

BUSINESS RESTART

GOVERNMENT STANDARDS

- **RISK PROFILING OF CONTACTS**

- ✓ Contacts are persons who have been exposed to a confirmed case anytime between 2 days prior to onset of symptoms (in the positive case) and the date of isolation (or maximum 14 days after the symptom onset in the case).
- ✓ High-risk contact
 - *Touched body fluids of the patient (respiratory tract secretions, blood, vomit, saliva, urine, faeces; e.g. being coughed on, touching used paper tissues with a bare hand)*
 - *Had direct physical contact with the body of the patient including physical examination without PPE*
 - *Touched or cleaned the linens, clothes, or dishes of the patient.*
 - *Lives in the same household as the patient.*
 - *Anyone in close proximity (within 1 meter or 6 feet) of the confirmed case without precautions.*
 - *Passengers in close proximity (within 1 meter or 6 feet) in a conveyance with a symptomatic person who later tested positive for COVID-19 for more than 6 hours.*
- ✓ Low-risk contact
 - *Shared the same space (worked in same room/similar) but not having a high-risk exposure to confirmed case of COVID-19.*
 - *Travelled in same environment (bus/train/flight/any mode of transit) but not having a high-risk exposure.*

- **DIESEASE SPREADING REASONS**

- ✓ Droplets from mouth or nose are releasing when a covid-19 person coughs.
- ✓ Droplets falls on Surface or Object. These droplets are too heavy to hang in the air. They quickly fall on floors or surfaces.
- ✓ Directly - when contaminated hands touch the mouth, nose, eyes
- ✓ Indirectly: when contaminated surfaces are touched._

- **5 GOLDEN RULES OF FOOD BUSINESS OPERATORS (FBO'S)**

- ✓ Physical distancing
- ✓ Thermal screening at entry points.
- ✓ Stringent personal hygiene
- ✓ Deep cleaning and sanitation
- ✓ Download and use Aarogya Setu App

- **ROAD MAP**

- ✓ *Plan*
- ✓ *Appoint*
- ✓ *Create Facilities*
- ✓ *Train*
- ✓ *Implement*
- ✓ *Monitor*
- ✓ *Report and Record*
- ✓ *Review*
- ✓ *Modify*

- **COVID 19 AMBASSADOR**

- Appoint Ambassador who will be responsible for covid19 special response planning and implementation.
- The officer shall be the reporting person for all covid19 emergencies and capable of having decision making powers to implement things as announced by local authorities based on emerging conditions.
- The officer shall be supported by operations head, quality control, HR, loss prevention and medical officer connected with the property.
- Ambassador needs to make sure to drive the below.
 - ✓ *Social Distancing Plans*
 - *Hand Wash focus.*
 - *Critical sanitation and personal hygiene.*
 - ✓ *Special Facilities*
 - *Training*
 - ✓ *Must have*
 - *Hand sanitizers.*
 - *Masks.*
 - *Garbage Bags.*
 - *Chemicals for deep cleaning.*

- *Thermal Gun*
- *Hand Gloves*
- *Gowns/Aprons – If available*
- *Personal Protective Equipment (PPE) – If available*

- **PERSONAL HYGIENE**

- ✓ Practice frequent hand washing with soap (for at least 20 seconds- WHO Guidelines)
- ✓ Use of alcohol-based hand sanitizers (for at least 20 seconds) can be made wherever feasible.
- ✓ Wear Mask
- ✓ Respiratory etiquettes to be strictly followed. This involves strict practice of covering one's mouth and nose while coughing/sneezing with a tissue/handkerchief/flexed elbow and disposing off used tissues properly in closed bin.
- ✓ Frequent cleaning and disinfection
- ✓ No close contacts

- **GENERAL PREVENTIVE MEASURES – STAFF**

- ✓ Physical distancing of at least 6 feet to be followed as far as feasible.
- ✓ Use of face covers/masks to be made mandatory.
- ✓ Practice frequent hand washing with soap (for at least 20 seconds) even when hands are not visibly dirty. Use of alcohol-based hand sanitizers (for at least 20 seconds) can be made wherever feasible.
- ✓ Respiratory etiquettes to be strictly followed. This involves strict practice of covering one's mouth and nose while coughing/sneezing with a tissue/handkerchief/flexed elbow and disposing off used tissues properly in closed bins.
- ✓ Self-monitoring of health by all and reporting any illness at the earliest to state and district helpline.
- ✓ Spitting shall be strictly prohibited.
- ✓ Installation and use of Aarogya Setu app shall be advised to all.
- ✓ Hotel management to facilitate work from home wherever feasible.
- ✓ Required precautions while handling supplies, inventories and goods in the hotel shall be ensured. Proper queue management and disinfection shall be organized.
- ✓ Appropriate personal protection gears like face covers/masks, gloves and hand sanitizers etc. shall be made available by hotel to the staff as well as the guests.
- ✓ In case of a suspect or confirmed case in the premises:

- *Place the ill person in a room or area where they are isolated from others.*
 - *Provide a mask/face cover till such time he/she is examined by a doctor.*
 - *Immediately inform the nearest medical facility (hospital/clinic) or call the state or district helpline.*
 - *A risk assessment will be undertaken by the designated public health authority (district RRT/treating physician) and accordingly further action be initiated regarding management of case, his/her contacts and need for disinfection.*
 - *Disinfection of the premises to be taken up if the person is found positive*
- **How to wash your hands**
 - ✓ *Wet hands with water.*
 - ✓ *Apply soap.*
 - ✓ *Rub hands palms to palms*
 - ✓ *Rub the back of each hand with fingers interlaced.*
 - ✓ *Rub palms together with fingers interlaced.*
 - ✓ *Rub with back of fingers to the opposing palms.*
 - ✓ *Rub each thumb clasped in opposite hand.*
 - ✓ *Rub the tips of the finger.*
 - ✓ *Rub each wrist with different hands.*
 - ✓ *Rinse with water.*
 - ✓ *Dry thoroughly your hands.*
 - ✓ *Your hands are clean now.*
- **Safety Measures**
 - ✓ *Cover your mouth and nose with your flexed elbow arm or tissue while sneezing or coughing.*
 - ✓ *Use single-use tissue, dispose of the used tissue in closed bins and immediately wash your hands.*
 - ✓ *Clean your hands with alcohol based rub or with soap and hot water for at least 20 second on a regular basis.*
 - ✓ *Avoid touching eyes, nose and mouth.*
- **Centers for Disease Control and Prevention (CDC) recommends everyone to wear cloth face covering in public._**
- **How to wear gloves**

- ✓ *Wear food service gloves or use sanitary utensils or deli tissue when handling ready to eat foods.*
- ✓ *Always wash your hands before putting the gloves.*
- ✓ *Change your gloves*
 - *Once you wash your hands.*
 - *After touching your body.*
 - *After using toilet*
 - *After eating or drinking*
 - *After handling dirty equipment's or utensils.*
 - *After handling raw food.*
 - *Any activities which contaminate the gloves*
- ✓ *Remove you gloves before washing hands.*
- **How to remove contaminated gloves**
 - ✓ *Pinch and pull cuff of the glove. Scoop with finger.*
 - ✓ *Form beak, pulling glove inside out over all finger and thumb.*
 - ✓ *Pinch opposite glove with beaked hand.*
 - ✓ *Pull the glove off.*
 - ✓ *With un-gloved hand, slide finger down inside of glove and remove the glove.*
 - ✓ *Dispose of removed gloves into waste bin. If blood is visible in body fluids, gloves must be discarded into biohazard bag.*
 - ✓ *Wash hands with soap and running water. Do not touch your face before washing hand.*
- **Replace finger touch bio-metric with alternate method**
- **Create screening place before time office with temperature monitoring and basic screening for Covid19 symptoms.**
- **Setup hand-wash stations at all staff zones like entry, lockers, toilets, cafeteria with soap solution and hand drying facilities, most importantly it shall be sensor based or foot operated.**
- **Enough space in kitchen & staff lockers.**
- **Spacing plan at pre preparation and production zones.**
- **Create one Isolation room**

BUSINESS RESTART

HUMAN RESOURCES/BACK OFFICE

- Special COVID 19 department based handling training.
- Training to managers and supervisors on monitoring and reporting on COVID 19 new rules and emergency.
- Training on personal hygiene with AV's and posters.
- Training on social distancing.
- Training on staff area behaviour, transport and uniform handling specific to COVID 19.
- Training to focus on motivation due to this stress.
- Visual display of DOs and DONTs.
- All the staff including the security guard should be properly briefed about the processes and a drill regarding the same must be put in place.
- Awareness and emergency posters must to be placed inside the rooms
- Human Resource team to train the hotel staff.
- Any person with fever, symptoms of flu should not enter premises.
- During work hours anyone develops symptoms immediately isolate and get medical advice and assistance.
- No person assigned to be quarantined or in contact with infected person shall be allowed to come for work.
- Persons resisting for Covid 19 procedures or not complying shall be moved out of work.
- A register of monitoring health indicators like fever, cough, running nose, sore throat, short breathe be maintained.
- Minimum distance of one meter from person to person in any direction.
- Make a plan to schedule staff at each work station.
- Redefine staff change room rules in terms of resting place, lockers etc. so that social distancing is maintained.
- Entrance to have mandatory hand hygiene (sanitizer dispenser) and thermal screening provisions.

