

Novotel London West

Protocols & Response Plan 2020



- Novotel London West has achieved “safe” certification with the following Organisations:



ACCOR



MIA



VISIT BRITAIN

- The Novotel London West team are fully trained on Accor’s enhanced Safety & Hygiene procedures.
- Enhanced protocols are in place for the following areas:
 - Cleaning & Hygiene
 - Distancing
 - Event Capacities
 - Communication to customers & venue staff
 - Tracing
 - Health & Safety
 - Risk assessment management & policies
 - Contingency planning
- Venue’s contractual terms & conditions updated with mutually applicable Covid-19 clauses.
- Virtual appointments & site visits available
- Hybrid Event Solutions available via onsite AV supplier – Euro Presentations
- Guests encouraged to wear masks onsite.
- The hotel team will be wearing masks at all times & gloves where appropriate.



ENHANCED RECEPTION and LOBBY CLEANING



BEFORE CLEANING

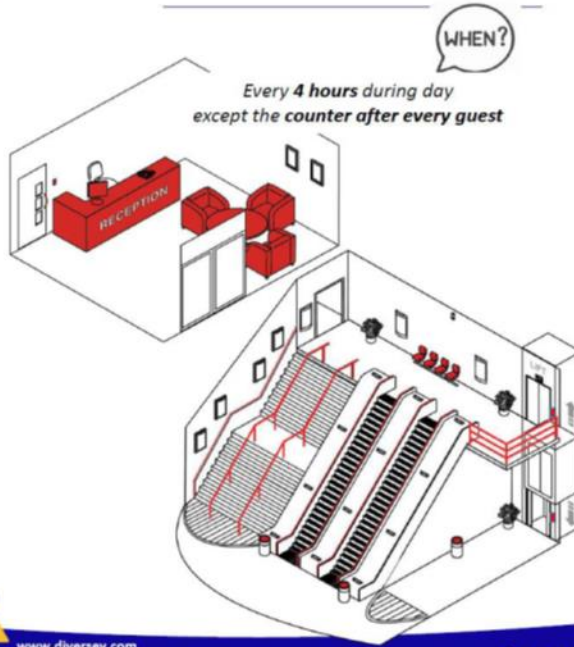
- 1 Sanitize hands
- 2 Wear gloves

Oxivir Excel*

Dosage: 2%
Contact time: 5min

1 push of 10ml for Oxivir Excel 500 ml spray bottle

1 yellow microfiber cloth



Key high touch points

- Armchairs
- Pens
- Coffee machines/
Water fountain
- Phone
- Door handles
- Room key card
- Hand rails
- Tables
- Lift button
- Trash bin
- Mobile phone
- Vending machine
- Credit card machine

AFTER CLEANING

- 1 Dispose dirty cloths into the laundry bag
- 2 Discard used gloves
- 3 Sanitize hands

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Check SDS for detailed information
<http://sds.diversey.com>

* DO NOT APPLY TO FRAGILE MARBLE, BRASS, COPPER SUPPORTS

Key Protocols:

- Daily cleaning schedule including all key high touch points.
- Touchless sanitiser dispensers throughout all public spaces.
- Plexiglas fitted on reception desks.
- Contactless check in/checkout available.
- Distancing floor markings & directional signage in place.
- Onsite communication: “Whatsapp” utilised for all requests.
- Recommended guidelines for lift usage in place.





ENHANCED RESTAURANT & BAR CLEANING



BEFORE CLEANING

- 1 Wash hands
- 2 Wear gloves



SURE Cleaner Disinfectant / Suma Bac D10

Dosage: 0,5%
Contact time: 1min

Dosage: 1,5%
Contact time: 5min

Yellow Suma Lavette to clean and disinfect
Blue Suma Lavette to rinse

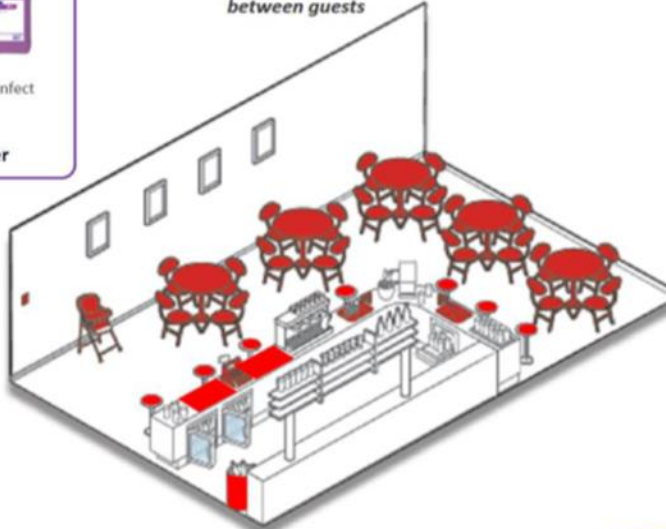
Rinse thoroughly with clear water

Oxivir Excel Foam* ONLY FOR SNEEZE GUARDS

Dosage: Ready to use
Contact time: 30 seconds

Yellow Suma Lavette

WHEN?
After every service /
between guests



Key high touch points

- Sneeze guards
- All handles (not only doors)
- Dispensers (loaded, in good order, clean)
- Trays
- Condiment dispensary
- Switches
- Chairs
- Table and counter tops
- Menu cards
- Cashier/credit card machine

