



# #DoingMyPart

Biografy Group • Paris

In Biografy Group hotels, it is our belief that we all have within us the resources, imagination and ability to do our part, even as the world changes. We are committed to shouldering our role as a responsible hotelier to the best of our abilities and to welcoming you safely at our hotels during this singular period.

All our teams are mobilised daily to hone and enforce our new health safety protocols and implement the latest recommendations for hygiene and cleaning at our hotel.

We have therefore made it a point of honour to ensure you have access to all relevant information during your stay with us, so you may act individually and contribute at your own level to the safety of all.

Below, you will find a full description of our special COVID-19 hygiene protocol. If you have any questions or require assistance of any kind, our staff is at your disposal.

Your safety and that of our employees is our number one priority.

Enjoy your stay with us.

# COVID-19 SPECIAL HYGIENE PROTOCOL

## 1. Code of conduct for our customers

In order to prevent the spread of the virus, we ask you to take note of the following:

- Please respect physical distancing from other clients and staff members.
- Comply with barrier gestures<sup>1</sup> in public spaces: cough into your elbow, no hugging.
- Wash your hands thoroughly several times a day; this is essential to limit the spread of disease.
- Use the hand sanitizer available in the common areas of the hotel.
- Masks should be worn in the common areas of the hotel where physical distancing is not possible. If you do not yet possess this must-have accessory, we can provide approved single-use masks.
- Supervise your children carefully to maintain physical distance and avoid interactions.
- Follow appropriate check-in and check-out arrangements to avoid crowding at the reception desk.
- We will contact you to ascertain your arrival time; this helps us limit overflow.

## 2. Code of conduct for our teams

The hotel business requires strict adherence to standards to which all members of our staff are trained. Our hygiene measures have been considerably reinforced and adjusted to the health crisis we are currently experiencing. Continuous training and monitoring of all our employees ensure that these measures are applied and monitored. These include:

- Appointment of a referee at our establishment whose role is to oversee proper implementation of protective measures, training of personnel and monitoring of compliance.
- Our personnel are equipped with masks, gloves and hand sanitizer, available at various strategic points along their route.

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<sup>1</sup> Barrier gestures are a set of hygiene practices that scientists have determined reduce the circulation of virus particles.

- We provide our cleaning teams with all the individual protective equipment essential for their safety (gloves, gowns, masks).
- Our teams are trained in barrier gestures. They make sure to wash their hands as regularly as possible and after each interaction. The hand washing ritual remains essential at each key moment of the day; starting work, returning from a break, gestures linked to their duties (washing something in the room, taking food out of cold storage, beginning table service, carrying suitcases), as well as at the end of the day.

### 3. Room Cleaning

We disinfect all points of contact with products from the Oxivir range distributed by Diversey. This cleaner is suitable for all types of surfaces and is widely used in care homes and hospitals.

All washrooms are disinfected with Taski Sani 4 in 1 from Diversey.

We remove all non-essential objects in common areas and bedrooms (decorative cushions, rugs, pens...). Objects that remain are disinfected for each new guest.

Cleaning equipment is changed for each room, notably wipes and microfibre cloths.

Each room is blocked and left unoccupied for 24 hours after a client's departure (subject to availability).

Linens are disinfected, as are the laundry and linen facilities.

### 4. Cleaning of common areas

We disinfect all points of contact in our common areas six times a day (twice in the morning, twice in the afternoon, twice in the evening), using the Diversey brand product, Oxivir. This cleaner is suitable for all types of surfaces.

We disinfect all common sanitary facilities six times a day (twice in the morning, twice in the afternoon, twice in the evening), using the Taski Sani 4 in 1 product from Diversey. This cleaner is specifically designed for the cleaning and maintenance of washrooms.

Staff in charge of cleaning are equipped with gloves and masks.

The keys for each room are cleaned before and after each handling.

## 5. Hygiene standards and safety measures in the restaurant room

When preparing any service, our employees always wear masks where social distancing cannot be observed.

When setting up tables, a minimum distance of at least 1 metre is maintained, except for single groups of 10 persons maximum.

The circulation patterns and situation of tables and buffets are organised in such a way as to maintain safe distances at all points.

Foodstuffs presented in buffets are protected and cutlery is used by only one person.

At the reception desk and for room service, our staff wear masks throughout the service.

Our employees are required to wash their hands or use hand sanitizer before handling clean dishes and utensils, after bussing or checkout, and every hour.

Upon entering the establishment, guests are invited to clean their hands with hand sanitizer.

Guests are placed quickly to avoid queues.

Menus are designed for non-shared use, either delivered by QR Code, via an application, or as single-use paper printed on plain paper.

Table service with the customer in a seated position is preferred, and customers are asked to avoid changing places or moving around during their meal. If they must circulate, the customer is required to wear a mask. We have masks available for clients who do not have one.

Payment at the table via contactless payment, or payment by telephone etc. are preferred.

## 6. Hygiene standards in the kitchen

During meal preparation, each person must wear a protective mask and a hat. Scheduling and monitoring of the cleaning and disinfection plan for surfaces and all work equipment, in compliance with Diversey's method sheets are reinforced.

All contact points are disinfected at the same time.

Each person in the kitchen washes their hands every 30 minutes and before handling clean dishes or utensils.

A sufficient number of non-manually operated waste bins are provided and are emptied regularly.

Clean crockery and utensils are stored in a location free from contamination.

The hotel reserves the right to relocate a guest to another hotel in the Biografy collection, depending on demand and available services.

This document will be updated regularly in accordance with government announcements.