



# WE CARE

Eastin Hotels, Resorts & Residences,  
New Hygiene "Reality"

# WE CARE PROGRAM

Eastin Hotels, Resorts & Residences has through its Quality Assurance Team in collaboration with global Hygiene Partner “Diversey” developed “We Care”, an integrated program giving guidelines on changes in Standard Operational Procedures, now defined as the “New Norm”.



Diversey's global commitment to  
delivering revolutionary cleaning and  
hygiene technology



Adhering to guidelines and standard  
operating procedures as advised by



# Your Journey with Eastin

## We Care

Your Health Is Our Priority

- Updated precautionary measures
- Enhanced health and safety procedures



### 1 Pre-Arrival:

- All employees trained through the We Care Workshop, developed in partnership with Diversey
- Mask-wearing policy for all employees



### 2 Arrival:

- Temperature checks and required hand sanitiser use at hotel entrances
- It is recommended to download Arogya Setu App
- Face masks available for guests at the hotel
- Keycards are sanitised
- Recording of guest travel history



### 4 Restaurants:

- Temperature checks and required hand sanitiser use at entrances
- It is recommended to download Arogya Setu App
- Revised social distancing seating arrangements
- High touch point areas, menus and other equipment are disinfected hourly or between guest use with Diversey-certified products
- Digital menus available via QR code



### 5 Gyms and Pools:

- Reduced maximum capacities
- High touch point areas, equipment and sun loungers are disinfected hourly or between guest use with Diversey-certified products
- Enhanced thermal disinfection process for towels
- Social distancing observed at all times



### 7 Our Partners:

- Our operators and vendors must comply with new health and safety procedures as outlined by the We Care programme

### 8 Kitchens:

- Kitchen teams have been retrained on food preparation and sanitising processes
- Employees must sanitise their hands between tasks
- High touch point areas are disinfected hourly with Diversey-certified products
- Frequent sanitising of equipment



### 3 Guest Rooms:

- Revised room cleaning standards and disinfection procedures using Diversey-certified products
- Enhanced thermal disinfection process for linens



### 6 Public Areas:

- High touch point areas are disinfected hourly with Diversey-certified products
- Social distancing observed at all times



### 9 Meetings and Conventions:

- Temperature checks and required hand sanitiser use at entrances
- It is recommended to download Arogya Setu App
- High touch point areas are disinfected hourly with Diversey-certified products
- Revised social distancing seating plans





## Pre-Arrival: Reservation

- ✓ Maximum details of guest are taken to ensure contact less check-in
- ✓ Brief information is provided through an information sheet to the guest on all measures taken during stay
- ✓ All guests are mandated to sign a self-declaration form containing details about their travel history and health checks





# 02

## Arrival: Car Transfer

- ✓ Car to be sanitized before proceeding to the airport for every guest arrival or departure
- ✓ Car to be equipped with compendium having a set of disposable masks, tissues, swaps and sanitizer bottle
- ✓ Chauffeur to undergo regular temperature checks and wears prescribed PPE (Personal Protective Equipment) at all times
- ✓ Only 02 guests as per directive to travel in a car







## Arrival Experience: At The Porch

- ✓ Guest to be greeted with folded hands “Namaskar”
- ✓ All guests undergo a mandatory contact-less temperature check, equal to or less than 37.3°C to be considered safe to allow access. In case temperature above said degree than should be immediately referred to the We Care Champion
- ✓ Guests offered sanitizers and face masks as part of standard hygiene protocol
- ✓ All bags to be thoroughly sanitized using the hand held diffuser on arrival





## Arrival (Front Desk): Check-In

- ✓ Guest to be greeted with folded hands “Namaskar”
- ✓ Safe distancing indicated with demarcated floor sign
- ✓ As per the government guidelines, guests to mandatorily download the Aarogya Setu app on their phones and present it at the time of check-in
- ✓ Card machine to be sanitized after every use
- ✓ Sanitize trays to collect guest amenities like IDs proofs
- ✓ Key card to be sanitized before handing over to the guest in contact less manner
- ✓ Guest to be informed on changed contact less procedure during stay which includes digital payment through QR code, housekeeping services, breakfast and dining
- ✓ Every stationary and pens offered to guest are sanitized after every use
- ✓ Luggage assistance on request





