

May 26, 2020

## **Purple Standard for Operating Hotels in Israel**

### **1. General**

The prevention of infection with the new Corona virus is based on a number of principles. These principles are the basis for the guidelines detailed below regarding the operation of hotels in Israel:

- The use of innovative technological means that will enable reduced contact between hotel staff and guests and any other visitors entering the hotel
- Writing procedures, staff training and implementation of procedures
- Maintaining physical and social distancing in accordance with the guidelines issued by the Ministry of Health
- Maintaining personal and environmental hygiene
- Carefully cleaning and disinfecting all hotel facilities using detergents that hold an Israeli standard
- Using physical protection means such as partitions, mask covering mouth and nose, and disposable gloves
- Quick and determined response to detect and treat suspected cases and the people they came into contact with
- A prior inspection of all hotel employees, guests and other visitors, before they enter the hotel by filling out a health statement and measuring body temperature
- Preventing activities that create high risk for infection, such as large gatherings and waiting in lines

- **Universal rules of conduct for reducing infection**
  - Proper use of a face mask covering both mouth and nose in public spaces and near other people in accordance with the guidelines issued by the Ministry of Health
  - Avoiding or reducing unnecessary proximity between people, including preventing large gatherings and maintaining a distance of at least 2 meters
  - Frequently washing hands with hot water and soap or, alternatively, disinfecting hands using an alcohol based preparation
  - Avoiding as much as possible from touching the face, nose and eyes, and maintaining respiratory hygiene (coughing to the elbow, etc.)
  - Self-isolation and reporting of cases with high body temperature or sickness symptoms or isolation after being exposed to a person confirmed as being sick

## 2. **General guidelines for reopening hotels**

- **Preparing the hotel before opening**

The hotel is required to prepare a plan for its reoperation and return to routine, and to ensure that the plan is implemented in all hotel units and among all staff members, including ongoing training and inspection to ensure the plan is carried out properly.

The hotel must appoint a senior member from the hotel staff, who will report directly to the manager and will directly engage in the implementation and inspection, respond to exceptional events or uncertainties, monitor change in the guidelines and will make necessary adjustments. He or she will also document all activities carried out. It is advisable to update regularly the hotel staff, that work in the various hotel units, on developments regarding this subject, while maintaining documentation of the activities that took place and storing the digital and manual documentation.

A statement will be submitted to the local authority in accordance with the Emergency Regulations (New Corona Virus - Restriction of Activity), 2020 (hereinafter, the "Regulations").

- **Cleaning and disinfecting the facility before opening the hotel**
  - Special attention is required to clean and disinfect all public / joint areas, such as toilets, halls, corridors, elevators, handles, surfaces touched often, etc.
  - Disinfecting the kitchen, bars and dining room area
  - The cleaning and disinfecting will be carried out in pre-determined fixed locations according to the plan at each hotel by the Maintenance Director and the relevant Department Manager
  - The use of bleach-based detergents at appropriate concentrations or any other appropriate material approved by the Ministry of Health should be preferred
  - Pest control: Pest control by a certified exterminator as needed. The quarantine period of the hotel may lead to concentrations of pests (rodents, cockroaches, ants, food insects and more). Therefore, thorough pest control must be carried out in kitchens, halls, rooms and public areas, before opening the hotel, according to the accepted rules.
  
- **Guidelines for cleaning the hotel's drinking water supply systems before re-opening the hotel**
  - Treatment of water systems used for consumption after the quarantine period, should be carried out according to the Ministry of Health's procedure dated March 30, 2020. The actions required for return to routine should be adjusted to the type of facility and the duration of their shutdown.
  - Treatment of water facilities such as: swimming pools and ornamental pools during the quarantine period and carrying out the entire set of required steps before returning to activity in accordance with the guidelines issued by the Ministry of Health
  - Inspection of Legionella bacteria in the hotel's water systems - inspections should be carried out in accordance with the guidelines issued by the Ministry of Health (see Appendix A)

- Water and wastewater - treatment and maintenance, in accordance with the guidelines issued by the Ministry of Health (see Appendix B)
- Air Conditioning - cleaning the filters and checking the maintenance of major air conditioning systems in accordance with the guidelines issued by the Ministry of Health, including the Legionella bacteria.

### **3. Guidelines for the operation of the hotel during the Corona period**

The entire staff and all the various departments and units are required to adhere to the social distancing guidelines between themselves and the guests, as much as possible, maintaining hygiene and using masks and gloves (and replacing them frequently).

