



### **Le Farnatchi - COVID-19 extended hygiene and safety policy:**

We have always gone “above and beyond” when it comes to health and safety. We led the way in the Medina with fire monitoring and escape route. We have been similarly ahead of the field in kitchen management and housekeeping hygiene. Morocco has raised the bar impressively over the past year or so. Farnatchi has studied all the new national regulations as well as those of the USA, Europe and the UK and is compliant with and where possible exceeds, all such guidelines. The safety and comfort of our guests and staff has always been our top priority and we have added the following measures to safeguard further against the threat of COVID-19.

#### **Drivers and Cars:**

Our cars will be equipped with masks, dividing screens, disposable headrest covers and sanitiser gel. They will be sanitised between each trip using anti bacterial spray.

Our drivers will be trained in how to distance themselves from the guests and will use the traditional “hand on heart” welcome rather than shaking hands.

Our transport agency is a member of the national tourist transport association who have also developed comprehensive standards relating to COVID-19 for their members.

#### **Guest Arrival:**

Baggage transfer will be carried out using disposable gloves and all luggage will be sterilised with a UV wand. Where there is no danger or risk to its fabric, sanitiser spray will also be used before guests baggage enters Le Farnatchi.

Hand sanitiser will be available in automatic, hands free, dispensers at all entrances to the property and in public areas.

Disinfection mats to be used at all entrances to sanitise the soles of shoes.

On arrival guests will have their temperature taken using contactless thermometers.

We have installed a digital contactless checkin option that will allow those who would like to check in using their phone without any contact to do so. Those who would prefer a more traditional arrival will also be able to do so with a few new measures to ensure the safety of both staff and guests. These include the sanitising of card readers, pens and desk surfaces after every use.

All reception desks are equipped with a perspex screen and automatic hand sanitiser dispensers.

We will be sending all guests a pre-arrival questionnaire in order to make sure that we can understand any specific requirements they may have. By doing this we will be able to offer our

guests the ability to tailor the services that they receive to ensure they are comfortable. For example guests might prefer that no-one enters their room during their stay. In such circumstances, no housekeeping services or tailored housekeeping will be offered. Whilst we rather hope that this will not be of concern to any of our guests, we are committed to ensure that everyone enjoys their stay in whichever way ensures that they feel most comfortable.

### **Staff:**

All staff will be required to have a temperature check recorded at the beginning of their shift before entering the building and once during their shift.

Staff will enter the premises through supervised areas ensuring that sanitiser mats and sanitiser gel are used as staff arrive.

All staff will have additional hygiene training and will be allocated specific responsibilities for supervising and performing sanitisation of different areas.

We have an appointed COVID-19 manager who will be responsible for assuring that all policies are adhered to and that we keep up to date on all national regulations and internationally recognised best practice.

### **Food service:**

All food service will be plated. There will be no buffets or communal dining within the hotel. All of our kitchen staff are trained in food hygiene and we have reassessed our food hygiene practices to ensure that they fall in line with all international "best practice" recommendations regarding COVID-19

All food preparation staff will be required to wear masks as well as disposable gloves at all times in the kitchen.

All food leaving the kitchen will be covered until it arrives at the guest's table.

All external suppliers will be regularly checked to ensure that they are taking appropriate measures to prevent the spread of the virus during the delivery process.

All cutlery, crockery and glassware is washed in a commercial dishwasher reaching temperatures over 70C as recommended by the WHO

We regularly conduct in depth training for all kitchen staff on touch points and cleaning methods specific to each area of the kitchen.

### **Housekeeping/Rooms:**

House keeping staff will all be trained in barrier methods to prevent any cross contamination between different areas/rooms.

Appropriate PPE will be provided for housekeeping staff.

All used linen will be put into a sealed container in the room and taken directly to the laundry where there is an appropriate separation between clean and used linen.

In depth training for all housekeepers on touch points and cleaning methods specific to each area of the business.

All air conditioning units are individual to each room so there is no “shared air”. The filters will be cleaned and sterilised between each guest visit.

Product specific training on the correct application and method of use for all sanitary products will be provided by our supplier, the internationally recognised Eco Lab.

**Public Areas:**

All public areas will be frequently sterilised including walls, floors, furniture and touch points like hand rails, door handles, chairs, light switches etc. As elsewhere, this will be carried out using appropriate products and methods supplied by Eco Lab.

Posters are displayed in public areas showing recommended best practice for distancing and good respiratory hygiene techniques.

Furniture will be arranged in a way to aid social distancing in accordance with whichever is the higher of the standards required by the USA, Europe, UK or Morocco. If still appropriate, social distancing markings will be placed in high footfall areas.