- Daily Temperature to be checked with a thermal gun thermometer for all staff members and every guest.
- Only asymptomatic staff and guests shall be allowed.
- All staff and guests to be allowed entry only if using face cover/masks. The face cover/masks has to be worn at all times inside the hotel.
- Any officer and staff residing in containment zone should inform the same to supervisory officer and not attend the office till containment zone is de-notified.
- Such staff should be permitted to work from home and it will not be counted as leave period.
- Drivers shall maintain social distancing and shall follow required dos and don'ts related to COVID-19. It shall be ensured by the service providers/ officers/ staff that drivers residing in containment zones shall not be allowed to drive vehicles.
- There shall be provision for disinfection of the interior of the vehicle using 1% sodium hypochlorite solution/ spray. A proper disinfection of steering, door handles, keys, etc. should be taken up.
- Advise all employees who are at higher risk i.e. older employees, pregnant employees and employees who have underlying medical conditions, to take extra precautions. They should preferably not be exposed to any front-line work requiring direct contact with the public. Office management to facilitate work from home wherever feasible.
- All officers and staff/visitors to be allowed entry only if using face cover/masks. The face cover/mask has to be worn at all times inside the office premises.
- Routine issue of visitors/temporary passes should be suspended and visitors with proper permission of the officer who they want to meet, should be allowed after being properly screened.
- Meetings, as far as feasible, should be done through video conferencing.
- Posters/standees/AV media on preventive measures about COVID-19 to be displayed prominently.
- Staggering of office hours, lunch hours/coffee breaks to be done, as far as feasible.
- Proper crowd management in premises – duly following social distancing norms be ensured.

- Specific markings may be made with sufficient distance to manage the queue and ensure social distancing in the premises.
- Proper cleaning and frequent sanitization of the workplace, particularly of the frequently touched surfaces must be ensured.
- Ensure regular supply of hand sanitizers, soap and running water in the washrooms.
- Required precautions while handling supplies, inventories and goods in the office shall be ensured.
- Seating arrangement to be made in such a way that adequate social distancing is maintained.
- For air-conditioning/ventilation, the guidelines emphasises that the temperature setting of all air conditioning devices should be in the range of 24-30°C, relative humidity should be in the range of 40-70%, intake of fresh air should be as much as possible and cross ventilation should be adequate.
- Large gatherings/congregations continue to remain prohibited.
- Effective and frequent sanitation within the premises shall be maintained with particular focus on lavatories, drinking and hand washing stations/areas.
- Cleaning and regular disinfection (using 1% sodium hypochlorite) of frequently touched surfaces (door knobs, hand rails, benches, washroom fixtures, etc.) shall be done in office premises and in common areas
- Proper disposal of face covers/masks/gloves left over by visitors and/or employees shall be ensured.
- Cafeteria within the office premises shall follow social distancing norms at all times.
- In the cafeteria/canteen:
 - ✓ *Adequate crowd and queue management to be ensured to ensure social distancing norms.*
 - ✓ *Staff / waiters to wear mask and hand gloves and take other required precautionary measures.*
 - ✓ *The seating arrangement to ensure a distance of at least 6 feet or 1 meter between staff. In the staff kitchen, the staff to follow social distancing norms.*

- Cleaning of various high touch points

High Touch Points	Method and Frequency
<ul style="list-style-type: none"> • Handrails / handles • Call buttons • Public counters • Intercom systems • Telephone, printers/ scanners, and other office machines • Table tops, chair handles • Pens, diary files, keyboards, mouse, mouse pad • Tea/ coffee dispensing machines, etc. 	Cleaned twice daily by mopping with a linen/ absorbable cloth soaked in 1% sodium hypochlorite
<ul style="list-style-type: none"> • Metallic surfaces like door handles, security locks, handles of baskets/ carts, display racks (where bleach is not suitable) 	70% alcohol
<ul style="list-style-type: none"> • Hand sanitizing stations at the entry and near high contact surfaces. 	Cleaned at least twice in a shift. Sanitized with 1% sodium hypochlorite Toilets and Washrooms
<ul style="list-style-type: none"> • Toilets and Washrooms 	After every shift using water and detergent, followed by 1% sodium hypochlorite
<ul style="list-style-type: none"> • Area of two meters around the person who has coughed 	Vacated immediately, thoroughly cleaned and disinfected with freshly prepared 1 % hypochlorite solution
<ul style="list-style-type: none"> • All cleaning equipment, cloth, mops, reusable protective gear such as boots, gloves 	Cleaned thoroughly before use & after use. Sanitize where required.