## During Stay

- ✓ Face masks, goggles, disposable gloves and PPE wear for every team member doing the room
- ✓ Deep cleaning of guest rooms to be done using Diversey products with extra focus on high touch areas / surfaces such as door handles / knobs, remote control, electronic safe, writing table top, switches, telephones, water closet flush handle, health faucet, vanity counter and bathroom floor
- ✓ All guest amenities on request including mini bar, tea / coffee sachets. These items are sanitized before delivering to guest
- ✓ Tent card informing guest about key don's and don'ts, digital in room menu, digital payment method and list of services on request - Baggage, housekeeping, laundry
- ✓ Room allocated only after 24 hours of the previous guest departure
- ✓ All physical collaterals removed, reception to assist incase of any query

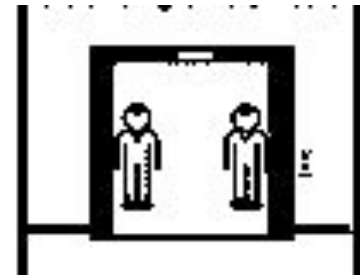




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## Elevators: Guest and Staff

- ✓ All touch points like elevator buttons, grab bars, railings cleaned every 30 minutes
- ✓ Elevator protocol placed outside the elevators at every level encouraging safe distancing

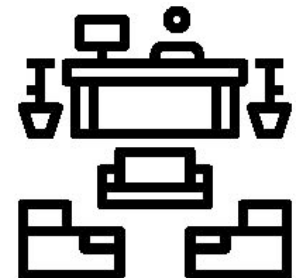






## Lobby

- ✓ All touch points sanitized such as door handles, door knobs, chair arms, table tops every 30 minutes
- ✓ All seating area in lobby disinfected every 1 hour or after every use
- ✓ Lobby equipped with sanitizer bottle





# 08

## Gym

- ✓ All touch points to be sanitized after every guest use such as door knobs, TV and music remote control, switch plate, thermostat, minibar handle etc
- ✓ Equipment layout adjusted to maintain social distancing
- ✓ Tent card reminding guest of general do's and don'ts
- ✓ Gym to be equipped with compendium having a set of disposable masks, tissues, swaps and sanitizer bottle



# Swimming Pool

- ✓ Awaiting local and government instructions on opening as well as for safe use

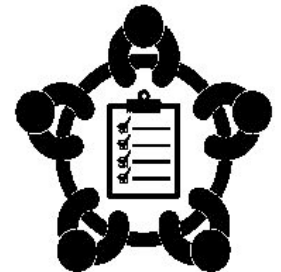
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## Banquets and Meeting Room

- ✓ All touch points to be sanitized after every guest use such as door knobs, TV and music remote control, switch plate etc
- ✓ Limit on the number of guest as per government protocols
- ✓ Tent card reminding guest of general do's and don'ts
- ✓ Meetings room to be equipped with compendium having a set of disposable masks, tissues, swaps and sanitizer bottle







## The Glass House Restaurant & Icebergs Bar

- ✓ Restaurant layouts and seating arrangements remodeled to maintain safe distancing
- ✓ Contact-less services includes ordering through digital menus and online payments
- ✓ Tent card reminding guest of general do's and don'ts, digital menu and online payment
- ✓ Tables and chairs duly sanitized after every use
- ✓ All crockery, cutlery, glassware sanitized
- ✓ Ordering options restricted to ala carte and fixed menu
- ✓ Mandatory prior table reservations to avoid over crowing
- ✓ Dedicated person with full PP wear responsible for clearance
- ✓ Paper napkins to be used

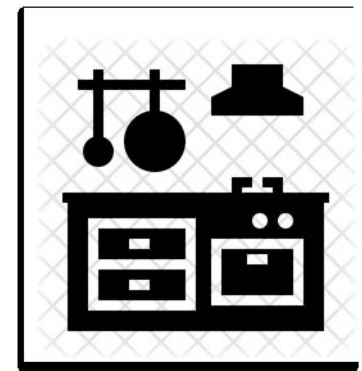


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# Kitchen

- ✓ Frequent cleaning/disinfection of work surfaces and touch points such as door handles
- ✓ All crockery, cutlery, glassware sanitized
- ✓ All kitchen staff to use gloves and gloves must be changed frequently
- ✓ Gloves must be changed after carrying out non-food related activities, such as opening/closing doors by hand and emptying bins
- ✓ 60 point kitchen checklist to be strictly followed
- ✓ Adhering FSSAI advocates in kitchen :
  - ❑ Use 100 ppm chlorine for sanitizing non veg items & 50 ppm chlorine for veg items
  - ❑ Use Sodium Hypochlorite (NaClO) to sanitize the receiving area
  - ❑ Wash Egg Crate in 100 ppm chlorine for 2 minutes
  - ❑ Use 50 ppm chlorine to wash vegetables like potato, tomatoes





