

ARMANI

Hotel Milano

THINKING FORWARD

HOTEL OPERATIONS IN THE COVID-19 ERA



Our Partners



To ensure that all our sanitation processes were implemented to the highest protocol, we are extremely proud to announce that Armani Hotel Milano will be the first hotel in Northern Italy to partner with **Bureau Veritas Group**, a world leader in terms of quality, health and safety, environmental protection and social responsibility.



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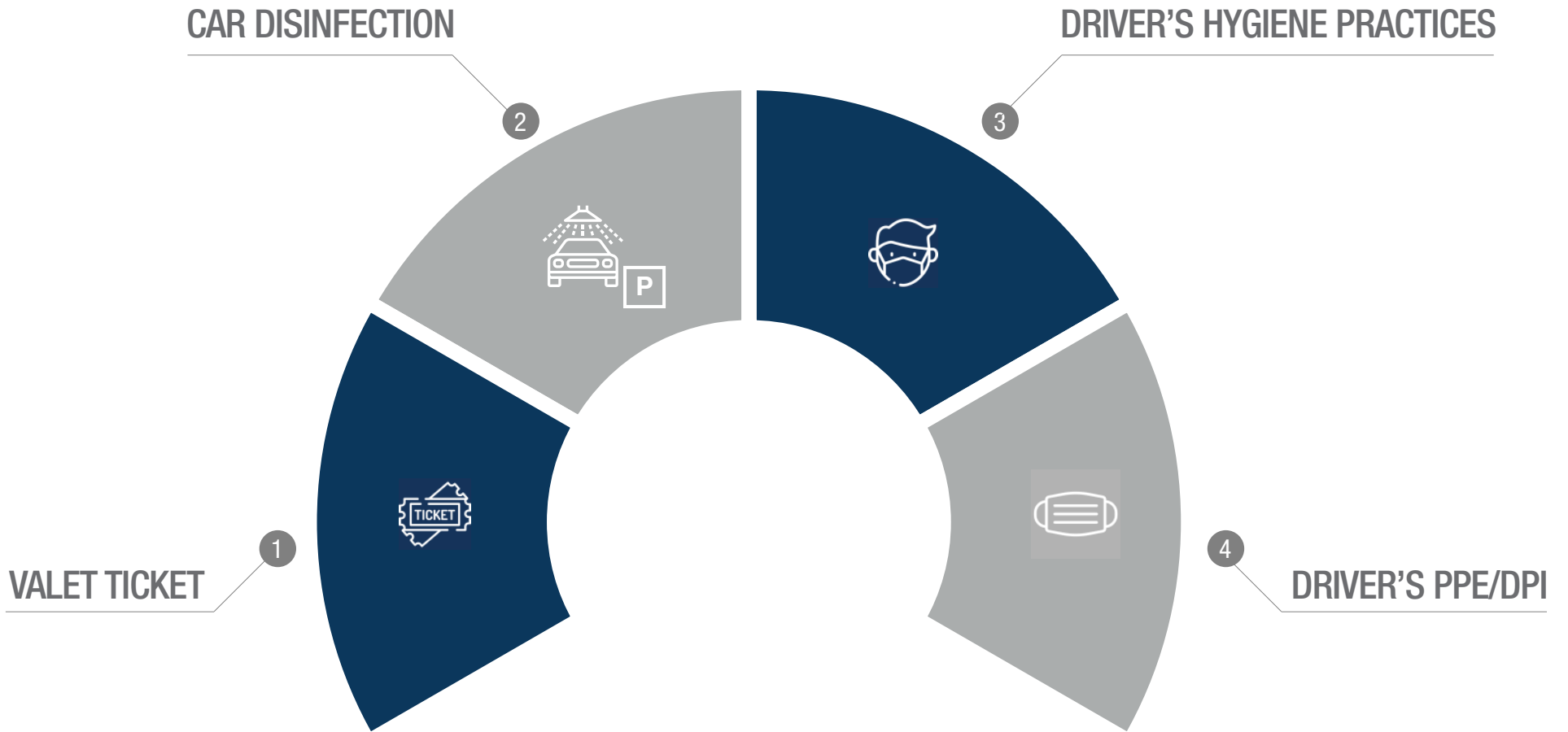
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Guest Journey Roadmap

6 Main Touchpoints







Guest Arrival *Valet Roadmap*



Guest Arrival

Valet Roadmap 1/2

VALET TICKET	CAR DISINFECTION	DRIVER'S HYGIENE	DRIVER'S PPE/DPI
 <p>The physical ticket valet card will be given to the guest. (Existing method)</p>	 <p>In case of request, the car can be sanitized by the parking company, then it will be disinfected with certified products and physical valet ticket on arrival and departure will be provided. Steering wheels are sanitised after every use.</p>	 <p>Drivers to bathe at least once daily. Oral hygiene (brushing of teeth) is required. Use deodorant to minimise body odour, clean and trimmed fingernails at all times. Wash hands regularly and wear PPE/DPI while on duty.</p>	 <p>Gloves should be changed when contaminated or every 2 hours. Masks should be changed when contaminated or every 4 hours. The team is well trained on how to use PPE/DPI.</p>



Guest Arrival

Hotel Entrance

MANDATORY TEMPERATURE
CHECKS AT ENTRANCE



REVOLVING DOORS
WITH MOTION SENSORS



HOTEL DOOR OPENING



SANITISATION OF DOOR HANDLES,
SURFACES AND BUTTONS



MINIMISED DEDICATED
ENTRY POINTS



TEMPERATURE CHECKS



Temperature checks at the entrance are mandatory (thermal camera). Guests with temperatures higher than 37.5 are taken to a dedicated room to be further checked by a nurse.

