



HOTEL NEW GRAND

Hotel New Grand Sanitary Statement

The safety and wellbeing of our guests and employees has always been our top priority and paramount importance to us. With that in mind, we would like to update you on the below summary of sanitary measures we are taking in response to COVID-19 to provide more reassured and protected experience to our valued guests.

1. Public spaces

- (1) All service staff such as front desk staff, bell staff and restaurant staff is instructed to wear masks.
- (2) Alcohol based hand sanitizers are provided in key public areas such as lobby, front desk, restaurants and banquet rooms.
- (3) Cleaning program is reinforced with frequent disinfection on high touch surfaces such as front desk, bell desk, elevator switches, sofas, chairs and escalator hand rails.

2. Measures for staying guests

- (1) Arriving guests will undergo non-invasive body temperature scan at the point of check-in and will be asked to fill out health condition inquiries.
- (2) Guests shall be asked to wear mask in public spaces. For those guests who do not bring their own, we provide mask with the same number of length of stay.
- (3) Front desk and bell desk are installed with transparent partitions for droplet prevention.
- (4) Bell staff does not ride elevator with arriving guest when assisting to the guestroom to ensure adequate physical distancing and delivers baggage by using different elevator.
- (5) Bell staff wears plastic gloves when handling guests' baggage and gloves will be replaced for each guest.
- (6) Floor markings will remind our guests in practicing adequate physical distancing when queuing upon check-in and check-out.

3. Room amenity and cleaning procedures

- (1) Sanitization is applied on all high touch surfaces such as door handle, remote

controller, light and temperature control switch, telephone, table, chair, toilet flush handle, paper holder, hair drier, bath tub and shower fixture handle.

(2) Directory is digitalized, and note pads, letter writing sets, post cards and courier service slips are provided upon request.

(3) House-keeping staff will periodically change guestroom air by opening the windows.

4. Measures for our employees

(1) Employees on duty are required to wear masks.

(2) At the start of the shift, employees are required to fill out health inquiries to check if they display symptoms of fever, vomiting and diarrhea, and anyone displaying temperature over 37.5 degrees Celsius and coughing are instructed to stay home.

(3) Employees frequently sanitize hands before entering the workplace with alcohol based hand sanitizer placed in each department and section.

(4) Employees implement thorough hand cleansing and gargle before starting of shift, meals, after use of restroom, and at returning to work from outside.

(5) Employees are presently restricted from any private international travel and any non-essential business travel is suspended.

(6) Employees at the applicable departments are encouraged to work flexible hour.