

OBEROI HOTELS & RESORTS HAND HYGIENE DAY

05TH MAY 2021



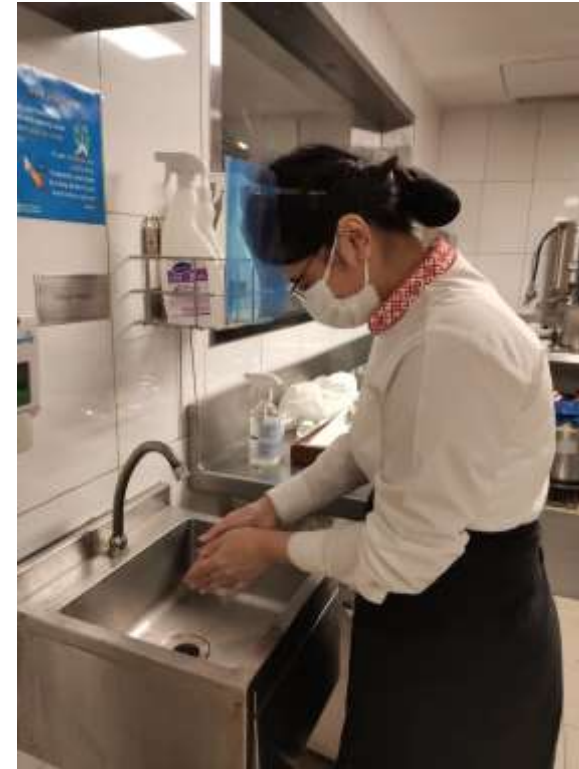
HAND HYGIENE DAY

5th MAY 2021

ACTIVITIES CONDUCTED

Activity	Details
Awareness through internal communication	Informative audio visuals were played on team corridor television.
	Hand Hygiene posters displayed in lockers, cafeteria and kitchen areas.
Special awareness session for chauffeurs	Hand Hygiene Awareness session conducted for the chauffeurs as well.
The Hand Wash Bell installation in kitchen	In the wake of the pandemic, an alarm bell has been installed in the kitchen. It is automatically sounded off in cycles of 60 minutes that reminds all working in the kitchen to wash hands.

ACTIVITIES CONDUCTED



Hand wash made mandatory in all heart of the house areas.
Alcohol based sanitisers installed in all corridors, departments and all other heart of house utility areas such as lockers, bunkers and recreation room.

ACTIVITIES CONDUCTED



Strict hand washing procedures followed in kitchen.

[illegible]

The game of hygiene but with the
MIX of FUN





The PPE Challenge Game Zone1



Classification | Internal

Rules

- 2 team members will be playing
- 1 will hold the cards to the forehead and other will enact and try to explain what is there in the card
- Once the team members identifies all the 5 cards both team members have to sequence it.
- Note: -ve marking for each wrong sequencing (-25)





The Emergency

Know How

Game Zone 2

- 2 team members will be playing
- A deck of 20 cards will be given to each team.
- The teams have to segregate the cards into correct and incorrect decks according to the emergency protocols.
- Time limit to complete the task is 5 mins



The Sorting Game Zone 3



Rules

- 2 team members will be playing
- A colour code will be kept on the table.
- 1st team player has to guess which colour represents which waste.
- 2nd team player will sort the waste accordingly.
- Once who finishes first wins the game.





Hygiene Guidelines





Hygiene measures

Avoid *touching* colleagues & surfaces as much as possible.



Practice *safe distancing* at all times in guest & back areas.

If you need to sneeze, step away from guests & *sneeze into your elbow*, followed by sanitising your hands.





Masks, gloves & face shields



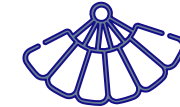
Masks & gloves must *not be reused* & must be discarded in *closed bins*.



Masks must be *changed daily* or soon as they *become wet*.



Face masks & face shields *should be worn* as per area guidelines.



Face masks should *not be hanging* around the neck.



Grooming & make up



Hair must be tied in a manner that is hygienic, neat & *does not cover the face.*



Eye make up must be *subtle.*



Instead of lipstick, ladies to wear a simple *lip gloss.*



Gentlemen should *shave every day.*



Hair nets must always be used in the kitchen.

All team members to follow company *grooming standards.*

Accessories



Rings



Watch



Bracelets

Accessories must be *avoided* as much as possible.



A message from our CEO

I hope and pray that you, your family and friends are safe and in good health at this time.

The COVID-19 pandemic has forced upon us changes in how we will travel and explore our world with an innate sense of caution for our wellbeing.

