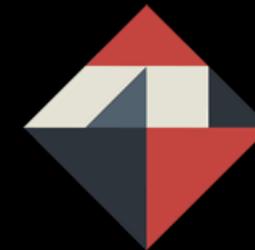


The *safe*
Hospitality
2020



ALPENMADE
INTERIOR ITALIAN STYLE

in collaboration with



TANGRAM
Professionals for professionals

The *safe* Hospitality

2020

2020:
Disruption in Hospitality

until 2019:

The growth in Hospitality

Our Experience



4 important motivations to become a Covid-free Hotel

1. Gain a *competitive advantage*
2. Protecting your customers and work force, results in economic profit and increases the *brand reputation*
3. Putting employees in the best possible working conditions, making them feel safe, protected, pays off in terms of *productivity and performance*
4. Investing in safety equals investing in *efficiency*, *rationalizing* the organization and *qualifying* human capital



ASSESSMENT

Starting point to ensure the hotel structure is conform to regulations and highest standards in terms of safety, means to perform a Check-up which aims to:

- Evaluate the structure's characteristics
- Evaluate practices currently in use in terms of Safety and Risk Management
- Examine evidences and interviewing of referents
- Risk Management for guests, employees and the structure
- Food hygiene practices
- Management of possible emergency situations
- Implement arrangements according to "Operational considerations for COVID-19 management in the accommodation sector" defined by WHO



ASSESSMENT

Output:

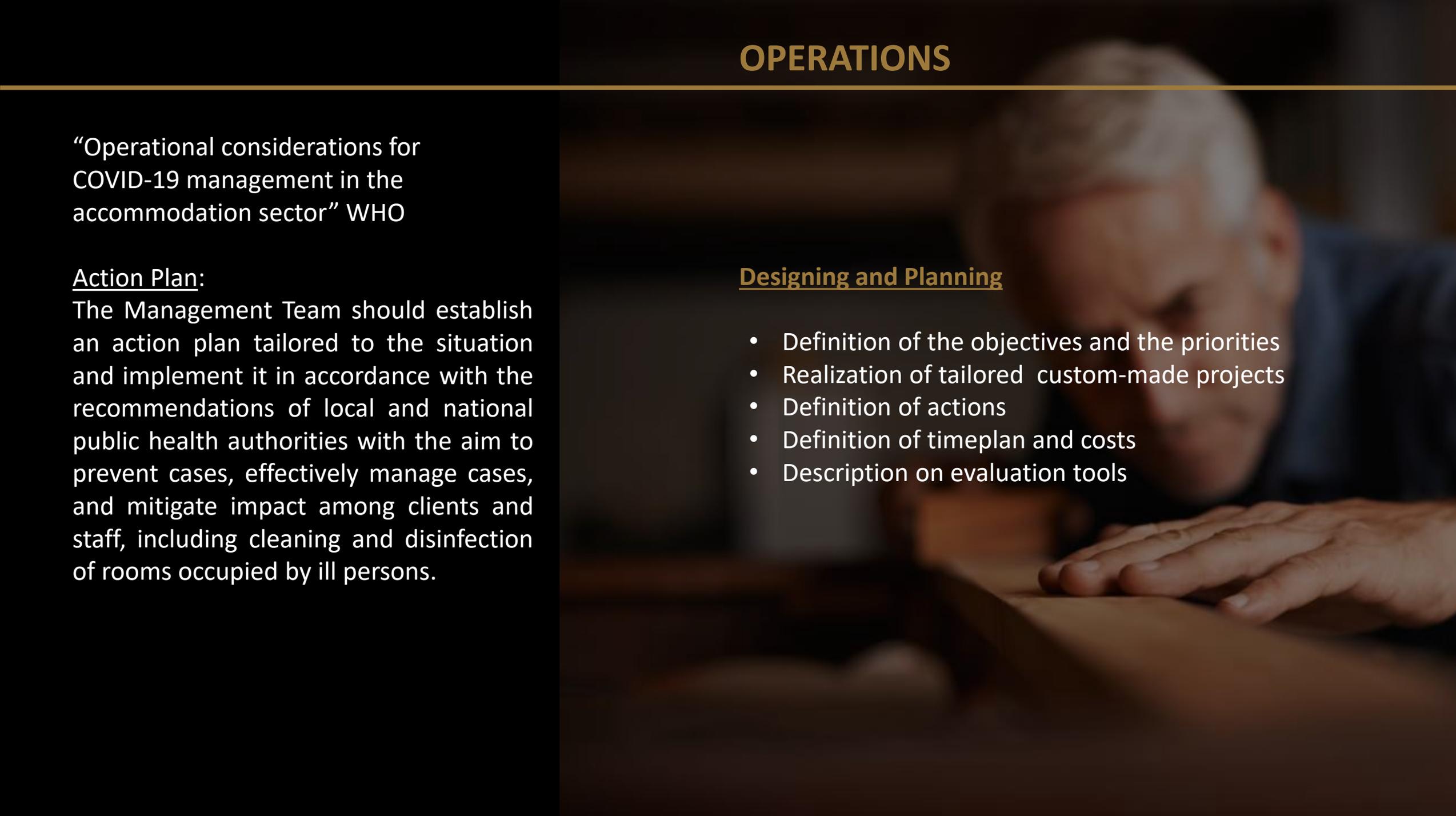
- A comprehensive report with clear indications of the activities required to comply with regulatory and safety requirements of the various stakeholders
- Risk Analysis report

