



MINIMAL TOUCH SOP



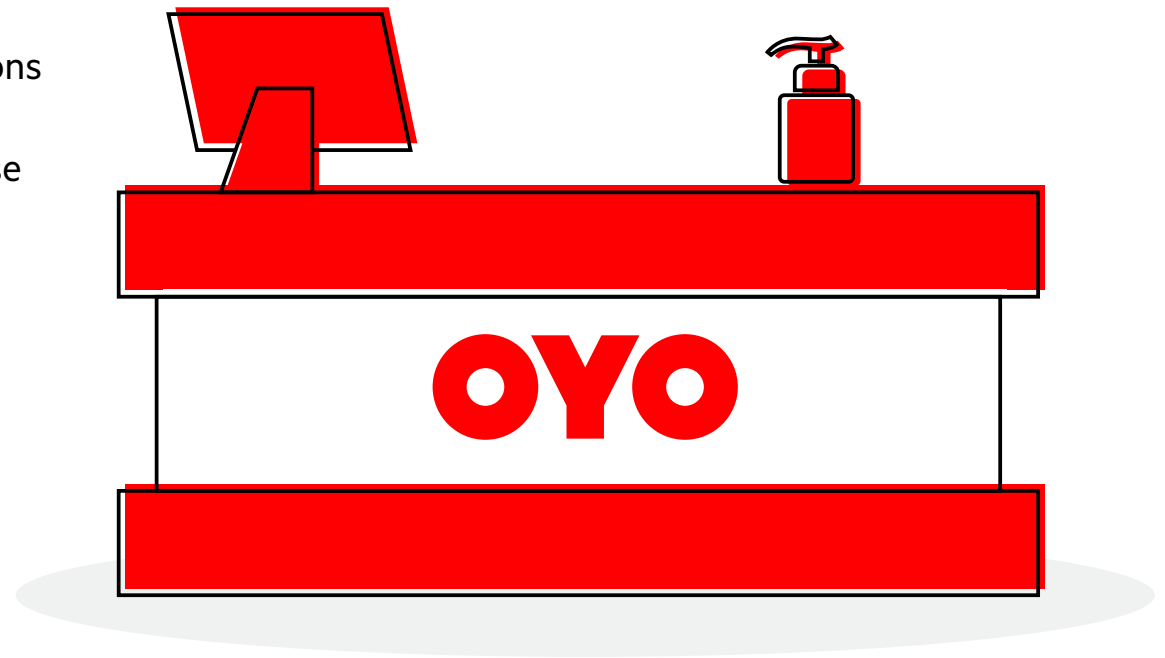
FOR HOTELS
POST LOCKDOWN

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Disclaimer: These guidelines are intended for OYO hotel partners only and should not be shared with anyone else without explicit written approval by OYO.

PURPOSE OF THE SOP

Given the global impact of the COVID outbreak, it is important that we modify our daily operations and restrict any further transmission of the virus at an OYO property. With this new Minimal Touch SOP, we aim to reduce all possible touch points between a PM/staff/guest while at an OYO property. This policy is developed keeping in mind the government's guidelines by implementing multiple preventive actions and safety measures. This policy will also create awareness on how to manage operations during these challenging times.



GENERAL GUIDELINES

All hotel staff including security guards must wear masks mandatorily while performing their duties at the property.

A safe distance should always be maintained while at the property. All staff and guests should follow this mandatorily.

1 metre distance markings at the reception area should be done for guests to stand during the check-in process.

To ensure that all hotel personnel use masks, hand gloves and sanitisers while doing daily activities. Ground operations team to train the staff on this.

A well-trained and prepared security personnel and a 24x7 security guard should be available to keep a check at the main entrance gate, wherever applicable.

Visitors to the hotels should not be allowed.

CCTV cameras must be fully-functional.

All touchpoints like door knobs, switches, door handles, safety latches, taps, etc. must be cleaned regularly with surface cleaner i.e. R2, detergent water, Lizol. It is advised to use sodium hypochlorite 1% to clean these touchpoints.

Daily temperature to be checked with a thermal gun thermometer for all staff members and every guest.

Common area cleaning checklist should be displayed at the reception and rooms cleaning checklist should be displayed inside the room on the back of the door.



