



Hygienekonzept

*Hygiene Concept
Hotel Berlin, Berlin*

Move Forward with Confidence



**BUREAU
VERITAS**

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Introduction

The Berlin Senate has announced the relaxation of the measures in place to contain the pandemic and has allowed restaurants and hotels to reopen on 27 May 2020. In addition to the existing general distancing and hygiene rules, a hygiene concept must be drawn up which takes into account the requirements of the Corona Ordinance and the recommendations of the Senate.

This Hygiene Concept was created for Hotel Berlin, Berlin. The document is binding for all employees of the Company.

It is limited to standard hygiene measures and the SARS-CoV-2 virus. In individual areas of the Company, separate work instructions may be created. Furthermore, it is assumed that all employees are aware of the requirements of their work area and tasks.

The contents of the Hygiene Concept must be adhered to and implemented in all everyday activities.

An increased risk of infection is to be expected for employees of higher age, persons with chronic diseases, functional restrictions and/or immobility.

One of the main transmission pathways for diseases is droplet infection. This mainly occurs directly via the mucous membranes of the respiratory tract. Furthermore, transmission is also possible indirectly via the hands which are then brought into contact with the mucous membranes of the mouth or nose and the conjunctiva of the eyes.

Upon arrival, guests will be advised of the hygiene-related rules of conduct by staff members, a flyer and clearly visible signs. By checking in, the guest agrees to comply with the rules of conduct within the scope of his or her possibilities and to actively participate in the containment of the SARS-CoV-2 virus.

Information

- In general, a safety distance between individuals of 1.5 metres applies.
- If the safety distance cannot be maintained, mouth-nose masks must be worn.
- Access and the number of guests must be limited in such a way that the distancing rules and contact restrictions can be observed.
- Meetings may be held for up to 50 people, subject to compliance with the rules of hygiene.
- Self-service is not permitted.
- A seating obligation applies.
- The restaurant will close at 10:00 p.m. at the latest.
- Excessive consumption of alcohol is not permitted.
- Shared use of a hotel room, use of elevators or the occupation of a table for the consumption of food and drinks:
 - Family members
 - Spouse, companion, cohabitant or partner in a similar partnership and his or her children (patchwork family),
 - Persons living in a shared flat or ordinary accommodation (members of own household)
 - Members of two households.
- The contact data of all guests are stored for at least 4 weeks.
- Cashless payment is preferred.
- Disinfectant is available to all guests and staff.
- Cleaning intervals have been adjusted – Cleaning Plan Annex 1
- Sensitive contact points such as credit card terminals, room cards etc. are disinfected after each use. Door handles, handrails, elevator buttons are disinfected every 30 minutes (07:00 a.m. to 11 p.m.).
- Guests are made aware of hygiene rules by employees, flyers and information signs.
- Interior rooms are ventilated at regular intervals.
- All used textiles are professionally washed at temperatures above 60°C.

Upon arrival, guests must provide a written confirmation that they have no respiratory symptoms and have not had direct contact with a person infected with SARS-CoV 2. They must also confirm that, in the event of a proven infection during their stay, they undertake to immediately return to their primary place of residence in accordance with the requirements of the competent health authority, and to bear the costs and organisation of this themselves.

Hygiene Standard

The Hygiene Standard is defined as the standard in the Company. This standard should be implemented as a basic hygienic guideline for all employees and customers. In the TOP principles of risk assessment, the standard hygiene measures represent both organisational and personal measures.

The aim of the standard hygiene measures is to prevent the transmission of infectious viruses from:

- 1. Employees to employees**
- 2. Customers to employees**
- 3. Customers to customers**

Hand hygiene

Hand hygiene is the most important part of the standard measures. The background is that the acquired infectious viruses are transmitted via direct contact and mainly through the hands. Guests and staff are offered sufficient opportunities to maintain hand hygiene by washing with hand soap and disinfecting their hands. Paper towels are available to dry the hands after washing.

