Hotel Resilient

HOTEL RESILIENT CERTIFICATIONS UG

COVID-READY
CERTIFICATE OF COMPLIANCE
REPORT

Certificate Number:	YCJEC1HY	**Issue Date:**	07/26/2020
Issued to:	**The Shore at Katathani** 18 Kata noi road Karon, Muang Mueang Phuket, 83100 Thailand	**Expiration Date:**	01/16/2021

Issued By: Hotel Resilient Certifications
UG (haftungsbeschränkt)
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76131 Karlsruhe
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The Accommodation Business above is eligible to bear the COVID-READY Mark during the Certification validity period.

About this Audit

The COVID-READY audit is a self-assessment of a hotel's strategy to prevent COVID-19 transmission and respond to infection cases on site. The audit outlines the steps that hotel owners, managers and staff can implement to strengthen COVID-19 contingency plans and earn the trust of safety minded travelers. The standards are based on international guidelines from the World Health Organization (WHO), the Centers for Disease Control and Prevention (CDC), best practices, national government regulations, pandemic and disaster management literature, scientific evidence, news media reports, and our own expertise.

The audit consists of 7 subcomponents.

- *Component 1:* Exposure reviews the factors that can impact the likelihood of infection in the area surrounding the hotel and within the hotel.
- *Component 2:* Protocols reviews the policies, plans and procedures that the hotel has in place to protect guests and staff from COVID-19 infection.
- *Component 3:* Staff Capacity reviews the capacity of staff to fulfill critical roles in COVID-19 prevention, safety and evaluation.
- *Component 4:* Enhanced Cleaning reviews the required and recommended strategies for creating and maintaining a safe, clean environment that will help to prevent transmission.
- *Component 5:* Safe Hygiene reviews the steps the hotel is taking to ensure guests and staff have the supplies and knowledge to implement safe hygiene measures.
- *Component 6:* Physical Distancing reviews the steps the hotel is undertaking to ensure a safe separation of guests and staff is maintained where needed.
- *Component 7:* Response Plan reviews the hotels procedures for responding to a potentially infected guest or staff member on-site.

Description of Review Process

The COVID-READY Audit is a self-assessment by the hotel. In addition to the self-assessment, a limited review has been conducted by Hotel Resilient of some key documents submitted by The Shore at Katathani. The following documentation has been reviewed for the The Shore at Katathani COVID-READY Certification:

1. COVID-19 SOP
2. Staff Organizational Chart
3. Photos of Hygiene Signage
4. Photos of Physical Distancing
5. Staff Training Record

Assessment Result

Your certification application has been reviewed and we are pleased to inform you that you have achieved Hotel Resilient COVID-READY certification based on your self-assessment and submitted materials.**Your COVID-READY Certification is valid until 01/16/2021.**

COVID-READY Score Summary

Audit Score

COVID-READY Score 99.0% (Level A)

Your COVID-READY Score is calculated by combining the scores of the 6 Resilience Components: Protocols, Staff Capacity, Enhanced Cleaning, Safe Hygiene, Physical Distancing and Response Plan

Rating

	A - Exceptional	90 - 100 ←
	B - Good	80 - 89
	C - Satisfactory	60 - 79
	D - Limited	40 - 59
	E - Poor	0 - 40

Component 1 - Exposure

Score: 3.9%

The COVID-19 Exposure score is provided for your information only. It is not used in computing your COVID-READY score and does not represent actual risk of COVID-19 in your hotel or area, but is meant to help you understand the potential threat level of COVID-19.

	Very High	70 - 100
	High	50 - 70
	Moderate	35 - 50
	Low	20 - 35
	Very Low	0 - 20 ←

Reviewer Comment

The Shore at Katathani has submitted the following documentation:
- COVID-19 Plan (in Thai, reviewer machine translated into English)
- Katathani "Stay Safe" branding images identifying policies on cleaning, hygiene and physical distancing
- Summary of staff roles & responsibilities (in Thai, reviewer machine translated into English)
- Photos illustrating hygiene and physical distancing measures
- Staff training outline (in Thai, reviewer machine translated into English)
- Organizational chart (in Thai, reviewer machine translated into English)
- COVID-READY Declaration statement

Hotel Resilient has reviewed the above documentation. The documents provided, declaration and self-assessment are sufficient evidence that The Shore at Katathani meets the requirements to achieve COVID-READY Certification. We congratulate The Shore at Katathani and their committed team on a job well done!
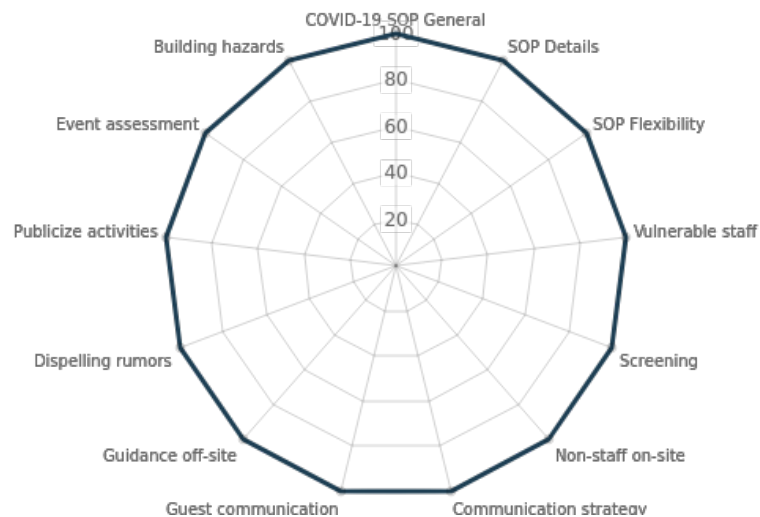
Score: 100%

This section reviews the policies, plans and procedures that the hotel has in place to protect guests and staff from COVID-19 infection. You meet all the mandatory requirements of this component, which include:

