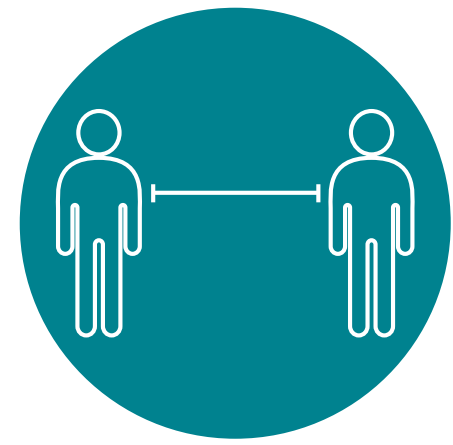


SCANDIC HOTELS GERMANY

Measures in handling Covid-19
Update from 11th of August 2020



GENERAL INFORMATION



Keep a minimum distance of 1,5 m



Maintain hand hygiene



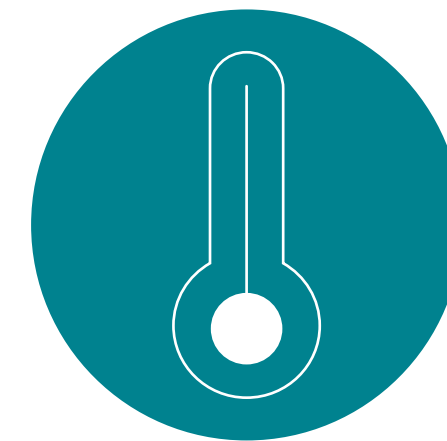
Note contact restrictions



Do not hug & shake hands



Maintain sneezing and coughing etiquette



Do not visit if there are signs of illness



Pay contactless if possible



Note compulsory registration

LOBBY, PUBLIC AREAS

- Persons who do not belong to one household must keep a distance of 1.5 m
- A mouth-nose cover is to be worn outside the room and at the table of the restaurant with the exception of Hamburg
- There are guidance systems in the corridors with increased frequency
- Handrails and door handles are disinfected at regular intervals
- A distance of 1.5 m must also be maintained in seating areas
- Public toilets provide soap and disinfectant
- Notice of cleaning times with signature of the cleaning staff
- Maintain the minimum distance on pub-

lic toilets with reference to the maximum number of guests

- Handrails and fittings are cleaned regularly



RECEPTION



- The contact between employees and guests is limited to the necessary
- The haptic contact to objects of daily use (e.g. pens, registration form) is limited to what is necessary and the objects are cleaned after each use
- Baggage is accepted in compliance with the distance regulations
- Pay contactless if possible
- The card terminal is cleaned after each use
- Disinfection dispenser are provided near the reception
- Elevators may be occupied by a maximum of 2 persons, if the persons do not come from the same household
- The buttons on the lift are cleaned regularly
- Staircases are available in all hotels as a supplement - handrails are regularly disinfected

RESTAURANT

- Persons who do not belong to a household should keep a distance of 1.5 m
- Name, address and telephone number are collected from guests to enable tracking in case of infection - the data is deleted after 4 weeks
- Service personnel wear a mouth-nose cover
- No menus or sugar in reusable dishes are provided
- Guests are informed about access restrictions and distance regulations
- Disinfection dispenser are provided in the entrance area
- No cloakroom is provided - coats etc. remain in place
- The haptic contact to objects of daily use (e.g. menu card) is limited to what is

necessary and the object is cleaned after each use

- After each removal of plates and glasses, the service staff clean their hands



RESTAURANT

- When washing the dishes, a temperature of at least 70 degrees Celsius is reached to kill possible microbes
- Lunch or dinner buffets are offered as served versions via the kitchen crew. Alternative we offer menu or plate service
- Pay contactless if possible
- The restaurant is regularly ventilated
- Tables are disinfected after each use
- Furniture on the terraces is set up with a minimum distance of 1.5 m
- Breakfast is served as buffet. The kitchen crew lays the plate for each guest



HOTEL ROOM

- The haptic contact with objects of daily use (e.g. pens, notepads, brochures, additional towels) is limited to the necessary
- The telephone and door handles are disinfected after each departure
- Additional towels or pillows can be ordered separately at the reception
- Room cleaning is only carried out at the request of the guests in order to reduce contact during your stay
- The hotel laundry is hygienically cleaned by our laundries
- We use fine dust filters in our ventilation and air conditioning systems
- Cleaning staff wear a mouth-nose cover and gloves
- Currently it is not allowed to receive laundry of guests for cleaning purposes
- Minibars in the Superior category and above will only be refilled on request to reduce contacts during your stay



CONFERENCE AREA - GENERAL PROVISIONS

- The conference areas will be adapted to the valid distance rules of the federal state
- All conference rooms are signposted with their maximum capacity
- Lists of participants will be kept - including the contact details of all conference guests and all involved employees of Scandic and external companies. The data will be stored securely and destroyed after 4 weeks
- Guests are informed about access restrictions and distance rules
- Disinfection dispenser in the entrance and exit area
- No cloakroom is provided - coats etc. remains in place
- A mouth-nose cover must be worn in

public areas, except in Hamburg

- There are guidance systems in the corridors with increased frequency
- Conference rooms and break area are regularly ventilated



