

# «Special Protection» Program

BWH's commitment to  
ensuring **safety** to guests and  
staff



**3**

## **Personal protective equipment for the staff**



The entire staff must wear protective masks and frequently perform hand hygiene with sanitising products during interpersonal contacts (with clients, colleagues, suppliers, etc.) and must always try to maintain a minimum distance of 1 metre.

The entire staff must have available disposable disinfectant wipes and paper rolls to sanitise the workstation surfaces.

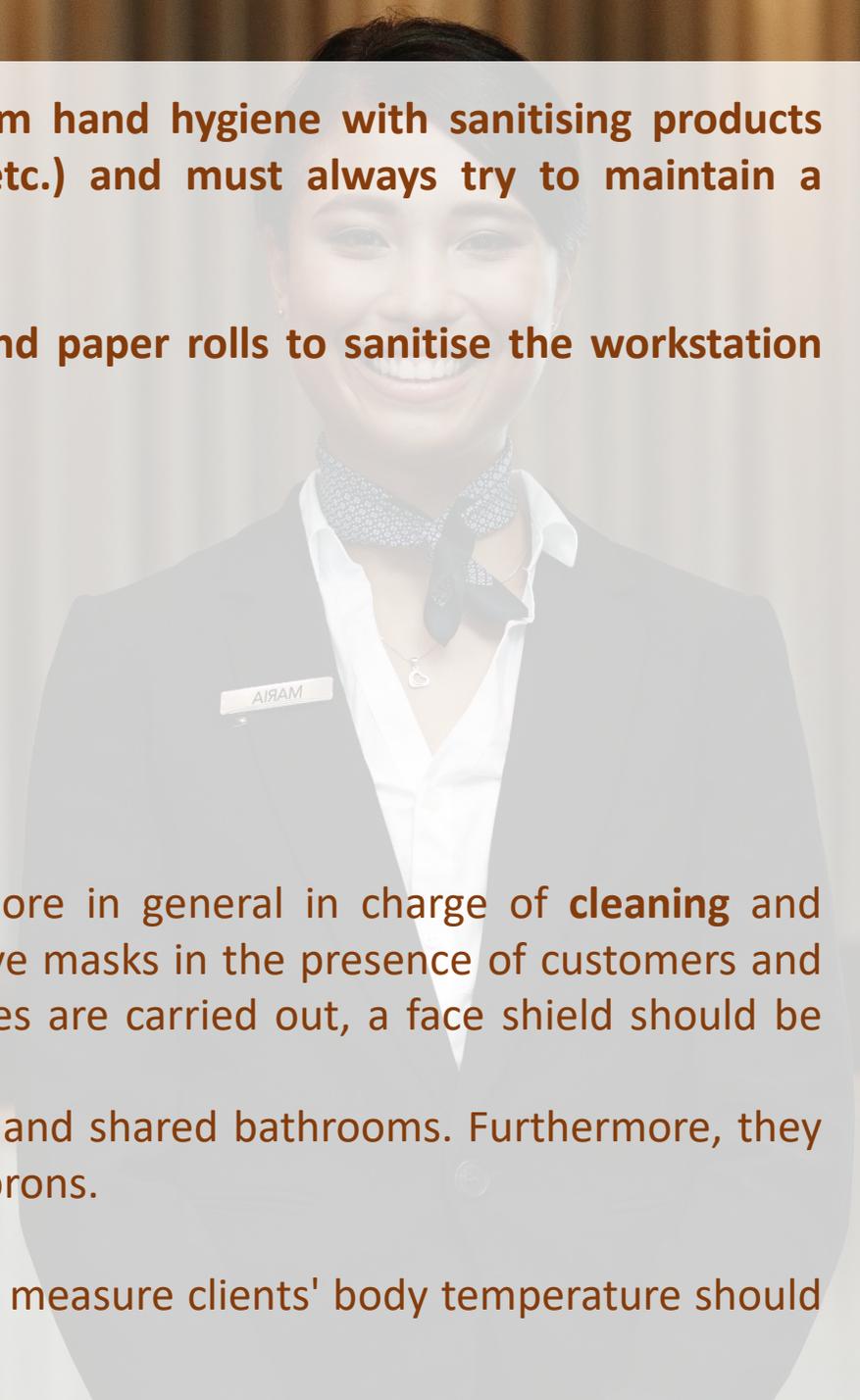
**Additional emergency equipment for the Reception:**

- a. Disposable gloves,
- b. Goggles,
- c. Protective apron (disposable),
- d. Gown,
- e. Biohazard disposable waste bag.

The **housekeeping** staff (both internal and external sourcing) and more in general in charge of **cleaning** and **maintenance** of the room and the common areas, must wear protective masks in the presence of customers and closed shoes during service hours. If procedures that generate splashes are carried out, a face shield should be added.

The use of disposable gloves is recommended when cleaning in-room and shared bathrooms. Furthermore, they should have available disposable gloves and gowns and impermeable aprons.

The regulations of each region on the use of **infrared thermometers** to measure clients' body temperature should be followed.



## Rules of conduct

Hotel management should inform the staff of the measures to be adopted to protect their health and that of others:

Employees should check their body temperature before leaving for work. If the temperature is above 37.5°, employees cannot go on duty.

It is necessary to keep a logbook of the important actions and measures carried out and to record them in enough detail (e.g., including date and time a disinfectant was used, which particular disinfection procedure was performed, by whom, where, etc.).

The entire staff should regularly and thoroughly wash their hands with soap and water or clean them with an alcohol-based hand rub.

Employees should wear a clean uniform only when they arrive at the hotel. Once the work shift has ended, employees can wear their clothing. After each shift, staff uniforms should be washed and, therefore, ready for the next shift.

The staff's workspaces, in the front office and back office (e.g., computer, copy machine, phone, cleaning carts, vacuum cleaners, laundry shelves, and machinery), should be disinfected regularly.

All portable communication devices (e.g., phones, walkie talkies, pagers) should be disinfected at least at the beginning of each shift and again at the end of each.



**BWH** | **Hotel Group**<sup>SM</sup>



**WORLDHOTELS**<sup>TM</sup>  
COLLECTION

**BW** | **Best Western**<sup>®</sup>  
Hotels & Resorts

 **SureStay**<sup>®</sup>  
HOTEL GROUP