COVID-19 SOP General

1. Standard operating procedures (SOP) have been developed to prevent transmission of COVID-19 within the Hotel and manage infected guests or staff in a safe manner
2. The SOP follows the guidelines of local and national health authorities
3. The SOP is updated regularly in accordance with new information and guidelines

Vulnerable staff

1. You have identified vulnerable staff, e.g., older staff and those with underlying health conditions such as weakened immune systems, diabetes, heart and lung disease
2. If you have vulnerable staff, you have informed them of the risks and discussed protective actions
3. You ensure that vulnerable staff do not work front desk positions OR maintain physical separation (e.g., plexiglass screen) of guests and front desk staff

Screening

1. Follow government regulations and guidelines regarding screening of guests and staff, including temperature checks
2. Guests are asked about their recent travel history (prior to arrival if possible)
3. Guests and staff are monitored for signs of illness
4. Disposable thermometers or non-contact thermometers (infrared or thermal scanner) are available to test for fever
5. Keep log of guests with symptoms, including temperature checks
6. The hotel helps any guests or staff with COVID-19 symptoms undergo appropriate medical review and testing by a healthcare practitioner
7. If a guest is found to have a temperature of 38°C or higher AND has any other symptoms OR was in contact with anyone who is suspected of COVID-19 infection, the hotel will contact the appropriate health authority for guidance AND is prepared to arrange transport of the guest to hospital OR place the guest in self-quarantine

Guest communication

1. A summary of local and national COVID-19 health guidelines is available to guests
2. A summary of government regulations relevant to guests is available to guests
3. A summary of the policies and procedures implemented at the hotel is available to guests
4. A summary of the latest travel alerts in the area is available to guests
5. Up-to-date contact information for health authorities is available to guests
6. A list of sources for COVID-19 information is available to guests
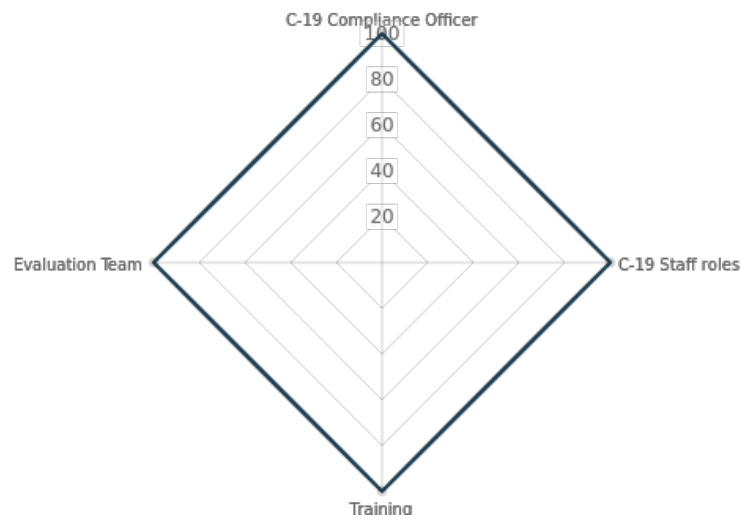
Score: 100%

This component reviews the capacity of staff to fulfill critical roles in COVID-19 prevention, safety and evaluation. You meet all the mandatory requirements of this component, which include:

C-19 Compliance Officer

1. A C-19 Compliance Officer has been designated to ensure COVID-19 SOPs are properly implemented
2. The C-19 Compliance Officer evaluates the effectiveness of COVID-19 SOPs
3. The C-19 Compliance Officer updates and improves COVID-19 SOPs to adapt to new information and guidelines
4. The C-19 Compliance Officer is a senior staff member
5. The C-19 Compliance Officer has been trained in their role

Training

1. Staff are trained on general COVID-19 information, including how the virus is transmitted, symptoms, potential health impacts, and vulnerable groups
2. Front desk staff are advised of the latest regions and countries deemed high-risk for infection and are provided with information sources to stay apprised of changes
3. Staff are trained on the hotel's COVID-19 SOPs such as physical distancing, safe hygiene, enhanced cleaning, use of personal protective equipment and infection response
4. Relevant staff are trained on their specific role in preventing the spread of COVID-19 and in responding to a COVID-19 infection
5. All training is documented

Score: 100%

This component reviews the required and recommended strategies for creating and maintaining a safe, clean environment that will help to prevent transmission. You meet all the mandatory requirements of this component, which include:

Enhanced cleaning

1. The hotel follows government guidelines for cleaning
2. Common surfaces and furniture are cleaned and disinfected regularly
3. High-touch points are disinfected very often
4. All guestroom surfaces, fixtures and loose items are thoroughly cleaned and disinfected
5. Unnecessary material has been removed
6. Appropriate PPE is worn by those doing cleaning
7. Potentially contaminated waste is handled safely

Washing tableware

1. Tables are disinfected and tablecloths replaced after every use
2. Items are washed regardless if they are used or not in case they have been handled
3. Items that are washed by hand are washed with the utmost precautions
4. Drying of dishes, cutlery and glasses is done with a clean cloth
5. Table cloths and napkins are washed frequently
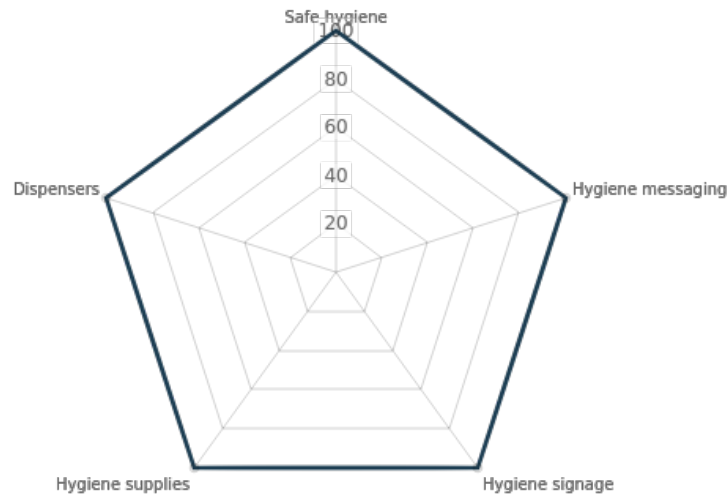
Score: 100%