DOOR OPENING



Dedicated associates open doors for guests.

SURFACE SANITISATION



Dedicated housekeeping cleaners sanitise door handles, surfaces and buttons every 2 hours with Oasis Pro 20 sanitisation spray

DEDICATED ENTRY POINTS



The entry points minimised for outside guest access to have more control over the microscopic hazard entry to the premise. It is ideal to have a single main access for the guests and one single entrance for the staff



Guest Arrival *Reception*



FULLY AUTOMATED SANITISATION STATION



Fully automated sanitisation station present at the reception for guest usage. The station to have sanitizing gel.

HYGIENE AND SOCIAL DISTANCING MARKINGS



Safety, hygiene and other instructions are given to guests while signage stands at the reception are placed as marks to maintain social distancing.

DISINFECTION OF KEYS, PENS AND MORE



Room keys are disinfected before being given to guests. Pens being used are sanitised. POS machines and all other equipment are disinfected before and after use.

AMBASSADORS' PPE/DPI



All ambassadors wear masks and gloves, at all times. Gloves should be changed when contaminated or every 2 hours. Masks should be changed when contaminated or every 4 hours. The team is well trained on how to use PPE/DPI.



Elevators

*Guidelines followed by guests
and ambassadors at elevators*



① ELEVATOR MARKINGS AND SAFETY GUIDELINES



② ELEVATOR BUTTON DISINFECTION



Elevators

ELEVATOR MARKINGS AND SAFETY GUIDELINES



Safety instructions are placed outside the elevator limiting the number of guests as per safety guidelines. Elevators are marked to ensure guests do not face each other.

