

Hotel Buca di Bacco

Management information on **COVID-19**



GBAC Star™ Certification



POSITANO, Italia - April 01st 2021

Buca di Bacco has announced that it has achieved Global Biorisk Advisory Council® (GBAC) STAR™ accreditation.

GBAC STAR™ is the gold standard of prepared facilities.

Under the guidance of **GBAC**, a Division of **ISSA**, the worldwide cleaning industry association, **Buca di Bacco** has implemented the most stringent protocols for cleaning, disinfection and infectious disease prevention in its facilities.

Learn more about **GBAC STAR™** accreditation at www.gbac.org.



Standard Operating Procedure (**SOP**)

Check-in in hotel

- Guidance will be provided to all guests on arrival and departure to ensure social distancing measures are followed
- Guests will be asked to wait in the reception area until the reception desk is clear
- Pre check in will be encouraged; if a guest does not pre check in they will be asked to sign hotel registration card only
- Perspex hygiene barriers will be in place to provide an efficient screen
- Countertops to be sanitised after every guest interaction
- Key cards are to be sanitised prior to being provided to guests
- Guest directory to be available to be emailed to guests, laminated copy available on request
- Hand sanitiser station will be available in reception area
- Reception area seating reconfigured to maintain social distancing
- Disinfectant wipes and hand sanitiser will be available behind reception desk.

Check-out in hotel

- Guests will be encouraged to have a paper - less check out.
- Guests will be required to pay for all items purchased during the course of their visit at the time of purchase, therefore ensuring minimum requirement for check out process.
- E-mail will be the preferred form of communication following GDPR regulations.
- A container will be provided on the reception desk to return room keys.
- Key cards will be sanitised prior to being re-used by other guests.
- We will be unable to accept the handling cash for the duration that the COVID – 19 policy is in place.

Breakfast, lunch and dinner service, bar

- Tables reconfigured to meet social distancing guidelines, thus reducing capacity.
- Due to the size, scale and limited capacity of the dining arrangements, table screening will not be necessary.
- Tables will need to be reserved – you will be asked to book a time for all service times at the Reservations stage and again on check in if this has not been possible. Times booked will need to be strictly adhered to.
- Menu's will be available to view on our website and single use menu's will be available in the Restaurant if required.
- A Continental Breakfast will be available at a pre-arranged time.
- Hand sanitiser station will be located at the entrance of the Breakfast area and Restaurant.
- Front of house servers will be based in the Restaurant & Bar.
- Kitchen team will deliver food to a designated handover point to front of house staff.
- Table condiments have been removed from tables and will be available on request.
- Wineglasses will be removed from tables and drinks will be poured and served as required.
- Contactless payment will be required on every purchase /transaction.
- PDQ machines will be sanitised after every use.
- Frequently used guest touchpoints will be disinfected every hour.
- All dining tables and chairs will be cleaned thoroughly after each use.

Hotel rooms, housekeeping:

- Enhanced Clean Standard in place and available as a reference point.
 - Enhanced Managers Checklist in place and available as a reference point.
 - Clean Room seal implemented to certify room is clean and ready for guests' arrival.
 - Housekeeping team will be provided with appropriate PPE • Laundry will be individually bagged in each room.
1. Preparation – Rooms have a minimum of 4 hours between each service .
 2. Room Changes – All multi touch items have been removed: cushions, bed throws, minibar items, irons and ironing boards. Key items with multiple touch points e.g. TV remote will be sanitised.

Disposable items have been added and disinfectant wipes supplied for guest bedrooms .

3. Duration of Stay – Rooms to be cleaned once guest has vacated room.
4. Bed Linen - All bedroom linen will be removed and placed in laundry bags inside the room.
5. Bedroom & Bathroom – The Housekeeping team will follow a detailed cleaning plan in every room, concentrating on all multi touch surfaces, switches, controls, furniture and bed linen.