Components of a complete hand hygiene are:

- Disinfecting the hands
- Washing hands
- Hand care and skin protection

Disinfecting the hands

Hotel Berlin, Berlin offers its guests and employees possibilities for hand disinfection. Dispensers will be placed in the Hotel's entrance/exit areas, within the lobby (public area), in the sanitary facilities, kitchens, reception area, office and staff break rooms, and in other areas as required. The dispensers are marked and easy to find for employees and guests.

Possible reasons for disinfecting the hands:

- Before and after customer contact
- After contact with contaminated (dirty) objects
- After touching the face (e.g. blowing nose)
- After visits to the toilet
- Start of work
- Interruptions of work (breaks)
- End of work
- Before entering premises
- ...

Please note:

- Do not use hand disinfectant on wet or visibly soiled hands. During disinfection, the thumbs, fingertips, gaps between the fingers and wrinkled skin on the inside of the hand are often forgotten. When used correctly, the skin-care substances (re-fattening agents) in the hand disinfectant are effective and the skin is protected. When applied correctly, germs are reduced by over 99.9%.

Sequence

No rings (including wedding rings), bracelets, wristwatches or piercings may be worn on hands or forearms.



Pour disinfectant into hollow, dry hands.



Palm to palm



Right palm over left back of the hand and vice versa



Rub in circles back and forth with closed fingertips, both hands



Palm on palm with spread fingers, fingertips interlocked



Rub the left thumb in circles in the closed right palm and vice versa



Grip and rub wrists

- Following the procedure described here, rub the product vigorously into the hands up to the wrists.
- Observe the recommended exposure time of the respective product.
- Perform the movements of each step five times.
- After completion of the step 7, individual steps are repeated until the specified rub-in time is reached. If necessary, take more hand disinfectant.
- Ensure that the hands remain moist for the entire rub-in time.

Washing hands

Washing hands removes dirt from your hands. The interruption of the chain of infection cannot be achieved by mere washing, therefore subsequent hand disinfection is recommended. Guests have the possibility of washing their hands in the sanitary facilities. Soap and paper towels are available. Employees also have sufficient facilities for washing their hands.

Please note:

Washing reduces and removes the number of germs, but does not kill them. Germ reduction is between 60 - 70%; with a washing time of at least 1 minute, a reduction of 90% can be achieved.

Hands are more strained and dried out by washing than by using a skin-caring and moisturizing hand disinfectant.

Do not wash and then immediately disinfect your hands, except in case of visible contamination. This may lead to skin irritation and dilution of the disinfectant, which is then no longer effective.

Hand care and skin protection

Washing hands and many other activities in everyday working life (as well as in leisure time) can damage the normal acid mantle of the skin and lead to irritation and sore skin areas. Damaged, non-intact skin is more susceptible to colonization by pathogens that do not belong to the normal skin flora, e.g. multi-resistant germs. Nourishing hand creams should therefore be applied to clean, disinfected hands as often as possible. Through their composition, skin care products support the regeneration process of the skin during and after work. The original elasticity and barrier function of the skin is restored.

Skin protection products can prevent the development of occupational skin diseases. By building up a protective layer, they prevent contact between the working substance and the skin and support the skin's natural defence functions. A skin protection product must be applied to the cleaned hands before work and after breaks. The protective film should be as impermeable as possible (don't forget the spaces between the fingers, the fingernails and the wrists) and protects the skin against harmful substances as long as it is not rubbed off.

Sequence

No rings (including wedding rings), bracelets, wristwatches or piercings may be worn on hands or forearms.



Wet your hands under running water



Soap all areas



Rub palms together



Clean the back of the hand and the spaces between the fingers



Clean fingertips / fingernails thoroughly



Rinse hands thoroughly under running water



Dry thoroughly



Close the tap with the paper towel

Skin infections / skin eczema

Employees with skin infections / skin eczema must report to their supervisor to initiate individual hygiene measures.

Chronic hand eczema (e.g. neurodermatitis) increases the risk of long-term colonization with germs that do not belong to the physiological skin flora. Diligent hand care and disinfection is therefore particularly important. It should also be noted that skin disinfection is another irritant factor for hand eczema.

Personnel with eczema must report to their supervisor so that a dermatologist can clarify the situation if necessary.

