



✓
#ALLSAFE
ACCOR



ALL STAY WELL

We are committed to ensuring that
you stay safe and stay well in all our hotels



#ALLSAFE

ACCOR



ABOVE LOCAL AND INTERNATIONAL HYGIENE REQUIREMENTS

High standards of hygiene and cleanliness are already delivered across all our brands, all over the world.

The COVID-19 pandemic demands that we elevate those standards even further; therefore, we have launched the **ALLSAFE Label**, which represents some of the most stringent cleaning standards & operational procedures in the hospitality industry.

The standards will be monitored across all Accor hotels, and will include a reinforced cleaning program with frequent disinfection of all high-touch areas.

Accor's global cleanliness & prevention standards have been developed with and vetted by Bureau Veritas, a world leader in testing, inspection and certification. The **ALLSAFE Label** communicates to guests when these standards have been met in our hotels.

All Accor hotels must apply the global and regional standards and be audited either by the Group's operational experts or third-party auditors to achieve the new **ALLSAFE Label**.

The **ALLSAFE Label** will help guests understand when these standards have been met in our hotels. Guests will be able to verify hotels that are certified compliant with **ALLSAFE** standards on hotel property websites, through our customer contact centers as well as throughout the properties.

An enhanced cleaning program using hospital-grade cleaning materials will now be a standard across all Accor hotels with all areas of guest and staff interaction a major focus for action, and reflected in this document.





ALLSAFE OFFICER

ENSURING YOUR SAFETY

Every hotel in the Accor network has appointed an ALLSAFE officer from within senior hotel management whose main role is:

- To be the key guest contact for all hygiene, health and safety queries and concerns
- To put the new daily work routines into practice, to monitor compliance with good practice and to lead the preventative hygiene measures
- To adapt the health & safety recommendations and requirements to the hotel
- To make sure that the team is fully briefed on procedures
- To ensure the implementation of the **ALLSAFE Label** standards and other required actions
- To ensure that the teams follow the procedures
- To display communication supports throughout the hotel
- To stay up to date of changes to local legislation in order to adapt procedures accordingly
- To supervise online customer feedback & reviews regarding hygiene & ensure follow-up

ENTRANCE, LOBBY & ELEVATORS

KEY TOUCH POINTS

New ALLSAFE disinfection procedures have been applied to the arrival and departure areas of the guest journey in all Accor hotels around the world. Special attention with all guest touchpoints has been considered and implemented to the ALLSAFE Label process.

ARRIVAL

Guests provided with individual sanitiser, wipes and mask at arrival or upon request
Guests are informed about the ALLSAFE Officer



DISINFECTION OF HIGH-TOUCH SURFACES

Counter wiped after every guest
Payment terminals, keyboards, tablet, & pens disinfected after every guest
Staff not to share pens
Staff to wash hands after each guest



KEY TOUCH POINTS



SOCIAL DISTANCING

Floor markings or any alternative visible distancing system leaving:
1m min. between guests
1m min. between staff
Hand gel on counter
Revised lobby capacity to comply with social distancing measures



KEY CARDS

Disinfected before and after use
Drop key card into key box on check-out



PAYMENT

Receptacle used to receive cash
Payment terminals disinfected after each use
Hands disinfected after handling credit cards
Fast Check-out through pre-authorisation
Guest to received their final invoice via email



GUEST ROOMS

KEY TOUCH POINTS

The Guest Room has been defined as a critical area to reinforce the new ALLSAFE disinfection procedures, and the removal of all non-essential items to guarantee guest safety. Windows and doors are kept open during cleaning with inspection undertaken by senior housekeeping staff.

WARDROBE
ITEMS

BEDLINEN

TELEPHONE,
REMOTE
CONTROLS
& PADS

KEY
TOUCH
POINTS

SWITCHES
& CONTROLS

BATHROOM
SURFACES
& AMENITIES

LUGGAGE
RACK, MINIBAR
& SAFE

HANDLES,
DOORKNOBS,
LATCHES

PUBLIC BATHROOMS

KEY TOUCH POINTS

All public bathrooms have routine checks to ensure that soap dispensers, disinfectant gel dispensers, and paper towels are well stocked. Any defect or depletion is repaired or replenished immediately.

ALLSAFE hygiene procedure information is displayed with hand washing instructions.

TOILET SEAT

TRASH BIN

KEY TOUCH POINTS

SWITCHES

WATER TAPS

DOOR HANDLES

SOAP & PAPER DISPENSERS

MEETING ROOMS

KEY TOUCH POINTS

ALLSAFE has committed extensive hygiene procedures to ensure the health and safety of guests using hotel meeting and function facilities.

Each hotel has revised its meeting room capacity to ensure compliance with local social distancing measures by **rearranging furniture** to ensure a minimum distance of 1 meter between each participant (distance may vary upon local regulations).

Hotels have also **organised a circulation path (one-way traffic)** to access & exit the meeting rooms. Where possible, stairs will be clearly indicated as an alternative to lifts.