The Oberoi Group has always prioritised the health and wellbeing of our guests and colleagues with exacting standards of cleanliness and hygiene. I take this opportunity to assure you that we have used this time to implement even more detailed measures, in keeping with World Health Organization and Ministry of Tourism guidelines. Our hotels have always been recognised for their meticulous Housekeeping standards, visible to our guests from the moment they enter. Each one of us now stand committed to being industry leaders when it comes to guest and employee safety as we are confronted with COVID-19.

Our guests have been extremely appreciative of the measures we are taking for their safety. Equally our colleagues have welcomed these initiatives. All enhanced processes are supervised by dedicated Hygiene & Safety Managers, as well as senior members of the hotel management teams.

The contents of this document will give you an insight into the measures we are taking to ensure your safety and wellbeing in the true spirit of the *Oberoi Dharma*: with the guest at the heart of everything we do.

All employees must be aware of our
exacting standards of cleanliness &
hygiene, to answer any *guest queries*.

Guest areas

When *interacting / sharing items* with guests,
visibly sanitise the items & your hands in
front of guests whenever possible.





Key do's & dont's



*Avoid touching your face,
especially in guest areas.*



*Do not share pens, key cards, Micros
cards or any other utility items with
colleagues.*

We want you safe



Avoid pillion riding



Regulate use of lockers & bunkers



Follow meal timings as per team guidelines



Sanitise belongings



If unwell, stay at home

Any non compliance of safety & hygiene practices must be reported to Human Resources immediately.



Hygiene measures

Housekeeping



-  Washing and sanitizing of hands frequently. Especially before and after servicing a room/completing guest requests.
-  Interacting with guests and colleagues while maintaining safe distance.
-  No shaking of hands, instead greeting people with a warm Namaste.
-  Changing gloves after servicing every room.



Hygiene measures

Food & Beverage service

- ✽ Hand Sanitizer available at each side station.
- ✽ Point of sale terminal sanitised before and after every meal using Virex.
- ✽ All employees sanitises their hands before handling tablets and EDC machines.
- ✽ All salvers and continental trays are sanitised.
- ✽ Cans, bottles, tetra-pak items dipped in chlorine solution and wiped.
- ✽ All bartending equipment kept in chlorine solutions.
- ✽ Bar gratis presented in individual containers.
- ✽ Employee to wear face mask, face shield, disposable gloves and carry a hand sanitizer while delivering packed food.
- ✽ Server to encourage guests to pay using digital means.



Hygiene measures

Kitchen



-  Hygiene boxes are placed for all hand wash stations for easy and quick access of mask, gloves and hair nets.
-  Sanitisation process followed for all guest service wares like chinaware, glassware and silverware for strengthening hygiene standards.
-  Regular sanitisation done of kitchen high touch points like food pickup counters, doors knobs, work surfaces etc.
-  Hand wash alert done after every 30 minutes for regular sanitisation of hands.
-  Chopping board sanitised in food grade chlorine.



Hygiene measures

Receiving

-  An area has been provided with a pedal operated hand wash station for use by the team.
-  A box has been installed with hand gloves, face mask & hand wipe paper.
-  Liquid soap and sanitiser dispensers form part of the hand wash station.
-  A vegetable washing machine has been installed to wash all vegetables in 50ppm of chlorine water, before being moved to the production area.
-  All other perishables, depending on its nature is soaked in tanks containing 50ppm of chlorine water and then moved to the kitchen.
-  Temperatures of all chilled and frozen products being received is checked and recorded.
-  Non –perishable packed food items are stored in a separate quarantine room for 24 to 48 hours before being moved to the stores.

Hand Hygiene Day 2021

Activities conducted on Hand Hygiene Day

Poster making competition

Training conducted on Hand Hygiene



Poster Making Competition

- **Inter department competition**

- Participating departments prepared poster on general awareness of Hand Hygiene
- Posters were scored on the basis of certain parameters and clarity of message
- Winning department was awarded
- All the participating posters were displayed on the team notice boards



Hand hygiene training

- **Training conducted on Hand Hygiene**
 - Team members and contractual staff were trained on hand washing steps to maintain hand hygiene





Hand Sanitization The Oberoi Vanyavilas

Sanitization is essential to keep guests and yourself safe and instill feeling of well being and safety



Hand washing is an integral part of the hand sanitization. We ensure our team knows the proper method and technique.



Proper steps to hand wash are essential with visual aids



- Wet your hands
- Apply soap
- Rub hands together
- Scrub between the fingers, on the palm, individual fingers, between the nails
- Wash off soap
- Dry with paper towel
- Sanitize with 70% alcohol sanitizers



Along with correct method of hand wash

- proper soap solution
- right hand sanitizers
- clean napkins or hand dryers are essential



Hand wash and sanitization is a habit which has to be developed with constant guidance, follow-up and monitoring.