# 12

## Room Service

- ✓ Guest orders through phone
- ✓ All crockery, cutlery, glassware is sanitize
- ✓ As part of contact less services waiter knocks, announces and leaves. The food tray kept on the tray jack ensuring minimum of interaction
- ✓ Guest to inform for clearance





# 13

## Departure (Front Desk): Check-Out

- ✓ Guests advised to inform their check-out plans in advance
- ✓ Ensure a separate check-out area if there is expected cluster of departures
- ✓ Contact-less payment option in the room given to the guest during check-out
- ✓ Dropbox enabled for guests to deposit their keys, placed at the reception





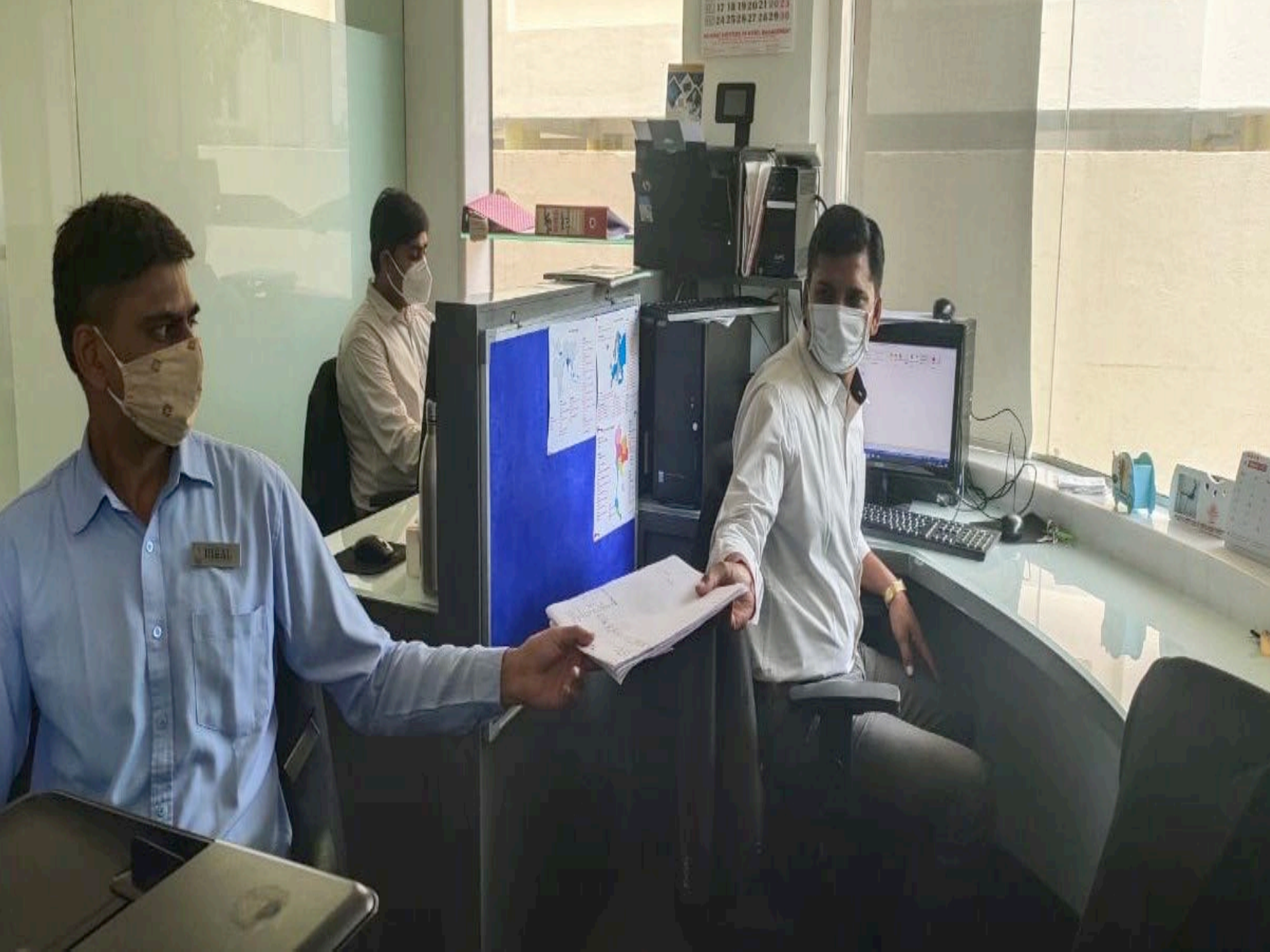


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## Receiving / Stores

- ✓ Declare a receiving timetable; so that material receiving areas shall have only one supplier at a time
- ✓ Store items packets / bags to be sanitized while receiving and during storage
- ✓ While items will always be sanitized before placing inside the storeroom, periodic sanitization and ventilation of the entire store room ensured
- ✓ All packets that are being emptied (containers getting refilled) are kept in a neutral area and not in the kitchen. The empty packets immediately dropped in the dry garbage area which is sanitized from time to time
- ✓ Quarantine & date tags on all receivable goods





# 15

## Back Of House

- ✓ Disinfect each desk, equipment and work area after guest has moved
- ✓ Realignment of employee seating arrangements to ensure enough space between work desk
- ✓ Thorough following of the entire regime of personal safety like wearing of masks and so on without exception





## Staff Cafeteria

- ✓ Shifts must be staggered to avoid cafeteria crowding
- ✓ Cafeteria hours extended to allow smaller groups over a longer period of time
- ✓ Tables and seating spaced as per social distancing norms
- ✓ Posters reminding employees of general do's and don'ts to ensure safe ambience within the hotel all the times





## Employees Protocols

- ✓ Daily mandatory temperature checks of all employees
- ✓ Employees running a temperature of more than 98.6° F politely asked to return home
