

SUNRISE

Resorts & Cruises
EGYPT



COVID-19 Precautions

SUNRISE Covid-19 Announcement

The safety of our employees and guests has and will always be our utmost priority. Thus, in light of the recent development of the novel coronavirus, SUNRISE resorts will be operating under the supervision of the Ministry of Tourism and Ministry of Health in accordance to the guidelines of World Health Organization to execute the highest level of precautionary measures to ensure guest's safety.

A certificate of approval is issued for establishments wishing to work in accordance with the safe tourism operating plan, while conducting a comprehensive review to ensure that all established preventive measures are applied.

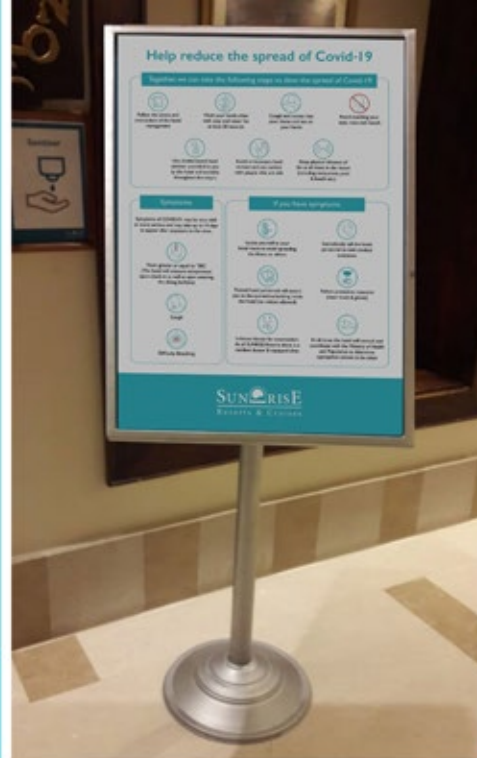


Preventive Measures & Supervision

- In-house doctor reporting directly to the Ministry of Health (Availability of emergency contacts, health authorities, medical centers, etc.)
- Maximum room occupancy of 2 Adults; 2 Adults + 1 Child for Family Room
- Rooms to be reoccupied 12-hours after last check-out
- Distribution of personal protective equipment (face masks, gloves, etc.) approved by the Ministry of Health
- Elevator to be used at 50% capacity
- Good ventilation in all places
- Sanitizing dispensers to be deployed throughout the whole facility
- All public areas are regularly cleansed according to the Ministry of Health's disinfection instructions



- Awareness Signs
- No Valet Service
- Hosting parties or weddings inside the hotel is prohibited until further notice
- Allocate quarantine areas for isolation in case of any suspected/confirmed cases
- Third party outlets (Spa, Souvenir shops, etc.) to follow all precautions and instructions given by the hotel and local authorities
- Providing housing for the staff; as well as separate isolation building in case of any suspected cases
- Provide accommodation for workers in the facility's rental shops in the staff housing
- All precautions to be posted on SUNRISE Website



Social Distancing & Hygiene

SUNRISE Resorts and Cruises is working in close cooperation with Cristal Middle East -an international company with extensive experience in the field of hygiene in accordance with the strict system of food safety (HACCP)- to provide our guests with a safe environment for a most enjoyable vacation:

- Social distancing rules will apply at all times; hotel personnel will refrain from any physical contact with the guests
- A distance of 2m is to be kept
- Frequent hand hygiene and respiratory etiquette
- Hotel keeps enough thermometers in stock
- Secure at least 10% more face masks based on the maximum capacity of guests and employees for emergency purpose

- Rapid test for employee before duty
- Install sterilization machines for hotel employees
- Daily body temperature measure
- Daily check up; to detect early symptoms of respiratory difficulties
- Provide all protective clothing for all employees
- Handwashing basins and antiseptics throughout all workplaces
- The maximum number of personnel should not exceed 50%
- Develop processes or use relevant collaterals to educate employees on infection control and good personal hygiene
- Training and guidelines provided to all employees: personal hygiene and physical distancing
- Respond to guest inquiries with regards to COVID-19 and take necessary actions when guests face respiratory difficulties or early symptoms