#### **Entering the hotel and the reception desk**

- All visitors arriving at the hotel - the body temperature of all guests, visitors and staff will be measured at the entrance to the hotel and they will be asked about symptoms or close contact with a Corona patient. A guest with a fever of more than 38C° or a guest, who answered yes to the questions regarding symptoms or regarding close contact with a Corona patient, should not be allowed to enter the complex. Any visitor entering the hotel will be provided upon entrance a kit containing gloves and a facemask for those who are not equipped before entering the complex.
- It is mandatory to install transparent perspex partitions in all reception desks to prevent contact between reception staff and the guests. In addition, hotels are required to mark standing spots of 2 meters apart for those waiting in line.
- Signage will be installed at the entrance to the hotel, detailing the essential guidelines the visitors are required to maintain. Guidelines regarding social distancing and hygiene rules within the hotel should be accessible in accordance with the guidelines required by the public at that time. These guidelines, as well as informational videos, will be broadcasted, as much as possible, on the hotel/hotel chain website, and they should be emphasized during the ordering process (for example, customers will be required to confirm that they have read the guidelines before moving forward with their order). In the ordering confirmation form, it

should be noted that the guest must arrive at the hotel after being checked that they have no fever.

- An open serving of food and beverages should be avoided and not be offered in the reception and in the public areas (for example, water jugs or water-coolers, snacks, sweets, etc.).
- **Restrictions on the number of people allowed in elevators in accordance with regulations on restricting activities**

### **Regular maintenance**

- The hotel will have cleaning and disinfection facilities (soap and Alco-Gel dispensers) all over the hotel and in the public areas that are likely to be touched: lobby, elevators, handles, switches, halls, etc.
- Water systems - will be protected from contamination, including pools and Spa, in accordance with the Ministry of Health's standards (see Appendix C)
- Public faucets will not be active to prevent infection
- Washing dishes and laundry - shall be carried out in accordance with the accepted rules, while ensuring the operating temperature and detergents and disinfectants (preference for washing at high temp - 70 C° and drying)
- The use of disposable paper towel dispensers will be expanded in all places where hand washing is possible. Employees and guests should be instructed that the Alco-Gel is to be used in addition to washing their hands with soap and water. Frequent washing of hands with soap and water should be encouraged
- Cleaning and disinfecting rooms **will be carried out from now on according to the following 2 steps:**
  - Cleaning and Disinfecting **Step One** - Rooms should be cleaned according to existing work procedures with greater emphasis on places where there is frequent contact of guests.
  - **Step Two - Special and additional** disinfecting of all items in the room, clockwise, using bleach or 70% alcohol based disinfectant or dedicated wipes.

The maintenance managers will guide the staff on the subject of additional disinfection and will ensure complete understanding and execution.

- The disinfection will be carried out with a substance containing at least 0.1% sodium hypochlorite per 1000 ml of liquid - 1,000 ppm. (For example, dilution of chlorine solution at a 5.25% sodium hypochlorite concentration in water at 1:20 [i.e. 20 ml of substance in 980 ml of water]).
- Time of contact with the detergent (10 minutes) should be maintained and then cleaning with water and drying.
- Teams should be instructed how to safely and properly use detergents.
- In cases where bleach cannot be used (for example, cleaning phones, signs, handles and elevator buttons), a disposable alcohol-containing cloth should be used.
- Items that cannot be cleaned using disinfectants (such as armchairs, carpets) should be cleaned in an adjusted manner using steam.
- The use of disposable cleaning equipment (paper towels, etc.) should be preferred instead of cloths. In any case, cleaning cloths should not be used between rooms or areas.

### **Dining rooms and kitchens**

**The kitchens will be opened after cleaning and disinfecting the entire dining room complex according to the guidelines issued by the Ministry of Health.** Kitchen staff will be obligated to carefully maintain personal hygiene under close supervision as much as possible. The dining room staff will work with disposable facemasks and gloves, including the staff at the cash register. No crowds or large gatherings will be allowed in the dining room.

- **Expanding dining room activity hours**

The dining durations will be expanded in order to allow a more efficient environmental distancing. In cases where guests request to dine in the dining room, each guest will be

assigned a time-frame in the dining room in a manner that will control the amount of guests in the dining room at any given time. The division of time will be carried out individually at each hotel according to the capacity of the dining room.

- **Opening additional dining complexes**

An effort will be made to transform additional areas in the hotels, such as conference halls or outdoor areas, to serve as dining rooms.

- **Serving food in the hotels**

The hotel will offer guests two options:

**Eating in the hotel rooms**

This option will be offered using room service with an expanded and diverse menu. The food will be provided in disposable tableware packed in plastic wrap. A hotel employee will provide serving utensils, preferably disposable tableware, which will be disposed after finishing the meal. The food items will be covered with plastic covers or plastic wrap. Dirty tableware will be separated from carts carrying clean tableware or food to be served.