BUSINESS RESTART

STORES

- Declare a receiving timetable so that the material receiving area shall have only one supplier at a time.
- Stores
 - ✓ *Ensure secondary packing does not enter hotel after receiving.*
 - ✓ *If possible stop primary packing also at store. Transfer it in your own containers or vessels.*
 - ✓ *Daily pre-sanitation of receiving inspection rooms with 1% Sodium hypochlorite.*
 - ✓ *No reverse traffic of materials into kitchen.*
 - ✓ *All items to be handled either with glove or sanitised hand only*

BUSINESS RESTART

FRONT OFFICE

- Entrance to have mandatory hand hygiene (sanitizer dispenser) and thermal screening provisions.
- Posters/standees/AV media on preventive measures about COVID-19 to be displayed prominently.
- A well informed and trained security person and a 24x7 security guard to keep check at the main entrance gate of the area should be available.
- Visitors to the hotels should not be allowed.
- CCTV cameras must be fully functional
- Daily Temperature to be checked with a thermal gun thermometer for every guest is mandatory.
- Common area cleaning checklist should be displayed at the reception and rooms cleaning checklist should be displayed inside the room on the back of the door.
- 6 feet distance markings at the reception area should be done for guests to stand during check in process.
- Only asymptomatic staff and guests shall be allowed.
- All guests must mandatorily download Aarogya Setu mobile application.
- All staff and guests to be allowed entry only if using face cover/masks. The face cover/masks has to be worn at all times inside the hotel.
- Staff should additionally wear gloves and take other required precautionary measures.
- All employees who are at higher risk i.e. older employees, pregnant employees and employees who have underlying medical conditions, to take extra precautions. They should preferably not be exposed to any front-line work requiring direct contact with the public.
- Proper crowd management in the hotel as well as in outside premises like parking lots – duly following social distancing norms shall be ensured.
- Large gatherings/congregations continue to remain prohibited.

- Preferably separate entry and exits for guests and staff shall be organized. Maintaining physical distancing of a minimum of 6 feet, when queuing up for entry and inside the hotel as far as feasible.
- Specific markings may be made with sufficient distance to manage the queue and ensure social distancing in the premises.
- Guests who are at higher risk i.e. those who are older, pregnant or those who have underlying medical conditions are advised to take extra precautions.
- Guests should be advised not to visit areas falling within containment zone.
- Gaming Arcades/Children play areas (wherever applicable) shall remain closed.
- Details of the guest (travel history, medical condition etc.) along with ID and self-declaration form must be provided by the guest at the reception (for now).
- Self-reporting forms must be filled for International guests and Arrival & Departure register must be thoroughly maintained
- Hand sanitizers must be kept at the reception for guests to use. Guests to sanitize hands before and after filling relevant forms including Arrival & Departure register.
- Hotels must adopt contactless processes like QR code, online forms, digital payments like e-wallet etc. for both check-in and check-out.
- Guests should inform at the reception an hour before the check out.
- Guests should only check out once he is confirmed by the reception
- Guests should be informed about the payment to be made in advance and the guests may be requested to make the payment via digital mode as much as possible.
- Any items required (Water bottle/Toiletries/Medicine/Linen) should be given to guests while maintaining 6 feet distance & trays must be used to avoid hand contact.
- Staff should be trained again for troubleshooting normal issues like TV remote issues, geysers etc. so that they can inform guests & solve accordingly on phone.
- Sanitise the touch points in hotel car like seat, door knobs, hand rest etc. with 70% alcohol.
- All touch points like door knobs, switches, door handles, safety latches and taps etc. must be cleaned regularly with surface cleaner and sanitised with 70% alcohol.

- Hotel Drivers should be in full uniform with face mask and hand gloves.
- Before entering hotel, take guest luggage to a separate area. Blow air on the outer surface of luggage and sanitise with 70% alcohol.
- Avoid direct handling of guest amenities like ID proof, wallets, Mobiles etc. Use sanitised trays to collect them.
- Sanitise the card machines.
- Maintain social distancing of at least 6 feet with the guest.
- It is essential to trace the location of the guests even after their departure. Hence, the accommodation units are advised to devise a new information system/format and keep the same in an easily accessible form to enable concerned authorities to trace the guests, if required in future.
- Guests should be provided with necessary PPEs like hand gloves and face masks (in case they are not carrying their own) to ensure safety of other guests and staff.
- Posters :
 - ✓ *Emergency Helpline numbers - At the reception*
 - ✓ *Social distancing of 6 feet - Reception & other strategic places*
 - ✓ *General Information - Reception*
 - ✓ *Hand Washing - Reception & Inside the room*
 - ✓ *Respiratory hygiene - Reception & Inside the room*
 - ✓ *Dos & Don'ts*
- Communicate to guest that:
 - ✓ *Amenities will be provided on request.*
 - ✓ *Do not step out of the room unnecessarily. Wear a mask whenever outside the room.*
 - ✓ *Clothes should not be washed inside the room.*
 - ✓ *In case a balcony is shared with another room, please be on the side of your room. Do not interact with the other rooms guests*
 - ✓ *No visitors should be allowed in the rooms*
 - ✓ *Doors should be kept closed and any contact with the door knobs should be avoided by staff or guest*
 - ✓ *Always keep a safe distance of at least 6 feet while you are at the property.*
 - ✓ *Wash your hands frequently with the soaps/sanitizers provided*
 - ✓ *Put all disposable plates/cups/bottles after use in the garbage bag.*