LIMITED CONTACT CHECK-IN FOR GUESTS

Guests must be requested to maintain a queue with 1 metre distance between them. Standing space signs will be placed on the floor to maintain social distancing.

Rooms should be kept ready as soon as possible to avoid any crowd at the reception and to maintain minimum contact with the guest.

Details of the guest (travel history, medical condition, etc.) along with ID and self declaration form must be provided by the guest at the reception (for now).

Interaction at reception with guests should be avoided as much as possible.

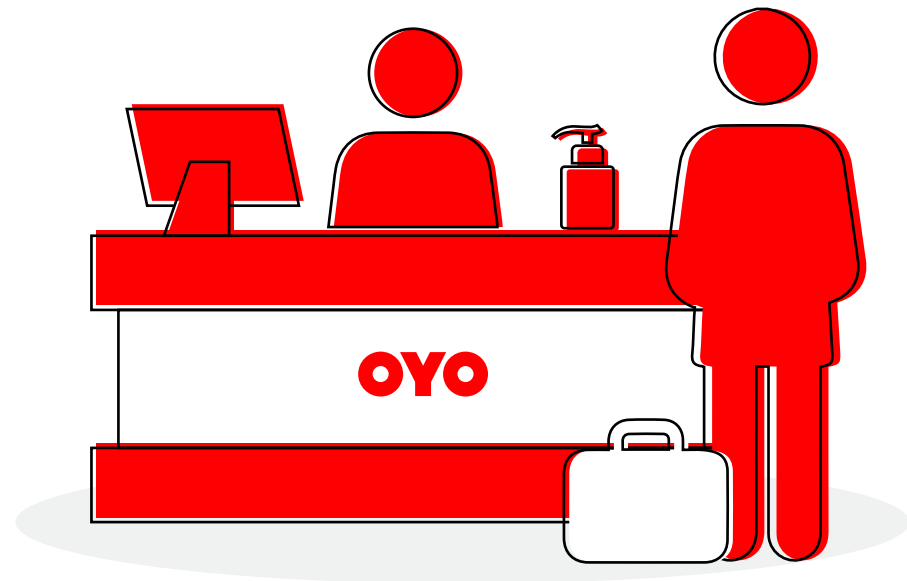
Hand sanitisers must be kept at the reception for guests to use. Guests to sanitise hands before & after filling relevant forms including A&D register.

Proper records of any symptoms such as cough/cold/fever should be maintained.

Self reporting forms must be filled for international guests and A&D register must be thoroughly maintained.

Guests should be briefed about the do's & don'ts while at the hotel.

Staff and guest temperature to be recorded daily and should be displayed at the reception.



DO'S AND DON'TS FOR STAFF

Hotel staff should follow restricted movement around rooms (only in cases of work).

Hotel staff are advised to maintain minimum 1 metre (3 feet) distance with guests and other staff members at all times.

Hotel staff should sanitise/wash their hands regularly.

Hotel staff should adhere to the Minimal Touch policy.

All hotel staff should wear masks all the time.

Kitchen and washing area entry must be prohibited for guests.



DO'S AND DON'TS FOR GUESTS

Do not step out of the room, unless necessary. Wear a mask whenever outside the room.

Clothes should not be washed inside the room.

In case a balcony is shared with another room, please be on the side of your room. Do not interact with guests in the other room.

No visitors should be allowed in the rooms.

Doors should be kept closed. Limit any contact with the door knobs as much as possible.

Always keep a safe distance of at least 1 metre (3 feet) within the property.

Wash your hands frequently with the soaps provided or use sanitisers.

Put all disposable plates/cups/bottles after use in the garbage bag.

Property Managers are advised to put awareness posters, guest do's and don'ts posters, etc. inside the rooms.