**Eating in the dining room**

- The opening of a dining room for on-site dining will be subject to the provisions specified in the regulations. In the event of a conflict between these provisions and the provisions specified in the regulations, the provisions of the regulations shall prevail.
- A staff member, will be in charged to ensure that the number of diners is in accordance with a pre-arranged list for that hour, and will manage and monitor entry to the dining room. He or she will also ensure the maintaining of a two-meter distance between all people present in the dining room.
- The staff member stationed at the entrance of the dining room will ensure the use of the Alco Gel in the facility and guests will be required to disinfect their hands at the entrance and exit from the dining room.

### **Arranging the dining room**

- A separate table will be assigned to each nuclear family or those staying together in the same room
- The table arrangement will maintain a distance of 1.5 meter between all tables

### **Serving food**

Hotel guests will not be allowed to take food products from the serving stands. The dining room staff will serve the food to the plate of each guest in both personal service directly at the table and serving by staff members in the stands, while ensuring the required distance. At each food stand, the distance of two meters between the guests will be maintained.

### **Staff**

The staff will wash their hands with soap frequently, including at the beginning and end of their shift, during their brake and while performing cleaning tasks. The staff will maintain personal hygiene under close supervision by the dining room manager as much as possible. Dining room staff, including the staff at the cash register, will work in the dining room regularly with disposable gloves and face masks.

### **Clearing the dining room**

- A table that will be cleared will undergo a thorough cleaning and disinfecting process. Another guest will be accommodated only after such process is completed
- The counters, tables and any other sensitive area, will be cleaned according to hotel procedures
- All the tools used will be washed in the dishwashers. Before accepting the next group of guests, the dishes will be changed to clean dishes that have been washed in the dishwasher

- At the end of the meal, all tools and tableware will be cleared and the dining room will be thoroughly cleaned according to hotel procedures
- The kitchen staff will work separately from the serving staff and will avoid contact with the hotel guests
- Ventilation and evaporation system - the inspection of the ventilation and evaporation system's proper functioning, as well as the maintenance and cleaning activities, will be carried out before each meal
- The trash will be disposed of frequently to the central tank
- Closing the kitchen at the end of each work day - all food products will be closed and covered. Dishes will be washed in dishwashers at a temperature of 70C°, according to the Ministry of Health's recommendations.

### **Game areas / Playgrounds**

These will be operated only after receiving the Ministry of Health's approval.

### **Housekeeping - rooms and public areas**

- Upon a guest leaving the room and prior to the arrival of each new guest, the guest room will be cleaned and undergo disinfection
- Special attention should also be given to disinfecting and cleaning places or items that are frequently touched, such as signs, switches, handles, corners, cups, doors, mezuzah, etc.
- When entering **each room** the gloves will be changed to new gloves before cleaning - the staff will be trained on how to change the gloves
- Accurate documentation of the room numbers and cleaning hours of each room will be carried out
- The entry of an employee into a room with people in it, following a call, will be carried out while maintaining the rules of social distancing between the employee and the guest. The employee will enter the room with gloves and a mask. Equipment such as room services dishes, etc. (what is possible) will be delivered packed in a bag. It is preferred to leave items outside the door whenever possible.

- Treating textile (sheets, etc.) will be carried out by placing them into a special separate, sealed and unlabeled bag without shaking them, and bringing it to a washing machine, where it will be washed at over 70 C° with laundry soap.
- After the guests leave the room, all the dishes should be cleared from the room, such as cups and other items that the previous guests might have used.
- Disposable accessories, such as hand towels, gloves, masks and tissues, will be placed in the rooms in accordance with the guidelines issued by the Ministry of Health. The hotel will ensure regular supply of these items to the rooms.
- A room where guests or employees have stayed and are suspected of carrying the virus, will undergo special disinfection by an external company that will perform spraying and misting of the room and the room will remain close for 7 days (maximum range).

### **Synagogues**

- Will function in accordance with the guidelines issued by the Ministry of Health.

### **Swimming pools and bathing facilities**

- Before opening, the pools will undergo treatment procedures of the water systems that will include a filtration and disinfection system and a control system. The swimming pools can be operated as long as there is sufficient use of chlorine and the number of bathers is controlled, all while taking special care and in accordance with the guidelines issued by the Ministry of Health.
- The opening of the pool will be subject to the regulations. In the event of a conflict between these provisions and the provisions specified in the regulations, the provisions of the regulations shall prevail.
- Principles for operating swimming pools in the hotels:  
**Registration and control of the guest entering the pool and distribution of personal towels**

- A hotel staff member will be responsible to restrict the entrance of guests as follows:  
Swimming pool used for swimming only: No more than two swimmers will be allowed in a swimming track.  
A Swimming pool that is also used for pleasure: one guest for every 6 square meters in the entire pool area will be allowed. Alternatively, the pool can be divided into "capsules" using partitions, so that the total number of swimmers in the pool will be higher than the ratio of one guest per 6 square meters.  
It should be clarified that the swimming pool area can be divided in two, so that one part of the pool is used for swimming and the other part is used for pleasure, under the conditions stated above in this section.
- The guest will be registered according to the room number in which each guest stays. [Subject to an approval by the Ministry of Justice].
- Each guest will receive a personal towel. The towels will be for personal use only. Towels cannot be transferred from one guest to another guest and it is prohibited to arrive to the pool with another towel.
- As the guest leaves the pool area, the personal towel will be placed in a dedicated cart that will be cleared frequently.