This component reviews the steps the hotel is taking to ensure guests and staff have the supplies and knowledge to implement safe hygiene measures. You meet all the mandatory requirements of this component, which include:

Safe hygiene

1. The hotel follows government regulations on safe hygiene practices
2. Frequent hand washing is promoted
3. Hand sanitizer stations are provided throughout the hotel
4. Tissues and disposal bins are provided throughout the hotel
5. Touchless services are offered where possible
6. Handling of objects by multiple guests is avoided where possible

Hygiene messaging

1. The hotel advises guests of its hygiene recommendations prior to arrival if possible and at the latest immediately upon arrival
2. The hotel promotes proper cough etiquette among staff and guests: coughing and sneezing into tissue which is immediately disposed of (then immediately washing hands) OR if unavailable into bent elbow
3. The hotel encourages guests and staff to wash hands frequently with soap and water for 20 seconds, or if not available, hand sanitizer
4. The hotel advises guests and staff to refrain from touching their eyes, nose and mouth

Hygiene signage

1. Signage can be seen when entering and leaving the hotel
2. Signage can be seen when entering and leaving all restaurants and bars
3. Signage can be seen when entering and leaving all public bathrooms
4. Signage can be seen in lobby
5. Signage can be seen inside every elevator
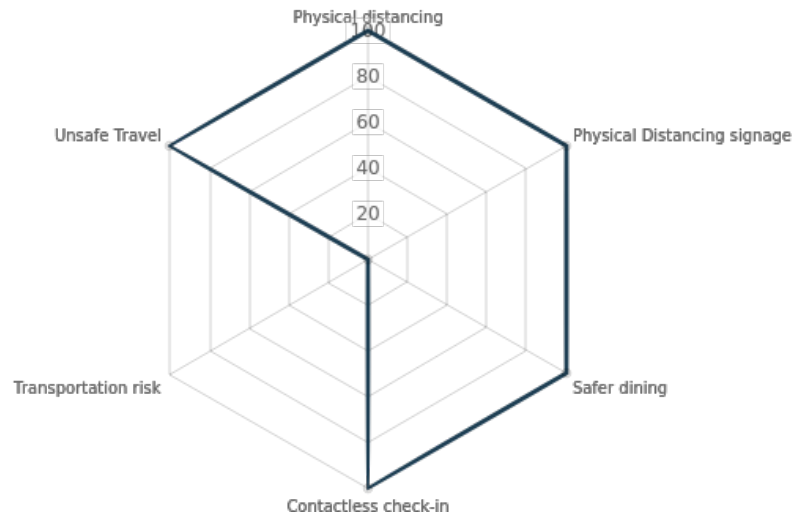
Score: 90.9%

This component reviews the steps the hotel is undertaking to ensure a safe separation of guests and staff is maintained where needed. You meet all the mandatory requirements of this component, which include:

Physical distancing

1. Hotel follows government regulations for physical distancing
2. Direct physical contact is avoided wherever possible
3. A safe amount of space is provided between people in common areas
4. People are physically separated through glass or other barriers where needed
5. Contactless services are offered where possible

Physical Distancing signage

1. Physical distancing signage is clear to understand
2. Signage is located at locations where physical distancing measures are implemented
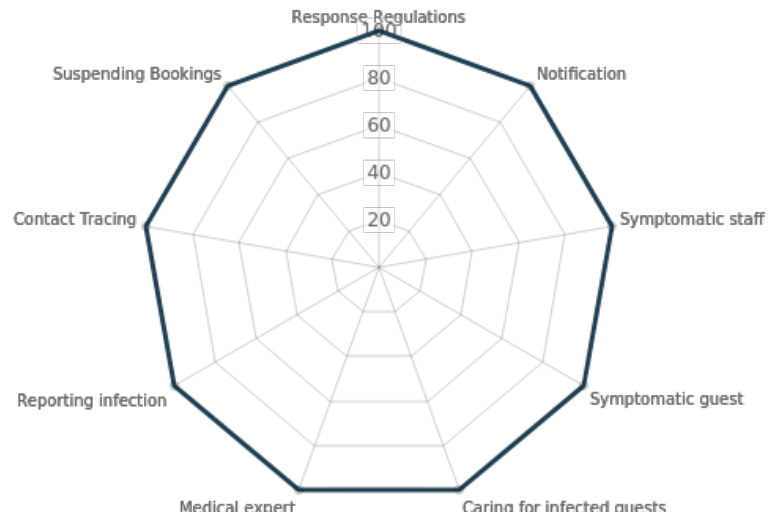
Score: 100%

This component reviews the hotels procedures for responding to a potentially infected guest or staff member on-site. You meet all the mandatory requirements of this component, which include:

Response Regulations

1. The hotel follows government regulations on how to respond to an infection at the hotel
2. The hotel regularly checks for updates to government regulations and changes response plans accordingly

Notification

1. Staff will notify management when flu like symptoms develop
2. Staff will discretely notify management of potentially sick guests
3. Guests are reminded that they need to inform front desk by phone from their guestroom if they are feeling ill or if they have been in close contact with someone confirmed or suspected of being infected
4. Contacts are provided to guests so they may contact/notify the health authority themselves

Symptomatic staff

1. The hotel has policies in place to ensure staff stay at home (and seek medical assistance if needed) if they have COVID-19 symptoms
2. If at the hotel, a staff member with COVID-19 symptoms will be told to stop work immediately and go home
3. The hotel helps the staff arrange private transportation instead of public transportation where they could infect others
4. Medical assistance for the staff member will be sought if needed
5. If unable to travel home, the staff member will be isolated in a room as medical assistance is planned
6. The staff member will be provided with a face mask which should be kept on until the staff is safely home
7. The staff's work area will be disinfected
8. The hotel will regularly monitor the staff member through mobile call or other remote communication
9. Ensure staff is cleared by a medical professional prior to returning to work

