



Our Commitment to Providing a Safe Environment for You

At Seymour Hotels of Jersey, the safety and wellbeing of our customers, employees and partners has always been our top priority. Even more so today. As we begin to reopen our businesses, we are doing everything to ensure that visitors to our hotels and restaurants will enjoy an experience that is cleaner and safer than ever before. We remain committed to upholding the highest standards of cleanliness throughout our properties.

To meet the new challenges presented by COVID-19, we have responded by implementing new, stringent, precautionary operational measures to protect the health and safety of all our employees and customers, to provide a safe and clean environment for all. Seymour Hotels is proud to introduce its **Safe Stay Pledge**.

This new initiative is focused on enhanced cleaning practices, social interactions and workplace protocols, throughout the customer journey. Our **Safe Stay Pledge** will seek to improve our established procedures and standards to ensure both customers and employees are confident in the cleanliness and safety of our establishments once lockdown measures are eased.

This initiative represents a heightened level of focus for a group with an excellent reputation for its standards of cleanliness. Seymour Hotels has always set the most demanding expectations for cleaning and safety. With our **Safe Stay Pledge**, we are enhancing these standards further to ensure customer confidence. We have worked in accordance with guidance issued by the Jersey and UK Governments, as well as local Environmental Health authorities and WHO recommendations.

We look forward to welcoming our customers back when they are free to travel once again. Our hotels and restaurants will be ready to do so as safely as possible.



Employee & Customer Health

The health and safety of our employees and customers is our number one priority.



Physical Distancing

Customers will be advised to practice physical distancing by standing at least one metre away from other groups of people not traveling with them, when standing in line or moving around the property. Employees will be reminded not to touch their faces and to practice social distancing by standing at least one metre away from customers and other employees whenever possible. All our outlets will comply with safe occupancy limits.



Hand Sanitiser

Hand sanitiser dispensers will include no less than 60% alcohol content. Additional dispensers will be placed at key customer and employee entrances and contact areas, such as hotel lobby areas, restaurant entrances, meeting spaces, lift landings, swimming pools & gyms.



Front of House Signage

During all times in which the usage of masks is recommended by the Government of Jersey and Environmental Health authorities, health and hygiene reminders will be placed at high-traffic areas on property indicating the proper way to wear, handle and dispose of masks.

Signage to help customers take precautions to prevent infection will be displayed widely, along with proper handwashing techniques and appropriate physical distancing requirements.



Back of House Signage

Signage will be posted on employee notice boards, changing rooms and staff canteens, and all other areas employees frequently enter or exit. Signage will remind employees of the proper way to wear, handle and dispose of masks, use gloves, wash hands, sneeze, cough, and to avoid touching their faces.



Employee & Customer Health Concerns

Our employees have been given clear instructions on how to respond swiftly and report all presumed cases of COVID-19 on property. We will be ready to provide support to our guests. Employees are instructed to stay home if they do not feel well and are instructed to contact a manager if they notice a co-worker or guest with a cough, shortness of breath or other known symptoms of COVID-19. Employees and guests who are exhibiting any of the symptoms of COVID-19 while on the property are advised to immediately notify the management.



Partner Compliance

All suppliers to Seymour Hotels will be required to complete questionnaires to comply with stringent health and hygiene requirements related to their products, and to follow each establishment's specific hygiene protocols in delivering items to the respective areas. Any partners or contractors operating on our properties are required to agree to and comply with these standards.



Case Notification

Each operating unit's General Manager is responsible for following the laid down procedures in the event of a suspected case, including informing the authorities. Any confirmed cases of COVID-19 will be promptly reported to local health authorities in accordance with appropriate actions recommended by the Government of Jersey. Information will be made available to all customers on how to take basic precautions to prevent and control infection relating to COVID-19, as well as our internal rules relating to an outbreak.

Each property has a 'hit squad' team in place, who have been fully trained in specialist cleaning of guest rooms where a suspected case is reported. The General Manager is responsible for ensuring that the isolation area is decontaminated correctly following a positive or suspected case of infection.



Employees' Responsibilities

All Seymour Hotels' employees are vital for effective health and hygiene practices.



COVID-19 Service Objectives

As guidance from Government and industry bodies changes, our procedures and processes will be updated. We are currently adhering to the latest hospitality industry best practice advice, having introduced enhanced cleaning regimes throughout our businesses and implemented a detailed Operational Guide to ensure that teams are thoroughly prepared to operate in the current conditions. We are closely following **Government of Jersey, Public Health England** and **WHO** guidance to implement plans and provide a consistent message. We have established a dedicated COVID-19 site on our group intranet to ensure that employees are fully informed of all developments and requirements.