ELEVATOR BUTTON DISINFECTION

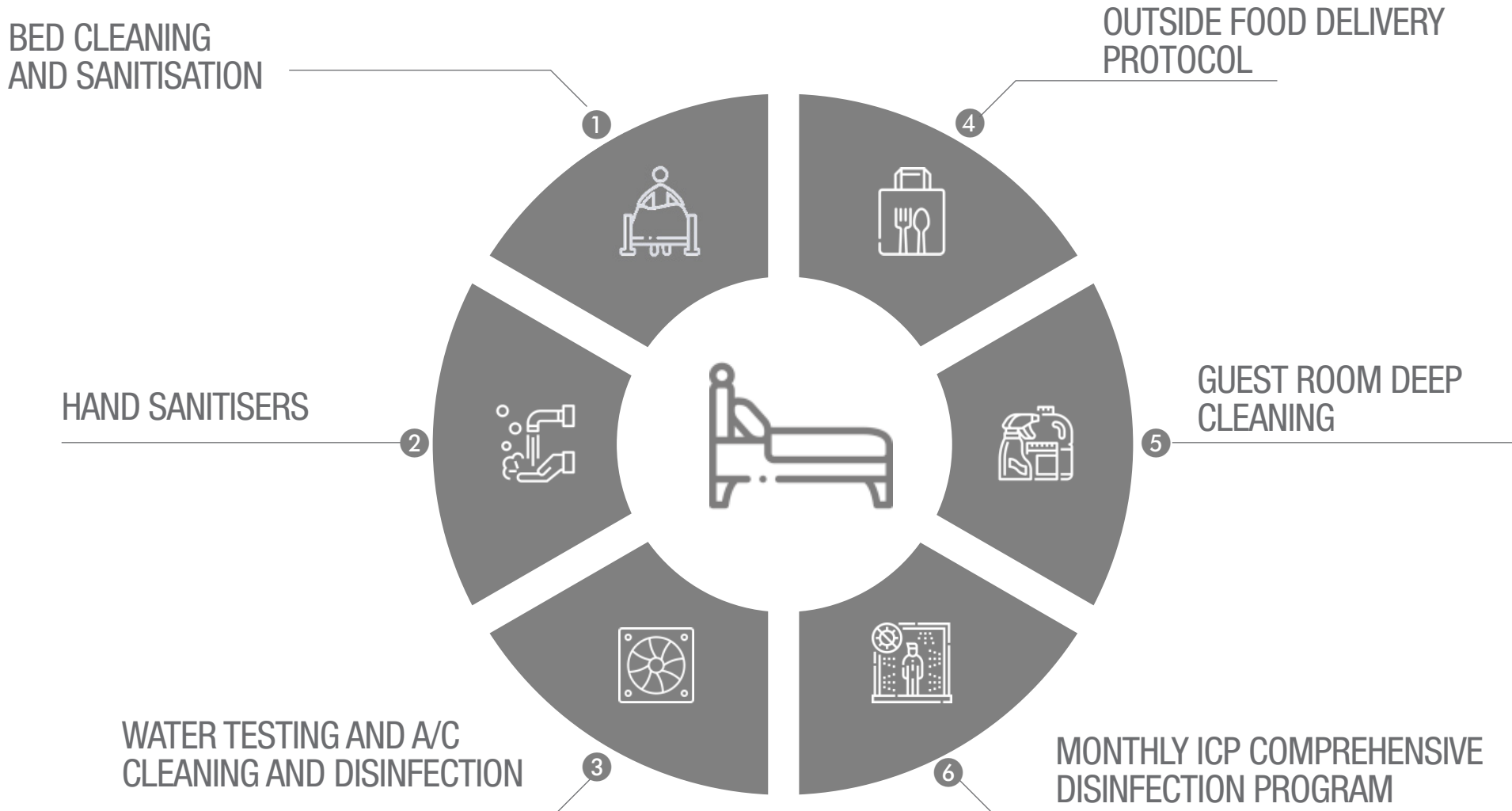


Buttons inside and outside the elevator, along with floor and other areas will be sanitised by housekeeping every 2 hours. Hand sanitiser dispensers installed outside elevators on every floor.



Guest Rooms

Measures to minimise risk in guest rooms

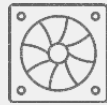


BED CLEANING AND SANITISATION



Beds are cleaned at every new guest's stay, with steam vacuum cleaners and Mida San 316 FG Device which will be placed in the room after every checkout to disinfect the room. Hand sanitisers are placed at regular intervals on the floors.

WATER TESTING AND A/C CLEANING AND DISINFECTION



Air and water testing is performed in rooms to maintain quality and avoid bacteria development and A/C ducts, filters and grills are cleaned and disinfected on a regular basis.

OUTSIDE FOOD DELIVERY PROTOCOL



Food delivery drivers will have to use sanitisation station, get their temperature checked to be able to deliver food to in-house guests/residents.

GUEST ROOM DEEP CLEANING



After checkout, deep cleaning of the room with Oasis Pro 20 on frequently touched areas such as telephone, remote control, chair and chair handles, table, toilet door handle, toilet seat, hand wash taps, shower taps, iron machine and electrical switches.

