

Hygiene action plan Pullman Stuttgart Fontana



Guidelines

This SOP is dedicated to necessary steps and processes for the re-opening after closure due to the spread of Coronavirus. Please consider the Guest Welcome Protocol for detailed guidelines on cleaning, hygiene and prevention.

In any case the following guidelines must be followed if not interfering with governmental instructions:

- Associates, guests and suppliers keep a distance of at least 1.5 metres at any time. The setup in guest facilities and back offices have been changed accordingly.
- Breaks and work streams have been adjusted to avoid grouping.
- Associates have been provided with a face mask and gloves and respect the guidelines for the handling; in production areas a cap/cook hat is mandatory
- Personal hygiene has been pointed out again and information about the spread of Coronavirus are available to all teams.
- All relevant areas have been equipped with skin-gentle liquid soap, towel dispensers as well as disinfection dispensers
- Information on hygiene and prevention is pointed out in the back of house areas.
- Frequency of cleaning and disinfection have been increased in all areas of the hotel, both front and back of house.



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- Work clothes are cleaned regularly (change at least once per day)
- Particularly vulnerable employees has been entrusted with individual tasks (without guest contact)
- The cleaning of working material / exchange of cleaning material (e.g. scarves, sponges, brushes, polishing equipment...) has been increased
- External parties must be denied access to the BOH as far as possible
- Consistent separation of cleaned/used laundry is ensured
- Limit use of luggage trolleys, disinfection after each use
- Plexi protection between staff and guests and between Back Of House Workstations
- Key cards will be disinfected after each use
- Additional card terminals have been organized for cashless payment
- Redesign of the meeting rooms and the maximum number to guests according to local regulations has been established



Guidelines

- Glasses, mugs, cutlery are cleaned daily - mandatory to do so in the central dish washer
- Ventilation is not switched off during night times to avoid air to set back
- Ventilation: Increase frequency to check the presences of virus / bacteria; frequency of filter replacement to be strictly respected
- Avoiding of ventilation system with circulating air and usage of 100% fresh air; humidity is not under 40%
- If use of leisure facilities will be permitted, we ensure limited occupancy, distancing equipment and FF&E, disinfection after use.





RAFFLES \ ORIENT EXPRESS \ BANYAN TREE \ DELANO \ SOFITEL LEGEND \ FAIRMONT \ SLS \ SO \ SOFITEL \ THE HOUSE OF ORIGINALS
RIXOS \ ONEFINESTAY \ MANTIS \ MGALLERY \ 21C \ ART SERIES \ MONDRIAN \ PULLMAN \ SWISSÔTEL \ ANGSANA
25HOURS \ HYDE \ MÖVENPICK \ GRAND MERCURE \ PEPPERS \ THE SEBEL \ MANTRA \ NOVOTEL \ MERCURE \ ADAGIO
MAMA SHELTER \ TRIBE \ BREAKFREE \ IBIS \ IBIS STYLES \ IBIS BUDGET \ GREET \ JO&JOE \ HOTELF1