Symptomatic guest

1. A symptomatic guest is advised to stay in their room and self-quarantine
2. Contact between guest and staff or other guests is kept to a minimum
3. The symptomatic guest is provided with face masks and tissues
4. The guest is reminded of proper hygiene, cough and sneezing etiquette
5. The hotel coordinates medical assistance and transportation to a medical facility if needed
6. Management of the guest, including movement to a medical facility follows instructions from the local health authority

Medical expert

1. Contact with a medical professional has been established to provide advice on COVID-19 planning and response
2. The hotel can secure medical consultations for staff and guests within a short time-frame

Detailed Assessment Results

Question List

Question Description	Criteria
Intervention strategies Exposure How would you describe the extent of government intervention strategies being implemented in your region?	Answer: **Aggressive strategies in place | 100%**
Confirmed infections Exposure Have you had a confirmed COVID-19 infected guest or staff at your hotel in the last month?	Answer: **No | 100%**
Suspect cases Exposure Do you currently have any suspected cases of COVID-19 among guests or staff?	Answer: **None | 100%**
Cases locally Exposure How many people are currently infected with COVID-19 in your local destination?	Answer: **0 | 100%**
High-risk travelers Exposure Do you have any guests who have recently travelled to countries with high prevalence of COVID-19?	Answer: **None | 100%**
Hospital capacity Exposure How would you describe the capacity of local hospitals in your region?	Answer: **Hospitals can easily meet the current demand for COVID-19 cases | 100%**
Vulnerable guests Exposure What is the estimated percentage of guests that are at least 65 years old OR have a known health condition?	Answer: **0 - 5% | 100%**
Density of area Exposure In what type of area is the hotel located?	Answer: **Semi-urban | 33%**

Detailed Assessment Results

Question List

Question Description	Criteria
COVID-19 SOP General Protocols Has your hotel developed a COVID-19 standard operating procedure (SOP)?	Answer: **Yes | 100%** Fulfilled criteria: • Standard operating procedures (SOP) have been developed to prevent transmission of COVID-19 within the Hotel and manage infected guests or staff in a safe manner • The SOP follows the guidelines of local and national health authorities • The SOP is updated regularly in accordance with new information and guidelines
SOP Details Protocols Does your COVID-19 SOP identify what adjustments need to be made to the hotel's specific services and amenities to make them safer to deliver?	Answer: **Yes | 100%** Fulfilled criteria: • The hotel has identified which of their amenities and services are addressed by government regulations or guidelines • The hotel follows government regulations • The COVID-19 SOP identifies which adjustments are necessary to make the hotel's various amenities and services safer to deliver • The SOP require staff to document all preventative and response measures • Department managers have been consulted in the development of the COVID-19 SOP
SOP Flexibility Protocols Are your COVID-19 SOPs flexible enough to adapt to changing pandemic threat levels?	Answer: **Yes | 100%** Fulfilled criteria: • The hotel has established a system for assessing the changing COVID-19 threat level • The actions outlined in the COVID-19 SOP are well matched with actual threat levels • The hotel includes COVID-19 threat level assessments carried out by other sources such as the government or scientific agencies if available
Vulnerable staff Protocols Are you ensuring that reception staff are not older or otherwise more vulnerable to COVID-19?	Answer: **Yes | 100%** Fulfilled criteria: • You have identified vulnerable staff, e.g., older staff and those with underlying health conditions such as weakened immune systems, diabetes, heart and lung disease • If you have vulnerable staff, you have informed them of the risks and discussed protective actions • You ensure that vulnerable staff do not work front desk positions OR maintain physical separation (e.g., plexiglass screen) of guests and front desk staff

Detailed Assessment Results

Question Description	Criteria
Screening Protocols Does the hotel have a system for screening guests and staff for COVID-19 risk?	Answer: **Yes	100%** Fulfilled criteria: - Follow government regulations and guidelines regarding screening of guests and staff, including temperature checks - Guests are asked about their recent travel history (prior to arrival if possible) - Guests and staff are monitored for signs of illness - Disposable thermometers or non-contact thermometers (infrared or thermal scanner) are available to test for fever - Keep log of guests with symptoms, including temperature checks - The hotel helps any guests or staff with COVID-19 symptoms undergo appropriate medical review and testing by a healthcare practitioner - If a guest is found to have a temperature of 38°C or higher AND has any other symptoms OR was in contact with anyone who is suspected of COVID-19 infection, the hotel will contact the appropriate health authority for guidance AND is prepared to arrange transport of the guest to hospital OR place the guest in self-quarantine
Non-staff on-site Protocols Does the hotel ensure that all non-staff suppliers and service providers follow the hotel's COVID-19 SOPs while on the property?	Answer: **Yes	100%** Fulfilled criteria: - The hotel provides all individuals entering the property with a description of the COVID-19 SOPs that apply to their activity on-site - Individuals must sign that they understand and commit to adhere to the SOPs that apply to them

Detailed Assessment Results

Question Description	Criteria
Communication strategy Protocols Does the hotel have a detailed strategy for communicating with a variety of stakeholders, including guests, the public, staff, the media, health authorities and emergency services?	Answer: **Yes | 100%** Fulfilled criteria: • Procedures are established for communicating COVID-19 related information to current guests • Procedures are established for communicating COVID-19 related information to future guests • Procedures are established for communicating COVID-19 related information to the general public • Procedures are established for communicating COVID-19 related information to staff • Procedures are established for communicating COVID-19 related information to external stakeholders such as tour operators and booking agents • Procedures are established for communicating COVID-19 related information to media • Procedures are established for communicating COVID-19 related information to health authorities and emergency service providers
Guest communication Protocols Does the hotel keep guests informed of the latest COVID-19 updates?	Answer: **Yes | 100%** Fulfilled criteria: • A summary of local and national COVID-19 health guidelines is available to guests • A summary of government regulations relevant to guests is available to guests • A summary of the policies and procedures implemented at the hotel is available to guests • A summary of the latest travel alerts in the area is available to guests • Up-to-date contact information for health authorities is available to guests • A list of sources for COVID-19 information is available to guests
Guidance off-site Protocols Does the hotel provide guests with guidelines and support for staying safe outside of the hotel property?	Answer: **Yes | 100%** Fulfilled criteria: • Guests are advised to avoid crowds, public transportation and avoid touching public surfaces if possible • Hotels arrange private transportation upon request • Hotels supply face masks and rubber gloves for guests

