

# Soulful Hospitality.

## Creating safe sanctuaries.

Here at edyn, our properties are designed for autonomous living. Now more than ever, we're focused on creating safe sanctuaries for our guests and team. That's why we've introduced extra safety and hygiene measures in response to COVID-19.

### We've got official backing



#### 'Safe Place to Work and Visit' – Common Sense Compliance

Thanks to our new policies, procedures, checklists and training, we've been named a 'Safe Place to Work and Visit' by the international health and safety auditor.



#### 'Stay with Confidence' – ISAAP

We're a compliance-assured provider with a 'Stay with Confidence' badge, because we meet ISAAP's regulations and best-practice standards of safety, security and duty of care.



#### 'We're Good To Go' – Visit Britain

This official UK mark signals that we follow government and industry COVID-19 guidelines and have a process for maintaining cleanliness and aiding social distancing.

### We practice social distancing

- We ask everyone in our properties to stay two metres apart
- Only people from the same household should use a lift together
- We've cleared walkways to make space for people to pass safely
- Where possible, we're leaving doors open to minimise touch points

### We keep it clean

We clean frequently touched surfaces in communal areas regularly (every 30 minutes during the day and hourly between 10pm and 7am), including:

- Doors to apartments
- Corridors (hand-sanitising units, door handles, banister rails)
- Co-working areas (desks and chairs)
- Furniture (indoor and outdoor)
- Gyms and fitness areas (door handles, equipment, sanitiser stations, water machines)
- Lifts (fully sanitised inside and out)
- Meeting areas (desks, chairs, door handles, crockery and cutlery, jugs and flasks)
- Toilets (door handles and panels, taps, flushes, soap dispensers, counter tops)

- Reception and lobby areas (sanitiser stations, door handles, pens, key cards, front desk, lift buttons)
- Staff equipment (computers, PDQ machines and front-desk phones)

When we clean apartments, we're paying extra attention to:

- Kitchen appliances
- Cutlery
- Doorknobs
- Light switches
- Plug sockets
- Safes
- Toilet roll holders
- TV remotes
- Window handles

## **Our teams are vigilant**

You can rely on every member of our team to follow and enforce our health and safety guidelines, including:

- Wearing protective gear, including disposable gloves, aprons, and reusable face coverings for housekeepers
- Washing hands regularly
- Minimising guest contact while always being welcoming
- Limiting the number of people we show to apartments
- Avoiding crossing corridors where guests pass
- Flagging bookings from high-risk countries
- Recording time and level of cleaning in each area
- Using personally allocated equipment, which is cleaned before and after use
- Tidying away materials or debris and keeping all entries and exits clear
- Dusting rooms top-to-bottom with the recommended microfibre cloth
- Thoroughly cleaning and disinfecting all surfaces
- Keeping hand-sanitising gel on housekeeping trollies
- Displaying visible signs when mopping
- Double-bagging all used PPE and storing for 72 hours before disposal

## **We make check-in stress-free**

We're making our front desks safe by:

- Making disposable face coverings available to everyone
- Setting up sanitiser stations at all entrances
- Introducing measures to enforce social distancing, such as protective screens, floor markers and queue barriers
- Encouraging self-check-in where possible to minimise contact
- Having keys deposited in a jar and sanitising before reuse
- Suspending luggage storage and instead offering early check-in where possible
- Asking guests to email our reservations team for stay-extensions rather than visiting front desk
- Limiting the number of people behind the desk in line with social distancing guidelines
- Cleaning all equipment at the beginning and end of each shift

## **We've changed the way we operate**

- We're offering no-touch housekeeping, where cleaning products and linen are left outside the door
- Guests staying seven nights or longer can decide if they want a weekly clean
- We only do weekly cleans when guests have left their room
- Our restaurants and bars are open in line with UK Government guidelines, so they might be offering a different service to usual

- Feel free to use our co-working spaces, as long as you socially distance
- Our gyms are open – please speak to our team to book a slot
- We've dedicated rooms for sales show-rounds, which we clean regularly

## **Our Global Supply Chain have our back**

We're working closely with our Global Supply Chain to keep our properties safe, including:

- Asking them to detail their health and safety procedures as part of our Global Partner Agreement, including compliance with local and national laws
- Ensuring each of our partners detail individual COVID prevention procedures to guests ahead of their stays

## **We know what to look for**

We're making our teams and partners aware of COVID-19 symptoms. We look out for:

- Cough (any kind, not just dry)
- Loss of taste and smell
- Shortness of breath
- Breathing difficulties
- Fever (+38 degrees Celsius) or chills
- Fatigue
- Headaches
- Sore throat
- Aches and pains

Precautions we take include:

- Asking anyone with symptoms to self-isolate for 14 days
- Asking anyone living with someone self-isolating or awaiting COVID-19 test results to restrict their movement for 14 days
- Introducing temperature-checking equipment at all our properties to assess guests' health if they are feeling unwell
- Following government guidelines if there's a case of COVID-19 in an apartment
- Being mindful that it can take up to 14 days for symptoms to appear and COVID-19 can be spread by those not showing symptoms