

# Regent

BERLIN



## HYGIENE STANDARDS MEASURES, SAFETY & FLEXIBILITY

April 2021

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## HYGIENE STANDARDS



The hygiene concept of the Regent Berlin strictly follows the guidelines of the infection protection law, the infection protection regulations of the Berlin Senate as well as the IHG Cleanliness and Safe Operations Procedures. It offers the best possible protection for our guests and members of staff against possible infections.



### IHG CLEAN PROMISE

While the world adapts to the new normality and expectations on travelling, we are improving your guest experience by re-defining cleanliness and the way we look after you and your wellbeing whilst staying with us.



Following of scientific protocols and procedures



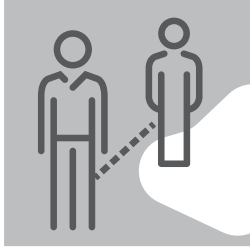
Cooperation with experts including Cleveland Clinic, Ecolab and Diversey



Our worldwide IHG Clean Promise

BEHAVIOURAL MEASURES

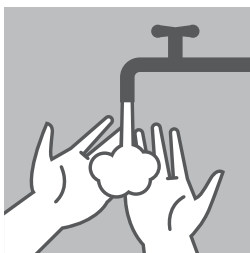
PLEASE FOLLOW OUR  
CODE OF CONDUCT



Keep a minimum  
distance of 1.5 meters



Wear a  
FFP2 mask



Adhere to hygiene  
standards



Registration  
required



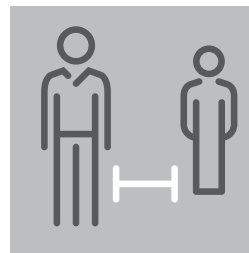
Comply with contact  
restrictions



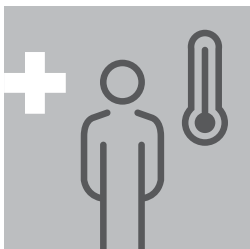
Follow cough and  
sneeze etiquette



Avoid physical  
contact



Maintain distance  
on paths and in  
toilets



Avoid visit in  
case of symptoms



Consider  
contactless payment

THANK YOU FOR YOUR ASSISTANCE

## SAFETY MEASURES FOR OUR GUESTS WITHIN THE HOTEL



**The Regent Berlin has implemented numerous safety measures concerning COVID-19. They are listed and explained as follows:**

### **Public Areas**

- Medical/ FFP2 mask:

We kindly ask our guests to wear a FFP2 mask when:

- Walking through or spending time in the public areas
- You are in the restaurants or bar but not seated at your table
  - If needed, we provide FFP2 masks for our guests. -

We kindly ask our guests to wear a medical mask when:

- In contact with guests
- If the safety distance cannot be guaranteed
- Hand sanitiser stations are located in all public areas (lobby, reception, restaurant, bar and elevators)
- Safe distance markers to adhere to the distance regulations of 1.5m
- Regular disinfection of contact points (such as door handles, elevator buttons, surfaces at the reception/concierge desks, luggage carts, door of the luggage room, etc.)
- Regular airing of public areas
- A maximum number of 2 persons using the elevator at the same time (families are exempt), floor markings in the elevators
- Posters of our hygiene regulations can be found in all central areas
- Newspapers and magazines are available upon request but are no longer displayed
- Our fitness and spa offers are adapted to follow the current requirements put in place by the Berlin Senate

### **Arrival, Reception, Check-in and Check-out, Departure**

- The entrance door to the hotel lobby opens automatically or will be opened for you by our doorman
- We kindly ask you to park your car yourself
- Car keys will be disinfected when received and before being returned to you
- Your luggage will be delivered to your door and only upon request inside the room, observing the distance rules
- Upon request, your luggage will be picked up from your room
- Due to safety regulations, glass partitions have been installed at the reception and concierge desks
- Payments can be made by card; the credit card terminals are regularly disinfected
- Key cards and writing utensils are regularly disinfected
- FFP2 masks, anti-bacterial wipes and gels are available

### **Gastronomy**

- Medical/ FFP2 mask
  - Our guests are requested to wear a FFP2 mask when not being seated at their table
  - Our members of staff are obliged to wear a medical mask at all times
- Our members of staff are obliged to regularly disinfect their hands
- There is a minimum distance of 1.5m between occupied tables
- Opening hours will be adjusted to the expected number of guests
- A la carte service will be offered in all gastronomic outlets as well as room service
- Tables will only be set once the guests have taken their seats
- Food and drinks can only be offered and consumed at the table
- Tables, menu cards, bill folders, writing utensils, salt and pepper shakers etc will be disinfected after use
- The contact details of all guests will be recorded as per the SARS-CoV-2 Infection Protection Regulation from the 23rd of June, 2020