Detailed Assessment Results

Question Description	Criteria
Dispelling rumors Protocols Do you have procedures for combatting fear, anxiety, rumors and misinformation?	Answer: **Yes	100%** Fulfilled criteria: • The hotel reports only facts to guests and staff • The hotel tries to double verify information prior to releasing to guests and staff • The hotel identifies the sources for all information • The hotel refrains from using alarmist language • Procedures allow for 2-way communication between guests or staff and hotel management • The hotel provides contact information for guests or staff to contact authorities or medical professionals for further advice or clarification
Publicize activities Protocols Has your hotel developed sufficient public messaging material that highlight the steps the hotel has taken to address the risks associated with COVID-19?	Answer: **Yes	100%** Fulfilled criteria: • Website and marketing material are updated to outline the measures you are implementing to prevent COVID-19 cases in your hotel • Safe hygiene measures are outlined • Enhanced cleaning measures are outlined • Physical distancing measures are outlined • The response strategy is outlined for guests or staff with COVID-19 symptoms • Cancellation and booking modification policy is outlined
Event assessment Protocols Do you have plans to conduct a COVID-19 specific risk assessment for future large events such as weddings, conferences etc.?	Answer: **Yes	100%** Fulfilled criteria: • The details of the event are outlined with the client • The state of the COVID-19 situation is reviewed • Government regulations are followed • Local and international guidelines are considered • An evaluation of the ability of the hotel to maintain a safe environment is completed • An evaluation of the risk such an event poses to the safety of staff is completed
Building hazards Protocols The hotel has ensured that other hazards linked to extended periods of building system inoperation are not present, such as water quality issues (e.g., Legionella Bacterium), Pests, and Mold?	Answer: **Yes	100%** Fulfilled criteria: • The hotel has inspected rooms or sections of the hotel that have been shutdown for an extended period of time (weeks or more) to identify issues of water quality, pests or mold • If issues were found, they have been corrected or will be corrected prior to allowing new guests in those areas

Detailed Assessment Results

Question List

Question Description	Criteria
C-19 Compliance Officer Staff Capacity Has the hotel designated a senior staff member to be a COVID-19 Compliance Officer to oversee the implementation of COVID-19 related SOPs and ensure compliance with all government regulations and ordinances?	Answer: **Yes | 100%** Fulfilled criteria: • A C-19 Compliance Officer has been designated to ensure COVID-19 SOPs are properly implemented • The C-19 Compliance Officer evaluates the effectiveness of COVID-19 SOPs • The C-19 Compliance Officer updates and improves COVID-19 SOPs to adapt to new information and guidelines • The C-19 Compliance Officer is a senior staff member • The C-19 Compliance Officer has been trained in their role
C-19 Staff roles Staff Capacity Do your staff have clearly defined roles and responsibilities for responding to the COVID-19 threat?	Answer: **Yes | 100%** Fulfilled criteria: • Staff has been assigned COVID-19 specific roles • Responsibilities for each role have been clearly outlined • Backup personnel are identified to fulfill roles of those who become unavailable
Training Staff Capacity Are staff provided with training on COVID-19 SOPs and the specific roles they are expected to fulfill?	Answer: **Yes | 100%** Fulfilled criteria: • Staff are trained on general COVID-19 information, including how the virus is transmitted, symptoms, potential health impacts, and vulnerable groups • Front desk staff are advised of the latest regions and countries deemed high-risk for infection and are provided with information sources to stay apprised of changes • Staff are trained on the hotel's COVID-19 SOPs such as physical distancing, safe hygiene, enhanced cleaning, use of personal protective equipment and infection response • Relevant staff are trained on their specific role in preventing the spread of COVID-19 and in responding to a COVID-19 infection • All training is documented
Evaluation Team Staff Capacity Do staff regularly evaluate the effectiveness of your COVID-19 related policies, plans and actions?	Answer: **Yes | 100%** Fulfilled criteria: • A COVID-19 crisis team has been established to evaluate their department's capacity to implement COVID-19 related SOPs and the effectiveness of those SOPs to reduce risk • Mechanisms are in pace to ensure that evaluations and recommendations made by the crisis team result in improvements to SOPs and actions • Evaluations are conducted weekly