We have developed internal processes to cover the following:



Signs of Symptoms

Upon re-opening, all staff arriving on property will be required to report to management, adhering to the 1m distancing rule, where the following will be assessed:

- Whether the person is displaying any symptoms which would require them to complete our new 'sickness report'. These include:
 - Fever
 - Tiredness
 - Headaches /Muscle aches
 - Respiratory symptoms besides cough such as sore throat, blocked or runny nose
 - Gastro-intestinal symptoms
 - Loss of smell and taste
- If so, whether we need to follow our established procedure to ensure that they are able to self-isolate as per the guidance provided.



Procedure if Someone Falls Ill

Under the new operating guidelines, should any member of staff fall ill with the COVID-19 symptoms, we will adopt the following measures:

- They will be requested to return home immediately to self-isolate
- They will be instructed to avoid touching anything whilst leaving the premises

- They will be instructed, when needed, to cough or sneeze into a tissue and dispose in a bin, or if they do not have a tissue, to cough and sneeze into the crook of their elbow
- They will be advised to follow the guidance on self-isolation and not return to work until their period of self-isolation is complete



Hand Cleaning

Correct hygiene and frequent handwashing with soap is vital to help combat the spread of the virus. All Seymour Hotels employees have been instructed to wash their hands, or use sanitiser when a sink is not available, every 60 minutes (for 20 seconds) and after any of the following activities: using the bathroom, sneezing, touching the face, cleaning, smoking, eating, drinking, accepting items from a guest (cash, credit card, key card), taking a break, and before a shift and as needed throughout the shift.

Enhanced training resources have been deployed to ensure that our staff members are aware of the requirements under the current circumstances. We have also provided additional hand sanitising stations for the use of guests throughout the property. Management will ensure that the following is adhered to:

- Soap and hot running water is available at all times
- Paper towels are available and replenished as required
- Hand washing facilities are regularly cleaned
- Rubbish bins are available for the disposal of paper towels and regularly emptied
- Hand dryers are NOT to be used



Avoiding Close Working

We have given careful consideration to the working environment and, particularly, kitchen workflows to ensure that employees are able to physically distance as much as possible in a way that allows our service to be provided. The following have been taken into account:

- Reducing the number of employees carrying out certain tasks or in any particular area
- Reducing menu content to allow preparation of items by one person
- Avoiding facing each other and working as far away as possible
- Regular touchpoints to be cleaned frequently and PPE to be used wherever possible



Cleaning Procedures

Our cleaning products and protocols include company approved disinfectants that meet Environmental Health requirements for use and effectiveness against viruses, bacteria and other airborne pathogens. We are working with our vendors, distribution partners and suppliers to ensure an uninterrupted supply of these cleaning products and the necessary PPE. We have worked closely with global experts, ECOLAB / Arpal, in offering the best products and training resources to our employees.



Public Spaces and Communal Areas

Cleaning and disinfecting will be frequent (multiple times per day) with an emphasis on frequent contact with hard non-porous surfaces particularly around reception desks, porters' desks, lifts and lift buttons, door handles, public toilets, vending machines, room keys and locks, stair handrails, gym equipment, pool seating and surrounding areas, dining surfaces and all seating areas.



Guest Rooms

Our cleaning and disinfecting protocols will require that particular attention is paid to high-touch, hard nonporous items including television remote controls, toilet seats and handles, door and furniture handles, tap handles, telephones, in-room control panels, light switches, temperature control panels, safes, hairdryers, irons, luggage racks and hard flooring. Magazines and paper items have been removed from guest rooms. The frequency of room cleaning during a guest's stay may be altered based on guest requirements.



Laundry

Linens, towels and laundry will be washed by our service providers in accordance with Environmental Health guidelines, including washing items as appropriate in accordance with the manufacturer's instructions. Where possible, we will launder items using the warmest permissible water setting for the items and dry items completely. Dirty linen will be processed in accordance with the group's long established procedures.



Shared Equipment

Shared equipment will be disinfected after each shift and between each transfer to a new employee.



Hotel Guest Lifts

Button panels will be disinfected at regular intervals, including the beginning of each housekeeping staff work shift and continuing throughout the day. Hand sanitiser will be provided outside each guest lift for guest use.



Back of House

Cleaning and disinfecting of all high touch areas will occur in accordance with Environmental Health guidelines, including at least twice per day in high traffic areas. Handwashing stations and access to hand sanitiser will be made convenient and highly visible.



Recovery Protocol

In the event of a presumptive case of COVID-19, the affected guest room will be removed from service and quarantined. The guest room will not be returned to service until undergoing an enhanced cleaning and disinfection utilising company approved products within public health guidelines and Seymour Hotels housekeeping standard operating procedures.



Restaurants & Bars

Food and drink service has been redesigned to reduce in-person contact with customers and to minimise dining items for increased sanitation. Sneeze and cough screens will be present at all food displays where appropriate. Minimal items will be placed on guest tables to allow for effective disinfection in between each guest, including condiments, cutlery, crockery, glassware, napkins, etc. Tables will be cleaned thoroughly and sanitised after each use.



