

## The Health & Safety Operating Guide for Hotel Establishments

Hotel Establishment	Hotels & Resorts, Hotel Apartments, Hostels, Hotel Suites, Tourist Camps & Diving Resorts
<b>General Operating Procedures Inside the Establishment</b>	<ul style="list-style-type: none"> <li>• Cleaning and disinfecting the establishment thoroughly before starting to receive guests.</li> </ul>
	<ul style="list-style-type: none"> <li>• Disinfecting all furniture, surfaces and frequently touched areas every hour in public places and public toilets using effective disinfectants approved by the Ministry of Health.</li> </ul>
	<ul style="list-style-type: none"> <li>• Educating the staff about the virus, its danger and spreading speed, and what precautions they must adhere to before coming to work.</li> </ul>
	<ul style="list-style-type: none"> <li>• Providing good-quality hand hygiene and disinfection tools and distributing them appropriately within the facility, especially entrance and exit points.</li> </ul>
	<ul style="list-style-type: none"> <li>• Placing guidance panels in all facilities of the establishment emphasizing on the necessity of wearing masks, disinfecting hands constantly and following safety procedures and social distancing measures.</li> </ul>
	<ul style="list-style-type: none"> <li>• All employees are required to wear masks and disinfect hands the correct way constantly.</li> </ul>
	<ul style="list-style-type: none"> <li>• It is forbidden to receive guests who are not adhering to wearing personal protective equipment. Guests should be asked to clean hands before entering the facility.</li> </ul>
	<ul style="list-style-type: none"> <li>• Organizing the process of receiving guests inside the facility and ensuring that hands are cleansed before entry.</li> </ul>
	<ul style="list-style-type: none"> <li>• Limiting the use of banknotes in reservations and sales as much as possible. It is vital to provide and use electronic payment methods.</li> </ul>
	<ul style="list-style-type: none"> <li>• Conducting periodic COVID-19 tests for all employees and staying updated with the Ministry of Health policies in this regard.</li> </ul>
	<ul style="list-style-type: none"> <li>• Creating a daily entry record for workers, not through an electronic fingerprint.</li> </ul>
	<ul style="list-style-type: none"> <li>• Applying spacing measures between employees inside the facilities of the establishment.</li> </ul>
	<ul style="list-style-type: none"> <li>• Complying with all legislated health and safety requirements.</li> </ul>
	<ul style="list-style-type: none"> <li>• Appointing a liaison officer in the facility and submitting a health status report for employees and visitors on daily basis.</li> </ul>
	<ul style="list-style-type: none"> <li>• Non-five-star hotels must contract with a doctor and provide a temperature measuring device and train employees on how to use it.</li> </ul>
<ul style="list-style-type: none"> <li>• Adhering to the health and safety regulations issued by the Ministry of Health and the Epidemiology Committee.</li> </ul>	
<ul style="list-style-type: none"> <li>• Conducting a daily examination report for the staff which includes temperature measure and not showing symptoms such as sneezing and coughing. If an employee is exposed to any disease, they are prevented from returning to work unless they prove they are free of any infectious or communicable disease and that they are Coronavirus-free.</li> </ul>	