Detailed Assessment Results

Question List

Question Description	Criteria
Enhanced cleaning Enhanced Cleaning Is the hotel implementing enhanced cleaning efforts?	Answer: **Yes | 100%** Fulfilled criteria: • The hotel follows government guidelines for cleaning • Common surfaces and furniture are cleaned and disinfected regularly • High-touch points are disinfected very often • All guestroom surfaces, fixtures and loose items are thoroughly cleaned and disinfected • Unnecessary material has been removed • Appropriate PPE is worn by those doing cleaning • Potentially contaminated waste is handled safely
Washing tableware Enhanced Cleaning Are restaurant tables, dishes, utensils and glassware washed and disinfected properly?	Answer: **Yes | 100%** Fulfilled criteria: • Tables are disinfected and tablecloths replaced after every use • Items are washed regardless if they are used or not in case they have been handled • Items that are washed by hand are washed with the utmost precautions • Drying of dishes, cutlery and glasses is done with a clean cloth • Table cloths and napkins are washed frequently
Cleaning supplies Enhanced Cleaning Does your hotel have adequate supplies to clean and disinfect surfaces and objects?	Answer: **Yes | 100%** Fulfilled criteria: • Disinfecting cleaners • Cleaning equipment • Disposable face masks for staff conducting cleaning • Disposable gloves • Safety goggles • Long-sleeve gowns • Heavy duty waste bags
Cleaning agents Enhanced Cleaning Have you confirmed that that all cleaning and disinfectant products used at the hotel are sufficient to neutralize the COVID-19 virus?	Answer: **Yes | 100%** Fulfilled criteria: • Cleaning and disinfectants used for cleaning surfaces have been confirmed to neutralize the COVID-19 virus • The hotel follows manufacturer instructions for dishwashing and laundry equipment including proper temperature and detergent guidelines • The hotel regularly tests pools and hot-tubs to confirm and adjust chlorine levels
Ventilation Enhanced Cleaning Is the hotel well ventilated?	Answer: **Yes | 100%** Fulfilled criteria: • The hotel is well ventilated • Ventilation and air conditioning units are operated as per manufacturer instructions • Filters are changed regularly • Filters are high efficiency • Indoor air is exchanged at an adequate replacement rate (minimum 6 per hour for guest rooms and 8 per hour for dining areas)

Detailed Assessment Results

Question List

Question Description	Criteria
Safe hygiene Safe Hygiene Does the hotel practice safe hygiene?	Answer: **Yes | 100%** Fulfilled criteria: • The hotel follows government regulations on safe hygiene practices • Frequent hand washing is promoted • Hand sanitizer stations are provided throughout the hotel • Tissues and disposal bins are provided throughout the hotel • Touchless services are offered where possible • Handling of objects by multiple guests is avoided where possible
Hygiene messaging Safe Hygiene Are guests and staff reminded of safe hygiene measures?	Answer: **Yes | 100%** Fulfilled criteria: • The hotel advises guests of its hygiene recommendations prior to arrival if possible and at the latest immediately upon arrival • The hotel promotes proper cough etiquette among staff and guests: coughing and sneezing into tissue which is immediately disposed of (then immediately washing hands) OR if unavailable into bent elbow • The hotel encourages guests and staff to wash hands frequently with soap and water for 20 seconds, or if not available, hand sanitizer • The hotel advises guests and staff to refrain from touching their eyes, nose and mouth
Hygiene signage Safe Hygiene Has the hotel installed signage to remind guests of safe hygiene measures?	Answer: **Yes | 100%** Fulfilled criteria: • Signage can be seen when entering and leaving the hotel • Signage can be seen when entering and leaving all restaurants and bars • Signage can be seen when entering and leaving all public bathrooms • Signage can be seen in lobby • Signage can be seen inside every elevator
Hygiene supplies Safe Hygiene Does your hotel have adequate supplies to prevent transmission and maintain safety of guests and staff?	Answer: **Yes | 100%** Fulfilled criteria: • Soap and water • Hand sanitizer • Disinfection wipes • Tissues • Hands-free waste bins • Disposable face masks for guests and staff upon request • Face masks, personal hand sanitizer and tissues will be provided to each guest upon check-in

Detailed Assessment Results

Question Description	Criteria
Dispensers Safe Hygiene Does the hotel provide soap and disinfectant dispensers, tissue dispensers and paper towels?	Answer: **Yes | 100%** Fulfilled criteria: • Disinfectant gel dispensers are installed in all public and staff restrooms • Disinfectant gel dispensers are installed at all hotel entrances • Disinfectant gel dispensers are installed at all entrances to dining halls, restaurants and bars • Soap dispensers are available in all bathrooms • Soap and disinfectant solution volumes are maintained regularly • Tissue dispensers are provided in all bathrooms with waste bins • Hand dryers or paper towels are provided in every public and staff restroom • Soap and disinfectant dispensers, tissue dispensers, and hand drying equipment are regularly checked for proper functioning • Defective equipment are replaced or repaired immediately

Detailed Assessment Results

Question List

Question Description	Criteria
Physical distancing Physical Distancing Are you implementing physical distancing measures at your hotel?	Answer: **Yes | 100%** Fulfilled criteria: • Hotel follows government regulations for physical distancing • Direct physical contact is avoided wherever possible • A safe amount of space is provided between people in common areas • People are physically separated through glass or other barriers where needed • Contactless services are offered where possible
Physical Distancing signage Physical Distancing Has the hotel installed signage to remind guests of physical distancing measures?	Answer: **Yes | 100%** Fulfilled criteria: • Physical distancing signage is clear to understand • Signage is located at locations where physical distancing measures are implemented
Safer dining Physical Distancing Does the hotel ensure sufficient spacing between guests in restaurants and bars?	Answer: **Yes | 100%** Fulfilled criteria: • A maximum of 4 persons per 10 square meters is maintained in restaurants • Space between tables is enough to ensure that distance from back of one chair to back of another chair is 1 meter or more • The hotel encourages and is well equipped to provide in-room dining options to guests • The hotel does not provide self-service buffets
Contactless check-in Physical Distancing Does your hotel have a contactless check-in process available and contactless payment methods?	Answer: **Yes | 100%** Fulfilled criteria: • A contactless check-in process is available • The process is promoted and outlined to guests prior to arrival • Contactless payment methods are available at bars, restaurants, giftshops and other pay points
Transportation risk Physical Distancing Can guests reach your hotel from the airport using private vehicles instead of public transportation?	Answer: **Yes | 100%** Fulfilled criteria: • The hotel encourages the guest to take private rather than public transportation from the airport to the hotel • A private shuttle service from the airport to the hotel is available • The private shuttle service is free of charge • The hotel ensures the shuttle service company implements safe hygiene, cleaning, and physical distancing measures
Unsafe Travel Physical Distancing Does the hotel discourage staff and guests from travelling to unsafe areas?	Answer: **Yes | 100%** Fulfilled criteria: • Policies are established that limit or restrict staff travel to regions that are a high COVID-19 risk • Guests are informed of regions within the country or neighboring countries that are a high COVID-19 risk

