

# S.O.P's AT SPEKE RESORT MUNYONYO



Wear a  
face mask



Sanitise  
your hands



Keep social  
distance



Temperature  
check



**Speke Resort**  
Munyonyo



**MUNYONYO**  
COMMONWEALTH  
RESORT LIMITED

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## 1. Overview

It is more important than ever for us to be able to travel safely with peace of mind and because of this, Speke Resort Munyonyo want you to be able to keep enjoying and having unforgettable experiences at our resort. We have therefore created unparalleled health and safety measure throughout Speke Resort Munyonyo.

We have implemented a series of measures, approved by safety experts, in all our hotels. Implementation of some of these measures may alter the availability of some services. This is to ensure that our guests, employees and suppliers can continue to enjoy all our facilities without any worries, reducing the risks of infection by Corona virus to a minimum.

### 1.1 Cleaning and Disinfection protocols

We have ensured that our protocols have been adapted to current needs, minimizing the risk of the spreading of Covid-19. These are revised on an ongoing basis.

### 1.2 Upgraded cleaning & sanitizing protocols

Our entire team follows cleaning protocols based on medical practices approved by the World Health Organization and inspected by The Ministry of Health of Uganda.

- Surface cleaning in common areas – the reception, lobby, corridors, restrooms, restaurants and other resort common areas are sanitized in line with protocols, products and medical frequency.

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- Room sanitizing – we use highly effective and internationally recognized cleaning products on all surfaces, objects and decorative items, and clinically proven protocols for laundering textiles.
  - Kitchen and utensil sterilization – using cleaning products and practices in line with hospitality protocols.

### **1.3 Food & Beverage services tailored to the current situation**

To minimize risks, we have adapted our processes for ordering, preparing, delivering, consuming and paying for food & beverage services in all our outlets.

- Supplier certification – we follow the strictest safety protocols in delivery processes.
- Food safety - we are reducing product handling and human contact during both preparation and delivery, by using single-use packaging where necessary.
- Room service and take out products – our restaurants and room service follow strict safety protocols and are only offering products on the menu.
- Adapted meeting and event catering – with new presentation options which minimize the risk of infection.

### **1.4 Social distancing rules**

Our resort follows all protocols to enable the social distance required when interacting with others.

- Safety signage – we have created special signage in all common areas of hotels to remind everyone of the need to maintain a safe distance.

- Redesign of common areas – furniture has been moved, in line with new legislation, to help guests maintain social distance.
- Support from staff – to help guests apply these measures in all areas.

### **1.5 Personal protection equipment & protocols**

We offer safety equipment to all our guests, staff and suppliers during their stay.

- Safety and sanitizing equipment for guests – access to sanitizing gel and masks during their stay.
- Employee protection – all resort employees have access to the equipment needed to do their work with maximum health guarantees.
- Equipment required for suppliers – all suppliers accessing the hotel must follow the required safety measures.

### **1.6 Air quality protocols**

In all our hotels we are following the strictest purification and sanitizing standards for ventilation and air-conditioning systems and for purifying water and pools.

- Air quality – we are increasing the frequency of inspections for ventilation systems and decontamination protocols. All our air conditioners operate independently and not through a centrally controlled unit.

### **1.7 Health & Safety protocols for employees**

For added safety, all our staff must meet the health requirements for working.

- Daily screening – staff will undergo screening before and after their shifts.

- Early detection protocols – and action plans in case of guest health concerns, with the option of isolation, protective equipment and contact with medical services.
- Special staff training – on following safety protocols and practices tailored to health regulations.

### **1.8 Hotel Health & Safety Manager**

We have a health & safety manager, with expertise in introducing new measures and in training all employees.

- Introduction of measures – responsible for introducing and updating the measures needed.
- Employee training – trains all employees on the procedures needed to protect other employees, guests and suppliers.



## Staff Health

1. Provide information, training and briefings on a daily basis of all relevant information and practices that are in place to prevent the spread of COVID-19, in accordance with recommendations from W.H.O, C.D.C, and The Ministry of Health.
2. All staff entering the premises and main buildings will be required to be temperature checked and will be required to disinfect their hands with disinfectant provided. All staff will be required to wear masks which will be provided by the company.
3. Social distancing to be practiced by all staff, no less than 6 feet distance to be maintained between staff members. All briefings, meetings and training sessions to be conducted in open air places wherever possible. Failing which, no more than 10 staff in a closed area, while maintaining social distancing regulations.
4. Frequent hand washing with soap and water or hand sanitizer to be observed and practiced during shifts.
5. Staff facilities (change rooms and cafeteria) to be cleaned and sanitized twice a day.
6. All utensils in the staff cafeteria to be washed thoroughly using dishwashing liquid and water, properly rinsed and dried.
7. All high touch surfaces in the staff cafeteria to be sanitized on a regular basis.
8. All staff to wash their hands with soap and water before and after eating.
9. Daily uniform exchange is the norm.
10. All uniforms will be properly sanitized along with heat ironed.