AFTER CLEANING

- 1 Dispose dirty cloths into the laundry bag
- 2 Discard used gloves
- 3 Wash hands



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Key Protocols:

- Daily cleaning schedule including all key high touch points. Non essential touch points removed.
- Distancing floor markings & directional signage in place.
- Designated entrances & exits.
- Table service only in Bar & hotel staff service of buffets in restaurant.
- Enhanced protocols for Room Service deliveries/collections
- Staff wearing masks & gloves during service.
- Touchless sanitiser dispensers in all Food & Beverage spaces.
- Contact tracing protocol's.



ENHANCED PUBLIC WASHROOMS CLEANING



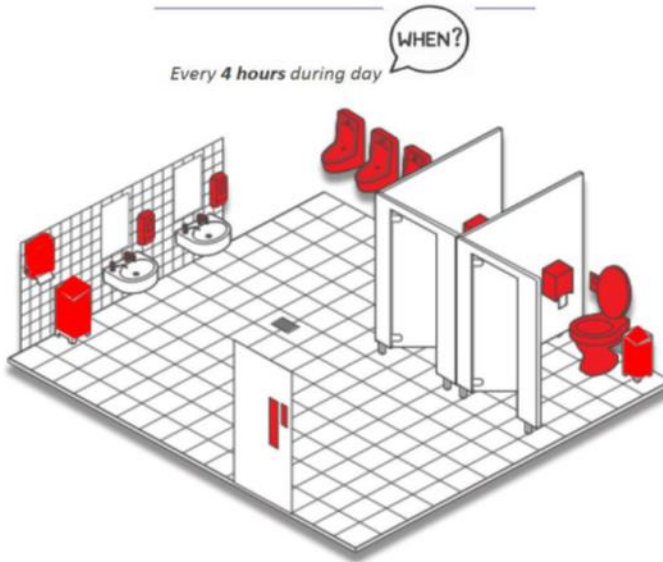
Oxivir Excel®

Dosage: 2%
Contact time: 5min

1 push of 10ml for Oxivir Excel 500 ml spray bottle

1 yellow microfiber cloth for the outside of the toilet bowls and the urinals

1 yellow microfiber cloth for the rest of the washrooms



BEFORE CLEANING

- 1 Sanitize hands
- 2 Wear gloves



Key high touch points

- Door handles
- Hand contact area: Paper dispenser
- Soap dispensers (loaded, in good order, clean)
- Switches
- Toilet seat, flush, splash wall
- Trash bin
- Water taps

AFTER CLEANING

- 1 Dispose dirty cloths into the laundry bag
- 2 Discard used gloves
- 3 Sanitize hands



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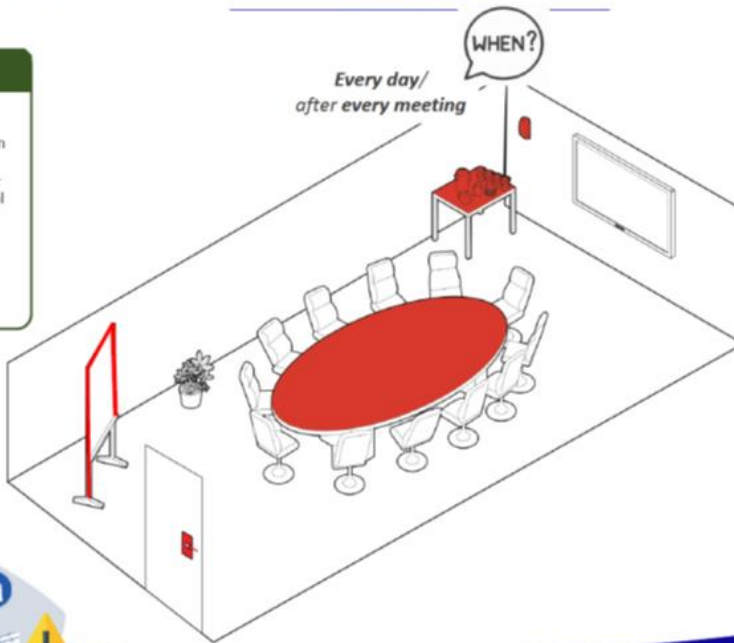
* DO NOT APPLY TO FRAGILE MARBLE, BRASS, COPPER SUPPORTS

Key Protocols:

- Daily cleaning schedule including all key high touch points.
- Signage to highlight distancing requirements when utilising facilities.
- Signed “schedule of cleaning” procedures in place.
- Staff wear PPE at all times during the cleaning process.
- No use of electrical dryers – single use towels only.