ICP COMPREHENSIVE DISINFECTION PROGRAMME

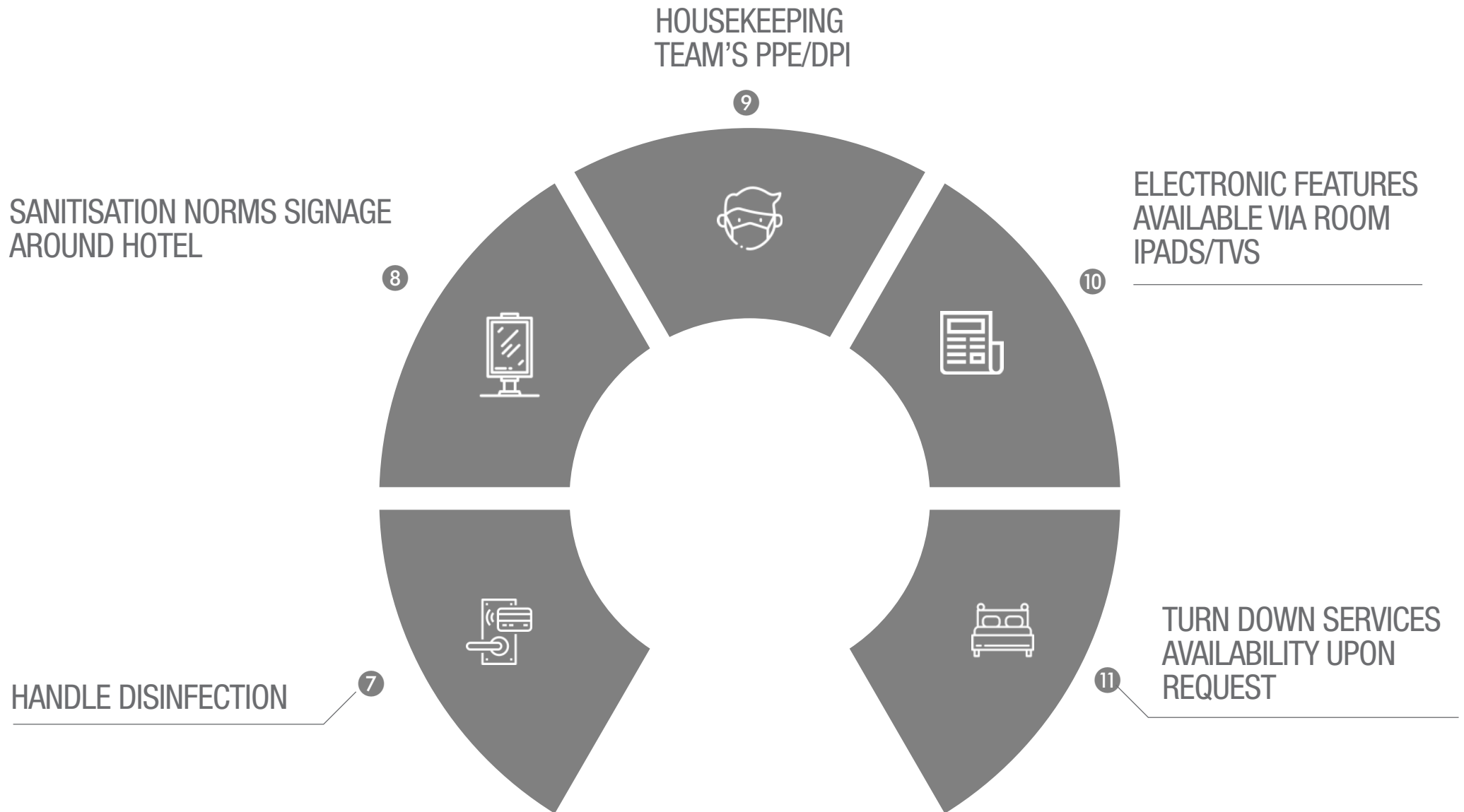






ICP comprehensive programme to disinfect the air and the surfaces on monthly basis in all the rooms and public areas.



Guest Rooms

Measures to minimise risk in guest rooms







SANITIZATION NORMS SIGNAGE AROUND HOTEL	TURNDOWN SERVICES	ELECTRONIC FEATURES VIA ROOM IPADS/TVS	HOUSEKEEPING TEAM'S PPE/DPI
 <p>Signage highlighting sanitisation norms to be followed will be placed around the hotel.</p>	 <p>Turndown service is available upon request to ensure minimal contact. Guests who require turndown service need to call our lifestyle team before 5PM to inform housekeeping accordingly.</p>	 <p>E-newspapers, Laundry, Room Service instructions and In-Room Dining are made available via iPads/TVs.</p>	 <p>All ambassadors wear masks and gloves, at all times. Gloves to be changed when contaminated or every 2 hours. Masks should be changed when contaminated or every 4 hours. The team is well trained on how to use PPE/DPI.</p>



Food & Beverage

Measures to minimise risk in restaurant



CAPACITY	DISTANCE	ARRIVAL	AMBASSADORS' PPE/DPI
 <p>Reduction of seating capacity.</p>	 <p>Maintaining a distance of 1 metre to provide safe distance between guests.</p>	 <p>Reservations for tables will be required in order to avoid crowding.</p>	 <p>All ambassadors wear masks. Masks should be changed when contaminated or every 4 hours. The team is well trained on how to use PPE/DPI.</p>



CLEANING



All high-touch surfaces such as tables, chairs, condiments, door handles, etc. are frequently disinfected.

SANITISERS



Hand sanitisation desk is allocated in all outlets for guests to use.

PENS



Pens and other equipment are sanitised

CASHIER







POS and PDQ machines are sanitised before and after usage.

OUTLET



Machine used to sanitise the air and outlet twice, daily.



SEALED DRINKS	DISPOSABLE NAPKINS	MENU	FOOD SERVICE
 <p>All open glassware is covered. Service is performed in closed containers.</p>	 <p>Pre-packed disposable napkins along with disposable gloves for the staff are used.</p>	 <p>Menus will be available through QR code system. This will encourage no contact with physical menus.</p>	 <p>All food is served covered with cloches. Bread is served in disposable napkins or in a paper bag, if requested.</p>



PPE/DPI



Proper PPE/DPI (gloves and masks) made available for all guests.

GUEST ITEMS



Sanitisers and wet wipes are made available for guests to help sanitise and clean phones/credit cards.



Kitchen

Measures to minimise risk in kitchen



LIMITED MANNING



The number of ambassadors required is limited to a minimum and ambassadors are organised into teams to reduce interactions among them.

DISPOSABLE



All ambassadors wear disposable masks, gloves, hair nets and all other safety gears when required.

MINIMAL CONTACT



Workstations are placed in a way that ambassadors are not facing each other and can maintain appropriate social distancing.

MENU



Run special menus and ramp-up in a phased manner.



PRODUCTS



Proper cleaning of vegetables, meats and all other materials that are required in the kitchens.

SANITISING AGENTS



Kitchens use approved sanitising agents to disinfect.

KITCHEN TOOLS



All tools get sanitised after each use.



