

## **HEALTH & SAFETY POLICY STATEMENT**

The policy of “Corner Hotel” and the restaurant “Element” is to ensure health, safety and welfare of all their staff, visitors, contractors and other members of the public, who may be affected by our business operations.

The hotel aims to provide and maintain the highest health and safety standards in accordance with the environmental legislation and regulations.

Health and safety management is the core of the general management function. The General Manager together with the management team has the responsibility to ensure health and safety of all employees, customers and other people, while making available all the necessary information, instructions, trainings and supervision.

It is the responsibility of each employee to take care of their own and other people’s welfare, and everyone at the hotel is encouraged to report any situation which may cause a threat to the wellbeing of a person.

The primary objectives of this policy are:

- To ensure the constant monitoring of all locations through risk assessment.
- To implement relevant preventive measures in order to ensure safe working conditions as well as safe and suitable maintenance of the equipment.
- To investigate all accidents and develop action plans to prevent reoccurrences.
- To ensure comprehensive training of the staff in order to enable them to exercise their responsibilities and undertake all the assigned tasks in a safe way.
- To inform our employees, customers and suppliers on our policy to make them aware of their individual health and safety obligations.

This policy will be reviewed regularly to ensure its relevance and suitability to the company’s activities and its compliance with all the relevant environmental legislation and regulations.

## **HEALTH AND SAFETY POLICY DURING THE COVID-19 PANDEMIC**

### **KEEPING DISTANCE**

We have installed a security shield between the reception staff and the guests and we regulate guest flows in the restaurant, conference halls and common use areas to ensure a safe distance between individuals.

Guests are highly encouraged to keep a safe distance of 1 meter while using the elevators.

In the restaurant, guests are seated keeping the distance of at least 2 meters between the tables.

### **COMMON USE SPACES**

At each entrance, at the reception and in common use areas, we make it possible for the guests to disinfect their hands by providing disinfectants and proper hand disinfection instructions.

All surfaces (door handles, elevator buttons, light switches, tables, chairs, handrails) are cleaned on a regular basis and disinfected with an antiviral-active biocide.

We regularly ventilate the premises and ensure periodic cleaning of the ventilation systems.

## **RECEPTION**

Guests are greeted verbally, and the staff is informed accordingly that during the quarantine and / or epidemiological situation, it is forbidden to shake hands or hug.

At the main entrance, at the reception, in the elevator and in other places we have clearly visible instructions on hygiene standards, hand disinfection, coughing and sneezing etiquette.

Guests are highly encouraged to pay in the contactless manner to minimize potential risks.

Room keys are thoroughly disinfected after each use.

We encourage our guests to wear a protective face mask and give them an opportunity to purchase personal protective equipment - disposable gloves and medical masks.

The staff is thoroughly familiarized with the safety measures applied in the hotel. Upon receiving an inquiry directly or by phone, email or external booking channels, verbal or written forms are used to inform the guests accordingly about the safety measures applied.

## **ACTIONS IF CASE OF COVID-19 IS SUSPECTED AND / OR APPROVED, SELF-ISOLATION CONDITIONS**

We have created safe conditions for the guests in self-isolation. Persons accompanying the guests are accommodated in the same room. Contact of staff with a guest in self-isolation is limited; food and necessary supplies (bed linen, towels, etc.) are left at the door. If necessary, the staff communicates with guest observing the 2 meter distance, using personal protective equipment (a medical mask, gloves), and the interaction is limited to 15 minutes.

Guests and the staff members are instructed to inform the receptionist / line manager if they experience any symptoms of COVID-19 or the flu / cold. All security measures are taken immediately, incase such information is received.

If a guest or a staff member experiences symptoms of COVID-19 or flu / cold, a medical mask is mandatory.

The guest is being isolated immediately. The same conditions apply for the guest staying in the same room together with a potentially infected guest.

The guest is encouraged to monitor his/her health condition constantly and, if necessary, to call an ambulance. To call an ambulance, dial 112. To call Coronavirus hotline, dial 1808.

If a staff member is potentially infected, he/she is immediately replaced. It is recommended to monitor his/her health condition carefully, and if necessary, to call an ambulance or Coronavirus hotline.

The colleagues, who had contact with a potentially infected employee, are informed about the case and replaced immediately. They must isolate themselves in accordance with the current recommendations, monitor their health, and call an ambulance or Coronavirus hotline if necessary.

## **HOUSEKEEPING**

All surfaces in the room are disinfected and cleaned after the room is ventilated for at least 20 minutes.

The occupied rooms are cleaned and disinfected with neutral cleaning agents.

After departure, the room is ventilated and cleaned as late as possible after the guests' departure; disinfection and cleaning are carried out according to the advanced cleaning procedures.

We pay special attention to light switches, door handles, air conditioners and TV remote controls, and other frequently touched surfaces.

Bed linen and towels are changed after check-out or at the guests' request immediately. Bed linen and towels are washed at a high temperature, ensuring optimal disinfection.

Bathrooms are cleaned with antivirus biocide including the door handles, flush buttons and other surfaces. Personal protective equipment is handled as high-risk waste.

### **CATERING AND SUPERVISION OF THE CONFERENCE ROOMS**

Safe food supply is ensured in accordance with the requirements of the WHO and the Ministry of Health of the Republic of Lithuania in restaurants and conference halls.

To avoid crowding in the restaurant we use pre-arranged schedule. According to the local restrictions, food could be prepared only for take-away.

Guests are highly encouraged to pay in contactless manner to minimize potential risks.

Sugar, salt, honey, etc. are served in disposable packages in the restaurant, conference halls and rooms.

We ensure routine disinfection and cleaning of tables, chairs, chair armrests and other touched surfaces and pay a special attention to the common use surfaces at the restaurant and bar.

Proper ventilation is installed, and periodic cleaning of the ventilation systems is maintained.

### **WORKPLACE SUPERVISION**

We disinfect the surfaces at all workplaces and storage areas designated for keeping staff belongings. Housekeepers wear personal protective equipment during the cleaning.

Every team member is thoroughly and regularly familiarized with the safety measures, hygiene, hand disinfection, coughing and sneezing etiquette, and procedures of responding to possible COVID-19 disease.

**Your safety is our priority**

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