- In case of a suspect or confirmed case in the premises:
 - ✓ *Place the ill person in a room or area where they are isolated from others.*
 - ✓ *Provide a mask/face cover till such time he/she is examined by a doctor.*
 - ✓ *Immediately inform the nearest medical facility (hospital/clinic) or call the state or district helpline.*
 - ✓ *A risk assessment will be undertaken by the designated public health authority (district RRT/treating physician) and accordingly further action be initiated regarding management of case, his/her contacts and need for disinfection.*
 - ✓ *Disinfection of the premises to be taken up if the person is found positive*

BUSINESS RESTART

HOUSE KEEPING

- House Keeping Plan:
 - ✓ *Create special facilities.*
 - ✓ *Provide safe PPE for staff.*
 - ✓ *Sharpen laundry washing and sanitation.*
 - ✓ *Modify Chemicals SOP*
 - ✓ *Critical personal hygiene in staff zones*
 - ✓ *High alert Linen handling*
 - ✓ *Training*
- In addition to the normal uniform give the following:
 - ✓ *Gloves to operation staff.*
 - ✓ *Individual hand towels.*
 - ✓ *Heavy duty gloves for intense cleaning staff.*
 - ✓ *Provide proper face masks.*
 - ✓ *Daily new uniform.*
 - ✓ *Full sleeve long coats for kitchen stewarding, staff area cleaning staff*
 - ✓ *Rubber boots for staff at dish wash, pot wash area.*
- Linen
 - ✓ *Housemen should not do bed making or linen handling without face mask, goggles, head cover, gloves, full sleeves long coat up to knee and rubber boots.*
 - ✓ *Removal of guest linen must be left to designated personnel.*
 - ✓ *There should be a closed bin mounted in trolley or an area ensuring this directly put in to laundry.*
 - ✓ *Avoid individual counting by recount make a counting procedure while removing.*
 - ✓ *Give and take any linen through trays or trolleys.*
 - ✓ *Train staff in bed making with gloves and masks.*
 - ✓ *Create special sanitised place for landing used linen.*
 - ✓ *Segregate clothes through designated person/s using PPE like, full coat, gloves, goggles and face masks.*

- ✓ *Increase temperature of water to above 75 °C to 90°C for bed linen.*
 - ✓ *Use disinfectant or equivalent chemical after verification.*
 - ✓ *Ensure dryers and machine handling parts after every session are sanitised with 70% alcohol based solution.*
 - ✓ *Don't cough, sneeze or spit directly in to clean linen.*
 - ✓ *Discard any linen from circulation for time being if stains are deep and of human blood or body fluids.*
- Ensure that all staff should wear shoes while operating at the property and shoes should not be opened while cleaning the property. It is advised to wear a disposable shoe cover while cleaning.
 - All that guest has touched needs to be disinfected or sanitised.
 - Staff must sanitize their hands or wash their hands with soap before & after the cleaning process
 - Toiletries should be kept in the room 1 Kit per day
 - Reception no., PM's mobile no & other important contact details must be available in the room.
 - Awareness and emergency posters must to be placed inside the rooms
 - Linen should be changed as per the request by the existing guest
 - No reuse of any occupied guest room amenities is allowed hence be guest specific.
 - Concentrate in sanitising phone, door knobs, wash basin and all high touch points like switches, TV and AC remote, Chairs, Sofa, Door knobs etc. with 70% alcohol.
 - Effective and frequent sanitation within the premises shall be maintained with particular focus on lavatories, drinking and hand washing stations/areas.
 - Cleaning and regular disinfection (using 1% sodium hypochlorite) of frequently touched surfaces (door knobs, hand rails, benches, washroom fixtures, etc.) to be made mandatory in all guest service area and common areas.
 - Proper disposal of face covers / masks / gloves left over by guests and/or staff should be ensured.
 - Deep cleaning of all washrooms shall be ensured at regular intervals.
 - Rooms and other service areas shall be sanitized each time a guest leaves.

