

## Lub d Travel Safe Guide Thailand

### Introduction

Dear Lub d Guests

At Lub d, our first priority has always been taking care of our guests and our team. Now, as we work to reopen (insert location), we want to ensure that our hotels, restaurants and activities will be cleaner and safer than they've ever been. When you return, we'll be ready.

To meet the new challenges and expectations that we face with COVID-19, the Lub d family is launching a new initiative called **Travel Safe**. This new initiative is focused on safe social distancing protocols, increased sanitation practices and modified standard operating procedures.

The Lub d team has always had rigorous standards for health and safety. In addition to this, the **Travel Safe** initiative has taken advice from the World Health Organization and the Thai Ministry of Health to ensure all bases are covered when it comes to preventing the spread of COVID-19. Travel Safe will ensure that both our guests and team members are confident in the cleanliness and safety of our properties.

We couldn't be more excited to welcome you back to our properties. We're all in this together, so it's up to the Lub d Family and our guests to make sure we're taking care of each other and being as safe as we can be. Can't wait to see you.

Love from the Lub d Family.

### Employee and Guest Health

#### Washing hands with sanitiser

All Lub d staff members will engage in frequent hand washing and the use of hand sanitiser. Washing hands with soap and water for 30 seconds (the same time it takes to sing *Happy Birthday*) is the preferred method. Where soap and water isn't available, alcohol-based sanitiser is recommended. Sanitation stations will be readily available at high-risk locations around the hotel.

#### Front of house signage

Signage detailing social distancing requirements will be displayed in high-traffic areas within the property, alongside health and hygiene reminders.

#### Back of house signage

Signage shall be posted in the staff common areas and frequent entry and exit points to remind the team of standard social distancing & health and hygiene practices, including the proper way to wear, handle and dispose of masks and gloves.

#### Employee and guest health concerns

Guests and staff will be required to report any COVID-19 symptoms to management and local health officials as soon as they're discovered. Team members displaying symptoms will remain or return home. While working, team members will be required to report any COVID-19 symptoms from guests or staff to management. Lub d will adhere to recommendations from the [Thai Ministry of Public Health](#) in regards to proper procedure for staff quarantine if necessary.

## Employee's Responsibilities

(page 5 infographic from AHLA see bottom of sheet. #1)

### Hand sanitation

If not wearing protective gloves, team members will follow the [Thai Ministry of Public Health](#)'s guidelines regarding hand sanitation. Team members shall wash their hands for at least 30 seconds (or the time it takes to sing *Happy Birthday*) or use hand sanitiser when a sink is not available. Hand sanitation will be used following any of these activities:

- Using the bathroom
- Sneezing
- Touching the face
- Smoking
- Eating
- Drinking
- Accepting key cards or cash payments from guests
- Taking a break
- Whenever needed throughout a shift.

### Temperature checks

All employees will be subjected to several temperature checks throughout the day. The first of which will be conducted before the commencement of their shift. Any team members showing a temperature above 37.2°C will be referred to a doctor for testing immediately. Contractors, vendors and suppliers will be subject to the same checks when they arrive at the hotel.

### COVID-19 training

All team members will receive comprehensive COVID-19 training to cover sanitation and social distancing protocols as detailed by the [Thai Ministry of Public Health](#). Comprehensive departmental training will be conducted to cover unique challenges for each department — specifically housekeeping, food and beverage, hotel operations, security, and the maintenance and engineering team.

### Personal protective equipment

Appropriate personal protective equipment (PPE) will be provided by Lub d for all staff members. Separate disposal bags will be provided to dispose of PPE.

### Staff travel

Staff returning from overseas must declare their movements to the HR department. Health check documentation must be provided by staff if they've returned from overseas or from a 'hot spot' area as identified by government travel advisories. The following staff will be expected to take a mandatory leave of absence (LOA) or telecommute for 14 days:

- a) Staff who have visited (for business or vacations) outbreak countries
- b) Staff whose immediate family members are on quarantine order
- c) Staff who have come into contact with a known infected individual.

Staff who are on 14-day LOA have to stay at home and avoid social contact, sharing utensils or eating with others. Hotel and staff must ensure that staff behave responsibly during the LOA. The management are to call staff placed on LOA daily to check on their well-being.

## **Events and activities**

All events and activities will observe social distancing rules. Events or activities previously held that aren't able to continue without breaching social distancing rules as detailed by [Thai Ministry of Public Health](#) will be cancelled.

## **Laundry**

Laundry will be washed in accordance with the [Thai Ministry of Public Health](#) guidelines. Dirty linen will be bagged inside the guest room to minimise contact to guests and staff when being transported to the laundry facility.

## **Guest elevators**

Button panels shall be disinfected at regular intervals throughout the 24 hour operation of the hotel. Sanitation stations will also be available on the ground floor of each elevator.

## **Back of house**

Cleaning and sanitation of frequently touched areas in the back of house area has been increased significantly. Hand washing and sanitation stations are available to all team members.

## **Shared equipment**

Shared tools and equipment used by staff will be cleaned and sanitised at the end of each shift or if transferred to a new team member.