Managers play an essential role of model, mentor, monitor and guide in the training, and acclimatization of new employees.

To inculcate and build the customer confidence in our hygiene protocols it is essential we showcase and follow our best practices.



- Sanitizing hands before monetary transactions.
 - Sanitizing cards before handing over to guest.
 - Sanitizing guest's luggage etc.
- Instill confidence in guest.

International Hand Hygiene Day Wildflower Hall

International Hand Hygiene Day Wildflower Hall

Hand Hygiene Day

Classification | Internal

Different activities done as part of celebrations:

IN HOTEL ACTIVITIES

- Inter house poster making competition
- Inter house slogan writing competition
- Session for team members
- New posters for lockers and hand cleaning & sanitization under supervision

VISIT TO DIFFERENTLY ABLED SCHOOL

- Poster making competition among students
- Display & award given to best posters
- Installed soap dispensers & practical display of hand wash

Hand Hygiene Day

Classification | Internal

POSTER MAKING COMPETITION



Inter house poster making competition was organized with the theme of hand hygiene.

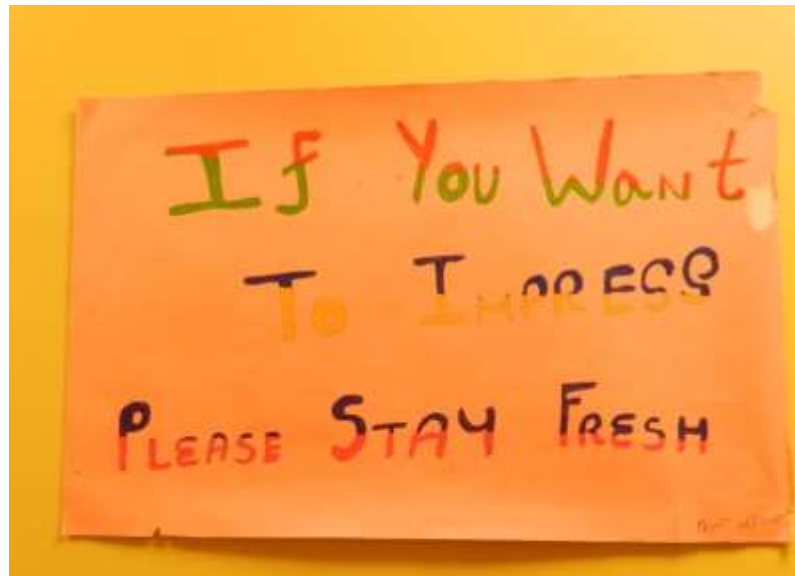
The idea was to spread awareness with regard to washing hands. Best poster from, the Kitchen team was awarded

Classification | Internal

Hand Hygiene Day

Classification | Internal

SLOGAN WRITING COMPETITION



Inter house slogan competition was organized with the theme of hand hygiene. The idea was to spread awareness with regard to washing hands. Best slogan as per the judge was from the Housekeeping team which was awarded

Classification | Internal



Presentation on importance of hand hygiene was run in the cafeteria for team
HR and Chefs educated team on hand hygiene by meeting team members in their departments
Hand hygiene signage's were kept at work stations of team members

Hand Hygiene Day

Classification | Internal
NEW POSTERS & HAND WASH UNDER SUPERVISION



New posters installed in lockers

Hand sanitization & hand wash done under supervision at staff entrance for the entire team

Classification | Internal

Poster Making Competition at school



Their posters were displayed on the notice boards & prize were awarded

International Hand Hygiene Day

The Oberoi Cecil

World Hand Hygiene Day

On the occasion of World Hand Hygiene Day today i.e. 5th May, 2021 The Oberoi Cecil, Shimla celebrated World Hand Hygiene Day. Ever since the [pandemic](#) started, doctors have put a lot of emphasis on hand-washing. Beside keeping a social distance from people and wearing a mask whenever stepping out, hand-washing is the next important thing to do, especially after you have used the washroom, and before preparing a meal. Hand-washing ensures any dirt, germs present on your hands are washed away. We have given practical as well as theoretical training to the entire team members present in the hotel. Different topics were covered under the training which are as follows:

- Steps of Hand Washing
- Types of Hand Hygiene
- Indications for Hand Washing
- Importance of Hand Washing
- When to wash hands









HAND HYGIENE DAY

TRIDENT HOTELS

05TH MAY 2021



Awareness Videos

- As part of the Hand Hygiene Day and Covid protocol, videos was shot and displayed at the time office (an entrance for staff, Fixed Term Contracts , Operational Trainees, OCLD Associates, STEP Trainees, Industrial Trainees and Apprentices and Third Party Contract Resources) to increase adherence to hand hygiene practices.