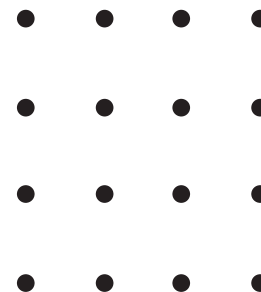
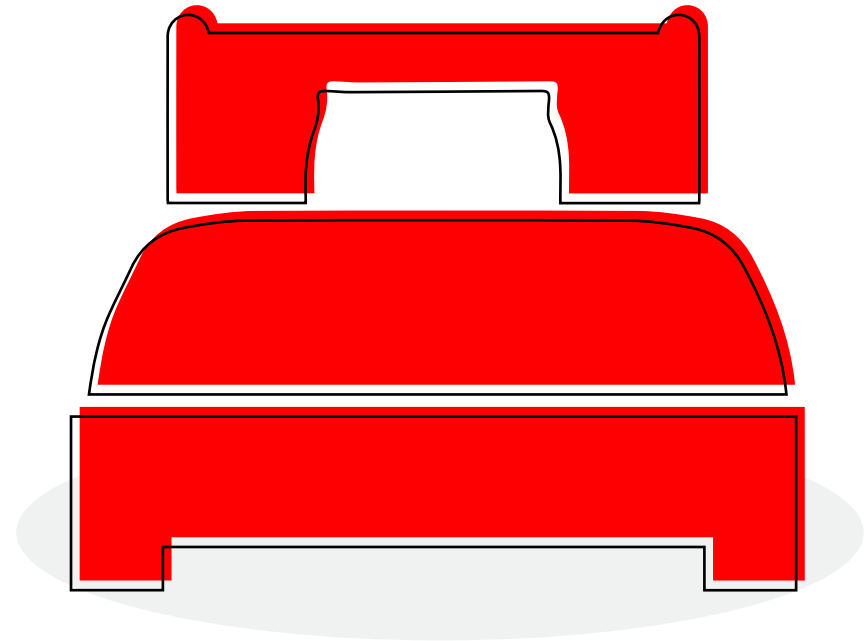


ROOM ALLOCATION PROCESS AND IN-ROOM PROVISIONS

1 kit of toiletries per day should be kept in the room.

In case of replenishment of consumables, guests should inform the property manager/GRE.

Contact details of reception desk, property manager and other important numbers must be available in the room.



ROOM SERVICE

Communication between guests and in-house operations team should be strictly through intercom or mobile phone.

Any items such as water bottles, toiletries, medicine, linen, etc. should be given to guests while maintaining 1 metre distance & trays must be used to avoid hand contact.

Staff should be trained again for troubleshooting normal issues like TV remote issues, geysers, etc. so that they can inform guests & solve accordingly on call.



ROOM AND COMMON AREA CLEANING

Area/item	Item/equipment	Frequency	Method Procedure
General cleaning	R2/detergent & warm water and disinfectant	Twice a day	<ol style="list-style-type: none"> 1. Scrub floors with hot water & detergent using minimal water. 2. Clean with plain water. 3. Allow to dry & mop with disinfectant.
Lockers, tables, cupboard, wardrobes, etc.	Damp duster with disinfectant	Daily	Wipe with damp duster and regular disinfectants.
Railings	Detergent, sanitiser, hot water & disinfectant	Twice a day	Clean with damp duster, warm water & detergent followed by disinfectant.
Mirrors and glass	Warm water, detergent water, cleaning solution, damp cloth & wiper	Daily	<ol style="list-style-type: none"> 1. Wipe the surface with warm water & a small quantity of detergent using a damp cloth. 2. Buff the surface using a dry cloth to give a clean finish.
Taps & fittings/shower area	Warm water, detergent powder & nylon scrubber	Whenever required	<ol style="list-style-type: none"> 1. Wipe taps & fittings with a damp cloth & detergent. 2. Care should be taken to clean the underside of taps & fittings.
Furniture & fittings (chairs, stools, beds, tables, etc.)	Disinfectant & duster	Daily	Using disinfectant, wipe furniture & fittings with a damp duster.
Light switches/over bed lights	Disinfectant & duster	Daily	<ol style="list-style-type: none"> 1. Light switches to be cleaned of dust, spots & finger marks with a damp cloth. 2. Over bed lighting to be wiped with a damp duster.
Toilet pot/commode	R1/soap powder & long handle angular brush	Whenever required	Scrub with the R1/soap powder using angular brush.
Toilet floor/sink	R1/soap powder & scrubbing brush	Whenever required	<ol style="list-style-type: none"> 1. Scrub with soap powder & the scrubbing brush. 2. Clean with plain water.