ENHANCED CONFERENCE/ MEETING ROOM CLEANING



BEFORE CLEANING

- 1 Sanitize hands
- 2 Wear gloves

Key high touch points

- Desks, table tops, flip chart
- Door handles
- Meeting room accessories
Coffee machines, kettle etc.
- Phone
- Remote control
- Switches

AFTER CLEANING

- 1 Dispose dirty cloths into the laundry bag
- 2 Discard used gloves
- 3 Sanitize hands

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Key Protocols:

- Daily cleaning schedule to include all key high touch points:
 - During breaks and after use
 - Equipment sanitised before/after every use.
 - Meeting spaces ventilated.
 - Seal placed on meeting room door after cleaning protocols implemented.
- Staff will maintain current distancing rules and wear gloves/masks when setting up and breaking down meeting rooms.
- Sanitiser & single use tissues available in all meeting rooms/ associated areas.
- All accessories such as pens, notepads, delegate packs will be removed unless requested. Any such items will be disinfected before use & disposed of on a daily basis.
- Bins provided for the safe disposal of wipes & tissues.



Key Protocols:

- Room capacities for all meeting spaces reviewed, as per Government guidelines:
 - 2 metres as standard
 - 1 metre with mitigation
- Distancing floor markings, directional signage and one way systems clearly indicated.
- Disposable gloves & masks available on each floor.
- Tracking & tracing of delegates & Organisers:
 - Mia Trusted Trace - Advance delegate list protocol
 - QR Codes - on site
- Risk assessments carried out for all events in the Champagne / Chablis suite and in any other meeting room deemed necessary as per the venue. The following documentation will be required:
 - Public Liability certification
 - Employer Liability certification
 - Company Health & Safety Policy
 - COVID-19 Action Plan.
 - RAMS
- External supplier procedures relating but not limited to:
 - Hotel's policies to be adhered to
 - Disinfection, distancing & hygiene (certification of cleaning).
 - Requested to wear masks and gloves onsite
 - Sign in/out for tracing purposes.
 - Apply physical distancing rules for deliveries.
- Onsite communication:
 - Use of "Whatsapp" for all events taking place in the Chablis & Champagne suites.



➤ Key Protocols:

- Pre-agreed management of delegate arrival for all events in the Champagne & Chablis Suites to (Mass arrivals protocol).
- Trolleys disinfected before and after each use.
- Packages received on behalf of Event Organisers and in advance will be disinfected and stored securely. On the day arrivals delivered directly to event space contracted.
- Cloakroom facilities are currently not offered in line with recommended guidelines
- Infrared thermometer available on request.
- Single use items utilised for service of beverages
- Individual bottles of mineral water served.
- Allocated F&B service spaces for each meeting on the 2nd & Mezzanine floors.
- All food items will be served on a single portion basis or individually wrapped.
- The venue may request to conduct temperature checks on an adhoc basis and in agreement with Event Organisers.





ENHANCED GUEST ROOM CLEANING

Oxivir Excel*

Dosage: 2%
Contact time: 5min

1 push of 10ml for Oxivir Excel 500 ml spray bottle

1 yellow microfiber cloth for the bedroom / bathroom

1 yellow microfiber cloth for the washroom



BEFORE CLEANING

- 1 Sanitize hands
- 2 Wear gloves

Key high touch points

- AC controller
- Room accessories (kettles, iron, hair dryer)
- Armchairs armrest
- Switches
- Balcony rail
- Table tops
- Exterior of Coffee machines
- Safe
- Door handles
- Bathroom sink
- Furniture handles
- Toilet seat, flush, splash wall, flush; toilet brush
- Lamp toggle switch
- Shower control, taps
- Mini bar
- Soap dispensers (loaded, in good order, clean)
- Phone
- Shower head
- Remote control

AFTER CLEANING

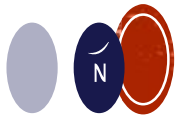
- 1 Dispose dirty cloths into the laundry bag
- 2 Discard used gloves
- 3 Sanitize hands

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Key Protocols:

- Daily cleaning schedule including all key high touch points.
- Touchless sanitiser dispensers at elevator points, on all floors.
- Bedrooms remain vacant for 72hrs after each use.
- Seal placed on bedroom room door after stringent cleaning protocols have been carried out.
- Non essential touchpoints removed from rooms.
- Rooms serviced on request
- Staff wear PPE at all times during the cleaning process.