Leisure

Measures to minimise risk at leisure facilities

GYMS AND EQUIPMENT
DISINFECTION AND
EQUIPMENT ROUTINE






CLOSURE OF POOL AREA
AND DISINFECTION
PROTOCOL UPON OPENING



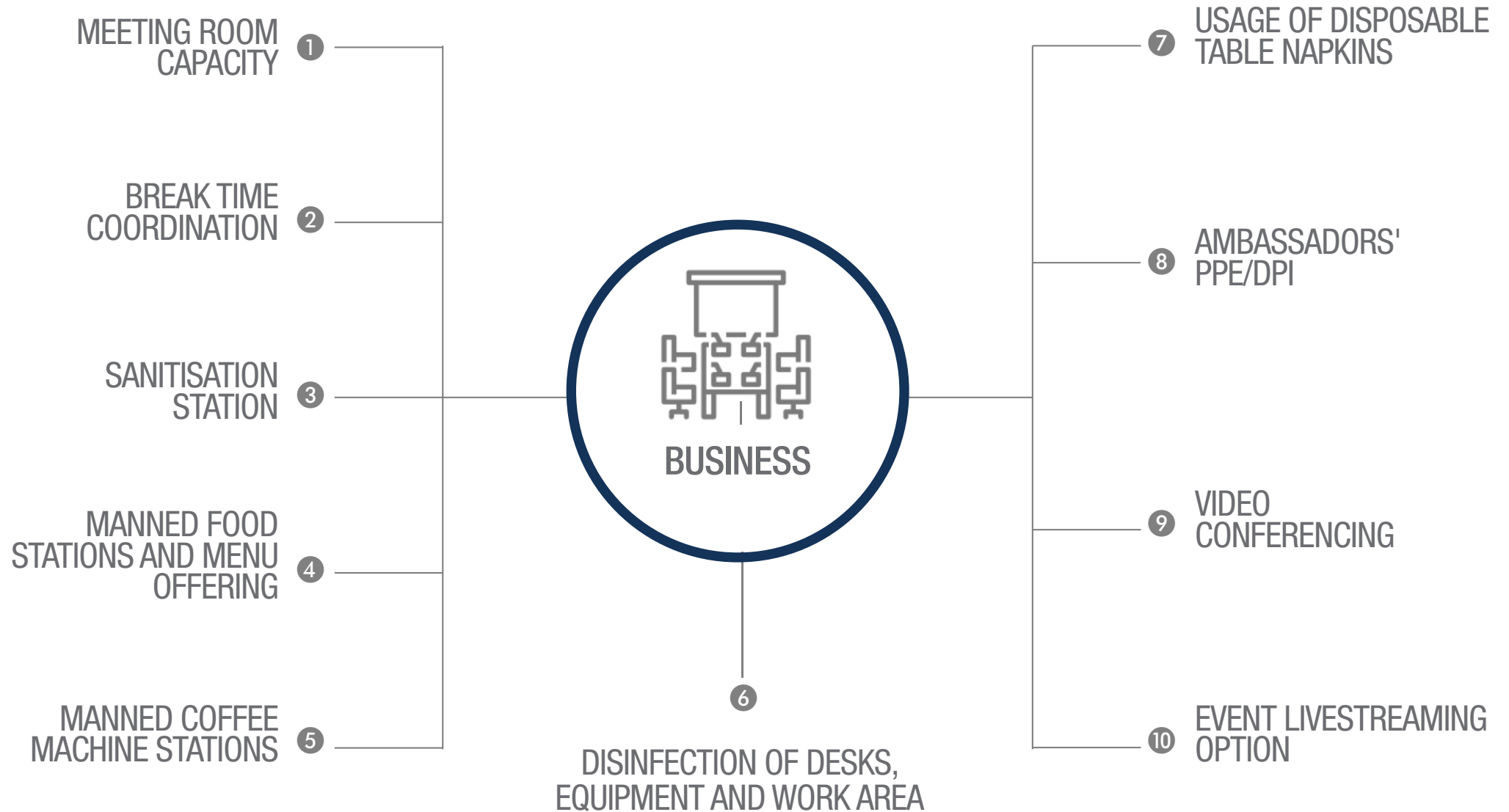
Leisure

Measures to minimise risk at leisure facilities

SANITISATION	GYM	OUTDOOR WORKOUT
 <p>The gym will disinfect the equipment after each use by means of the Mida San 316 FG Machine and Oasis Pro 20</p>	 <p>To limit the number of guests in the gym at the same time, pre-booking will be required to allow social distancing. Free weights and machines disinfection several times a day. Sanitisation stand available for guest usage.</p>	 <p>Alternate options of workouts such as walk in the park are suggested.</p>



Business *Meeting Room*



Meeting Room

CAPACITY



Reduction in original capacity per venue ensuring no more than 50% occupancy, as outlined by authorities.

SCHEDULES



Different break times are coordinated among the different rooms used in the same day.

COFFEE



Coffee machines are manned by hotel ambassadors on duty.

FOOD STATIONS



All food items on tables are covered. Individual portions are served. Food stations to be manned by chefs.




CANAPÉS



Pass around canapés are suspended in order to avoid direct contact with food.



Meeting Room

SANITISATION	DISINFECTION	WORK DESK
 <p>Hand sanitiser unit with sanitizing gel is made available.</p>	 <p>Each desk, equipment and work area are disinfected after guest usage.</p>	 <p>Adequate space between work desks is kept.</p>



Meeting Rooms

DISPOSABLE



Disposable paper napkins are used instead of linen.