Guest recommendations will be taken for cleaning. Daily cleaning with an option for the guest to step out.

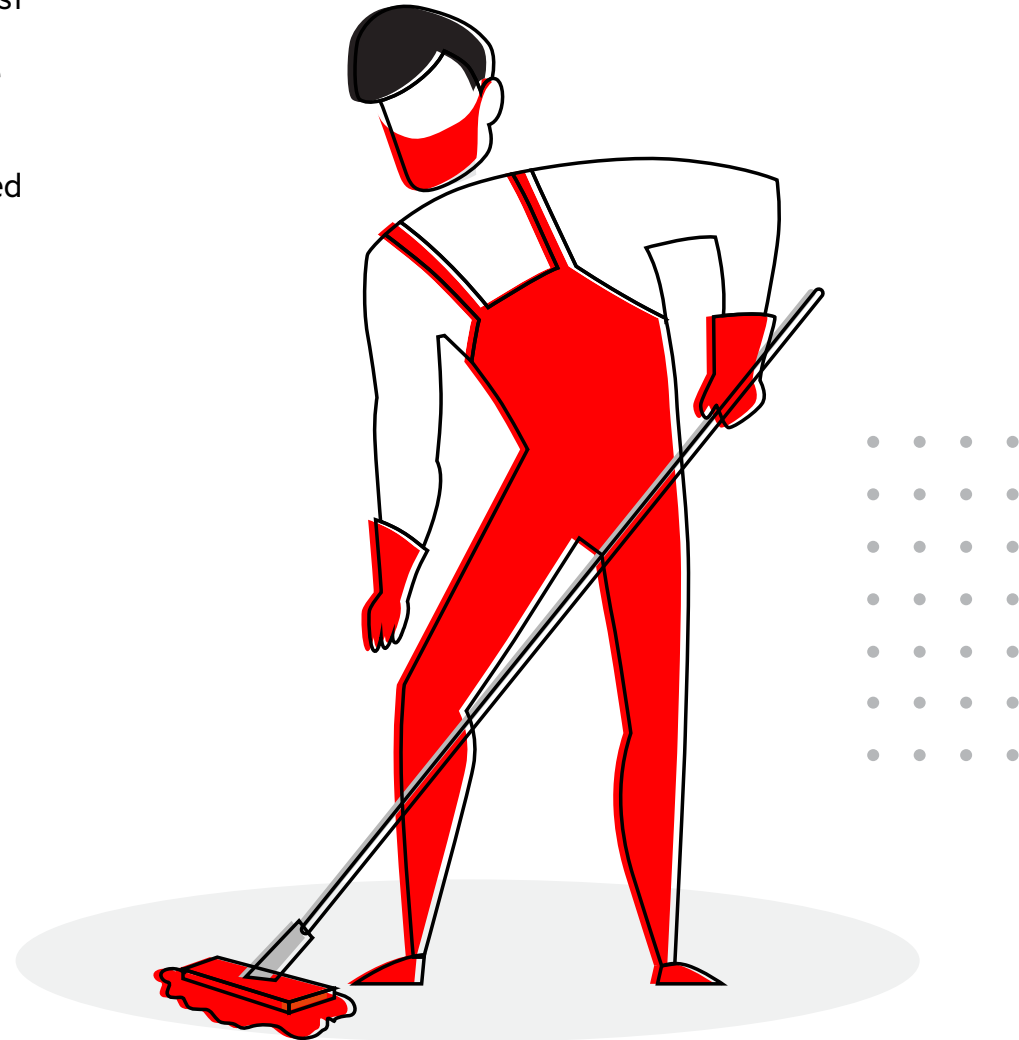
Linen should be changed as per the request by the guest.

In case of deep or normal cleaning, housekeeping staff must wear masks wherever applicable before entering the room and during the cleaning process. Guests should stay in the lobby near the room and avoid touching anything.

In case of room cleaning after check-out, processes outlined above should be used.

Housekeeping staff must wear masks or PPE (wherever applicable) while cleaning/deep cleaning the room.

Staff must sanitise their hands or wash their hands with soap before & after the cleaning process.