ENHANCED LEISURE AREA CLEANING

Oxivir Excel®

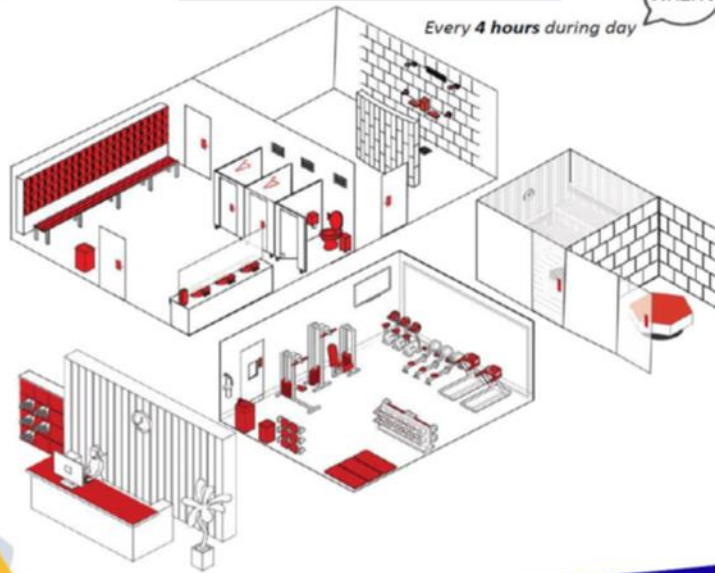
Dosage: 2%
Contact time: 5min

1 push of 10ml for Oxivir Excel 500 ml spray bottle

1 yellow microfiber cloth Per zone

1 additional yellow microfiber for outside of the toilet bowls and urinals

Wipes available for Guests in the Fitness Room



BEFORE CLEANING

- 1 Sanitize hands
- 2 Wear gloves

Key high touch points

- All handles (not only doors)
- Washrooms
- Switches
- Machine handles and seats
- Dispensers (loaded, in good order, clean)
- Trash bin
- Water fountain
- Lockers
- Water taps and sink
- Sauna & hammam

AFTER CLEANING

- 1 Dispose dirty cloths into the laundry bag
- 2 Discard used gloves
- 3 Sanitize hands

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Key Protocols:

- Daily cleaning schedule including all key high touch points.
- Touchless sanitiser dispensers available.
- Limited number of guests allowed at any one time.
- Booking system to manage demand
- Air extraction & ventilation measures in place.
- Signage to highlight distancing requirements when utilising facilities

**** Please note that this service is currently not available.**

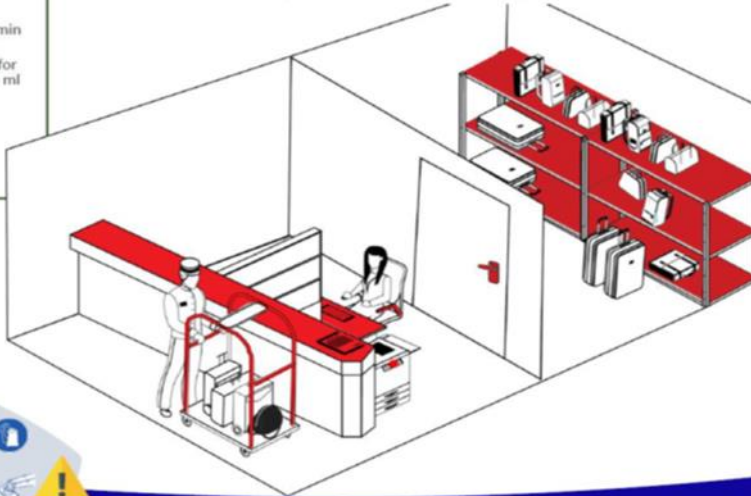




ENHANCED LUGGAGE SERVICE CLEANING



WHEN?
Every 4 hours during day
except the counter after every guest



BEFORE CLEANING

- 1 Sanitize hands
- 2 Wear gloves

Key high touch points

- Counter top
- Desk
- Door handle
- Hand contact areas: Keyboard, printers key board...
- Luggage carrier
- Phone
- Shelves

AFTER CLEANING

- 1 Dispose dirty cloths into the laundry bag
- 2 Discard used gloves
- 3 Sanitize hands

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Key Protocols:

- Daily cleaning schedule including all key high touch points.
- Touchless sanitiser dispensers available.
- Limited number of guests allowed at any one time.
- Trolleys cleaned before and after each use.
- Items only accepted for guests/ clients staying in the hotel or utilising meeting space

**** Please note that this service is currently not available.**