- Remove all amenities like fruit basket, toiletries, and snacks etc. cookies or tea/ coffee making facility and provide supplies based on guest requirements.
- Communicate to guest that amenities will be provided on request.
- On check out any amenities placed in the rooms shall be discarded.
- Cover the pillows and mattress with Teflon cover.
- Cleaning of Common areas and other areas :

Area/Item	Item/ Equipment	Frequency	Method/procedure
General Cleaning	R2/ Detergent & Warm Water, Disinfectant	Twice a day	<ul style="list-style-type: none"> • Scrub floors with hot water & detergent using minimal water • Clean with plain water • Allow to dry & Mop with disinfectant
Lockers, Tables Cupboard, Wardrobes	Damp Duster with disinfectant	Daily	<ul style="list-style-type: none"> • Damp dust with regular disinfectants
Railings	Detergent/ Sanitizer-hot water, Disinfectant	Twice a day	<ul style="list-style-type: none"> • Damp dust with warm water & detergent followed by disinfection
Mirrors & Glass	Warm water/ Detergent water/ Cleaning solution damp cloth wiper	Daily	<ul style="list-style-type: none"> • Using warm water & a small quantity of detergent & using a damp cloth, wipe over the mirror, then using dry cloth buff the mirror & glass to a clean dry finish
Furniture & Fittings	Disinfectant, Duster	Daily	<ul style="list-style-type: none"> • Using disinfectant damp dust furniture & fittings, including chairs, stools, beds, tables etc.

Light Switches/ Over bed lights	Disinfectant, Duster	Daily	<ul style="list-style-type: none"> • Light switches to be cleaned of dust, spots& finger marks, clean with a damp cloth • Over bed lighting to be damp dusted, clean with damp cloth
Toilet Pot/ Commode	R1/ Soap powder, Long handle angular brush	Whenever required	<ul style="list-style-type: none"> • Inside Of toilet pot/ commode • Scrub with the R1/ soap powder & angular brush • Clean with R1/ soap powder & scrubber
Toilet Floor /Sink	R1/ Soap powder, scrubbing brush	Whenever required	<ul style="list-style-type: none"> • Scrub with soap powder & the scrubbing brush • Wash with water
Taps & Fittings/ Shower area	Warm water, Detergent powder, Nylon scrubber	Whenever required	<ul style="list-style-type: none"> • Wipe over taps & fittings with a damp cloth & detergent • Care should be taken to clean the underside of taps & fittings

- The garbage needs to be disposed as – dry, wet, glass, biodegradable.

BUSINESS RESTART

ENGINEERING

- Rooms to be audited for Repair & Maintenance after checkout.
- Staff should get on a video call with the guest to better understand the issue or assist the guest. In case it is not possible because of any reason (guest does not have video phone or guest is not well enough) only then staff should go to room and check for the issue.
- Maintenance personnel to wear hand gloves and masks while doing the services inside the room. Guests are advised to stay outside the room.

BUSINESS RESTART

F&B – KITCHEN

- Chefs priorities:
 - ✓ *Uniforms*
 - ✓ *Critical Personal Hygiene*
 - ✓ *Raw Material Storage*
 - ✓ *Modify Chemicals and sanitations*
 - ✓ *Man Power Planning*
 - ✓ *Social distancing Plan*
- Only cooked food to be included in the menu and to avoid inclusion of raw or cold food like salads etc.
- At any point of time the kitchen shall have only 2 persons for a linear distance of 10ft.
- The work cycle shall be assessed to fine tune work station occupation and quickly be out of kitchen for the next set of operation to begin.
- This can be achieved by range critical operations, non-range operations and pre-preparation operations.
- Operational kitchens must be sanitized at regular intervals.
- Worktables to be realigned in such a manner that staff do not face each other and also maintain social distance.
- Ensure all tools get sanitized after each use.
- No ready-to-eat food items shall be left open.
- Keep foods separated to avoid cross contamination, e.g., keeping raw foods separated from cooked and ready-to-eat foods.
- Ensure that any wrapping and packaging used for food transport is done so that contamination of the food is prevented
- Range critical operation is called critical occupation time and accordingly the plan has to be charted out by chef.
- In the kitchen, the staff should follow social distancing norms at work place.
- Kitchen area must be sanitized at regular intervals.
- Disinfection of the premises to be taken up if any person is found positive

- FSSAI standards to be followed for cleanliness of F&B material and hygiene.
- Cleaning of Common areas and other areas:

Area/Item	Solution
<ul style="list-style-type: none"> • Food preparation/ production area • Stores • Packaging area • Service area • Waste disposal area • Office space • Transport vehicle • Toilets • Washrooms 	Soap and water (preferably hot water) followed by disinfection (using freshly prepared 1% hypochlorite solution or equivalent)
<ul style="list-style-type: none"> • Cleaning of Equipment • Containers • Utensils • Crockery • Cutlery • Service ware etc. thoroughly with cleaning solution and water. 	Use of hot water (above 60o C) is recommended. After cleaning, sanitation using Alcohol/ Quaternary ammonium compound is recommended

- The crockery, cutlery, hollowware and service ware etc. be washed with hot water and food grade/ approved disinfectants.