Physical Distancing



Physical Distancing & Queuing

As recommended by the government's guidelines, customers will be advised to practice physical distancing by standing at least one metre away from other groups of people not traveling with them, including any area where customers or employees queue. Such areas will be clearly marked for appropriate physical distancing, and where possible, encourage one-way customer flow with marked entrances and exits. When applicable, furniture and public seating areas will be reconfigured to promote safe physical distancing.



Public Toilets

Wherever possible, one way systems have been introduced to minimise the risk of contact and to maintain safe physical distancing. Directional signage has been provided, along with advice to encourage 'one in – one out' access to toilets.



Guest Rooms

Our housekeeping teams will not enter a guest room during a stay unless specifically requested, or approved, by the guest, or to comply with established safety protocols. Housekeeping will ensure that rooms are cleaned and sanitised thoroughly following each check-out.



Reception & Porters' Desk

Receptionists and porters will ensure that there is at least one metre of separation between colleagues on the desk. Where possible, we have installed protective screens. The use of technology to reduce direct contact with guests will continue to be developed and contactless payment processes will be offered. Employees have been trained to minimise physical contact with guests and colleagues as much as possible.



Meeting & Conference Spaces

Meetings and banquet arrangements will be designed to allow safe physical distancing between guests. All meeting room capacities have been reconfigured to accommodate recommended physical distancing guidelines.



Restaurants & Bars

Food and beverage employees will practice physical distancing and reduce customer contact as far as possible. Where appropriate, items will be delivered to a nearby table where customers are able to collect for themselves. Contactless payment will be offered as far as possible. Traditional room service will be replaced with a no-contact delivery method. Traditional buffet service will be limited, but when offered, it will be served by an attendant wearing personal protection equipment (PPE), and utensils will be washed and changed more frequently. Restaurant timings have been introduced to limit the number of diners in a single seating. Tables and chairs will be rearranged in all venues to satisfy physical distancing requirements and room capacities will be reconfigured to meet the new guidelines. Where appropriate, the use of pre-packaged foods and 'grab & go' items will be the preferred method of food delivery.



Swimming Pools & Gyms

Seating will allow at least one metre of separation between groups of guests around the pool. The use of cardio equipment in the gym will be restricted to every other machine. Those machines designated not in use will be switched off to avoid accidental use. Weights equipment will also be reduced to comply with physical distancing guidelines and excess equipment removed from the gym.



Back of House

Physical distancing among all employees will be practiced in staff canteens, changing rooms, training rooms, shared office spaces, and other high-density areas.



Employee Training



COVID-19 Training

All Seymour Hotels employees will receive COVID-19 safety and sanitation protocols training. Enhanced training resources have been developed, working in collaboration with our partners **ECOLAB / Arpal** and their team of global experts.

Specific training on internal rules relating to an outbreak will be delivered, along with recommendations on the precautions to take in order to prevent and control a COVID-19 outbreak. All employees will be taught how to self-check daily for the identified symptoms and to monitor their colleagues.

Each General Manager will be the person responsible for ensuring COVID-19 procedures and protocols are strictly adhered to in all of our operating units. Additionally, each operating unit has appointed a **Hygiene Manager** to oversee the implementation of and adherence to our Safe Stay Pledge.

Daily team briefings are conducted with all employees to reinforce the training and ensure that team members are aware of latest advice.



Personal Protective Equipment (PPE)

WHO recommendations, along with Government of Jersey regulations, will dictate appropriate PPE to be worn by employees. PPE, along with appropriate training for use and disposal, will be made available to all employees of the company.



Washing Hands & Hand Sanitiser

Government of Jersey guidelines will govern the duty of all Seymour Hotels employees to engage in frequent hand washing and use of hand sanitiser. Washing hands with soap and water is the preferable method. In situations where soap/water is not available, alcohol-based sanitiser will be recommended and provided. Hand sanitiser dispensers will include no less than 60% alcohol content and will be touchless where possible.

As available, additional dispensers will be placed at key guest and employee entrances and contact areas. At a minimum, this will include lobby reception areas and employee entrances, but could also include any other reception areas, hotel lobby areas, restaurant entrances, meeting spaces, lift landings, pools, exercise areas and other public spaces as applicable to the property.

General Advice to our Employees

Do

- ✓ wash your hands with soap and water often, for at least 20 seconds
- ✓ always wash your hands when you get home or into work
- ✓ use hand sanitiser gel if soap and water are not available
- ✓ wear a cloth mask or a scarf when outside of the home, especially when shopping for essential supplies
- ✓ cover your mouth and nose with a tissue or your sleeve (not your hands) when you cough or sneeze
- ✓ put used tissues in the bin straight away and wash your hands afterwards
- ✓ keep horizontal surfaces and touch points (like light switches) clean
- ✓ self-isolate if you've been in contact with someone with a confirmed case of coronavirus in the last 14 days

Don't

- ✗ don't touch your eyes, nose or mouth if your hands are not clean