The company doctor is consulted and appropriate measures are taken.

Protective gloves

When wearing gloves, the main aim is to protect the staff and to reduce the number of germs that are absorbed by the skin during various activities – thus also to interrupt the chain of infection. Gloves offer protection against microbial contamination, heavy soiling and chemical substances, but do not protect against injuries. Hotel Berlin, Berlin provides all its employees with appropriate protective gloves and makes it compulsory to wear them in areas where contact infection cannot be ruled out (e.g. when cleaning surfaces).

Gloves must always be worn if contact is possible:

- with body fluids and body excretions
- with mucous membranes or non-intact skin
- with objects, surfaces etc. that are contaminated with body fluids and body excretions
- in case of contact with chemical substances, such as disinfectants which are not intended for skin disinfection, cleaning agents, ...
- in case of contact with heavy soiling or heavily contaminated material

Please note!

Direct contamination can be partially avoided by the use of protective gloves.

However, wearing gloves does not make hand disinfection superfluous – before any activities and always after the gloves are taken off.

After taking off the gloves, the hands must be disinfected!

If the risk assessment determines the need for protective gloves in the work area, a separate glove plan must be drawn up.

Protection of the respiratory tract

Due to the risk of infection via the respiratory tract, the governments of the federal states have decreed an obligation to wear face masks in sales outlets and facilities open to the public as well as on public transport. For Hotel Berlin, Berlin, the management has determined that employees must wear mouth-nose protection in the public areas of the hotel, where there is direct guest contact and other protective measures cannot be implemented. Training regarding the appropriate handling is provided at regular intervals.

Mouth-nose masks (MNM)

As a mechanical barrier or brake for the transmission of breath droplets or saliva when breathing, coughing or sneezing, masks are made of commercially available materials in a wide variety of versions and are produced privately or by various companies such as textile manufacturers. If no such mouth-nose mask is available, a scarf or shawl can also be held or tied in front of the mouth and nose.

What protection do mouth-nose masks offer?

Mouth-nose masks are suitable for private use when people are in public areas and the distancing rules are not always easy to observe, e.g. when shopping, in pharmacies or on buses and trains. According to current knowledge, an infection with the novel Coronavirus can be contagious one to three days before the first symptoms appear, and there also are cases without any symptoms. Although this mask does not provide any proven protection for the person wearing it, it can help to prevent the virus from being passed on to other people if the person wearing the mask is infected. This is because droplets that are produced when coughing, sneezing or speaking can be slowed down. In addition, contact of the mucous membrane of the mouth and nose with contaminated hands is made more difficult. Also, wearing a mask can help to strengthen the awareness of a mindful approach to others (keeping your distance). However, wearing a mouth-nose mask should never create a deceptive feeling of security. The mask does not protect the person wearing it, but those in their company. Remember that the most important and effective measures for self-protection and the protection of others are the observance of the rules for coughing and sneezing, good hand hygiene and keeping a distance (at least 1.5 metres) from other people.

What to bear in mind when wearing a mouth-nose mask:

- The correct handling of the mouth-nose masks is essential to achieve the best possible protection:
- Wash your hands thoroughly (at least 20 to 30 seconds with soap) before putting on a mouth-nose mask.
- When putting on the mask, make sure that the nose and mouth are covered down to the chin and that the edges of the mouth-nose mask fit as tightly as possible.
- Change the mouth-nose mask at the latest when it is soaked through the air you breathe. Because this is when additional germs can settle.
- Avoid touching and moving the mouth-nose mask while wearing it.
- When removing the mouth-nose mask, do not touch the outside of the mask if possible, as pathogens may be present there. Grasp the side tabs or cords and carefully remove the mouth-nose mask.
- Wash your hands thoroughly (at least 20 to 30 seconds with soap) after removing the mouth-nose mask.
- After use, the mouth-nose mask should be stored airtight (e.g. in a separate bag) until washing, or preferably be washed immediately at a temperature of 60° to 95°C.
- Source: BZgA

Contaminated consumable materials (breathing masks) are disposed of according to the "double bag system" principle. This means that the material is packed into small waste bags at the point of origin and disposed of with the municipal waste or cleaned in the case of reusable masks. A temperature of over 60° C is recommended.