Arrival

- Disinfection gate to be installed at the main entrance
- Body temperature is measured before check-in
- Security or doorman will regulate the traffic upon arrival to follow social distancing rules (no groups check-in)
- Luggage sterilization
- Hand sanitizer to be available at all times for personnel and guests throughout the resort
- Obtain the last 14 days record from each check-in guest. Manager-on-duty to refer all sick guests or suspicious cases to proceed to the hospital for medical check following SUNRISE guidelines of suspected cases
- Use caution standards for guests suffering from chronic diseases and people aging 65+ (Ministry of Health to be notified to follow up)
- Main entrance, hotel's lobby and desk are disinfected every hour



Front Office

- Keep minimum distance of 2m (stickers on the floor accordingly)
- Online check-in or one-way disposable pens
- Recommended E-Payments
- No group check-ins
- Code of Conduct to be displayed
- The hotel will provide all necessary precautions in multiple languages upon check-in (Guest Instruction Letter)
- Logbook of Actions: A logbook will closely register all important actions and measures that are being carried out (including time stamp of the actions)
- Medical kit
- Lobby seating areas will be arranged according to the minimum distances





Housekeeping & Laundry Service

- Cleanse rooms before check-in and daily with the infection-prevention cart (POSI) following the instructions of the Ministry of Health; Chlorine at 1000ppm is used for disinfection procedure
- All points of contact should be cleaned and sterilized every hour in public areas and bathrooms using the recommended disinfectants according to the Ministry of Health (keycards, door handles, light switches, surfaces, etc.), and common areas: (public restrooms, hallways, lifts, etc.)
- In-room materials and decorations to be removed (magazines, promotional flyers, cushions, etc.)
- Corridors are sterilized every day and rooms are completely cleared and disinfected after guests' departure
- Providing a steam machine to disinfect furniture and fabrics

- Dirty sheets and swimming pool towels are washed in high temperature; the laundry machine is sanitized after completing the daily washing process
- Not to change bedsheets on a daily basis; to rely more on self-service in cleaning rooms
- Safe disposal of all waste in coordination with the Ministry of Health

- Housekeeping to be trained on taking protective measures against COVID-19, as well as the correct use of:

Gloves

Disposable gowns

Closed shoes

Masks

Face shield protection

Hygiene measures after cleaning and disinfection work is completed



Food & Beverages

- Use of sanitizer while entering and leaving the outlets
- Measure body temperature before entering restaurant
- Open buffet self-service is not allowed
- Keep a distance of at least 2m between dining tables and 1m between each guest on the table
- Taking families into account, maximum 6 chairs per table
- Outdoor dining (preferable)
- Sanitizers and tissues on every dining table
- Awareness signs in restaurants
- No drink self service; drinks are served by staff
- One way/disposable cutlery (as much as possible)
- Filled minibar to reduce the use of drinking machines
- No snacks in public areas
- Shisha is not allowed



Cleaning procedures:

- Frequent cleaning and disinfecting is necessary (tables, chairs, chinaware, cutlery, etc.); dining tables and chairs are sanitized with designated disinfectant before serving new guests
- Drink dispensers (e.g. coffee machines) to be cleaned after each service
- Dishwashing equipment to be functioning properly and with correct temperature and cleaning cycle
- Water disinfectant: correct concentration of disinfectant needs to be ensured at all times
- Additional cleaning times & continuous sanitization of kitchen & restaurant using an alcohol-base for surfaces & a chlorine-base for floors & walls

Employee behavior:

- Employees strictly perform personal hygiene focusing on frequent regular handwashing and cough hygiene
- Minimizing number of employees present in one place of kitchen
- COVID-19 awareness signs and posters to be put in the kitchen