CONFERENCE AREA - GENERAL PROVISIONS

- Persons with a higher risk of severe COVID-19 disease (diseases of the respiratory system) are recommended not to participate in the event
- The pandemic plan will be made available to the organiser before the start of the meeting
- Suppliers of the hotel or the conference guests must comply with the hotel's hygiene regulations
- If, due to lack of space at the control room, the applicable clearance rules cannot be complied with, partition walls must be installed or mouth-nose covers must be used
- Personal items, tools, PPE, radio equipment, etc. must be personalised and not passed on to third parties



CONFERENCE AREA - IN THE CONFERENCE ROOM

- No pens and pads in the conference room
- Handrails and door handles are hygienically cleaned at regular intervals
- All conference utensils were disinfected before the conference - with documentation
- Table surfaces are hygienically cleaned before the conference starts
- Conference technology: only hand microphones are offered, no tie microphones
- Marking of entrance and exit in the large meeting rooms with double doors
- Fresh air: ventilation system (fresh air supply with T5 / F7 filter)
- Separate exhaust air system
- A minimum distance of 1.5 m must be maintained between participants in the conference room



CONFERENCE AREA - FOOD AND DRINK

- 1 bottle of Vio water per participant is provided and replaced for conferences longer than 4 hours
- Ordered conference snacks are offered individually packed on the table
- Food and snacks are handed out packed at break times / Grab & Go
- Coffee break stations are allocated according to the given minimum area per participant
- Fully automated public coffee machines are operated exclusively by Scandic employees
- Conference drinks are offered in small bottles with screw cap and drinking glass
- Lunch or dinner buffets are offered as served versions via the kitchen crew. Alternative we offer menu or plate service
- Dispensing areas and equipment have been hygienically cleaned before use

SPECIAL RULES IN THE FEDERAL STATES

Berlin

- 01.08. - 31.08.2020 events up to 500 people are allowed upon compliance with the provisions regulating distances
 - 01. 09. - 30. 09.2020 events up to 750 people allowed upon compliance with the provisions regulating distances
 - 01. 10. - 24.10.2020 events up to 1,000 people allowed upon compliance with the provisions regulating distances
 - Breakfast buffets for self-service are allowed. (Scandic Berlin Kurfürstendamm - bread / rolls and warm meals are provided)
 - Self-service lunch and dinner buffet allowed (Scandic Berlin Kurfürstendamm
- bread / rolls and warm meals are provided)
 - Fully automatic coffee machines can be used independently by the guests. Contact surfaces are regularly disinfected
 - Up to 6 people may sit at one table during meal times

SPECIAL RULES IN THE FEDERAL STATES

Frankfurt

- Events with up to 250 participants are upon compliance with the provisions regulating distances
- Up to 10 people may sit at one table during meal times or as a small conference group in one room

SPECIAL RULES IN THE FEDERAL STATES

Hamburg

Indoor

- Events with up to 650 participants are permitted with fixed seating, subject to the rules of spacing
- Events with up to 50 participants are permitted without fixed seating with alcohol bar, subject to the rules of distance.
- Events with up to 100 participants are permitted in compliance with the rules of distance without fixed seating and without alcohol
- Meetings in function rooms are allowed up to 1000 delegates under the observation of 1,5 m of each delegate to each other with clear seating

Outdoor

- Events with up to 1000 participants are permitted, subject to the rules of distance and fixed seating
- Events with up to 100 participants are permitted without fixed seating with alcohol bar, subject to the rules of distance
- Events with up to 200 participants are permitted in compliance with the rules of distance without fixed seating and without alcohol
- Up to 10 people may sit at one table during meal times or as a small conference group in one room

GYM

- The gym can be used by our guests while keeping a distance of 1.5 m. The hotels offer fixed bookable workout timeslots via the reception
- Additional equipment for individual outdoor training is available for hire from the reception (Frankfurt and Hamburg), which is disinfected after use
- Dry sauna is allowed. Steam bath and shared showers may currently not be used
- The reception team offers guests alternative fitness clubs in the vicinity of the hotels which have more space
- Some hotels offer a running group, where the minimum distances are observed



EMPLOYEES

- All our employees have been trained on the regulations and the handling of Covid-19 in our hotels
- Every employee may only come to work healthy
- Each employee has received reusable masks to cover mouth and nose
- Private laundry of our employees is separated from the uniform in the changing room
- In the changing room the distance regulations are also observed



PANDEMIC PLAN

- Should a notification of illness occur in any area of our hotels, our employees are trained on a pandemic plan which must be strictly adhered to. This plan is based on the specifications of the Robert Koch Institute and the Employer's Liability Insurance Association for Food and Luxury Food.