### **Expanding pool activity hours**

- Pool operating hours will be expanded and pools will be open at least from 7am to 7pm to reduce the number of guests staying in the pool at any given moment
- Lifeguards and staff will be at the pool area during all operating hours to monitor the number of guests

### **Increased disinfection and cleaning in the pool and water complex**

Disinfection and Alco-Gel stands will be placed at the entry to the pool area. All those staying in the pool area will be required to wear masks, except for those swimming in the water.

### **Restricting the number of people swimming in the water**

- The number of people swimming in the water will be as stated above.
- Entering the swimming pool water will only be possible from two designated locations around the pool (using ladders going down into the water).

### **Signage at the entrance and in the pool complex**

A sign will be posted at the entrance to the pool that will contain with explanatory guidelines for the swimmers. The sign should include the following content:

- All guests must wear a mask
- Guests must keep a distance between the tanning beds and chairs so that seating in the outdoor pool complex maintains at least 2 meters between guests, excluding a nuclear family and couples, who will be allowed to sit together without any distance between them.
- It is strictly forbidden to hold water games in the pool area and in the water. It is prohibited to bring balls, mattresses and inflatables into the water
- It is prohibited to bring any food items to the pool area, except for cold drinks
- The personal towel cannot be passed from one guest to another

### **Restricting pool games in the water**

The hotel staff will ensure that no game items or mattresses are brought into the pool area.

### **Eating and drinking in the pool area**

- All drinking facilities and water coolers in the pool area will be closed
- It is only possible to purchase a Take A Way drinks and food
- Guests will be allowed to arrive to the pool area with packed food

### Spa complexes

- Spa facilities will be allowed to operate in accordance with the provisions of the regulations for non-medical physical treatments, including alternative-medicine treatments.
- The guest will be required to fill a dedicated health questionnaire checking for fever and other symptoms relevant for Corona. In addition, body temperature will be measured at the start of the treatment.
- The waiting rooms should be kept spacious and patient's arrival time should be monitored.
- Therapists and staff will use the mask and a disposable robe / apron. Hands will be disinfected frequently before, during, and after treatments.
- During treatment, the therapist will use gloves, in accordance with the regulations, and will change them between each client.
- The treatment room should be carefully cleaned and disinfected, including the treatment beds, between treatments and at the start and end of each workday. In addition, all items used for treatment will be properly washed in a laundry machine and waste and garbage will be disposed of frequently.
- The therapist shall also use a protective eye-ware in addition to the mask.
- Non-disposable tools will be disinfected using a sterilizer between treatments, as is customary.
- The use of a dry sauna facility is allowed.
- **The use of a Jacuzzi and wet sauna facility is prohibited.**

### **Events**

- Events will be held in accordance with the restrictions set by the Ministry of Health. At this stage, only outdoor events that include up to 50 people are allowed. Frequent checks of updates and changes to the restrictions set in the regulations should be conducted.
- It is allowed to hold a business event (conference rooms) that includes a number of participants according to the guidelines (currently up to 8 people in a room measuring 20 square meters or more, or a ratio of one person per 15 square meters) while maintaining all rules (masks, social distancing, hygiene).

### **Planning work arrangements**

- According to the hotel policy, the gathering of staff should be prevented in advance by scheduling breaks, days off, work start time and end time. For example - employees who live together, it is advisable that they work together on the days or on the same floors / work areas.
- It is advisable to plan work in teams and shifts, as far as it is operationally possible, in order to avoid a situation where most of the staff is required to be isolated in case of an exposure to a verified patient.
- Staff and work arrangements must be carefully documented in order to enable rapid contact investigation in case of an exposure.

### **Physical entry of suppliers**

The physical entry of suppliers will be reduced to the minimum possible. Suppliers required to enter the hotel complex will be required to sign a commitment to follow hotel guidelines in terms of protection, conduct, measurement of body temperature, health statement, etc.

### **PR and Communications**

This procedure will be explained to the hotel's management, staff and guests. Guidelines will be posted as ads in the hotel entrance area, in the hotel's wings and at the entry to each of the units