This phase is required to:

- subsequently define a concrete action plan appropriate to the type of structure, in terms of procedures, staff training, monitoring methods and internal as well as external communication
- progressively improve the safety in terms of hygiene and best-in-class management practices to protect the interest of our valued customers



OPERATIONS



“Operational considerations for COVID-19 management in the accommodation sector” WHO

Action Plan:

The Management Team should establish an action plan tailored to the situation and implement it in accordance with the recommendations of local and national public health authorities with the aim to prevent cases, effectively manage cases, and mitigate impact among clients and staff, including cleaning and disinfection of rooms occupied by ill persons.

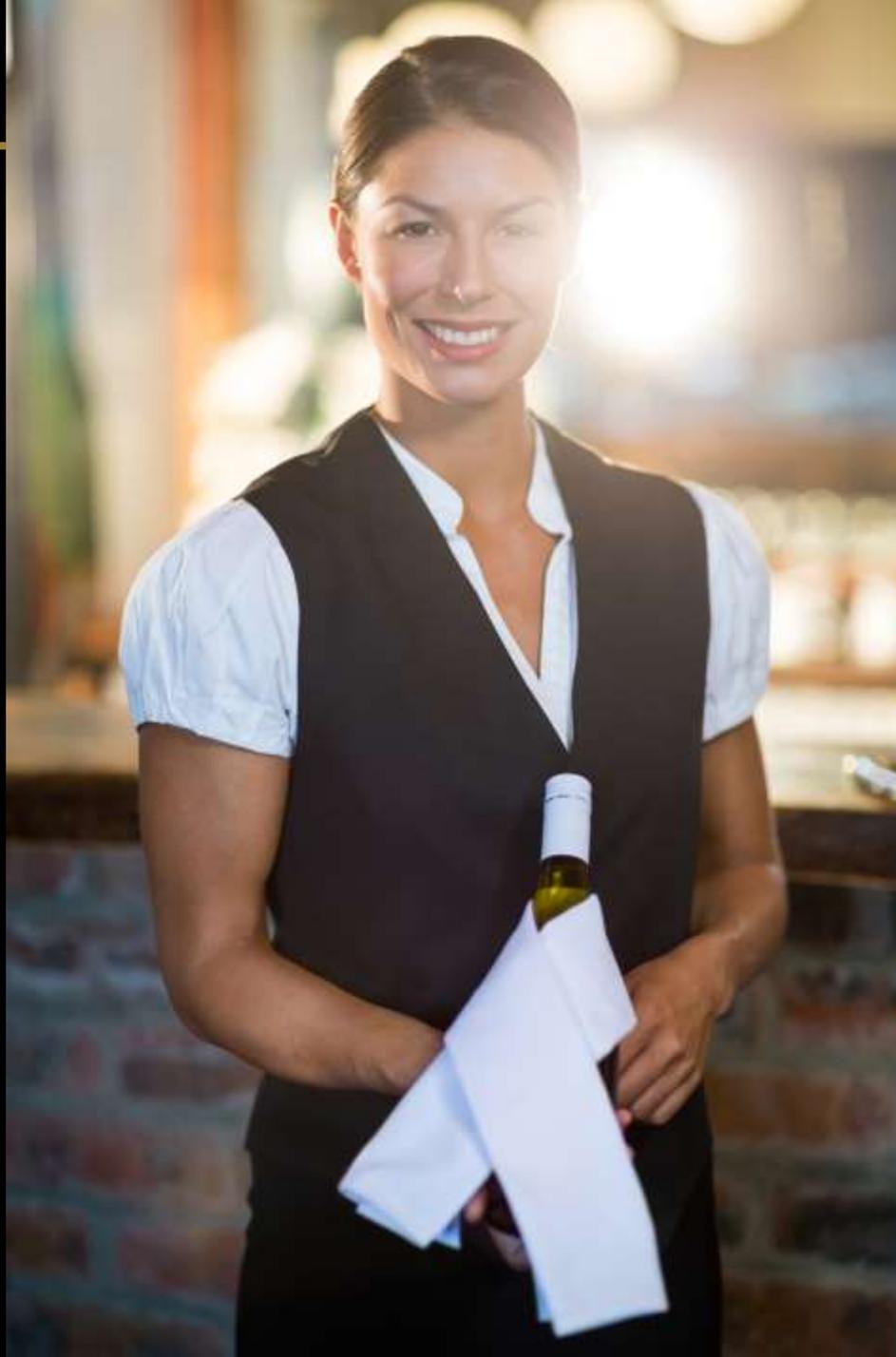
Designing and Planning

- Definition of the objectives and the priorities
- Realization of tailored custom-made projects
- Definition of actions
- Definition of timeplan and costs
- Description on evaluation tools

“Operational considerations for COVID-19 management in the accommodation sector” WHO

Mobilisation of resources:

The Management Team should make sufficient human and economic resources available to ensure that the action plan can be implemented rapidly and effectively.



OPERATIONS

Human Resources

- Support in defining the required resources for the project
- Support in training of resources

Economic resources

- Preparation of an economic-financial plan for managing the project

OPERATIONS

“Operational considerations for COVID-19 management in the accommodation sector” WHO

Supervision:

The implementation of the action plan and the effectiveness of the measures undertaken should be evaluated frequently to verify compliance, identify and correct gaps, and adapt the plan to practical experience.

Logbook of actions:

It is advisable to keep a logbook of the important actions and measures carried out and to record them in enough detail (e.g. including date and time a disinfectant was used, by whom, where, etc.).

