hotel but expected to show respect to their surroundings, even when off duty and are not allowed in guest areas.
- All team members are tested and cleared for Viral infections regularly.
- With our extensive property size, we provide a very comfortable environment for any quarantine period.
- If required, our team is experienced in dealing with re-patriation or work travel as we have managed this extensively during the previous lockdown.
- We provide fully inclusive packages for all our guests inhouse in terms of meals delivered to your rooms in eco-friendly containers thereby limiting touchpoints.
- We can provide guests staying in Residences with a range of groceries from our stores at market related prices, saving you the inconvenience of having to go shopping, if we do not have it in stock, we will find it.
- Our stores have been hygienically cleaned and under lock and key to ensure there is no unnecessary movement around holding stock thus preventing contamination.





## GENERAL COVID SAFETY MEASURES

- All guests are requested to apply social distancing when resident with us, for your own safety and ours.
- All surfaces on the entire property are deep cleaned daily, to ensure there is no contamination occurring or transferred. We use extensive disinfectants that are proven to kill 100% of virus and bacteria on hard surfaces.
- We have our own water purification filter system and water supply, so we are not dependent on water from municipal sources, this water is tested and safe for human consumption.
- Each property is equipped with a generator which provides independence from the national power grid, if required, with 100% functionality on all our electrical outlets.
- Our properties are surrounded by a wall and/or electrical fencing with full HD monitoring cameras throughout the entire property that are monitored 24/7.
- The use of Cash payment will be prohibited during this time, Card terminals will be sanitized after each use.

## TEAM MANAGEMENT

- All team members are tested with a non-contact thermometer before and after each shift.
- All team members are extensively trained in Hygiene care, guest care and first aid.
- Team members are allocated to fixed areas of work, this ensures cleanliness, hygienic practices and optimum outcome of performance, hygiene, cleanliness in their specific areas.
- This also puts the guests at ease to see the same people servicing their rooms. This creates confidence in the property and a good trust relationship between guests and the team.

## HYGIENIC CLEANING PROCEDURE ON THE PROPERTY

- All public areas outside, walkways, paved areas are sprayed with a disinfectant solution several times per week.
- All vehicle tyres are sprayed upon arrival with disinfectant.
- All public areas inside the hotel are cleaned as soon as there is movement or usage by guests.
- All rooms are serviced daily, we apply deep cleaning daily to all hard surfaces and regular use FF&E.
- All deliveries to the property are separated, hygienically cleaned, then sanitized, then processed for use.
- All cleaning staff wear PPE equipment that is sanitized daily.
- Hand Sanitizer is readily available at entrances, bathrooms and guest rooms.

## MEDICAL OPTIONS

- We have agreements with our local International specialist clinic/hospital for all of our medical requirements.
- They provide Viral testing and certification, also Covid-19 testing, and certification on request.
- They have a complete virtual online Doctor available 24/7.
- Consultation in the privacy of your rooms may be done on request.
- 50% of the team are trained in First Aid and able to stabilize and assist with medical issues, including respiratory distress and CPR.
- The property owns its own medical Oxygen supply bottles and can be made available to guests in distress if required.



## INCREASED BANDWIDTH

- The hotels have increased their bandwidth to the maximum available in order to enable you to work from the comfort of your room/residence.
- We have a qualified IT person on duty for any internet or technical issues that require resolving.
- We endeavour to provide uninterrupted unthrottled internet availability for the duration of your stay for work and relaxation.

## GUEST ARRIVAL

- All guests will be treated with kindness and respect during their entire stay with us, however they are to understand that we are doing everything possible to ensure the wellbeing of all persons on the property and therefore we must adhere to certain safety protocols.
- As guests arrive, they will be guided to a screening station. This station will be manned by a member of staff wearing full protective gear, who will sanitize guests' hands, shoes, luggage and test their temperature with a non-touch thermometer.
- Guests will also be required to fill in a check-in questionnaire, to confirm their state of health and their recent travel history.
- Once guests have been screened they will be allowed into the reception area, where they will be expected to stand in demarcated areas in order to encourage social distancing and limit the amount of people in the area.
- Front Office staff will have minimal physical contact with guests and all devices and surfaces will be thoroughly sanitized. This includes room key cards that will be given to guests in a sealed container.
- Our primary focus is controlling the flow of guests and team members into the property, in order for guests to feel as though they have entered a safe haven that differs from the outside world.

## ROOMS \ RESIDENCES CHANGEOVER BETWEEN GUESTS.

- Our rooms are continuously serviced but secured between arrivals.
- When a room becomes vacant, the entire room undergoes a complete sanitation, ALL linen and bedding is stripped and processed with ultra-high heat and chemical cleaning, to ensure hygienic cleanliness.
- All hard touch areas are disinfected.
- We endeavour to keep rooms vacant for a 24 hours period before our attendants' complete final preparations for new arrivals.
- All housekeeping staff are trained in WHO compliant cleaning.



## IN-ROOM DINING / ROOM SERVICE / RESTAURANT DINING.

- Our chefs have created innovative takeaway and in-room dining menus which encompasses classical and popular menu items.
- All our food is delivered in hygienically safe packaging and delivered at the optimum temperature in order to ensure safe handling.
- Should you opt to eat in our restaurant, we operate on a social distancing method and you will be placed well away from other patrons.
- Be assured, that all hard surfaces, cutlery, crockery has been cleaned, disinfected before and after each patron visits; this includes the seating and table.
- We will ensure the restaurant is never overpopulated and you are comfortable in your surroundings and can enjoy your freshly prepared meal.
- Our kitchens have and will always operate using the highest international HASSAP standards, thereby ensuring your food is prepared safely.
- The properties will not be offering their usual Buffet options; when required they will provide 'chef enabled' buffets.
- Menus will no longer be reusable; in order to limit contact, menus will either be disposable (on recycled paper) or available for viewing on our property website.
- Restaurant tables will be set with sanitized crockery, cutlery and glassware in front of guests to create the safest dining experience possible.

## GYMNASIUM BOOKINGS

- During this time and under restrictions of movement, we find that our guests regularly visit our gymnasium.
- In order to keep safe, we have put in place a booking system, so kindly book your time slot, to ensure that you are the only person in the gym at that point (or sharing with your gym partner).
- After usage, the entire gym is deep cleaned and disinfected and made ready for the next session.

## TRANSFERS / ARRIVALS AND TRANSPORT

- We have drivers available 24/7.
- The vehicles are sanitised after every single use.
- You are always assured your vehicle you travel in is safe.
- All transfers have to be booked at reception to assist us with logistical planning.
- Our drivers will apply social distancing while in the vehicle and will never let vehicles be shared by persons who are strangers.

Although this brief is lengthy, we are comfortable in sharing our experiences with you, so that you can be comfortable with the guarantee that our properties are 100% operational.