### **Housekeeping**

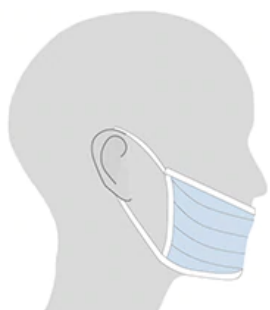
- IHG Way of Clean: intensive, thorough cleaning using hospital-grade disinfectants
- Housekeeping services during the stay upon request
- Regular and frequent disinfection of door handles, light switches, remote controls, etc.
- Certain room amenities such as magazines, writing utensils, decorative pillows or blankets have been removed from the rooms and suites until further notice

SAFETY MEASURES

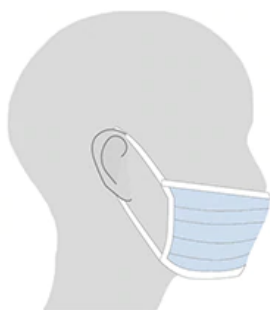
SAFETY MEASURES  
IN THE HOTEL AREA



THE CORRECT USAGE OF A MEDICAL MASK



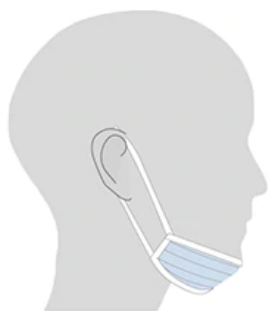
Do not wear your mask below your nose



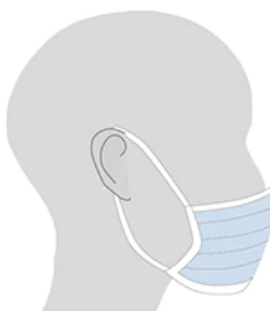
Do not wear your mask low on your nose



Do not leave your chin exposed



Do not wear your mask under your chin or temporarily remove it



Do not let your mask hang loosely with gaps around your face



Wear your mask from the bridge of your nose to underneath the chin in a tight fit

THANK YOU FOR YOUR UNDERSTANDING



## SAFETY MEASURES

### SAFETY MEASURES FOR OUR GUESTS IN THE BANQUETING AREA



**The Regent Berlin has implemented numerous safety measures concerning COVID-19. They are listed and explained as follows:**

- Individualised event concepts that adhere to the hygiene regulations. These concepts are based on the MeetSAFE guidelines as well as the guidelines issued by the Berlin Senate
- Medical/ FFP2 mask:
  - Our guests are obliged to wear FFP2 masks when not being seated at their table
  - Our members of staff are obliged to wear a medical mask at all times
- Our members of staff are obliged to disinfect their hands at regular intervals
- Meeting rooms are set up with a 1.5m safety distance between seats
- The setting up of rooms is done following the hygiene regulations
- Guidance systems are put in place to ensure safety distances are observed and queues are avoided
- Concepts have been put in place observing the regulations for meeting rooms, elevators and restrooms
- Markings in all waiting areas ensure that the minimum distances are observed
- Notice boards display the hygiene rules
- No decorations are allowed in the banqueting rooms
- Disinfectants are available throughout the banqueting area
- Tailor-made safety concepts adhere to the hygiene regulations
- Video conferences including equipment are available
- A la carte lunch and coffee breaks
- All surfaces in all areas used are regularly disinfected and the meeting rooms frequently aired
- A negative daily corona test of the participants must be provided by the organizer at the beginning of the event if there are more than five participants

## SAFETY MEASURES



### **Regulations for a Safe Handling of Food and Food Products:**

- Customised food concepts adhering to the hygiene regulations
- Avoidance of direct contact between staff members
- Serving of meals according to hygiene regulations
- Food and drinks can only be offered and consumed at the table
- Secure covering and storing of food
- Restructuring of working hours and work stations to guarantee that distancing rules are observed within the kitchen
- Menu service
- All members of staff have to wear a medical mask
- All members of staff have to disinfect their hands on a regular basis



SAFETY MEASURES

CONCEPT  
OF ADMITTANCE



**Following §4 SARS-CoV-2 Infection Protection Regulations for  
Hotels and Events**

Admittance	Infection Protection	Accreditation	Event	Exit
<ul style="list-style-type: none"> <li>• Guidance during the admittance</li> <li>• Visual check (FFP2 mask)</li> <li>• Providing face masks if needed</li> </ul>	<ul style="list-style-type: none"> <li>• Medical control and support in suspected cases</li> </ul>	<ul style="list-style-type: none"> <li>• Control of the accreditation</li> <li>• Support at trouble counters</li> </ul>	<ul style="list-style-type: none"> <li>• Set up plan (1.5m distance)</li> <li>• Supervision of hygiene regulations (FFP2 mask, distancing rules)</li> <li>• Information and escalation to management</li> </ul>	<ul style="list-style-type: none"> <li>• guidance (exit only)</li> </ul>