Execution and coordination of activities

Training of staff dedicated to monitoring, which:

- periodically, following a pre-established and shared schedule, performs controls of the measures
- Measures the results in terms of efficiency and effectiveness
- Measures non-compliant actions and redefine corrective and improvement actions

Support in drafting a logbook for the actions taken, according to the needs of the people involved

OPERATIONS

“Operational considerations for COVID-19 management in the accommodation sector” WHO

Communication:

Communication between Management and staff should be rigorous and constantly up to date.

Short documents or informative posters can amplify the key messages among guests and staff, including the promotion of hand-washing (at least 20 seconds, all parts of the hand), respiratory hygiene, and procedures to follow when coughing. Official leaflets on basic hygiene practice and COVID-19, in different languages, could be useful information tools.



OPERATIONS

“Operational considerations for COVID-19 management in the accommodation sector” WHO

Training and information:

Management should inform all staffs of the measures to be adopted and the measures that could protect their health and that of others, including the recommendation to stay home and seek medical attention if they have respiratory symptoms, such as coughing or shortness of breath. Management should constantly organize information briefings.

Training

Training of resources dedicated to:

- Instructing other staff members
- informing guests

through:

- training sessions
- handouts
- Preparation of messages on a digital bulletin board

Each stakeholder plays a determining and amplifying role in successfully spreading the culture of safety and knowledge of risk.

“Life is an ongoing process of choosing between
safety (out of fear and need for defense) and
risk (for the sake of progress and growth).

Make the growth choice a dozen times a day.”

ABRAHAM MASLOW