- ✓ Employees to ensure that minimum items are brought into the hotel while on duty
- ✓ Work areas and offices are disinfected before the employee leaves the area





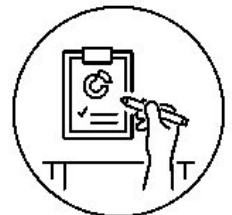
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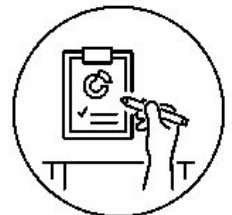
## Key Practices...

- ✓ Stop handshaking – use of Namaskar only
- ✓ Very strict social distancing, minimum 6 ft
- ✓ Wash hands often with soap and water for at least 20 seconds especially after you have been in a public place, or after blowing your nose, coughing, or sneezing
- ✓ If you are in a private setting and do not have on your cloth face covering, remember to always cover your mouth and nose with a tissue when you cough or sneeze or use the inside of your elbow. Throw the tissue away, and then wash their hands right away



## Key Practices...

- ✓ If soap and water are not readily available, use a hand sanitizer that contains at least 60% alcohol. Cover all surfaces of your hands and rub them together until they feel dry
- ✓ Avoid touching your eyes, nose, and mouth with unwashed hands
- ✓ Clean and disinfect frequently touched surfaces often. This includes tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets and sinks
- ✓ Perform everyday environmental cleaning. Create a habit routinely clean and disinfect all frequently touched surfaces, and workstations,
- ✓ If an employee becomes sick while at work, they should be separated from other employees, customers, and visitors and sent home immediately



## Key Practices

- ✓ Availability of all resources, posters put across notice boards
- ✓ Daily shift briefings to continuously advocate the awareness and practise of these habits
- ✓ Ideally only carry basic items to hotel : wallet, vanity kit / lady essentials...
- ✓ Staggering of shifts, avoiding meal period over crowding
- ✓ We care champion - HM at your service always
- ✓ Emergency numbers handy at the front desk
- ✓ All team members wearing PPE wear
- ✓ Air conditioning temperature at 24-30degree centigrade and relative humidity of 40-70%
- ✓ Intake of fresh air and cross ventilation





**WE'RE READY TO WELCOME YOU FOR A SAFE STAY**

# THANK YOU