## **Room recovery protocol**

In the event of a presumptive case of COVID-19, the affected room will be removed from service and quarantined. This room will not be put back into service until it has undergone sterilisation in adherence with the [Thai Ministry of Public Health](#)'s public guidelines.

## **Food and beverage**

Kitchen and stewarding staff will be required to wear appropriate PPE including face masks, hairnets and gloves. All glassware, cutlery, food preparation surfaces, menus, servingware and anything else deemed to be high risk will be sanitised with greater frequency and at a higher temperature. The drinks elements at breakfast will change from self serve to individual orders at the bar. Social distancing rules will be observed by our team and guests. Minimal items will be placed on the tables to allow us to effectively sanitise areas between guests. This includes condiments, menus and napkin dispensers. All guests will have their temperature checked when entering the restaurant. All staff in food and beverage will use disposable PPE including masks and gloves, which will be replaced frequently. No suppliers or vendors will be permitted into any store or preparation area within our restaurants.

## **Physical Distancing**

### **Physical Distancing and Queuing**

As recommended by the [Thai Ministry of Public Health](#), our guests will be advised to practice physical distancing of at least 1.5 metres from other groups of people not travelling with them. Common areas such as our bars, restaurants, corridors, cool down rooms, etc. will be clearly marked for physical distancing where possible. Where appropriate, one-way guest traffic flow indicators will be displayed. When applicable, public seating will be reconfigured to promote physical distancing. Spaces in our properties that require queuing will have physical distancing indicators installed to promote physical distancing.

### **Guest rooms**

Private room guests can request that our housekeeping team not enter their rooms by displaying their ‘do not disturb’ door hanger on their door. If the hanger is not displayed, our housekeeping team will enter to clean and sanitise as per normal procedure.

## Dorm room accommodation

Dorm room accommodation will adhere to social distancing rules as detailed by [Thai Ministry of Public Health](#). No less than a 1.5 metres distance will be observed when selling dorm rooms. In most cases, every second bed will be blocked for sale and use, with some exceptions depending on the size of the dorm rooms.

## Co-working spaces

Co-working spaces in our properties will observe physical distancing and sanitation procedures as detailed by the [Thai Ministry of Public Health](#). Buffet-style drinks service will be suspended. Sanitation of desks, printers, other furniture and other frequently touched surfaces will be sanitised with greater frequency.

## Hotel front desk

Lub d front desk staff will adhere to social distancing measures when interacting with guests by staying a minimum of 1.5 metres away from guests. Payment via pre payment or credit card is preferred over cash. Front desk team members will have our guide to COVID-19 and any statements released by the [Thai Ministry of Public Health](#) available for guests upon request. All guests checking in will be required to undergo a non-invasive temperature check. Guests’ temperature will be checked when they return from an outing outside the hotel, too.

## Pools and beaches

The standard 1.5 metres of physical distancing will be observed between groups of guests not travelling together. Great frequency of sanitation of chairs and other pool equipment has been implemented. Increased chlorine levels will be introduced into our pools while maintaining a healthy pH level.

## Back of house

Physical distancing among all employees will be practiced within departments during work and break times. This will include when interacting with guests in common areas, inside rooms, break/dining rooms and shared office spaces

## Standard and Enhanced Practice

The following table details how we’re adjusting standard practice to increase protection for guests and staff against transmission of pathogens.

Contact Transmission		
Facility/Area/Activity	Standard Procedure	Enhanced Procedure
Front desk	Staff perform hand hygiene as needed	Staff perform hand hygiene as often as detailed in the Lub d Travel Safe Guide
Front desk	Front desk disinfected daily	Front desk disinfected after every customer interaction
Front desk	Hand sanitation dispensers not available for guests	Hand sanitation stations available for all guests and staff at the front desk and other high risk locations as identified in the Lub d Travel Safe Guide
Lobby	Tables and chairs cleaned daily	Tables and chairs disinfected at least every four hours
Guest room cleaning	Staff use reusable gloves	Staff use disposable gloves that are changed with each

		room
Public and communal bathrooms	Bathrooms are cleaned on a schedule every four hours	Bathrooms are cleaned and disinfected every 2 hours
Laundry	Laundry collected and placed in open carts	Laundry secured in separate bags and placed into open carts
Staff arrival	Staff body temperature not checked	Staff body temperature checked at the start of and during shifts
<b>Droplet Transmission</b>		
<b>Facility/Area/Activity</b>	<b>Standard Procedure</b>	<b>Enhanced Procedure</b>
Front desk	Staff not required to wear masks when interacting with guests	Staff wear masks when interacting with guests
Front desk	Tissues not readily available	Tissues available at the front desk
Staff area	Staff working in groups not required to wear mask.	Staff working in groups for longer than 15 minutes within 1 metre of each other are required to wear masks
<b>Airborne Transmission</b>		
<b>Facility/Area/Activity</b>	<b>Standard Procedure</b>	<b>Enhanced Procedure</b>
Front desk	Staff only address emergency guest health concerns	Staff monitor guests for COVID-19 symptoms and report to management with any concerns. Staff will look for symptoms and complete daily temperature checks
Front desk	Staff not required to wear masks when interacting with guests	Staff wear masks when interacting with guests