BUSINESS RESTART

F&B – SERVICE

- Detailed guidelines issued for restaurants shall be followed.
 - ✓ *Seating arrangement in the restaurant also to be made in such a way that adequate social distancing is maintained.*
 - ✓ *Disposable menus are advised to be used.*
 - ✓ *Instead of cloth napkins, use of good quality disposable paper napkins to be encouraged.*
 - ✓ *Contactless mode of ordering and digital mode of payment (using e-wallets) to be encouraged.*
 - ✓ *Buffet service should also follow social distancing norms among guests.*
- Room service or takeaways to be encouraged, instead of dine-in. Food delivery personnel should leave the food at guest door and not hand directly to the guest. The staff for home deliveries shall be screened thermally by the hotel authorities prior to allowing deliveries.
- For room service, communication between guests and in-house staff should be strictly through intercom/ mobile phone and room service (if any) should be provided while maintaining adequate social distance.
 - ✓ *For air-conditioning/ventilation, the guidelines emphasises that the temperature setting of all air conditioning devices should be in the range of 24-30°C, relative humidity should be in the range of 40-70%, intake of fresh air should be as much as possible and cross ventilation should be adequate.*
- For room service, it is advised to use disposable cutlery at the hotel for all purposes and used disposable cutlery must be kept in garbage bags. In case of non-disposable cutlery, used plates and cutlery to be kept outside the room.
- Only bottled water where outer side of the bottle is disinfected to be used for providing water to guests.
- Name badges of staff to be printed in larger fonts for identification from a farther distance.

- For Restaurants

- ✓ *Persons above 65 years of age, persons with comorbidities, pregnant women and children below the age of 10 years are advised to stay at home, except for essential and health purposes. Restaurant management to advise accordingly.*
- ✓ *Physical distancing of at least 6 feet to be followed as far as feasible.*
- ✓ *Use of face covers/masks to be made mandatory.*
- ✓ *Practice frequent hand washing with soap (for at least 20 seconds) even when hands are not visibly dirty. Use of alcohol-based hand sanitizers (for at least 20 seconds) can be made wherever feasible.*
- ✓ *Respiratory etiquettes to be strictly followed. This involves strict practice of covering one's mouth and nose while coughing/sneezing with a tissue/handkerchief/flexed elbow and disposing off used tissues properly.*
- ✓ *Self-monitoring of health by all and reporting any illness at the earliest to state and district helpline.*
- ✓ *Spitting shall be strictly prohibited.*
- ✓ *Installation and use of Aarogya Setu app shall be advised to all.*
- ✓ *Takeaways to be encouraged, instead of Dine-In. Food delivery personnel should leave the packet at customer's door. Do not handover the food packet directly to the customer.*
- ✓ *The staff for home deliveries shall be screened thermally by the restaurant authorities prior to allowing home deliveries.*
- ✓ *Restaurant/Bar Entrance to have mandatory hand hygiene (sanitizer dispenser) and thermal screening provisions.*
- ✓ *Only asymptomatic staff and patrons shall be allowed.*
- ✓ *All staff and patrons to be allowed entry only if using face cover/masks. The face cover/masks has to be worn at all times inside the restaurant.*
- ✓ *Posters/standees/AV media on preventive measures about COVID-19 to be displayed prominently.*
- ✓ *Staggering of patrons to be done, if possible.*
- ✓ *Adequate manpower shall be deployed by restaurant management for ensuring social distancing norms.*
- ✓ *All employees who are at higher risk i.e. older employees, pregnant employees and employees who have underlying medical conditions, to take extra precautions. They should preferably not be exposed to any front-line work requiring direct contact with the public.*