Reception	<b>The Procedures to Follow:</b>
	<ul style="list-style-type: none"> <li>The reception staff should be aware of all safety and health measures issued by the Ministry of Health and how to operate and implement them.</li> </ul>
	<ul style="list-style-type: none"> <li>Sufficing with inspecting guests upon entry using remote inspection devices and without contact as much as possible.</li> </ul>
	<ul style="list-style-type: none"> <li>Checking employees' temperature periodically by a specialized employee.</li> </ul>
	<ul style="list-style-type: none"> <li>Asking each guest if they have any Coronavirus symptom (the symptoms which were circulated by the Ministry of Health) and documenting this with the receptionist.</li> </ul>
	<ul style="list-style-type: none"> <li>Checking guests' temperature upon entering the hotel by a specialized employee.</li> </ul>
	<ul style="list-style-type: none"> <li>Allowing only guests and employees to enter and walk around the reception area while wearing masks and sterilizing hands at all times.</li> </ul>
	<ul style="list-style-type: none"> <li>Applying social distancing measures within the reception area by leaving a 2-meter separation space between seats and ensuring that the area is not overcrowded.</li> </ul>
	<ul style="list-style-type: none"> <li>Placing stickers on the ground in the reservation and departure area to apply physical spacing between customers and guests.</li> </ul>
	<ul style="list-style-type: none"> <li>Conducting reservation and check-in and out procedures electronically as much as possible.</li> </ul>
	<ul style="list-style-type: none"> <li>Only 50% of the elevators' capacity is used by customers. Elevators must be cleaned continuously.</li> </ul>
	<ul style="list-style-type: none"> <li>Placing sterile floor mats at the entrance to sterilize footwear upon entry.</li> </ul>
Dining Halls	<ul style="list-style-type: none"> <li>Cleaning and disinfecting all furniture and facilities in the reception area regularly, especially contact areas.</li> </ul>
	<ul style="list-style-type: none"> <li>Serving food in the hotel's designated facility provided that dining tables ensure a 2-meter separation space (dining tables are organized accordingly).</li> </ul>
	<ul style="list-style-type: none"> <li>Requiring the cooking staff to adhere to using personal protective equipment, masks (replace the mask immediately if contaminated or moist), gloves, head covers, beard covers, food safety shoes, work clothes and aprons, as well as washing hands frequently.</li> </ul>
	<ul style="list-style-type: none"> <li>Drying and wiping with disposable paper towels only, which are discarded right after.</li> </ul>
	<ul style="list-style-type: none"> <li>Disinfecting the restaurant and all its facilities before supplying food (food and beverages alike) and before preparing it.</li> </ul>
	<ul style="list-style-type: none"> <li>Providing staff with hand hygiene supplies such as liquid soap, disinfection tools and sanitary wipes at dispensed points inside the restaurant.</li> </ul>
	<ul style="list-style-type: none"> <li>Cleaning and disinfecting dining tables after each use, and providing salt and pepper shakers upon request after having them disinfected.</li> </ul>
	<ul style="list-style-type: none"> <li>Providing good ventilation in all restaurants and facilities.</li> </ul>
	<ul style="list-style-type: none"> <li>Placing the disinfection material outside the food preparation area and storing it in a closed place.</li> </ul>
<ul style="list-style-type: none"> <li>Putting signs requiring the staff to constantly cleanse, space out, wear masks and wash utensils.</li> </ul>	

<b>Room Service</b>	<ul style="list-style-type: none"> <li>• Cleaning and disinfecting all rooms and facilities before operating, using the right material and following the instructions of the Ministry of Health.</li> </ul>
	<ul style="list-style-type: none"> <li>• Placing posters inside the rooms that show the right way to wear a mask, disinfect hands and practice social distancing.</li> </ul>
	<ul style="list-style-type: none"> <li>• Providing disinfection material in the rooms and all the hotel facilities that are permitted to operate for customers to use during their stay.</li> </ul>
	<ul style="list-style-type: none"> <li>• Cleaning and disinfecting rooms after use by disinfecting all surfaces and replacing all sheets, linens, pillow covers and towels.</li> </ul>
	<ul style="list-style-type: none"> <li>• Creating a special cleaning and disinfection plan for rooms that were used by patients, whether visitors or employees.</li> </ul>
	<ul style="list-style-type: none"> <li>• The number of room-service employees should not exceed a maximum of 2 in each room. Employees are required to wear gloves and masks and not remove them inside the rooms at all. Gloves must be replaced after cleaning a room.</li> </ul>
	<ul style="list-style-type: none"> <li>• Ensuring that employees who are permitted to work are in good health and do not suffer from chronic diseases; subject to the approval of the company's physician.</li> </ul>
	<ul style="list-style-type: none"> <li>• Providing good ventilation in all rooms and facilities.</li> </ul>
	<ul style="list-style-type: none"> <li>• Cleaning air conditioning filters continuously by the specialized employee.</li> </ul>
<b>Private Beaches &amp; Swimming Pools</b>	<ul style="list-style-type: none"> <li>• Adhering to the 2-meter social distancing requirement.</li> </ul>
	<ul style="list-style-type: none"> <li>• Warning guests not to wear face masks in swimming pools or at the beach, as it may be difficult to breathe when the face masks are wet, provided that masks are used in other facilities, especially in times when distancing is difficult.</li> </ul>
	<ul style="list-style-type: none"> <li>• Disinfecting and cleaning swimming pools and all pertaining facilities before operating.</li> </ul>
	<ul style="list-style-type: none"> <li>• Putting guidance panels in all facilities emphasizing on the necessity of the 2-meter spacing requirement.</li> </ul>
	<ul style="list-style-type: none"> <li>• Providing hand sanitizers, soap, paper towels and non-touch trash bins in multiple points.</li> </ul>
	<ul style="list-style-type: none"> <li>• Implementing issued decision and regulations immediately as they're taken by the specialized authorities aimed at preventing the spread of infection.</li> </ul>
	<ul style="list-style-type: none"> <li>• Creating a mechanism to regulate entry and exit to and from the swimming pools areas in a way that enforces physical distancing.</li> </ul>
	<ul style="list-style-type: none"> <li>• Training the staff and educating them about COVID-19, its severity and spreading speed.</li> </ul>
	<ul style="list-style-type: none"> <li>• An employee should disclose their infection -or contacting an infected person for that matter- immediately and sign a pledge.</li> </ul>
	<ul style="list-style-type: none"> <li>• Wearing personal protective equipment such as masks, and replacing them continuously and immediately after contamination.</li> </ul>
	<ul style="list-style-type: none"> <li>• Using disposable cups and plates for food and drinks whenever possible.</li> </ul>
	<ul style="list-style-type: none"> <li>• Taking into account physical distancing when playing group water games.</li> </ul>
<ul style="list-style-type: none"> <li>• Providing containers for the used equipment that has not been cleaned and disinfected yet and containers for clean and disinfected equipment.</li> </ul>	