TECHNOLOGY



New technology to be made available in events using video conferencing.

LIVESTREAM



Livestream options are made available for events to different locations and countries with highspeed broadband.

MARKETING



EDMs/other marketing collateral to be designed highlighting the measures. Collateral to include videos.

AMBASSADORS' PPE/DPI



All waiters, waitresses and other ambassadors on duty wear gloves and masks during set-up and service.



Departure

Measures to minimise risk upon checkout



CROWD SURPLUS



Separate checkout area in case reception is overcrowded.

E-CHECKOUT



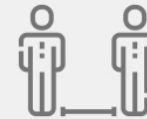
Encourage, where possible, the emailing of the bill and accept online payments.

ADVANCE CHECKOUT



Guests are advised to inform the team about checkout plans so that they can be ready for the changes.

SOCIAL DISTANCING MARKS



Signage stands at the reception are placed as marks to maintain social distancing.

SANITISERS



Fully automated sanitisation station present at the reception for guest usage. The station will have sanitizing gel and a disposal bin. Wet wipes are made available at the reception for guest usage.



Other Guidelines

Essential guidelines to be followed throughout the hotel

DISINFECTION OF ALL INDOOR INDOOR AREAS



Other Guidelines

DISINFECTION OF ALL INDOOR AREAS



All indoor areas are mopped with a disinfectant using 1% sodium hypochlorite or phenolic disinfectants.

DISINFECTION OF METALLIC SURFACES



For metallic surfaces like door handles, security locks, keys etc. 70% alcohol is used to wipe down surfaces where the use of bleach is not suitable.

REFERRAL TO HEALTH AUTHORITIES' GUIDELINES



WHO or ISS guidelines are referred for additional information on appropriate disinfectants

QUARTERLY WATER TESTING



Water testing is performed every quarter.

SANITIZATION PROGRAM



Programme to disinfect the air and the surfaces by professional partner on monthly basis in all the rooms and the public areas.



Equipment & Agents

*A list and description of all equipment used
in the different touchpoints*

EQUIPMENT



TERMOSCANNER

AGENTS

OASIS PRO 20



SIRAFAN SPEED



DRYSAN OXY



MIDA SAN 316 FG



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AMBASSADORS' TEMPERATURE CHECKED



The temperature control points are set for ambassadors and monitored every time you enter the hotel. Operating temperature of ambassadors more than 37.5 ° C are required return home.