Detailed Assessment Results

Question List

Question Description	Criteria
Response Regulations Response Plan Is the hotel following or prepared to follow government regulations that impact how to respond to an infected guest or staff at the hotel?	Answer: **Yes | 100%** Fulfilled criteria: • The hotel follows government regulations on how to respond to an infection at the hotel • The hotel regularly checks for updates to government regulations and changes response plans accordingly
Notification Response Plan Do you encourage staff and guests to notify hotel management of COVID-19 symptoms?	Answer: **Yes | 100%** Fulfilled criteria: • Staff will notify management when flu like symptoms develop • Staff will discretely notify management of potentially sick guests • Guests are reminded that they need to inform front desk by phone from their guestroom if they are feeling ill or if they have been in close contact with someone confirmed or suspected of being infected • Contacts are provided to guests so they may contact/notify the health authority themselves
Symptomatic staff Response Plan Has the hotel established protocols for handling of a staff member with COVID-19 symptoms?	Answer: **Yes | 100%** Fulfilled criteria: • The hotel has policies in place to ensure staff stay at home (and seek medical assistance if needed) if they have COVID-19 symptoms • If at the hotel, a staff member with COVID-19 symptoms will be told to stop work immediately and go home • The hotel helps the staff arrange private transportation instead of public transportation where they could infect others • Medical assistance for the staff member will be sought if needed • If unable to travel home, the staff member will be isolated in a room as medical assistance is planned • The staff member will be provided with a face mask which should be kept on until the staff is safely home • The staff's work area will be disinfected • The hotel will regularly monitor the staff member through mobile call or other remote communication • Ensure staff is cleared by a medical professional prior to returning to work

Detailed Assessment Results

Question Description	Criteria
Symptomatic guest Response Plan Does the hotel have procedures for handling of a guest with symptoms of COVID-19?	Answer: **Yes | 100%** Fulfilled criteria: - A symptomatic guest is advised to stay in their room and self-quarantine - Contact between guest and staff or other guests is kept to a minimum - The symptomatic guest is provided with face masks and tissues - The guest is reminded of proper hygiene, cough and sneezing etiquette - The hotel coordinates medical assistance and transportation to a medical facility if needed - Management of the guest, including movement to a medical facility follows instructions from the local health authority
Caring for infected guests Response Plan Is the hotel prepared to care for a guest suspected of having COVID-19 should medical facilities be unavailable?	Answer: **Yes | 100%** Fulfilled criteria: - The hotel will attempt to arrange care for the guest if medical facilities are unavailable - A room will be provided to isolate the guest - Visitors to the isolation room will not be allowed unless necessary - The hotel will arrange for doctor visits to avoid the need for the guest to travel to a doctor's office - Food will be served to the room - The symptomatic guest will have a bathroom reserved for them only - The guest will be provided with tissues and face masks to be worn when traveling outside of their room or when others are entering their room - Any staff who come near the symptomatic guest will follow enhanced hygiene protocols and wear PPE - The isolation room will be equipped with areas to put on and take off/dispose of PPE - Only one staff member will enter the area of the guest
Medical expert Response Plan Do you have access to a medical expert for advice on COVID-19 response?	Answer: **Yes | 100%** Fulfilled criteria: - Contact with a medical professional has been established to provide advice on COVID-19 planning and response - The hotel can secure medical consultations for staff and guests within a short time-frame

Detailed Assessment Results

Question Description	Criteria
Reporting infection Response Plan Have procedures been established for informing relevant stakeholders of a confirmed COVID-19 infection at the hotel?	Answer: **Yes | 100%** Fulfilled criteria: • There are procedures for informing the health authority of a COVID-19 infection • There are procedures for informing all staff of a COVID-19 infection • There are procedures for informing all guests and potential guests of a COVID-19 infection • There are procedures for informing the general public of a COVID-19 infection
Contact Tracing Response Plan Does the hotel help health authorities contact tracing efforts?	Answer: **Yes | 100%** Fulfilled criteria: • Confirmed or suspect case guests are asked about anyone they may have been in 'close contact' with beginning 2 days prior to symptom onset • If possible, the hotel collects name, phone number, address and date of exposure of close contact • The hotel coordinates with health authorities • The hotel staff interviews confirmed or suspect case guests over the phone or similar
Suspending Bookings Response Plan Is the hotel prepared to suspend bookings if COVID-19 cases are confirmed at the hotel?	Answer: **Yes | 100%** Fulfilled criteria: • The hotel has clear guidelines for when bookings should be suspended, i.e., a case is confirmed of current guest, past guest, staff • The hotel stays up-to-date on government requirements for when to close the hotel • Procedures for suspending bookings are established, i.e., advising travel agencies, updating booking sites, signage at hotel • The hotel communicates suspension of bookings to all future guests who have already made reservations

Terms and Conditions of Use

General Provisions

The "Hotel Resilient" COVID-READY certification and all related IP is owned entirely by Hotel Resilient Certifications UG (haftungsbeschränkt), herein also referred to as "Hotel Resilient", which is an entity duly registered in the Federal Republic of Germany under registration no. HRB 736873. "Hotel Resilient Intellectual Property" refers to all materials, processes, tools, products, services, creations, trademarks, patents belonging to Hotel Resilient Certifications UG (haftungsbeschränkt). "Hotel Resilient Web Application", herein also referred to as the "Website" is the application software accessed by the user through a web browser delivering all of the Hotel Resilient Intellectual Property, including the COVID-READY Certification, herein also referred to as the "Certification".

The COVID-READY Certification is granted based on a review of key information provided by an authorized representative of herein also referred to as the "Member", by completing a Self-Assessment delivered through the Hotel Resilient Web Application. The Member declares that all materials submitted in support of the Certification Application are true, complete and accurate to the best of the Member's knowledge. The Member further confirms these materials are genuine and representative of actual conditions of at the time of submitting the Certification application. Any false statement may result in immediate denial or revocation of the Certification.