	<ul style="list-style-type: none"> <li>Disinfecting used items frequently, especially toys, and life jackets after each use.</li> <li>Pools are not to operate without a fully working mechanical system to drain, flush and treat water in the swimming pool.</li> <li>Outside restrooms are used by only one person at a time. They should be disinfected and cleaned after each use.</li> <li>Placing sunbeds two meters apart for physical distancing purposes.</li> <li>Operating swimming pools and beaches at 50% capacity.</li> <li>Members' lockers should be disinfected periodically and after each use.</li> <li>Continuous cleaning and disinfection of changing rooms.</li> <li>Disinfecting and cleaning toilets thoroughly in a constant fashion, and providing an adequate number of non-touch trash bins.</li> </ul>
<b>Storage, Receiving Goods &amp; Warehouse Management</b>	<ul style="list-style-type: none"> <li>Preparing storage sites before receiving the material (freezers, coolers and dry-storage sites), ensuring they are cleaned and sanitized. All damaged material should be discarded.</li> <li>Ensuring that the minimum number of employees is used to unload a truck while adhering to a minimum of 1,5 meters as a distancing measure.</li> <li>The supervisor must check the temperature of the refrigerated truck upon receiving the material.</li> <li>If everything complies with the specifications, the secondary packaging is removed and disposed of in the sterile reception area. This is followed by re-sanitizing the hands, wearing gloves and transferring the material to the internal warehouse using sterile containers.</li> <li>Disinfecting canned items, vegetables and fruits well before storing them in the refrigerators.</li> <li>The supervisor and employees must wear and change masks and disinfect hands every time they load or unload items.</li> <li>Ensuring that staff members are working while maintaining distancing regulations in an orderly manner.</li> <li>Ensuring that buses are sterilized and cleaned thoroughly after and before each use.</li> <li>Disinfecting forklifts used to transport and load goods before and after each use.</li> <li>Ensuring that ordered goods are wrapped with at least two layers of plastic packaging, and that the packaging is disposed of as soon as the items reach the restaurant. The truck should be disinfected before unloading.</li> <li>The supervisor must be preparing storage sites before receiving the material (freezers, coolers and dry-storage sites), ensuring they are cleaned and sanitized. All damaged material should be discarded.</li> </ul>
<b>Hookah Serving Terms (Once Approvals Are Issued)</b>	<ul style="list-style-type: none"> <li>Cleansing hookahs thoroughly before and after each use by the customer. The cleansing process includes cleaning all its parts, inside and outside, with soap and water and disinfecting it according to the public health instructions, if allowed.</li> <li>Using a steam sterilizer to cleanse all parts of the hookah, from the inside and outside.</li> <li>Replacing the water inside the hookah bottle before and after each use, making sure to use disinfected water with a sterile substance that is not harmful to health and does not affect the flavors.</li> </ul>

