

# POPARTMENT

Your place in Florence



**Our Cleaning and Disinfection Procedures to keep our Guests SAFE**



PopARTment is a clean, Hygienic and Safe environment, much more than your regular hotel, this is because we have 40 apartments, not bedrooms and therefore your environment is protected as if you were inside your home. An example? Individual AC filters (NOT SPLITS) sanitized regularly!

Our Staff has undergone a thorough and specific training held by specialists who have created Standard Operating Procedures in Hospital Surgery Theatre.

To make sure our Guest environment is safe we make sure our Staff working environment is safe

# New Heights of Healthy



As a Guest you will experience what normally is invisible, become **visible**

Our team will be sanitising the common areas much more often than usual with specific antibacterial products

# How we tackled our preopening and Reopening Phases

**Welcoming and Healthy environment**

PRE OPENING

**Enhanced cleaning and disinfection in our operations**

PRE OPENING

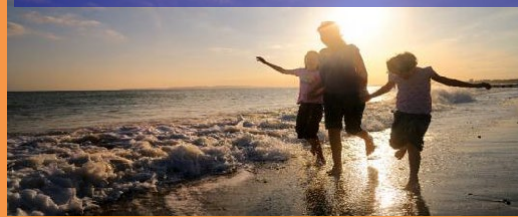
REOPENING

**Protect your people and guests and enhance guest experience**

PRE OPENING

REOPENING

**Deep Cleaning: Healthy Environment**



**Enhanced cleaning needs**



**Guest path: reassure guests**



**Constant Deep Cleaning: Welcoming Environment**



**Prepare for Enhanced Disinfection Needs**



**Professional and Caring Staff**



Provide Expertise and Monitor Compliance



# Ready to Reopen

Before Opening:  
From Now till Day 0

## Deep Cleaning for a healthy Environment



Specific key areas of PopARTment to clean after the outbreak to ensure a healthy environment before reopening

## Deep Cleaning for a welcoming Environment



We have used this low occupancy time in the hotel to deep floors, walls and to perform heavy descaling and odour control

## Prepare for Enhanced Disinfection Needs



Add that extra step to re-assure guests and staff; use our **2-step Enhanced Operating Procedures for Housekeeping**, with operational guidance

## Guest Journey: Reassure Guests



Enrich guest experience, with purposeful communication and extra care

## Staff: Working in Safety



Help your staff adjust to the new normal with the right enhanced cleaning guidelines training

## Monitor compliance



Monitor and Maintain the Highest Standards of Hygiene

Reopening:  
Day 1 & on going

## Housekeeping for excellent guest experience

1. Best in class cleaning with Room Care (like today)
2. Followed by a disinfection of all high touch points – after every exit - with Oxivir
3. Disinfect the whole apartment with our Ozone emitting machine to kill 100% of Bacteria and Germs
4. Dispose dirty cloths after each room

- **Extra reassurance:** "healthcare grade" disinfection
- Keep the **high level of cleanliness and freshness** that guests expect (cleanliness and odour control as key contributors to the overall impression of "health and safety")
- Maintain the **highest sustainable standards** with eco-labeled cleaning solutions, and the premium sustainability profile of hydrogen peroxide, that breaks down into oxygen and water



# Training

## Enhanced Operating procedures and wall charts

### 1. Enhanced Procedures

Enhanced Operating Procedures have been created per area, to train teams on new cleaning protocols.

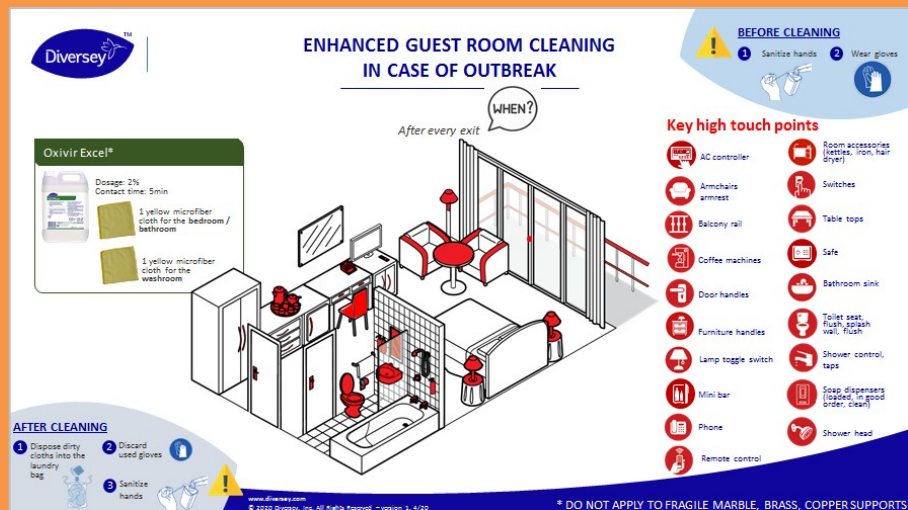
Example below. Full view available in the reopening program

### 2. Wallcharts

14 enhanced cleaning wall charts covering the following areas:

- Hotel entrance and vehicle transfer
- Reception
- Luggage area
- Guest room
- Public washrooms
- Kitchen
- Leisure areas
- Meeting rooms
- Laundry
- Staff facilities

Sa	Department	Guest touch points/ critical cleaning points	When	When (outbreak)	Who
1	Public areas	Entrance Hotel Lobby	every time guests walk in	every time guests walk in	Every guest coming in
2	Public areas	Reception desk / security card/key	NA	after each check in	Person that is on duty at the reception
3	Public areas	key cards for guests	NA	Every card before handout	Person that is on duty at the reception
4	Public areas	Smartphones guests	NA	Every check in	Person that is on duty at the reception
5	Public areas	Elevator knobs/display outside inside	Daily	Every hour with Oxivir Excel Foam	Housekeeping



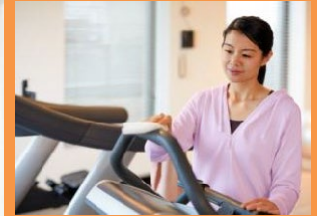
# Guest Journey: Reassure Guests

Where we can help

NEW HEIGHTS OF HEALTHY

## Make the invisible visible and provide enhanced Guest Experience

**A complete mapping of our solutions along the Guest Journey** from the booking to the departure including the arrival, public areas, guest room, restaurant & bar, leisure and business areas. In room, complementary, Guests will find Individual Kits of Protection (Masks, Gloves, Sanitizing Gel).





**THANK YOU FOR YOUR ATTENTION**

*We all look forward to welcoming you in a safe and healthy environment,*

*The Staff and Management*

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