AMBASSADORS' HEALTH STATUS CHECKED

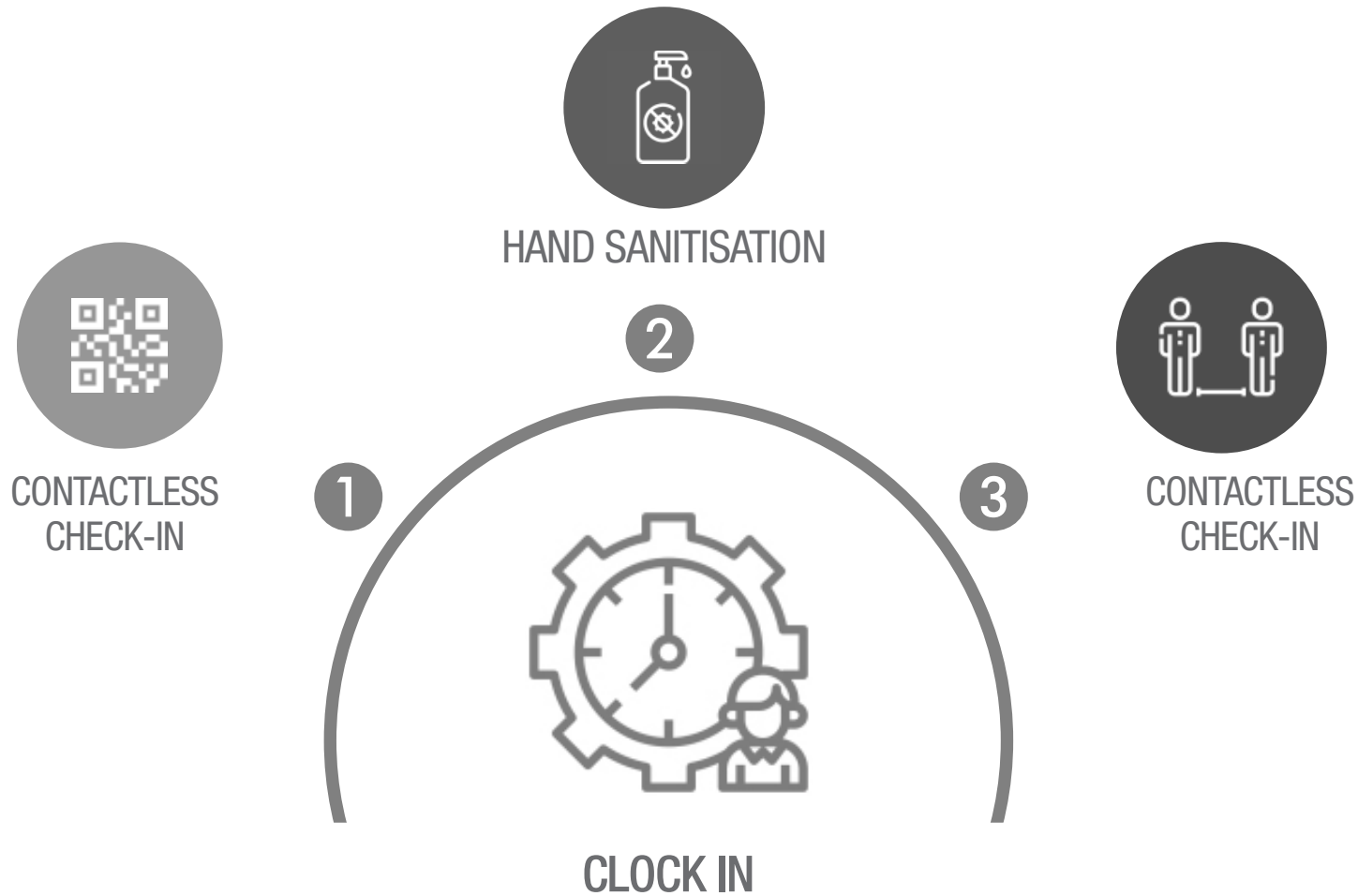


Buttons inside and outside the elevator along with floor and other areas sanitised by housekeeping frequently. Hand sanitiser dispensers are installed outside elevators.



Clock in

Measures taken to minimise risk during ambassador clock in and out



Clock in

CONTACTLESS CHECK-IN



Contactless check-in methods are in process for all ambassadors.

HAND SANITISATION



Hand sanitisers are applied before and after clocking in and out.

SOCIAL DISTANCING MARKINGS



Markings on the floor for social distancing are made visible at the clock in/out machines.



Suit up

Guidelines followed for ambassador uniforms



- 1 STEAM PRESS SANITISATION OF UNIFORM
- 2 REGULAR CHANGE OF MASKS AND GLOVES
- 3 SOCIAL DISTANCING WHILE EXCHANGING UNIFORM



Ambassador Uniform

STEAM PRESS SANITIZATION OF UNIFORMS



Uniforms are sanitised via steam press or heat iron and exchanged daily as a norm.

REGULAR CHANGE OF MASKS AND GLOVES



All ambassadors wear masks and gloves, at all times. Gloves should be changed when contaminated or every 2 hours. Masks should be changed when contaminated or every 8 hours. The team is well trained on how to use PPE/DPI.

SOCIAL DISTANCING



Markings on the floor for social distancing are made visible at the clock in/out machines.



Ambassador Lockers

Guidelines followed by ambassadors in the locker room



- 1 SOCIAL DISTANCING AND MAXIMUM CAPACITY
- 2 AUDIT VISITS
- 3 TRAINING ON SANITISATION ETIQUETTE



Ambassador Lockers

SOCIAL DISTANCING AND MAXIMUM CAPACITY



Number of employees at the lockers is regulated with social distancing norms being followed. Signage reminders on the maximum capacity maximum capacity are maximum capacity are made visible.

AUDIT VISITS



Senior ambassadors audit staff to make sure hands staff to make sure hands are being wash properly and when needed