	<ul style="list-style-type: none"> <li>• Providing healthy disposable hoses that are packaged from the source, as well as ensuring unsealing the packaged hose in front of the customer upon serving it.</li> <li>• Ensuring using the hookah only once per day after having it cleaned and disinfected.</li> <li>• All hookah-service staff must adhere to the general health and safety regulations by wearing special uniforms and masks, with full attention to personal hygiene.</li> <li>• Conducting periodic temperature examination of all hookah-serving employees and the rest of the staff as well.</li> <li>• Providing good ventilation in hookah-serving facilities.</li> <li>• Spacing out tables adequately.</li> <li>• It is not allowed to serve hookah to those below 18 and above 65 years of age.</li> <li>• The possibility of applying the option to allow customers to bring their own hookahs, while adhering to all the aforementioned points.</li> </ul>
<b>Meetings, Seminars &amp; Conferences</b>	<ul style="list-style-type: none"> <li>• With a capacity of 50% in the hall, the distance between chairs is 1 meter and 2 meters between the tables.</li> <li>• Coffee breaks are taken inside the hall (self-service is not allowed).</li> <li>• Providing hand sanitizers at the entrance and putting posters that encourage attendees to keep disinfecting their hands.</li> <li>• Ventilating halls constantly.</li> <li>• Cleaning and disinfecting tables and chairs regularly.</li> <li>• Cleaning and disinfecting guests' restrooms, focusing on doorknobs and any areas that are highly likely to be touched.</li> <li>• Using disposable cups; otherwise, cups should be cleaned, disinfected and sterilized to the highest standards.</li> <li>• Cleaning and disinfecting chair arms and touched parts after each use.</li> <li>• Adhering to a distance of two meters between the participants' tables.</li> <li>• Requiring wearing a mask.</li> <li>• Following an inspection and control system for adherence to the approved procedures.</li> <li>• A table is used at 50% capacity at most.</li> <li>• Checking and supplying liquid soap, alcohol hand-rub solution and all supplies on daily basis.</li> </ul>
<b>Hotel Gyms</b>	<ul style="list-style-type: none"> <li>• Ensuring that workers are not infected with COVID-19 by conducting a test before they start working.</li> <li>• Cleaning and disinfecting the gym or fitness center and all associated facilities before operating. Cleaning and disinfecting used tools and machines periodically.</li> <li>• Providing hand sanitizing supplies, soap, paper towels and non-touch trash bins and distributing them at multiple points within the facility.</li> <li>• Ensuring that sports equipment is spaced at least two meters apart.</li> <li>• Providing posters ensuring the necessity of adhering to 2-meter physical distancing in all facilities.</li> <li>• Creating a mechanism to regulate entry and exit to and from the gym in a way that enforces physical distancing.</li> </ul>

	<ul style="list-style-type: none"> <li>Adhering to a 50% capacity.</li> </ul>
	<ul style="list-style-type: none"> <li>Using disposable cups.</li> </ul>
	<ul style="list-style-type: none"> <li>Drinking water a lot.</li> </ul>
	<ul style="list-style-type: none"> <li>Cleaning and disinfecting the training hall after each session.</li> </ul>
	<ul style="list-style-type: none"> <li>Cleaning and disinfecting shared-use tools frequently.</li> </ul>
	<ul style="list-style-type: none"> <li>Each person uses their own tools.</li> </ul>
	<ul style="list-style-type: none"> <li>Members must wear masks as they enter the training facility, and should not wear them while using sports tools and equipment or during a session.</li> </ul>
	<ul style="list-style-type: none"> <li>Using pre-bottled water bottles.</li> </ul>
	<ul style="list-style-type: none"> <li>Companions are not allowed during training.</li> </ul>
	<ul style="list-style-type: none"> <li>cleaning and disinfecting the toilets thoroughly after each use and providing an adequate number of trash bins.</li> </ul>
	<ul style="list-style-type: none"> <li>The waiting area must guarantee a 2-meter distance between people by marking the seats.</li> </ul>
<b>General Procedures</b>	<ul style="list-style-type: none"> <li>Periodic inspections will be carried out by the specialized committees in coordination with the authorized entities.</li> </ul>
	<ul style="list-style-type: none"> <li>There will be a reassessment of the work procedures in hotel establishments based on the inspection visits and relevant committees' reports.</li> </ul>
	<ul style="list-style-type: none"> <li>Reporting any suspected case of Coronavirus to the Ministry of Health immediately; otherwise, an individual is at risk of penal accountability.</li> </ul>
	<ul style="list-style-type: none"> <li>Conducting periodic PCR tests for the employees.</li> </ul>