

## **COVID-19 Protective measures Clean & Safe**

*Verteiler: Ordner Dokumente Direktion / Réception MONOPOL + ALPINA*

**The health, hygiene and safety of our guests and employees are our top priority. Hotel MONOPOL Lucerne and Hotel ALPINA Lucerne have been awarded the Clean & Safe Label by Switzerland Tourism. We guarantee our guests the following protective measures:**

### **1. Hands Hygiene**

- At the reception a hand disinfection station is available for our hotel guests
- All persons in the Hotel regularly wash their hands with soap and water. This especially before arrival as well as before and after breaks. Touching of objects and surfaces is avoided as much as possible. Employees work with disposable gloves if possible.
- There is no contact between guest and employee. Hand-shaking and hugging is avoided.
- There is enough disinfectant available for the employees in the hotel so that regular disinfection is guaranteed.

### **2. Keep your distance**

- There is a transparent plexiglass wall at the reception
- The hotel ensures that different groups of the guests do not mix
- Where necessary, floor markings are made to maintain the minimum distance
- Employees and other people keep a distance of 1.5 meters from one another. For work with an unavoidable distance of less than 1.5 meters, employees should be exposed as minimally as possible by shortening the contact time and / or taking appropriate protective measures
- 1.5 meters distance in toilet facilities is ensured by a partition
- There is a shoulder-to-shoulder distance of 1.5 meters to the front and sides between the guest groups

### **3. Cleaning**

- The pens for guests at check-in are disinfected after each touch
- The security key cards are disinfected before each handover to the guests
- The Reception desk is cleaned and disinfected several times a day
- The elevator buttons outside and inside are disinfected several times a day
- Storage areas and door handles etc. are regularly cleaned and disinfected
- We clean all our hotel rooms and the hotel with disinfecting detergents
- All rooms are ventilating daily
- Waste bins are emptied regularly
- Work clothes must be washed regularly with standard laundry detergent

### **4. COVID-19 Diseases at the Workplace**

- In case of illness symptoms, employees are sent home and instructed to follow the isolation according to the FOPH (vgl. [www.bag.admin.ch/isolation-und-quarantaene](http://www.bag.admin.ch/isolation-und-quarantaene)). Further measures follow on instructions from the cantonal medical service.

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### 5. Special work situations

- There are enough respiratory masks available in the hotel for the employees, should wearing become obligatory
- Disposable gloves are changed after one hour and disposed of in a closed waste bin
- The protective measures (in particular the minimum distance of 1.5 meters) also apply to the delivery and removal of goods and waste

### 6. Information

- Raising awareness and training of all employees with regard to personal standard prevention measures
- We have issued the protective measures according to BAG at the Reception. The guests are made aware of the distance rules and the avoidance of mixing up the guest groups.
- Employees are regularly instructed about the hygiene measures takes and the safe handling of guests.
- Employees are trained in the proper use of surface disinfectants
- The Hotel provides employees with transparent information about the health situation in the company

### 7. Management

- The Hotel provides hygiene products such as soap and disinfectants in sufficient quantities. The stock is regularly inspected and replenished. If necessary, sufficient hygiene masks and gloves are available (as soon as this becomes mandatory)

### 8. Other protective measures

- Automatic sliding glass doors at the hotel entrance and exit prevent touching of the door handles
- All our hotel lifts have automatic door openings
- Valet parking is allowed. The employee washes or disinfects his hands, steering wheel, car key and gearbox before and after the valet parking
- The Hotel informs the guests about the hygiene and protection measures. In case of non-compliance, the Hotel makes use of the house law

### 9. Information for employees

- Every employee is responsible for informing and implementing the latest protective measures taken by the Federal Council.
- Each employee must read the BAG (Federal Office of Health) information and regulations once a week at: <https://www.bag.admin.ch/bag/de/home/krankheiten/ausbrueche-epidemien-pandemien/aktuelle-ausbrueche-epidemien/novel-cov/empfehlungen-fuer-die-arbeitswelt.html>

I have read, understood and immediately implemented this document:

First name, Surname: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_