The COVID-READY Certification is directed exclusively at enterprises within the meaning of the German Civil Law Code § 14 BGB, i.e. natural or legal persons or partnerships with legal capacity. Only these are users within the meaning of these Terms and Conditions. In this respect, , herein also referred to as the "Member" declares that use of the Certification is solely attributed to commercial or self-employed professional activity. Furthermore, as a condition of use, promises not to use the COVID-READY Certification, for any purpose that is unlawful or prohibited by these Terms or any other purpose reasonably intended by Hotel Resilient. By way of example, and not as a limitation, agrees not to use the services to:

- Abuse, harass, threaten, impersonate, or intimidate any person, including Hotel Resilient's principals, employees, partners, suppliers and users.
- Use certification for multiple properties
- Copy, adapt, or make use of the information on the Application or Website to assist a competing business or attempt to reverse-engineer the technology.
- Hotel Resilient reserves the right to terminate the Certification for infringing on these Terms.
- Hotel Resilient reserves the right to change, limit, or discontinue any aspect, content or feature of the Certification, at its sole discretion.
- Hotel Resilient may change these terms and conditions from time to time. Any updated versions will be posted on our website. Please review them regularly.

The use of the the COVID-READY Certification by is subject to the following conditions:

- The COVID-READY Certification can only be used and displayed if the Member has an active membership with Hotel Resilient which entitles the Member to rights of use of the Certification for the validity period of the Certification.
- The Membership commences when the user agrees to the Terms of Use of Hotel Resilient, pays the membership fee and applies for Membership and/or Certification on the Website. The Membership Period and Fee shall be set and adjusted at the sole discretion of Hotel Resilient.
- The Member understands that the Website is merely the means by which Hotel Resilient is providing the Services. The Member also understands that Hotel Resilient has developed particular processes and tools that embody the Services it provides.
- The Member understands and agrees that the use of the Website is intended to assist a Member in relation to a specific Accommodation Services facility for which the Member is providing data regarding the nature, operations, processes, or other aspects of the Accommodation Services facility.

- The Member consents to the collection, use, and storage of data by Hotel Resilient for the limited purpose of providing an assessment for the User.
- The Member warrants to the truth, completeness and accuracy of the data being provided in the process of Self Assessment, and that they are authorized to provide such data to Hotel Resilient.
- The Member further warrants that all materials submitted in support of the Certification are genuine and representative of actual conditions of at the time of submitting the Certification application.
- The Member understands that any false statement may result in immediate denial or revocation of the Certification.
- The Member recognizes that while the Website, its underlying processes and tools, have been developed in good faith and as a reasonable means of providing information, guidance, and assistance to the Member, there are inherent limitations in providing an assessment through the Website, based on claims made by the Member, and any certification arising therefrom. The Member accepts that Hotel Resilient does not warrant as to the accuracy, veracity, or reliability of a certification that is issued through the use of the Website, its underlying processes and tools, and Hotel Resilient assumes no liability from such.
- The Member holds Hotel Resilient, its principals, officers, shareholders, representatives, employees, contractors, and agents free from any liability arising from the use of the Website, its processes and tools, the assessment it provides, and the certification that may be issued, unless such liability arises from gross negligence or willful misconduct.
- The use of the Website and meeting the criteria provided therein entitles the Member to an Assessment Certificate which indicates the name of the Accommodation Services facility, and the terms and conditions of the assessment as stated herein, among others.

Limitation of Liability

With regard to the Hotel Resilient Application, Website and Software, in no event will its licensors be liable for any indirect, incidental, consequential, special or punitive damages of any kind or nature, including but not limited to loss of profits or loss of data, for any reason whatsoever, whether such liability is asserted on the basis of contract, tort (including negligence or strict liability), or otherwise, even if its licensors have been warned of the possibility of such loss or damages. The limitations and exclusions of liability above also apply to the personal liability of the employees, workers, representatives, guests, organs and agents of the Member.

The User warrants to hold Hotel Resilient free from any liability pertaining to third parties:
- Regardless of whether such third party relied on the Self-Assessment or assessment from Hotel Resilient and incurred damage, whether direct or indirect, from an event for which the Self-Assessment or assessment was issued.
- Regardless of whether the User was covered or not by adequate insurance to compensate third parties against damage, whether direct or indirect, from an event for which the self-assessment or assessment was issued.
- When the third party was contracted to serve as an online payment service, and such liability arises from the use of such service.

Any limitation from liability in these Terms and Conditions extends to any and all costs, claims, demands, damages, settlements, attorney's fees, judgments, among others, and to all principals, officers, shareholders, employees, representatives, contractors acting for and on behalf of Hotel Resilient, except in cases of gross negligence or intentional misconduct.

Data Privacy

The User agrees and consents to the Data Privacy Policy of Hotel Resilient.

Intellectual Property

The User acquires no intellectual property rights to Hotel Resilient Intellectual Property and is merely permitted the use of such Service. Hotel Resilient waives no rights as regards its intellectual property. The permission to use must not be construed as a grant or cession of the rights holders' intellectual property. Any unauthorized use by a contracted party, or a use by a third party, shall be deemed a violation and infringement of said rights holders' intellectual property, which reserves all rights to enforce the same. Hotel Resilient Intellectual Property shall not be copied in any physical, electronic, digital, or other format, or used in any way other than as permitted by Hotel Resilient.

Forum

Hotel Resilient reserves the right, from time to time, to amend the provisions in these Terms and Conditions. It undertakes to duly notify relevant parties of such amendments and provide a mechanism for such parties to consent to such. Any claims that may arise from the foregoing shall be brought before the appropriate courts in the Federal Republic of Germany.

Digitally sealed by Hotel Resilient Certifications UG
(haftungsbeschränkt)

Date: 07/26/2020 UTC