Guest Facilities

We have increased the cleaning and hygiene protocols throughout all our facilities. General good practices, sufficient dressing rooms, shower rooms, toilet facilities and lockers are available at all times. Adequate handwashing facilities including liquid soap, paper towels, hand dryer and hand gel can be found throughout the resort

Pool & Beach:

- Maintenance and disinfection for swimming pools (for example, chlorine and bromine are inserted to nullify the COVID-19 virus)
- Cleaning and disinfecting beach & pool areas regularly and after operation time; tables, decks and chairs are disinfected after the usage of each guest
- Personal hygiene & instruction signs to be available for guests advising necessary-shower before use of facilities
- Sanitizer to be available in close proximity
- Leaving a distance not less than 2m between sunbeds
- Guests' body temperature to be tested before use
- Handing beach towels in rooms to reduce contact points
- Less recreational pool & beach activities

Gym & Spa:

- The GYM area is completely cleaned & disinfected after the guest's use
- High touch areas to be cleaned every hour
- Jacuzzi, sauna, steam and massage are prohibited until further notice
- Clean and disinfect all the bathrooms in the gym every hour and close shower places adjacent to the gym
- Guests outside of the resort (visitors) are not permitted
- Stationary disinfection dispenser available for guests

Diving Center:

- Sanitize all equipment: diving suits, snorkeling face masks and BCD buoyancy devices
- Cleaning and sanitizing high touch point surfaces
- Restricted number of passengers on board
- Commitment that everyone uses their equipment throughout the trip, sharing is not allowed
- Provide antibiotics on board and measure body temperature for all passengers
- Provide a list of participants and organizers involved in safari trips to official authority



Guest Facilities

Kids Club:

- The Entertainers are responsible for keeping a minimum distance of 2m between the children during the whole program
- Maximum number of kids per group is 8
- Opening hours of the Kids Club are only from 10:00am to 12:00pm and 3:00pm to 5:30pm
- No open food is allowed (no fruits, no birthday cakes, no candies)
- Every program including body contact is prohibited during the pandemic situation, thus, activities like face painting or similar are not allowed



- The hotel needs to provide a sufficient number of colored pens/pencil for every single child. Sharing pencils is not allowed. The Entertainer MUST sanitize all pencils after use
- Cleaning and sanitizing of all surfaces/door handles/chairs/tables twice a day
- Consideration should be given to closing the recreational areas for children. In any case, special cleaning and disinfection protocols should also be applied min. twice a day

*All entertainment/sport activities with direct body contact should be prohibited (e.g. soccer)



Engineering

Water Disinfection:

- Coordinate with the Occupational Safety and Health Administration at the Ministry of Environment regarding water tanks
- Maintaining the allowed concentration of disinfectant in water (Pools, Spa, etc..)

Dishwashing and Laundry Equipment:

- Ensuring proper functioning of the dishwashing and laundry equipment (temperature, dosage of cleaning & disinfecting chemicals)

Air-Conditioning:

- Monitoring the condition of filters and maintaining the proper replacement rate of indoor air
- Ensuring proper functioning of ventilation, air exchange, and dehumidification equipment of covered pools

Dispensers:

- Ensuring proper functioning of soap and disinfectant solution dispensers, hand dryers, disposable tissue dispensers, and other similar devices. Defective units should be rapidly repaired or replaced.