## SAFETY MEASURES FOR EMPLOYEES



**The Regent Berlin has implemented numerous safety measures concerning COVID-19. They are listed and explained as follows:**

- Observation of distancing rules of 1.5m
- Wearing of medical masks when
  - in contact with guests
  - a safe distance cannot be guaranteed

### **Wearing of a face mask**

Based on §4 SARS-CoV-2 Infection Protection Regulation by the Berlin Senate released on 1st of April, 2021 and the “Coronavirus” risk assessment conducted by the Regent Berlin, it is mandatory to wear a medical mask in all businesses that are open to the public. In general, it is imperative to observe the hygiene rules as well as the distancing rule of 1.5m. Should this not be possible, the correct use of a medical mask is obligatory.

**The following situations serve as examples:**

- In all situations with direct guest contact (e.g. handing over of luggage, doorman upon arrival)
- In all areas which lead to contact with guests, suppliers and/or colleagues for example at the Restaurant Charlotte & Fritz, Regent Bar, Tea Lounge, Summer Lounge Orange, room service and banqueting
- When serving food or beverages (service as well as kitchen staff)
- When the distancing rule cannot be adhered to briefly
- During internal meetings that take longer than 30 minutes and are attended by more than 4 participants, bearing in mind the special allowance of the room
- When visiting the staff canteen. When seated and the distancing rules can be observed, the face mask may be taken down (please also see the current staff instructions)

## SAFETY MEASURES

1. All work processes in all areas need to be checked and amended
2. All areas and outlets need to be checked and amended to confirm their maximum capacity (of guests and staff)
3. Guarantee that all walkways are wide enough
4. Reduce the number of persons using the elevators to 2 at a time
5. Space out break times appropriately throughout work schedules
6. Ensure distancing of guests and staff by using wide counters or floor markings, e.g. at the reception desk
7. During service, it is advisable to use trays or service trolleys in order to maintain the necessary distance to guests
8. If it is not possible to keep a safe distance, a room separator should be installed between workstations to avoid infections
9. If it is not possible during certain work tasks to keep the distance or to install a room separator, medical masks have to be provided in sufficient quantities. All employees have to be instructed on the correct usage, the maximum wearing time and how to clean their medical masks. In certain situations, the wearing of medical masks is obligatory (see staff instructions)
10. Direct contact such as shaking of hands or the handing over of items should be avoided
11. Set up plans for all banqueting and meeting rooms need to be revised to incorporate the distancing rules of 1.5m
12. All work systems need to be revised and amended e.g. a banqueting room can only be serviced if the distancing rule can be observed and no other persons are present in the room
13. The number of external staff allowed on property has to be kept to a minimum.  
All external staff members have to be registered before starting work and instructed on the hygiene and distancing rules. This needs to be recorded
14. Through the use of security personnel, regulations regarding admittance, avoidance of queues and compliance with the distancing rules within larger groups should be enforced
15. Offices, restrooms and break rooms need to be regularly cleaned and aired. Air conditioning systems have to be operated professionally, with filters being cleaned and exchanged on a regular basis
16. As far as possible, tools and work utensils have to be provided in ample quantities to ensure they can be used by only one person at a time. If this is not possible, all surfaces that are being touched (e.g. handles) need to be cleaned before being used. If necessary, single-use gloves should be worn, if they do not present a safety risk.  
These single-use gloves must be disposed of immediately after use and hands will need to be washed according to the hygiene regulations
17. All employees need to be advised not to come to work if they are feeling sick. They will need a note from their doctor before returning to work. They also have to be informed that they must stop working immediately if they notice any relevant symptoms

# Regent

BERLIN

The adherence of the hygiene rules has to be strictly  
observed.

## THANK YOU FOR YOUR ASSISTANCE

Your Regent Berlin Team

Regent Berlin GmbH  
Charlottenstrasse 49  
D-10117 Berlin  
Tel.: +49 30 - 20338  
E-Mail: [info.berlin@regenthotels.com](mailto:info.berlin@regenthotels.com)

[www.regenthotels.com](http://www.regenthotels.com)

Regent Berlin GmbH  
Corporation located: Hamburg  
Amtsgericht Hamburg I HRB 79456  
Commercial register: HRB 79456  
Manager: Mario Maxeiner, Thomas Hoffelner, Aernout de Jong

Tax ID: DE217929090 I