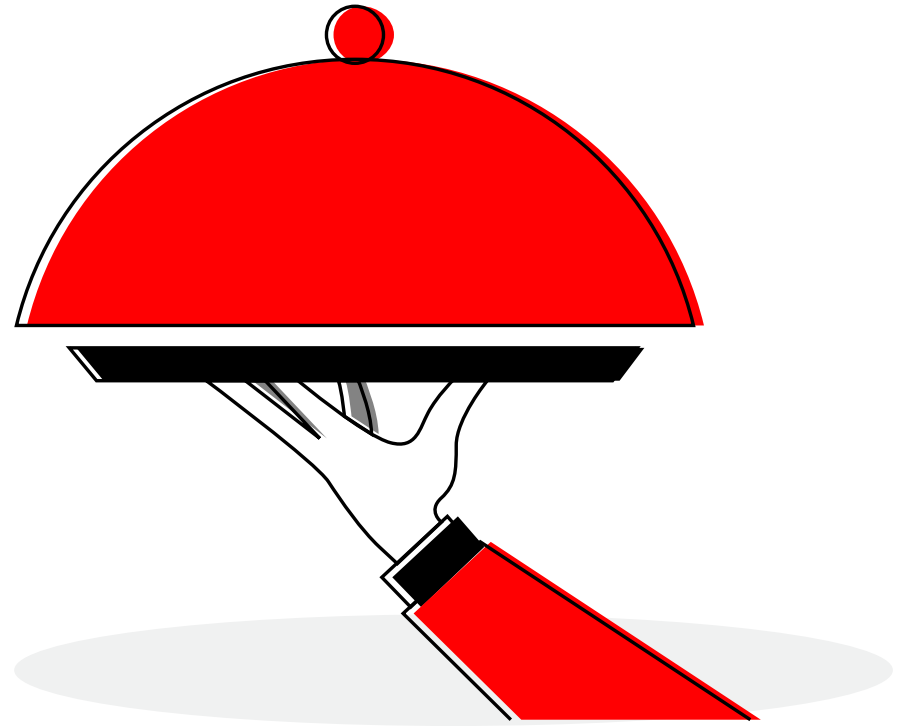


FOOD SERVICES

Food must continue to be prepared inside the hotel kitchen, wherever the hotel has a kitchen.

In case the kitchen is not present on the property, the owner should continue to get meal supplies from existing vendors.

It is advised to use disposable cutlery at the hotel for all purposes and used disposable cutlery must be kept in garbage bags. In case of non-disposable cutlery, used plates and cutlery to be kept outside the room.



CHECK-OUT PROCESS

Guests should inform at the reception an hour before the check-out.

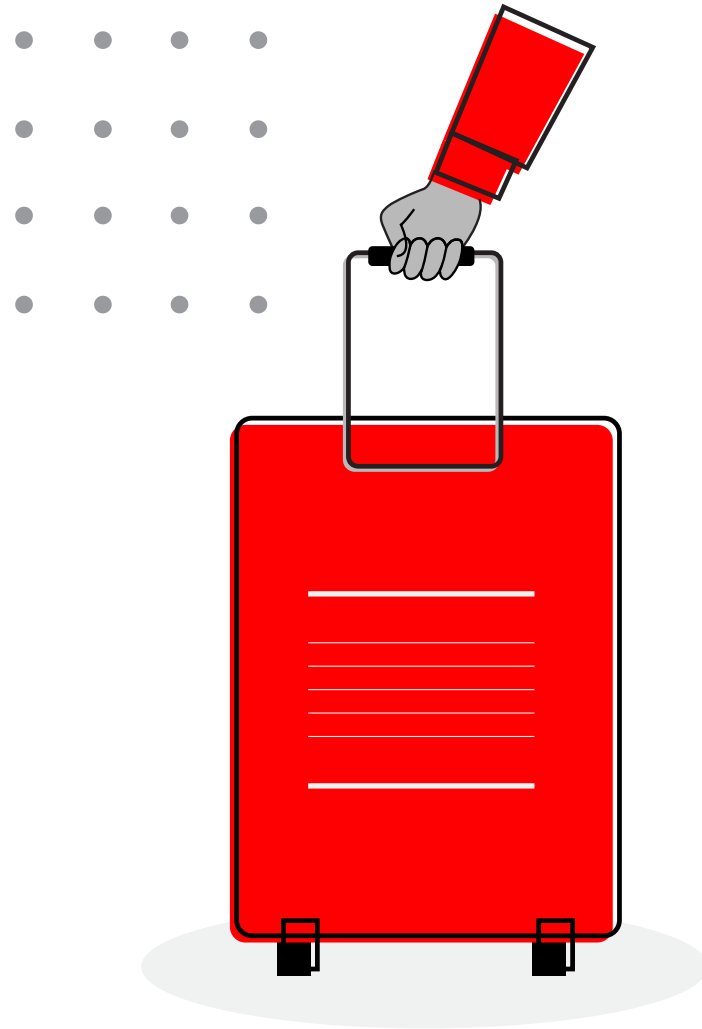
Guests should only check-out once it is confirmed by the reception.