At Hotel Berlin, Berlin all employees receive reusable mouth-nose masks which are changed regularly.

Object hygiene

According to the section 4 (2) of the Workplace Ordinance (Arbeitsstättenverordnung), the employer must ensure that workplaces are cleaned in accordance with the hygienic requirements. Contamination and deposits that may lead to risks must be removed immediately. Eco-friendly and hygienic cleaning is to be observed, taking into account current developments in terms of technology and methods of cleaning buildings and legal requirements of the Infection Protection Act (Infektionsschutzgesetz).

Hotel Berlin, Berlin has prepared a detailed cleaning plan. The cleaning cycles and means have been adapted to the challenges to protect guests and employees. (See Annex 1)

Room hygiene

To avoid transmission by droplet infection, a distance of at least 1.50 metres to other persons must be maintained. In order to ensure that the table arrangement is consistently adhered to, a room plan with the reduced number of tables and chairs for the conference/meeting rooms will be prepared.

Spa and wellness areas remain closed.

At the reception, transparent separating guards have been set up with a reach-through at the bottom to ensure safe and friendly communication.

Guest rooms are cleaned after departure, remain unoccupied for 24 hours, are intensively ventilated and sealed with a sticker.

Sanitary hygiene

Sufficient liquid soap dispensers and disposable towels are provided and regularly refilled in all toilet rooms. The corresponding collection containers for disposable towels and toilet paper are available.

A safety distance must also be maintained in sanitary facilities. If the distance cannot be maintained, the requirement of mouth-nose masks is indicated or adjacent facilities may be closed.

Toilet seats, fittings, sinks and floors are cleaned several times a day. In the case of contamination with faeces, blood or vomit, prophylactic scrubbing and wiping disinfection with a disposable cloth soaked in disinfectant is necessary after removal of the contamination. Work rubber gloves must be worn for this. If available, nappy-changing mats are to be disinfected immediately after use.

Employee

The employer is responsible for occupational health and safety and must take measures to protect the employees.

Break rooms and social rooms

It is also ensured during breaks that the risk of infection is reduced to a minimum.

The break rooms have been redesigned with sufficient distance between employees' workplaces. In addition, in order to minimise the risk of infection, the breaks are staggered in order to avoid the gathering of larger groups.

The break room is cleaned after the end of the break time, which is carried out and documented according to the cleaning plan.

Risk groups

Persons with a higher risk of severe COVID-19 illness. The risk of severe COVID-19 illness is higher in certain groups of persons (see information from the Robert Koch Institut: https://www.rki.de/DE/Content/InfAZ/N/Neuartiges_Coronavirus/Risikogruppen.html).

These include, in particular, persons with pre-existing underlying conditions, such as

- diseases of the cardiovascular system (e.g. coronary heart disease and high blood pressure)
- chronic diseases of the lungs (e.g. COPD)
- chronic liver diseases
- diabetes mellitus (diabetes)
- cancer
- a weak immune system (e.g. due to a disease associated with an immunodeficiency or due to the regular intake of medication that can influence and reduce immune defence, such as cortisone)

Meetings and conventions

Face-to-face meetings and conferences within the Company must be limited to the necessary extent. It must be ensured that the minimum distance is observed. The maximum number is limited to 10 participants. Video or telephone conferences are preferable.

At non-public meetings/events, a maximum of 50 persons are admitted, subject to compliance with the hygiene rules. The participants' contact details are stored for 4 weeks.

Team Hotel Berlin, Berlin

Hotel Berlin, Berlin has prepared guidelines for the team, describing enhanced hygiene measures for employees.