11. All staff facilities should be restricted to accommodate 50% of capacity at any given time, these should all be sanitized on a regular basis, these include:

- Staff lockers
- Seating facilities within the staff cafeteria
- Queues at all serving points

Avoid touching your face with unwashed hands.

Any staff member who shows symptoms of a high fever, cough, fatigue, sore throat or difficulty breathing should report to the Chief Security Officer and the staff member concerned should be isolated.



## Guest Health

Guests entering Speke Resort and Munyonyo Commonwealth Resort will be required to undergo a temperature screening and make use of the hand sanitizers provided.

Guests will be required to use the walk-through sanitizing pod at the entrance to the resort.

Guests will be required to wear face masks while in public areas of the resort.

All guests entering will be required to log down their details as mentioned under point number 4 headed Main Entrance.

Guests are required to maintain social distancing of 2 meters between each other.

Any guest who displays any symptoms of a high fever, cough, fatigue, sore throat or difficulty breathing will be isolated and medical assistance will be arranged through The Ministry of Health.



## Guest transport

All drivers need to wear appropriate PPE's.

Hand sanitizer should be provided in all guest vehicles.

Social distancing to be observed and the vehicle capacity to be reduced by 50 percent.

All doors, door handles, head rests and seats are required to be sterilized before and after each use.

Guest information regarding the resorts new safety measures related to COVID-19 should be displayed on the seat in front of the guest.

Drivers should minimize contact with the guest and communication should be minimized to the bare minimum.



## **Entrances**

All guests entering the resort are to walk through the disinfectant pod

Temperature checks to be conducted on every person entering the resort.

Any guests showing symptoms of a high fever, cough, fatigue, sore throat or difficulty breathing will be isolated and medical assistance will be arranged through The Ministry of Health.

All guests will be required to sanitize their hands.

All guests entering the resort will be required to wear a facemask, the resort will provide one for them should they not have one.

All guests will be required to complete the guest entry logbook, details including the guest's full name, telephone contact details, time of visit, and country or district of residence.

All high touch surfaces need to be disinfected regularly.

## **Reception**

Before arrival, and wherever possible, the guest is required to provide their details and information in advance of arrival. An emailed form will be sent to the guest to complete, sign and return, along with a copy of their passport. This form is to include all the relevant information of the guest.

Written guest information including new regulations related to COVID-19 should be made available to the guest, these should include the following:

Wash your hands regularly with soap and water for 20 seconds.

Use disposable tissues when coughing or sneezing, alternatively, cough or sneeze into the bend of your arm.



Please make use of the hand sanitizers placed at reception.

Avoid touching your eyes, nose and mouth with unwashed hands.

Avoid direct contact with others.

Please wear a facemask at all times when you are in the resort's public areas.

Please make use of the segregated check out facility at reception.

Should you display symptoms of a high fever, cough, fatigue, sore throat or difficulty breathing, please inform reception immediately. You will be isolated and medical assistance will be arranged through The Ministry of Health.

### **Elevators**

Ensure that safety instructions including the maximum number of 2 (two) guests allowed in an elevator at one time is placed inside the elevator and is easily visible.

When using elevators, please make use of the toothpicks provided to call the elevator, disposing of the toothpick in the cup provided, similarly, once entering the elevator, use a new toothpick to select the floor you wish to proceed to, again, disposing of the toothpick in the cup provided.

Ensure elevator floor buttons, doors and hand rails are sanitized on a regular basis.

## **Guest rooms and public areas**

Information on sanitization norms should be placed in the guest rooms.

Based on occupancy levels, leave alternate rooms vacant and guest rooms should not be used back-to-back, giving at least a 24-hour period between check out and check in.

All high touch areas to be sanitized on a regular basis.

A tent card or note to be placed in the guest room updating the guest that the room has been sanitized.

Cleaning staff to ensure that the correct PPE is being used.

All cleaning tools and equipment to be sanitized before and after every shift, including brooms, dusters, trolleys and spray bottles.

All cleaning and disinfectant materials to be properly diluted according to the relevant instructions on the particular container.

