

## **Our foremost priority - Our Guest**

**Our foremost priority is your health, well-being, and Safety.**

We are in the midst of an unprecedented situation, the safety and well-being of our guests and associates remain our top priority.

We are monitoring the novel coronavirus (COVID-19) updates closely from the World Health Organization and Government agencies, adhering to protocols and are in touch with the concerns shared by our guests.

We have implemented all precautionary hygiene measures across Radha Hotels based on instructions received from the Ministry of Health and Family Welfare on the guidelines for the prevention of transmission of the COVID-19 virus.

Until this point, our employees are healthy and have not shown symptoms that indicate an infection of COVID 19.

Here are a few important updates that we would like to share with you:

### **Health & Safety Measures:**

- A preparedness and response plan is in place.
- Activation of a response team is available to provide around-the-clock assistance.
- All our guests, employees, and vendors entering a hotel are being screened for their body temperature using non-invasive laser thermometers.
- All Guests Luggage's are sanitized before they enter the hotel.
- Our Associates are undergoing Extensive training in
  - Process of hygiene protocol including Hand Hygiene to help combat the spread of viruses.
  - Health & safety measures relevant to the current situation as per WHO guidelines and Local Health Authorities
  - "Illness prevention advice" (VIDEO) by the World Health Organization is showed at all Staff areas like HR office, Staff Cafeteria for increasing constant awareness among employees.

- All measures are being taken for the hotel to operate with Social distancing focusing on details including the number of Guests entering the Elevators, seating at the Lobby and the Restaurant.
  - The formal handshake is restricted at the hotel in any manner, including guests.
  - We do not consider reservations when a guest has a history of traveling to or from any of the critically affected countries.
  - No suppliers/courier agencies are permitted beyond an identified/earmarked space close to the entry gate or basement for delivery of supplies daily.
  - All Employees avoid the use of Biometric for their attendance and mark their attendance manually at the security (Time office).
  - Declaration of staff's belongings entered and sanitation is done at the Security daily.
- Every employee is ensured they are carrying hand sanitizer with them under their personal care.

### **Cleaning Products and Protocols:**

We at Radha Hotels use cleaning products and protocols, which are effective against a range of viruses, including COVID-19:

- **Guest Rooms:** Cleaning and disinfecting protocols to clean our Guest rooms with particular attention paid to high-touch items
- **Public Spaces:** We have increased the frequency of cleaning and disinfecting in public spaces, with a focus on the counter at the front desk, elevators, elevator buttons, door handles, and restrooms.
- **Back of House:** In the spaces where associates work “behind the scenes,” we are increasing the frequency of cleaning and focusing on high-touch areas like associate entrances, locker rooms, laundry & Linen rooms, and staff offices. Placing sanitizers and practicing Hand Hygiene

**We are committed and pride in our Hospitality and service to our guests and all the more in such times.**

Thank you for the trust and support you have in us and we look forward to welcoming you to Radha Hotels soon.