Guests should be informed about the payment to be made in advance and the Property Manager will ask the guest to make the payment via digital modes, as much as possible.

Property Manager to call the police station if it is a statutory requirement.

Check-out rooms to be cleaned and clean linen and towel to be provided.

Linen must be changed after every check-out and for longer stays as per the request by the guest.

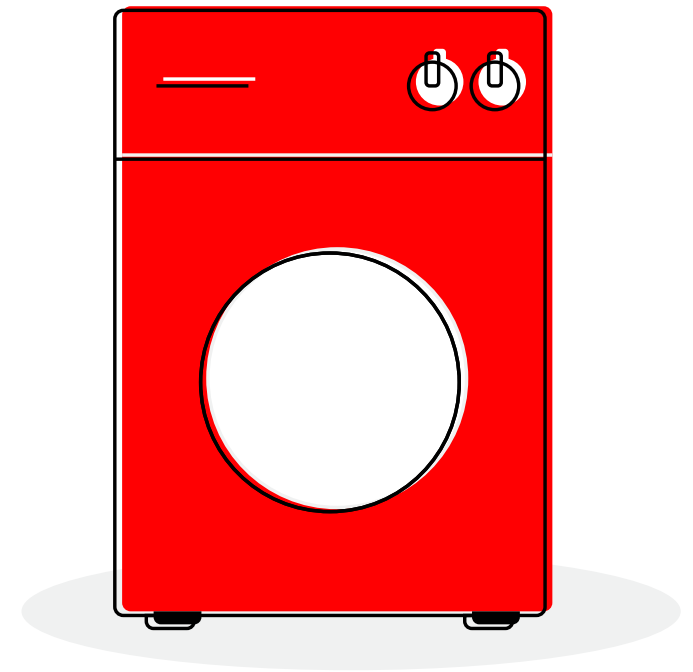


LINEN COUNT ALLOCATION AND CLEANING

2.5X linen to be mandatorily available at the property.

Housekeeping staff should use masks and hand gloves while handling used linen. Used linen to be kept in a separate place.

Laundry services must continue in the existing manner.



HANDLING SUSPECTED & COVID POSITIVE CASES

DURING CHECK-IN (IF GUEST IS SNEEZING OR COUGHING)

Do not deny check-in.

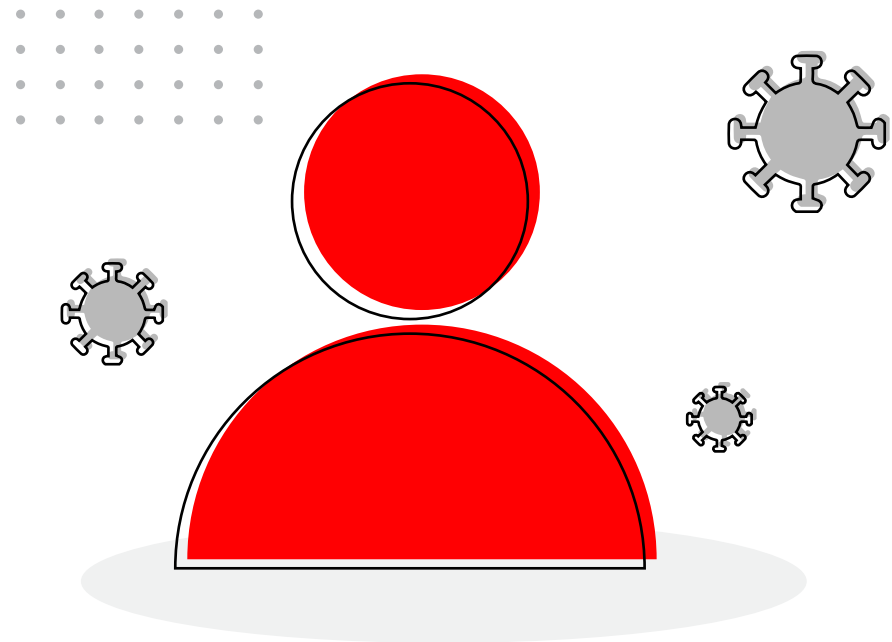
Maintain a safe distance of 3 feet from the guest.

