





# **OUR HEALTH AND SAFETY COMMITMENTS**

Our Relais Spa, Residhome and Séjours & Affaires teams are fully committed to ensuring total compliance with the necessary regulations to ensure our clients and employees stay safe.

We have implemented very strict health and safety and cleaning rules together with our partners in order to guarantee everyone's safety.

## HEALTH AND SAFETY RULES Impeccable cleanliness • Posters about good hygiene practices and the client management process. Hand sanitiser available at the entrances to various areas. **OUR TEAMS** Detailed information about health measures in the health guide. Commitment for all Implementation of a health Hands shall be washed often. protocol/health guide. Cleaning and disinfection · Point of contact to control best rules - specific protocol for cleaning practices. companies. • Training teams on health • Cleaning work clothes. processes. • Laundry storage. • Social distancing within teams. Surfaces, objects and equipment • Employees shall wear masks. cleaned often. • Implementation of new rules for Use of cleaning products that check-in and check-out. conform to standards. **PAYMENTS** Encourage payment by card. **HANDLING GOOD HYGIENE PRACTICES** SUSPECTED CASES

# Instructions are displayed in all living areas

- Distancing rules are respected and formalised.
- Physical barriers in receptions (floor markings, etc.)
- Hand sanitiser available at client and staff entrances.
- Capacity limited in various areas.

#### All employees showing symptoms will be sent to their occupational health doctor or general practitioner.

- Disinfection of any areas visited by the
- People who have been in contact with the employee are informed.
- Employees have their temperature taken if necessary.







# HEALTH REGULATIONS ARE ESSENTIAL FOR EVERYONE DURING YOUR STAY.



# **YOUR ARRIVAL**

- ✓ Wearing a mask is compulsory
- ✓ Signs and arrows facilitate physical distancing
- ✓ Hand sanitiser available
- ✓ Plexiglas shields at reception / Check in: no direct contact
- ✓ Reception staff trained in health regulations
- ✓ Credit card payments preferred



# **COMMUNAL AREAS**

- Wearing a mask is compulsory
- ✓ Signs and arrows facilitate physical distancing
- ✓ Hand sanitiser available
- ✓ Preventive measures displayed
- ✓ Lift: limited number of people
- ✓ Fitness room, pool, relaxation area:
  limited capacity or closure
  Cleaning carried out according to current health regulations



#### YOUR ROOM

- Cleaning carried out according to current health regulations
- ✓ Specific cleaning-company protocol
- ✓ Documentation removed and now available at reception



### **BAR - RESTAURANT**

# CLOSED

- ✓ Takeaway (according to residence):
- breakfast
- meals (for certain residences with a restaurant)
- specially adapted buffet, individually wrapped products...

#### WHEN OPEN

- ✓ Wearing a mask is compulsory while moving around
- ✓ Signs and arrows facilitate physical distancing
- ✓ Hand sanitiser available
- ✓ Limited contact during room service
- ✓ Cleaning carried out according to current health regulations



### YOUR DEPARTURE

- ✓ Wearing a mask is compulsory
- ✓ Signs and arrows facilitate physical distancing
- ✓ Hand sanitiser available
- ✓ Plexiglas shields at reception / Check out: no direct contact