TRAINING ON SANITIZATION ETIQUETTE

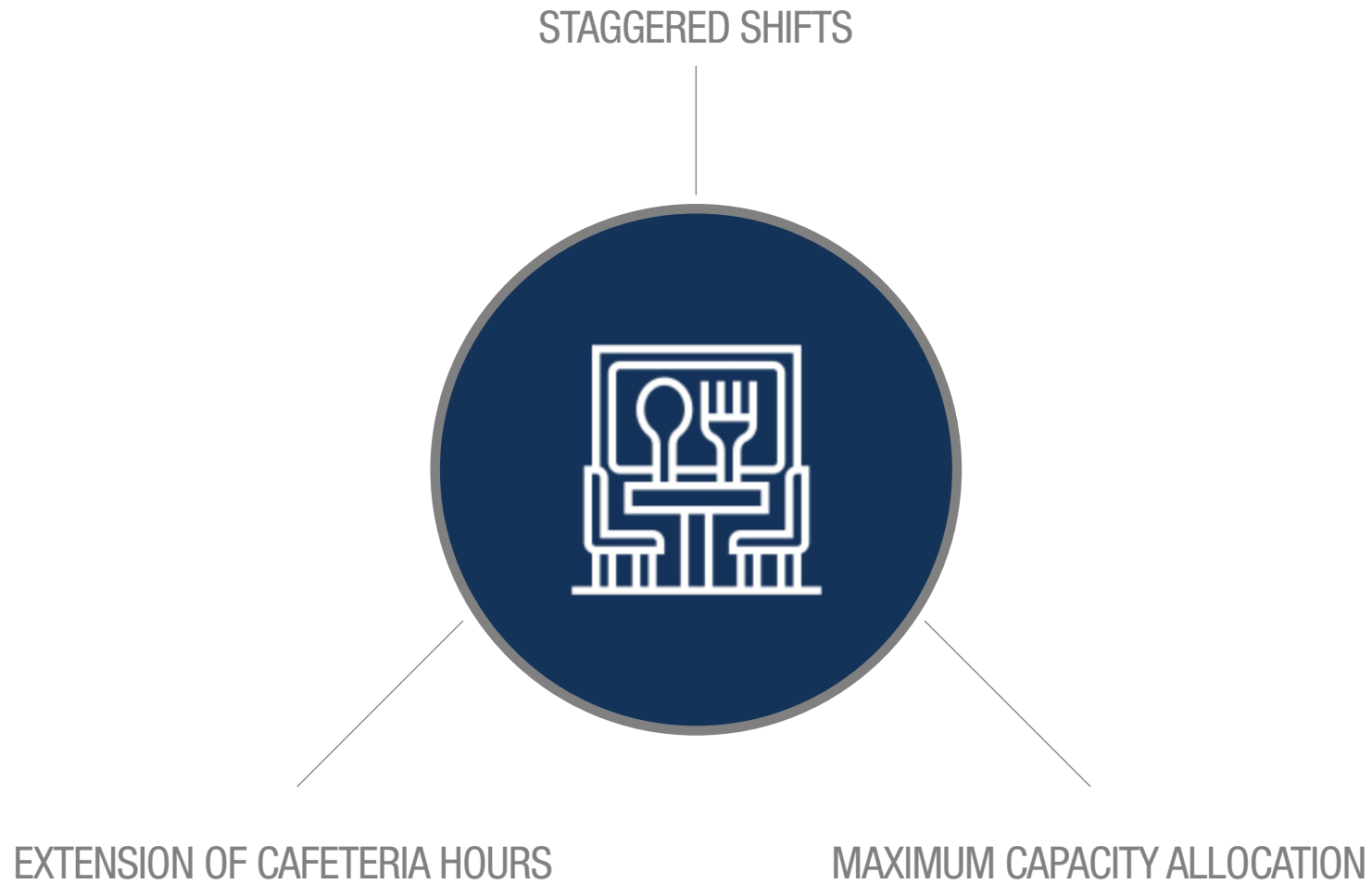


Ambassadors are educated on cough etiquette and hand washing techniques, verbally and via visible collateral.



Ambassador Dining

Measures takenes to minimise risk at staff cafeteria



Ambassador Dining

STAGGERED SHIFTS



Shifts are staggered to avoid crowding.

MAXIMUM CAPACITY ALLOCATION



Usage of the cafeteria is restricted at any given time.

EXTENSION OF CAFETERIA HOURS



The hours of the cafeteria are extended to allow for smaller groups. Each ambassador will sanitize his station after lunch







Receiving Tools

Guidelines followed at the receiving area



Receiving Tools

SANITISING SUPPLIES	APPROVED SANITISING AGENTS	VENDOR COMMUNICATION	GLOVES
 <p>All supplies fully sanitised before entering the stores and refrigerators. Secondary packages are disinfected in the receiving area and tertiary packages discarded with proper waste management.</p>	 <p>WHO and Health Department approved sanitising agents used for cleaning items while area is sanitised at regular intervals.</p>	 <p>Vendors advised on how goods are accepted and how their staff should arrive with necessary protective gear.</p>	 <p>Gloves to be changed after contamination.</p>

* List of all chemical agents used in page 35



Service Elevators

Guidelines followed in Service Elevators



SAFETY INSTRUCTIONS
PLACED INSIDE ELEVATORS



SANITISATION OF ELEVATOR ELEMENTS



Service Elevators

SAFETY INSTRUCTIONS PLACED INSIDE ELEVATORS



Safety instructions, including the number of employees allowed at one time, placed inside the elevator and made easily accessible.

SANITIZATION OF ELEVATOR ELEMENTS



Elevator floors, buttons and other areas that are touched are sanitised. Hand sanitiser dispensers installed outside elevators.



Ambassador

Guidelines followed in ambassador



HEALTH CHECK-UP



Regular health check
for ambassadors

SAFETY TRAINING



Safety Team trained to handle
and wear disposable PPE/DPI
in case of evacuation
of potential suspected case.

TEMPERATURE CHECKS



All ambassadors'
temperature checked
whenever they enter
in the hotel

AMBASSADORS' PPE/DPI



Proper PPE/DPI made
available for Safety Team.



Ambassador Training

Ambassadors trained to minimise risk



HYGIENE SANITISATION
VIRTUAL CLASSES



INFORM AMBASSADORS
OF ALL COVID-19
RELATED SOPs.



HYGIENE VIRTUAL CLASSES



Adequate space is maintained between work desks, based on maximum allowed number of guests per area.

COVID-19 SOPS



Each desk, equipment and work area is disinfected after guest usage.



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