Engineering

Rooms:

- Full room check with Housekeeping and Engineering
- Verify the flow of water during shutdown
- Performance of a hyper chlorination of the domestic water system followed by a PCR test for legionella pneumophila
- Test results of all samples: "Not detected"
- Number of guestroom HOT water outlets sampled
- Number of guestroom COLD water outlets sampled
- Re-start and flush of any water-using fixture or piece of equipment
- Flow both hot and cold water at the sink and through the showerhead for at least 5 minutes in all rooms, fitness center and associate locker rooms

Equipment:

- Ice machines cleaned and filtered as instructed
- Operate all food service and beverage equipment including dishwashers and bar glass washers through one cycle
- Elevators checked by service company



Swimming Pools and Spas:

- Pools and spas refilled with fresh water after running water to a drain for 10–20 minutes
- Monitor turbidity and free residual chlorine after start-up
- Regular maintenance and disinfection of swimming pools and use of the maximum permitted concentration of chlorine (5mg/L) and bromine (10mg/L) to neutralize coronavirus

F&B:

- Assuring proper temperature of all refrigerators through data loggers and act accordingly
- Quarterly preventive maintenance on the HVAC equipment, cleaning of coils and replacement of filters
- Fully operational kitchen hoods & make up air before restoring gas to the equipment and lighting pilot lights
- Stable gas flow pressure
- Test fire gas grills that were previously shut off
- Zone temperatures for comfort cooling or heating restored to normal set points and verified for proper operation
- Clean & unobstructed kitchen grease straps

How to wash your hands

طريقة غسل اليدين

1. Wet Your Hands
بلل اليدين بالماء الجاري
2. Apply Soap and Rub
استخدم الصابون مع فرك اليدين معاً
لضمان نظافة كاملة
3. Lather the Backs of Your Hands
ثم قم بتوزيع رغوة الصابون من ناحية ظهر الكف
4. Get The Soap Between Your Hands
وتأكد أن الصابون لتغلل بين الأصابع
5. Grip Your Fingers and Rub Opposing Palms
ثم يعمل لفظة على الأصابع كل به
6. Clean Your Thumbs
مع الاحتكام بشكل خاص بالبهامين
7. Wash Your Fingernails and Your Fingertips
لصطف بأظراف الأصابع كل به على اليه القشري
8. Dry Your Hands With a Towel
جفف يديك جيداً باستخدام منشفة نظيفة

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ساعد على تقليل انتشار العدوي

مقاً، يمكننا الحد الخطوات التالية لمنع انتشار عدوي كوفيد-19

- | | | | |
|---------------------------------|-------------------------------|-------------------------------|-------------------------------|
| 1. تجنب التواجد في مناطق مزدحمة | 2. تجنب ارتداء ملابس الآخرين | 3. تجنب ارتداء ملابس الآخرين | 4. تجنب ارتداء ملابس الآخرين |
| 5. تجنب ارتداء ملابس الآخرين | 6. تجنب ارتداء ملابس الآخرين | 7. تجنب ارتداء ملابس الآخرين | 8. تجنب ارتداء ملابس الآخرين |
| 9. تجنب ارتداء ملابس الآخرين | 10. تجنب ارتداء ملابس الآخرين | 11. تجنب ارتداء ملابس الآخرين | 12. تجنب ارتداء ملابس الآخرين |

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Human Resources

At SUNRISE, we provide for our guests a service straight from the heart with high standards and quality. Therefore, the wellbeing of our employees is of utmost importance to us.

The below rules and policies are in place in each of our properties to assure the above:

- Awareness information display in employee areas
- Ensuring good personal hygiene of employees
- Ensuring service employees are adequately trained on use and storage of products
- Emergency contact list (personal mobile phone, e-mail address, home phone number, and an out-of-area contact)

- Employee work schedule available at all times
- Transparency in communication to keep all employees informed about the status of the hotel (daily departmental meetings)
- Employee COVID-19 precaution and behavior training (small groups and respected distancing measures)
- Availability and use of employee log books
- Vacation Policy (at least 60 days between each vacation)



Crisis Management

Monitoring of Sick Guests:

