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# SANITARY CHARTER

Version of June 1st, 2020

The **Domaine des Escaunes** and its restaurant **Arcestrate** recognize the fundamental importance of complying with health constraints and the precautions to be taken in order to curb the spread of the Covid-19 virus and to guarantee full and complete safety for all its customers and staff.

The Domaine des Escaunes, as well as its clients, mutually commit themselves by the adoption of this charter, to participate actively in this objective and to allow each and everyone to benefit from trust, and from working and living conditions that comply with the criteria of maximum health protection that can be offered.

**At the Domaine des Escaunes, a hygiene referent is named :**

Patricia Vermeulen-de Schietere de Lophem, owner and head of organisation & planning.

- She will be responsible for checking several times a day that this guide to good practice is being followed.
- She will have to train all employees in the procedures that are put in place.
- She will organise regular meetings with the teams to ensure that the measures taken are adequate with the material and human resources available.
- She will ensure the permanent supply of consumables:
  - Hydroalcoholic gel
  - Masks
  - Wipes
  - Soap
  - Garbage bags

**The Domaine des Escaunes is committed to transparent and clear communication:**

- Implementing procedures and protocols for staff hygiene.
  - To put in place all the obligatory posters in the common areas.
  - To trace all the procedures put in place in a binder and update them as necessary.
  - Keep the procedures/protocols binder available to authorities and clients as required.
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- Ensure the traceability of all training courses, information transmitted to employees on an Excel spreadsheet with date, time, surname first name and signature of employees.
- Trace all the information transmitted. The attendance report must be attached to the document summarizing the information transmitted and filed in a specific workbook.

**The Domaine des Escaunes is committed to setting up procedures adapted to the sanitary constraints:**

- Ensuring the hygiene of the staff, then a control system at the arrival and departure of the staff,
- Provide our customers with hydro-alcoholic solutions, and protective equipment for reception staff,
- Put in place floor markings and signage to maintain safety distances between customers in waiting areas,
- Reinforce the cleaning and disinfection of common areas (catering areas, lounges, etc.) and adapt them to the requirements and recommendations of the health authorities,
- Reinforce cleaning with cleaning products and disinfectants (technical data sheets of the products used can be consulted on site) and ventilation of the rooms,
- Supervise the linen and sheet recovery stage and provide personal protective equipment to the staff. Ideally, respect a latency time of at least 3 hours before taking care of the sheets and linen,
- As far as possible respect a 24-hour vacancy measure between two bookings during periods when the establishment is not full,
- Adapt the opening of services and facilities (especially the restaurant) to health requirements and government decisions,
- Encourage payment by credit card if possible contactless,
- Systematically disinfect payment terminals,
- Impose respect for barrier gestures on its employees, service providers and customers.

These procedures can be consulted on request at the reception desk, so that our customers and teams can ensure at any time that the standards in place guarantee their sanitary safety in the best conditions.

**The Domaine des Escaunes is committed to establishing job descriptions for all departments and for each of the functions in place:**

- Welcome & Reception
- Room cleaning
- Cleaning of the communal areas
- Catering service
- Kitchen
- Technical interventions and maintenance

These job descriptions can be consulted on request at the reception desk so that our customers and teams can check at any time that the actions and tasks carried out within the framework of our activity allow us to guarantee their health safety under the best conditions.

**The Domaine des Escaunes is committed to training its employees in the procedures and takes care of their daily applications.**

**The Domaine des Escaunes provides each of its customers at the time of booking or at the latest on arrival, the procedures that he will be asked to apply and respect during his stay in our establishment:**

- Respect the gestures barriers (to be consulted at the reception and common areas),
- Respect the distances to the reception desk, ground markings,
- Favor contactless and credit card payments, disinfecting the POS keyboard after each transaction,
- Use single-use tissues and dispose of them in the bins provided,
- Respect the spaces provided in the dining room to maintain safety distances,

- Open the windows of your rooms to ventilate it when you leave,
- Hand in your key at the reception desk in the space provided,
- Prefer to send invoices by e-mail.

**The Domaine des Escaunes undertakes to adopt the procedures prescribed by the government and the authorities in the event of suspicion of contamination for one of its employees but also for one of its customers.**

The procedures in case of suspicion of contamination can also be consulted on request at the reception desk.

**The Domaine des Escaunes is committed to implementing strict rules with its suppliers to manage the receipt of goods and their storage in the best possible conditions.**

The procedures put in place for the management of our deliveries with our suppliers can be consulted on request at reception.

**The Domaine des Escaunes, its employees and its customers mutually commit themselves to the respect of the standards and procedures in this framework, in order to guarantee the safety of all in the most preserved environment that it can be.**

Generally speaking, the Domaine des Escaunes undertakes to adapt and update the directives and recommendations of the public authorities in terms of the fight against Covid-19, taking into account the evolution of the situation and the legal requirements.

### **The management of Domaine des Escaunes**

Marc Vermeulen

Patricia de Schietere de Lophem

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