Should the guest room be occupied by the guest, service at a later time should be arranged, minimizing contact.

All public areas, ceramic flooring and bathrooms should be sanitized using recognized and approved detergents.

All doors, door handles, wash basins, soap dispensers, dustbins, toilets and toilet roll holders should be cleaned as per normal and disinfected on a regular basis.

## **Restaurants**

Information on sanitization norms should be placed in the restaurants.

Reduce the number of tables, allowing the restaurant to maintain social distancing between tables, the current acceptable distance is 1.5 meters between tables.

Seating at individual tables should be reduced to half the normal capacity.

Lunch or dinner reservations should be encouraged.

Maintain a la carte menu options and discontinue buffet menu options.

Service staff to maintain a 1.5-meter distance from the guests when interacting, this excludes the time of food and beverage service.

Hand sanitizers should be made available at all entrances to food and beverage outlets.

All high touch areas should be sanitized frequently.

All menus, tables and chairs should be sanitized after each use.

All service staff to wash their hands with soap and water, or use a hand sanitizer before picking up food orders. All service tray to be sanitized after each use.

## **Kitchens and stores**

All working surfaces, refrigerator door handles, storage bins / trays and utensils need to be sanitized before and after every use or as frequently as possible.

The number of staff should be limited to the operational area, allowing maintaining social distancing.



All staff is to wear company provided PPE at all times.

Foot baths with disinfectant to be maintained at the entrances to all kitchens.

Staff should not face each other whilst at work stations.

All fruit, vegetables and other raw materials to be washed using approved sanitizing agents.

Packaging of all materials should be sanitized upon receiving, before storing.

All storage areas need to be sanitized before receiving any new food materials.

Any delivery agents need to adhere to resort's SOP's when entering the resort, including the wearing of appropriate PPE's, this is to be communicated to all suppliers.

### **Leisure facilities**

Information on sanitization norms should be placed to the entrance of any leisure facility.

Guests are required to use hand sanitizer before entering any leisure facility.

Guests are required to wear facemasks while walking around the leisure facility.

### **Swimming pool**

Reduce the number of sun beds to 50% of normal capacity.

Only allow a maximum of guests in to the swimming pool area equal to the number of sun beds.

Advance bookings must be encouraged.



All pool towels to be removed once the guest is finished using the facility, placed in a separate linen bin and properly washed and dried before using again.

Maintain the concentration of disinfectant and Chlorine 90 in the pool water.

All high touch areas need to be sanitized on a regular basis.

Showers and toilets should be disinfected after each use.

### **Gymnasium**

Reduce the number of gym equipment's to 50% of normal capacity. Equipment's which are not available should be marked accordingly.

All gym equipment should be disinfected after each use as well as before the gym opens and again when the gym closes.

All gym towels to be removed once the guest is finished using the facility, placed in a separate linen bin and properly washed and dried before using again.

Advance bookings should be encouraged

### **Marina**

A maximum of 3 people per canoe are allowed, including the boat operator.

Should there be a requirement for more than this number; the Marina staffs are to contact management to make use of the Harrier.

## **Equestrian Centre**

All riding equipment is to be sanitized after each ride.

Social distancing to be observed at all times.

Movement in and around the stables should be in a clockwise manner.

## **Linen management**

All linen and clothes should be washed in hot cycles of 70 degrees Celsius or more.

All linen trolleys should be disinfected after each use.

All high touch areas within the laundry should be disinfected frequently.

Staff handling linen should always wear company provided PPE.

## **Meetings and conferences**

Reduce the capacity of each venue to 50 % of normal capacity, maintaining social distance regulations of 1.5 meters between each guest.

Maximum number of delegates will be reduced to 200 guests until further notice

Hand sanitizers should be provided to the entrance of each venue.

Regular disinfecting of high touch areas is required throughout the day.

Each table, chair, door handle needs to be disinfected before each meeting and at the end of the day.

Staff should ensure that company provided PPE is worn at all times.



Buffet menus should not be made available until further notice, alternative menus will be provided.

### **Weddings**

Reduce the capacity of each venue to 50 % of normal capacity, maintaining social distance regulations of 1.5 meters between each guest.

Until further notice, the maximum number of guests allowed to attend a wedding is 200 guests.

Hand sanitizers should be provided to the entrance of each venue.

Regular disinfecting of high touch areas is required before and after the wedding.

Staff should ensure that company provided PPE is worn at all times.

Buffet menus should not be made available until further notice, alternative menus will be provided.