- In case of respiratory symptoms, immediate isolation in the dedicated building until the intervention of local health authorities, and no visitors are allowed
- Sharing rooms with another suspected/confirmed case is not allowed
- Suspected guests can only leave the hotel according to the instructions from the management in coordination with local health authorities
- If case is confirmed; guest will be transferred to a designated health care facility
- If decided by the Ministry of Health that the case should be quarantined inside the hotel; adequate treatment has to be assured at all times by only one person who is properly trained
- In-house doctor to examine the guest; at all SUNRISE Resorts there is a resident doctor & an equipped clinic to coordinate with the Ministry of Health and Population
- Medical masks to be worn by the guest and practice of respiratory hygiene
- In case the ill person cannot wear a mask, protective measures have to be taken by the personnel responsible (disposable gown, gloves, a mask, and eye protection)



Monitoring of Sick Guests-Employee Precautions

It is of utmost importance of SUNRISE to ensure that our employees are protected at all times, especially those exposed to potential positive COVID-19 cases:

- If after assessment, guests fulfill the definition of a suspected case, they will be transferred to a designated health care facility
- Employees to always wear protective equipment when attending to an ill guest or employee displaying symptoms
- Proper disposal of biohazard waste is a must
- Employees involved in the transportation of the suspected case should apply infection prevention and control practices in accordance with the WHO guidance (change PPE between each patient to avoid cross-contamination)
- Transportation vehicles to be cleaned as instructed
- Proper cleaning and disinfection of the guest's room is a must



Crisis Management

Monitoring of Sick Employees:

- Temperature is being measured at the beginning of each shift
- In case of respiratory difficulties during his duty, immediate isolation while introduction of medical services until the intervention local health authorities. In case of observed respiratory difficulties during the shift, the employee must stop work immediately
- Immediate check to all the employees; who were in contact with the suspected case to avoid potential contamination
- Workplace needs to be disinfected accordingly
- Disposable tissues, gloves and masks which should be worn when having any physical contact with the case
- In case of respiratory difficulties while at home, immediate isolation at home until the intervention of local health authorities
- The suspected case to be provided with disposable tissues, gloves and mask (to be worn during any physical contact)
- If an employee is diagnosed positive for COVID-19, medical instructions are to be followed and isolation accordingly

Rooms exposed to COVID-19:

A Special cleaning and disinfection plan is in place for guests or employees having been identified with COVID-19:

Housekeeping has been trained on the use of personal protection equipment (PPE) as well as hand hygiene after disinfection work is completed: Gloves, disposable gowns, closed shoes, masks and facial protection

- 1- Cleaning of all soiled surfaces of the ill person(s), e.g. toilet, handwashing basins, etc.) with a regular household disinfectant solution containing 0.1% sodium. Surfaces will be rinsed with clean water after 10 minutes contact time for chlorine.
- 2- For products not suitable for bleach, (e.g. telephone, remote control equipment, etc.) ethyl alcohol 70% will be used
- 3- Disposable cleaning materials will be used instead of cloths and absorbent materials
- 4- Textiles, linens and clothes will be put in special marked laundry bags; washing cycles 70°C or more
- 5- All disposable items (hand towels, gloves, etc.) will be placed in a dedicated container with a lid and will be disposed properly



SUNRISE Suppliers

- All SUNRISE contractors and suppliers are having safety measures in place to inspect and prevent COVID-19 cases
- Delivery person must wear a mask and gloves at all times; any driver entering the premises will have his temperature measured
- Social distancing rules are kept in place
- Awareness and hygiene instruction signs are placed at delivery areas



- All goods undergo all hygiene measures and precautions, including temperature check if needed
- Tenants, contractors and suppliers with potential symptoms will not be performing work at the hotel
- Observations of suspected cases will be reported accordingly

The background of the advertisement is a high-angle photograph of a tropical beach. In the upper portion, there are several white lounge chairs with grey cushions arranged on the sand. Some chairs are under the shade of palm trees, while others are in the open sun. The sand is a light tan color, and the water in the foreground is a clear, shallow turquoise. The overall atmosphere is peaceful and inviting.

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A safer Holiday