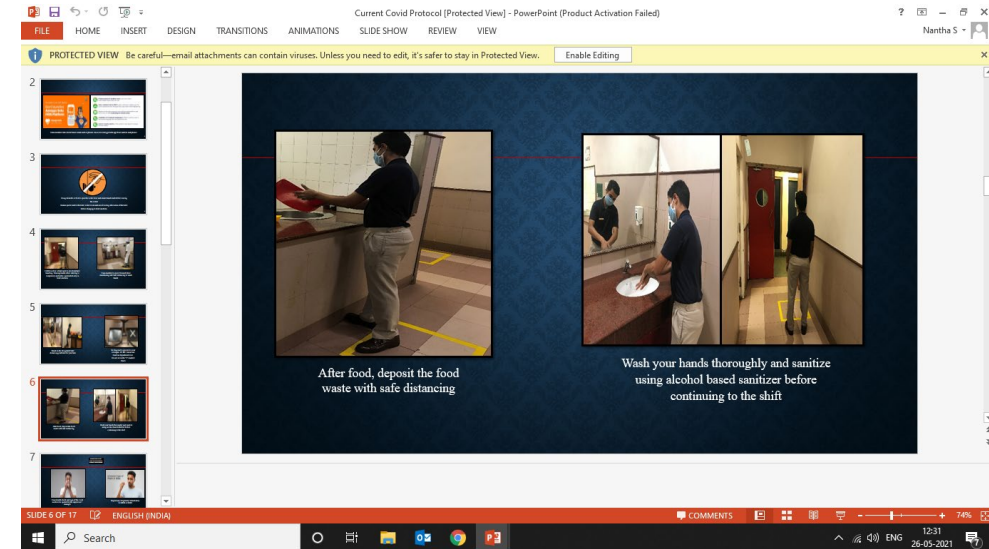
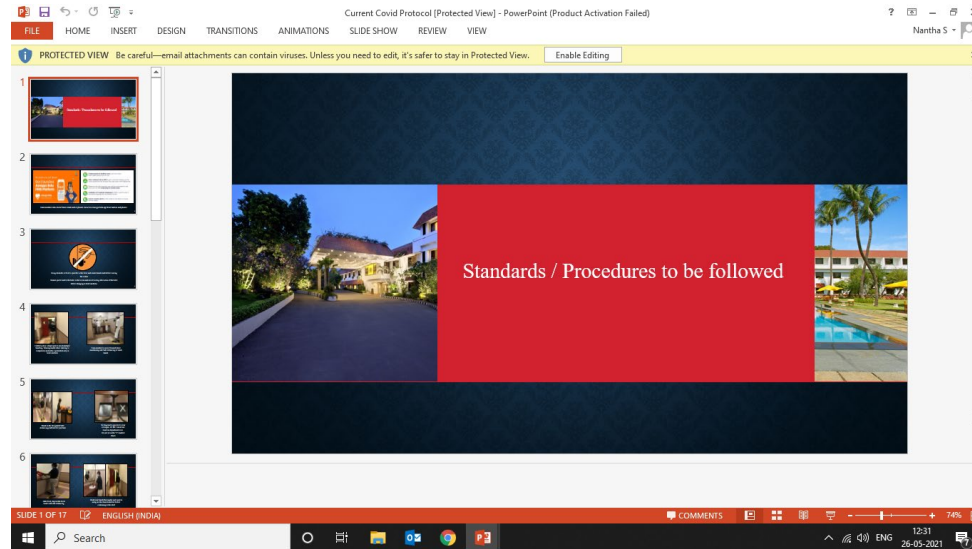
#Safehands challenge

- In an attempt to create, “Make hand hygiene a priority” – Trident, Chennai team have strictly started following the protocol to sanitize their hands every time they serve food or touch food related items to achieve hand hygiene.



E-Training

- Trident hotel – Chennai have always placed the highest emphasis on the safety and wellbeing of our guests with exacting standards of cleanliness and hygiene.
- With the risks associated with COVID 19, and in accordance with World Health Organization and Ministry of Tourism guidelines, we have implemented a number of training session by our dedicated Hygiene and Safety Manager.



Posters

- Posters explaining the importance of hand washing has been displayed all over the hotel to motivate and remind staff that “Seconds save lives – clean your hands!”