- ✓ *Proper crowd management in the parking lots and outside the premises – duly following social distancing norms shall be ensured.*
- ✓ *Additional patrons to be seated in a designated waiting area with norms of social distancing.*
- ✓ *Specific markings may be made with sufficient distance to manage the queue and ensure social distancing in the premises.*
- ✓ *Preferably separate entry and exits for patrons, staff and goods/supplies shall be organized.*
- ✓ *Required precautions while handling supplies, inventories and goods in the restaurant shall be ensured. Proper queue management and disinfection shall be organized.*
- ✓ *Maintaining physical distancing of a minimum of 6 feet, when queuing up for entry and inside the restaurant as far as feasible.*
- ✓ *Seating arrangement to be made in such a way that adequate social distancing is maintained. In restaurants, not more than 50% of seating capacity to be permitted.*
- ✓ *Disposable menus are advised to be used.*
- ✓ *Instead of cloth napkins, use of good quality disposable paper napkins to be encouraged.*
- ✓ *Buffet service should follow social distancing norms among patrons.*
- ✓ *Gloves should be worn when handling used dishes and utensils.*
- ✓ *All tables are to be cleaned with sanitizers and chlorinated water. All crockery & cutlery should be washed in dishwashers with effective soap solutions where water temperature is as high as 80 degrees.*
- ✓ *For air-conditioning/ventilation, the guidelines emphasises that the temperature setting of all air conditioning devices should be in the range of 24-30°C, relative humidity should be in the range of 40-70%, intake of fresh air should be as much as possible and cross ventilation should be adequate.*
- ✓ *Large gatherings/congregations continue to remain prohibited.*
- ✓ *Effective and frequent sanitation within the premises shall be maintained with particular focus on lavatories, drinking and hand washing stations/areas.*
- ✓ *Cleaning and regular disinfection (using 1% sodium hypochlorite) of frequently touched surfaces (door knobs, buttons, hand rails, benches, fixtures, etc.) to be made mandatory in all guest service area and common areas.*
- ✓ *Proper disposal of face covers / masks / gloves left over by patrons and/or staff should be ensured.*
- ✓ *Adequate crowd and queue management to be ensured to ensure social distancing norms.*

- ✓ *Staff / waiters should wear mask and hand gloves and take other required precautionary measures.*
- ✓ *Contactless mode of ordering and digital mode of payment (using e-wallets) to be encouraged.*
- ✓ *Tables to be sanitized each time customer leaves.*
- For Bars
 - ✓ *Bar counter and stools to be sanitized properly.*
 - ✓ *Bar equipment like shakers, blenders, mixers and peg measurers to be cleaned.*
 - ✓ *Ice bin and scoop to be washed and sanitized every day.*
 - ✓ *All the bottles of spirits, wines and beers to be sanitized with food grade disinfectant.*
 - ✓ *All the glassware to be cleaned with hot water and lemon.*
 - ✓ *It is recommended to follow FSSAI guidelines by marking dates on recently opened beverages.*
- Disinfection of the premises to be taken up if any person is found positive.
- Provide Hand Sanitiser at the entry of every restaurant.
- Sanitise food trays and food trolleys if any before and after every service.
- Do not serve to the guest at rooms. Greet the guest, keep the food and leave the room
- Assign a trained staff for clearance. No unused packed food served to guest shall be reused.
- Maintain social distancing of 6 feet with the guest at all times.
- Food Service Area: Thorough cleaning and disinfection after every meal preparation and common touch points such as door knobs, equipment handles, desk, and door handles, etc.
- Hand wash & sanitation facility: Available to workers, customers especially at the entry
- Prevention of surface contamination: Use barrier such as tongs, gloves or other utensils to prevent direct hand contact with food, especially for uncooked food.
- No Open Display of ready-to-eat foods, should be kept covered in glass displays
- Pick-up zones for customers to help maintain social distancing.
- Prohibition of self service, buffet, mass gathering

- Disposable items: Use disposable utensils, cutlery, and single use sachet (of salt pepper, sugar, ketchup, etc.)
- E- Payments / E-Wallets: Refrain from handling cash. If handled, wash or sanitise hands. Encourage customers to use e-wallets such as UPI, QR codes, net-banking. In case credit/debit cards are used, the card machine to be sanitized with 70 % alcohol after each use.
- Guests should be provided with necessary PPEs like hand gloves and face masks (in case they are not carrying their own) to ensure safety of other guests and staff.
- On-line orders: Encourage customers to place orders online or on telephone, well in advance to reduce the wait time.
- Realign seats in restaurants and ensure 6 feet distance between guests even when they are waiting for takeaway orders.
- Visual display of Do's and Don'ts
- Posters :
 - ✓ *Emergency Helpline numbers*
 - ✓ *Social distancing of 6 feet*
 - ✓ *Hand Washing*
 - ✓ *Respiratory hygiene*
 - ✓ *Dos &Don'ts*
- Food Delivery: Food Handler
 - ✓ *Face to be covered with a clean mask or face cover. Hands to be sanitised before food pick up and after delivery.*
 - ✓ *Physical distancing of 6 feet is followed between self and customer.*
 - ✓ *Contact with common touch points such as door bell, handles, etc. to be avoided. If unavoidable, hands to be immediately sanitised*
 - ✓ *Contactless delivery methods shall be encouraged*