Managers Checklist

- Once the room has been cleaned a Manager will spend additional time checking all rooms are fully COVID clean and ready for occupation.
- All surfaces, switches, controls and door handles will be checked. A full inspection of the bathroom will also be completed to include sanitary surfaces, shower screens, and bathroom floor.
- Once the room has passed the Enhanced Clean Standard and checked by a Manager a door seal will be applied to verify that the room has been passed to the exacting standards.

Lifts

- Social distancing requirements restrict guests to single passengers at any time unless you are from the same household.
- Signage is in place on each level confirming the social distancing guidance.
- Hand sanitisers are in place in all lift lobby areas.
- Lift call buttons, handrails and frequently touched areas will be disinfected every hour.

Public Toilets

- Hand sanitisers/Bactericidal Hand Soap are in all public toilets.
- Enhanced signage is in place confirming social distancing guidance.
- Public toilets cleaned every hour focusing on frequently used touch points like door handles, taps, cubicle locks and bins.

General Safety

- All offices, canteens and back of house areas maintained for all team members, in line with social distancing guidelines where possible.
- PPE to be provided for all team members, dependent upon job roles .
- Hand sanitisers readily available for staff use.
- Sanitisers and disinfectant wipes to be supplied to all offices to ensure individual workstations are cleaned before and after each shift change .
- All team members will be temperature screened at the start of each shift and this will be recorded.
- Team members with any symptoms should not attend work or will be sent home to self-isolate and follow government guidelines.
- Team members should refrain from skin to skin or face to face contact with other team members and guests.
- Team or departmental meetings which are needed should be held following all social distance

guidance.

- Team members should be encouraged to stagger arrival and departure times and also kept in the same teams as much as possible.

Personal Protective Equipment

- All team members to be provided with PPE, to include gloves and masks.
- It is the team members decision to wear PPE.
- All team members to be trained on the use of PPE.
- Gloves to be essential in all customer faced roles, e.g. housekeeping, food and beverage, reception and maintenance, these should be replaced regularly.
- Reusable PPE to be cleaned after each use, disposable PPE to be disposed of correctly.

Hand Hygiene

- Team members should be encouraged to regularly wash their hands throughout the day, following government guidelines.
- Hand washing facilities will be available for all team members and relevant washing guidance will be displayed accordingly.
- Team members should wash their hands on arrival on shift.
- Hand sanitisers to be placed in all offices and back of house areas.
- Housekeeping to have hand sanitisers on all trolleys.

Team members re-induction

- Before a team member returns to work, they should have read, understood and signed the COVID-19 SOP, along with individual departmental Risk Assessments.
- Team members wherever possible to have completed the Institute of Hospitality endorsed online COVID-19 training prior to returning or on their first day of work.
- Team members to confirm that they are not at risk or shielding anyone prior to returning to work.
- On the team members first day, they must be trained on all PPE use, hand washing hygiene and social distancing guidance within the hotel. All these must be signed off by each team member.

Potential Management of COVID-19 case

Inside the company "**Hotel Buca di Bacco**" there is an area to accommodate and isolate any subjects who may exhibit symptoms compatible with the virus (*ROOM COVID-19*).

If during the activity a worker / guest suddenly feels the presence of any symptom attributable to a Covid-19 pathology, as stated above, he has the obligation to promptly inform the COVID-19 Manager, taking care to remain at a distance of at least 1.5 meters (*measure suggested for greater caution*).

If it is a worker, he will have to leave the structure to go to his home, where he will activate the measures provided for by the law; in the case of a guest, he will be taken to the COVID-19 room and

monitored until the doctor arrives.

The room in which the subject at risk of COVID 19 has stationed and the one intended for reception and isolation must be sanitized immediately.

The intervention of operators (*equipped with suitable PPE*) for sanitization must be preceded by a complete ventilation of the room.

The waste produced by a sanitation (*rags and PPE used*) must be collected separately and treated as infected. For anything not specifically mentioned, please refer to compliance with the legislation in force and the health protocols in place.