- As a team and host we are a role model for our guests at all times. Our guests will accept our hygiene standards and rules when they see that we live them too.
- As long as the Hotel is working with reduced staff, all colleagues have to log in and out at the front office. This is done by signing in and out on the corresponding lists. Through this, employees confirm compliance with hygiene rules. Furthermore, this is required in case of fire to have an overview of the employees present. The same applies to all third parties working on the construction site or coming to the hotel for appointments. The documentation of the hygiene instruction for the employees of the external cleaning company is done by the site manager before the start of work.
- The separation of private and work clothes in the locker must be ensured in changing rooms. It is prohibited to wear work clothes outside the Hotel.
- Lockers may not be used by more than one employee. This also applies to the same extent to external service providers.
- In changing rooms, it is also important to observe the distancing rule
- Regular cleaning of the working clothes is a matter of course
- The own work areas (front and back of house) as well as work equipment are regularly disinfected by all departments, at the latest before another employee uses them and at the end of the shift / handover.
- Sharing of work equipment (pen, punch, tools, etc.) should be avoided. If this is not possible, such equipment is to be disinfected after use.
- When designing the work schedule, the objective of planning departments in small teams is taken into account. Upon shift handover, special attention must be paid to the applicable distancing rules.
- In the team restaurant, the teams should not be mixed either, as in the changing rooms and the smoking area.
- The distancing rule applies here and is supported by sufficient distance between the tables. By extending the times when meals are served, we achieve a reduction in the number of colleagues present at any given time.
- After use, the tables must be cleaned with disinfectant cloths by the user himself/herself.

Routing concept

It is to be ensured that employees, customers or guests do not all use walkways at the same time. An exception applies in emergencies. The Company must develop a routing concept adapted to the spatial conditions.

Hotel Berlin, Berlin has placed floor markings representing the minimum distance in areas where several people are expected to queue. Signs on the elevators indicate safe use. Labels indicate separate entry and exit areas. Walkways are made recognisable by the placement and rearrangement of furniture.

Free escape and rescue routes are ensured at all times.

Ventilation

Regular ventilation serves hygiene, improves air quality and reduces the risk of infection. Measures for this are:

- Regular short-burst ventilation every 30 minutes, or more frequently, depending on the size of the window
- Ventilation systems will continue to operate, as their risk of transmission is considered to be low
- Prescribed maintenance cycles for the systems must be ensured

Through regular maintenance, cleaning and inspections of the ventilation systems by experts, Hotel Berlin, Berlin ensures that the room air quality, room temperature and a regular air exchange in the rooms can be guaranteed.

Effectiveness control

In order for Hotel Berlin, Berlin to be able to offer its guests and employees the best possible protection, a regular effectiveness control of the measures taken is provided for.

The regular new specifications, findings and recommendations of ministries, authorities and associations are also constantly monitored.

The Hygiene Concept will be adapted if necessary.

Conduct in case of a suspected infection

The suspicion of illness and the occurrence of COVID-19 cases must be reported to the public health department and, possibly, to other government or private organisations.

Hotel Berlin, Berlin as the operator is obligated to document the name and contact details of each guest as well as the time of entering and leaving the facility, so that the authorities can contact trace. The data must be stored for 4 weeks after the end of the stay.

All necessary contacts for the competent authorities are deposited at the reception desk, so that quick and smooth contacting/reporting can be ensured.

All employees have been asked by the Hotel management to leave the Hotel premises or stay at home in order to make a telephone appointment with their doctor in case of a suspected infection. The contact surfaces at the facility (e.g. workplace, toilets, door handles, keyboards, telephones) are first thoroughly cleaned by trained cleaning staff/personnel in order to further reduce the spread of the virus.

Rooms are well ventilated before the cleaning process. For this purpose, the windows are opened completely at regular intervals for at least 30 minutes and not tilted, as this does not ensure sufficient air exchange.

Subsequently, it is determined which persons were in the immediate vicinity of the person suspected to be infected, in order to transmit this information to the public health authorities to determine the chains of infection, if applicable.

The doctor decides on the further procedure. In well-founded cases of suspicion, he/she reports the suspicion to the responsible health authority before the test result is known. The public health authorities may then, in consultation with the Hotel management, make further arrangements regarding the handling of possible contact persons.

Until the test result is known, the employee must remain in home quarantine. If the test result is positive, the employee remains in home quarantine for 14 days. This also applies to mild cases. In more severe cases (high fever, pneumonia with associated shortness of breath), treatment in a hospital is necessary.