Hotels will increase the ventilation level of air conditioning systems in order to renew the air more frequently.

Each meeting room will setup a **hygiene station** for guests to disinfect hands.

A **Disinfection Agenda** will be displayed in each meeting room, where cleaning is marked with timing, name & signature of the person in charge of cleaning.

Cleaning and disinfection has been carefully implemented to high touch point areas, and each hotel will conduct routine cleaning during each meeting and event break.

COFFEE MACHINE, JUCS ETC



TELEPHONE, REMOTE CONTROL



KEY TOUCH POINTS



DESKS, TABLE TOPS, FLIP CHART



DOOR HANDLES, SWITCHES



MEETING ROOM ACCESORIES



RESTAURANT & BAR

KEY TOUCH POINTS

The hotel Restaurant and Bar has been meticulously reviewed to ensure the ALLSAFE hygiene procedures are implemented both front of house with guests and back of house with kitchen staff.

Seating capacity and social distancing with rearranging furniture to ensure a minimum distance between each occupied table.

Guests are informed of social distancing via clear communication to include posters, floor markings and instructions from staff.

Each hotel has organised specific routes for walking through the establishment which encourage one-way movement flow and avoid cross-over / contraflow.

Removal of physical individual menus for guest safety and hygiene. Each restaurant and bar promotes a contactless option for menu and payment.

Dependent on local legislation, guests in cafés, bars and restaurants must wear a mask, except when seated at the table.

FOOD PREPARATION FRONT OF HOUSE

Beverage station

Countertops

Order kiosks

Food contact items:
cutlery, crockery & utensils



GENERAL HIGH TOUCH AREA

Switches & temperature controls

Doorknobs & pushplates

Cupboard & drawer handles,
handrailings

Bins & other waste receptacles

Cash registers
& payment terminals



KEY TOUCH POINTS



SEATING AREA

Tables, chairs & booths

Highchairs & booster seats

Condiments (salt & pepper shakers,
bill holders)

Menus



BAR AREA

Bar counter

Food & Drink preparation surfaces

Drink gun nozzles and handles

Beverage machines (mixers, coffee
machines)

Food contact items



KITCHENS

KEY TOUCH POINTS

Hotel kitchens is an important area that has been considered as part of the ALLSAFE hygiene procedures. All kitchen staff have been extensively trained on the ALLSAFE hygiene procedures with specific kitchen procedures.

Access to the kitchen is strictly forbidden to all non-kitchen staff.

Food preparation and storage areas, carry out a thorough cleaning to remove dust and disinfect the kitchen and provisions.

CUTLERY,
CROCKERY,
UTENSILS



TAPS,
BENCHTOPS



KEY
TOUCH
POINTS



FOOD
CONTACT
SURFACES



DOOR
HANDLES,
SWITCHES



DISPENSERS



POOL AREA

KEY TOUCH POINTS

Hotel leisure facilities such as the hotel swimming pool will only reopen and be available to hotel guests upon observing government regulations.

Occupancy limits for the pool may need to be established to maintain social distancing (e.g. no more than one person per swimming lane or no more than one guest per 2sq. Meters of pool area).

Pool furniture will be draped with towels which are replaced after every guest use.

All guests must shower prior to entering the swimming pool and no amenities or loan items including goggles or equipment are provided to guests.

Pool chemical levels to be tested every two hours by engineering.

POOL
LADDER

POOL SIDE
TABLES

SHOWER
HEAD &
BUTTON

KEY
TOUCH
POINTS

TOWEL
SHELVES/
STORAGE

SUNSHADES

POOL SIDE
CHAIRS

EXECUTIVE LOUNGE

KEY TOUCH POINTS

Each hotel Executive Lounge has an ALLSAFE hygiene procedure to ensure guest safety.

Upon arrival all guests will be provided with individual sanitiser, wipes and a mask.

Limited interaction and fast check-out options offered where guests perform a check-in or check-out.

COUNTER
& TABLE
TOPS



COFFEE
MACHINE



LAMP,
SWITCHES



KEY
TOUCH
POINTS



ARMCHAIRS,
ARMRESTS,
FURNITURE
HANDLES



FOOD
CONTACT
SURFACES



TELEPHONE
& KEYBOARD



KIDS CLUB

KEY TOUCH POINTS

Hotel kids clubs facilities will only reopen and be available to hotel guests upon observing government regulations.

Access to the Kids Club will be available with pre-booking and pre screening only. Parents/guardians to complete a health declaration as a part of the registration process – offered before arrival and completed digitally if possible.

Staggered drop off and pick up to prevent overcrowding for the safety of all guests.

Limited number of children will be permitted to adhere to social distancing.

There will be no buffet style snacks, all food will be served in individual portions.

Any toys that cannot be cleaned / sanitised easily will be removed.

FLOOR
STAND

ALL
HANDLES
SWITCHES

KEY
TOUCH
POINTS

MATTRESS

TABLE TOPS
& CHAIRS

PLAYGROUND
& TOYS



#ALLSAFE

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 \ JO&JOE \ HOTELF1