Encourage guests to sanitise their hands/wash hands with soap.

Offer medical assistance to the guest.

Keep a watch over the health condition of the guest (call him/her on the extension and check his/her well-being, offer medical assistance).

Deep-clean the reception areas with a disinfectant.



IF ILLNESS PERSISTS

Ask the guest to visit the hospital and get themselves tested (recommend the hospital number).

Medical check for all employees who were in touch with the guest - PM/GRA/GRE etc.

Room to be locked and the entire floor, reception and all common areas to be deep-cleaned.

IN CASE OF COVID POSITIVE GUEST

Case should be immediately reported to the SRT team at email address: oyo.srt@oyorooms.com

Room should be locked and the entire floor, reception and all common areas to be deep-cleaned and fumigated.

Linen and other items must be washed separately.

In case suspected guests flee, inform the police/local regulatory authority immediately.



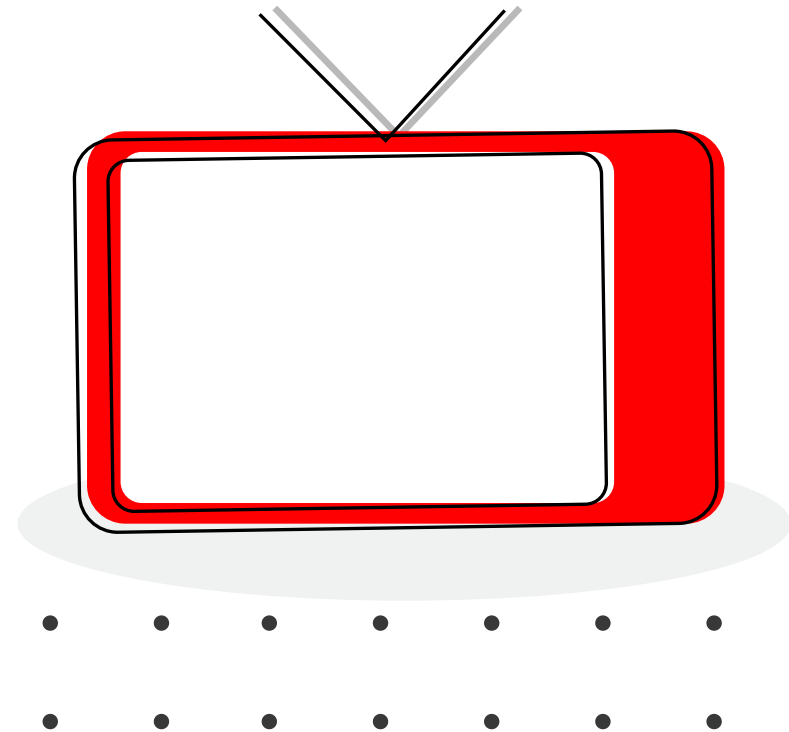
REPAIR AND MAINTENANCE

Rooms to be audited for repair and maintenance after check-out.

Staff should get on a video call with the guest to better understand the issue or assist the guest. In case it is not possible because of any reason (guest does not have video phone or guest is not well enough), only then staff should go to room and check for the issue.

Repair and maintenance and staff/third party R&M personnel to wear hand gloves and masks while doing the services inside the room. Guests are advised to stay outside the room.

Standard TAT to be defined for repair and maintenance.



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STAYS