Classification | Internal

01

Wet your hands before applying soap.



02

Bring your palms together and rub soap all over the palms and backs of your hands, including between the fingers.



03

Wash your hands for at least 20 seconds.



04

Wipe your hands with a clean towel or paper towel and avoid rubbing too vigorously.



#StopTheSpread

Classification | Internal



World Health
Organization

**SAVE LIVES
CLEAN YOUR HANDS**



#HandHygiene

#CleanYourHands

#InfectionPrevention

Dedicated Mentor

- A dedicated staff is placed in the staff cafeteria to help and guide team members about the importance of hand hygiene and to empathize on “Make clean hands your habit - it protects us all!”






TRIDENT
Cochin

Importance Of Hand Hygiene

1. Hand hygiene is the single most important practice to reduce the transmission of infectious agent in healthcare settings.
2. The term “HAND HYGIENE” includes:
 - Handwashing with either plain or antiseptic containing soap and water.
 - Use of alcohol based products (Gel, Rinse, Foam) containing an emollient that do not require the use of water.

• How We Practice Hand Hygiene

- Always wash hands before entering the hotel.
- Follow the 8 step procedure to wash hands.
- Dry hands completely using a hand dryer or tissue.
- Sanitise your hands with a Hand Sanitiser.



- Hand Hygiene At Work Place



- Hand Hygiene Poster Making Competition



• How Do We Encourage Our Vendors

Hygiene kits distributed to vendors.

Contents:

- Mask
- Gloves
- Hand Sanitiser
- Wet Wipes







We have virus in our hands.

DHARMA

Conduct which at all times safeguards the safety, security, health & environment of guests and the assets of the company.



ABOUT THE ACTIVITY

Glitter was put on different articles and team members were asked to touch the items around them. Which lead to the glitter on their gloves.



Spreads through a handshake.

MISSION

We are committed to the growth & development and welfare of our people upon we rely to make this happen.

In the current COVID- 19 situation understanding the essence was the utmost priority.



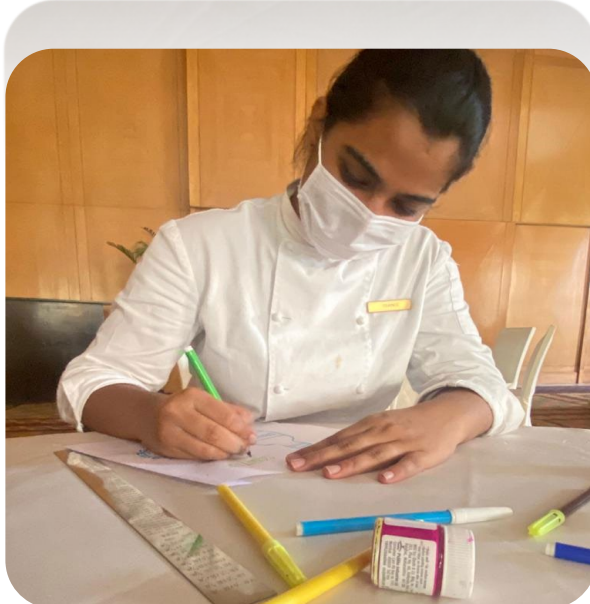
Classification | Internal

POSTER MAKING COMPETITION



AWARENESS OF HAND HYGIENE

Poster making competition was organised in the banquets to spread awareness about hand hygiene among team members through creative learning.







TRIDENT

Jaipur

Session on Hand Hygiene for Team By Housekeeping Supervisor





TRIDENT

Jaipur

Documentary promoting hand hygiene awareness displayed on Electronic Display in Corridor and cafeteria

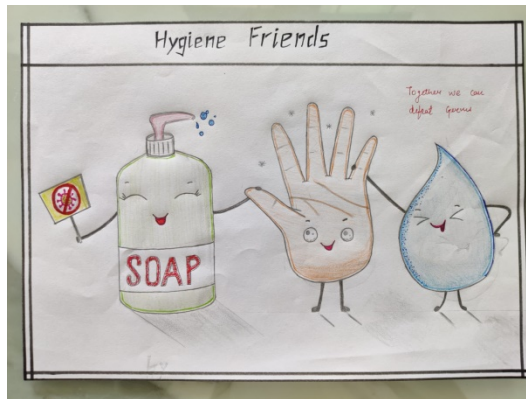




TRIDENT

Jaipur

Department wise Poster Making Competition on Hand Hygiene



- Team displayed high level of creativity in Poster on Hand Hygiene.



Thank you

Stay Safe