



Catalogue of measures

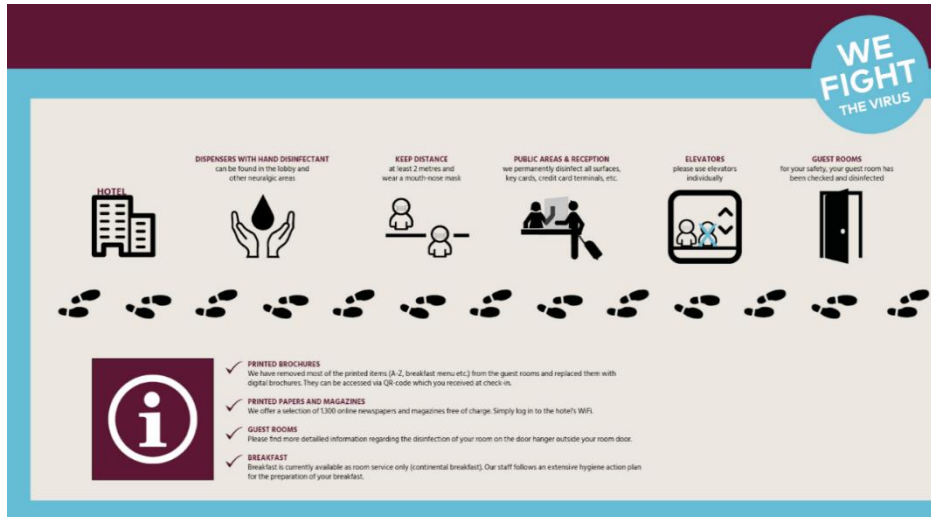
Leonardo Hotels continues to work for you, committed to providing a safe environment with high hygiene and safety standards

In the course of the slow resumption of business operations, we need to work together on guidelines and measures to protect your and our employees and guests, as well to raise the awareness for a joint approach to the spread of the Corona pandemic.

This catalogue of measures includes some important hygiene and safety aspects, which should be implemented and respected in order to ensure a regulated business operation. This catalogue gives an overview about our measures.

Our aim is to work out a coordinated approach to the safety and hygiene of all employees and guests and to maintain our cooperation despite the special situation of the Corona pandemic. Together we can ensure that our fellow citizens are protected and informed in these difficult times.

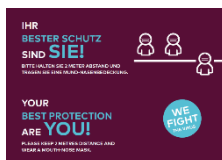
Public Area | Lobby | Reception



Public areas, such as the hotel lobby, corridors, restaurants, toilets and reception are naturally the most frequented areas of our hotels. With our concept, we have succeeded in preserving the inviting character as much as possible.

For this purpose, we have divided the measures into different parts:

- Disinfectant dispensers are placed in neuralgic positions, such as at the entrance, at the reception, at the lift, at the toilets, in the corridors and front of the meeting areas
- We refer to the applicable distance regulations through markings and corresponding signs

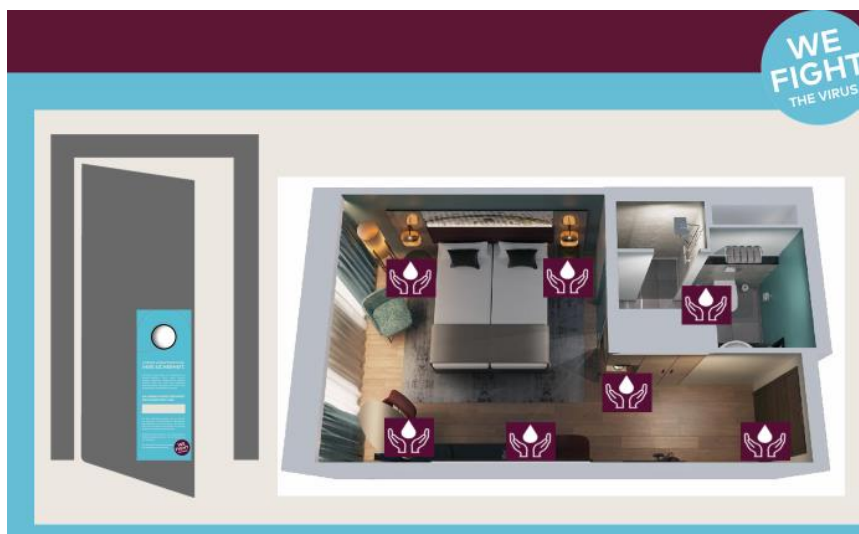


- Employees wear mouth-nose masks in public areas or work behind a protection
- A sign at the lifts informs to use them only individually



- Permanent checks of all public used areas, with simultaneous disinfection of touchpoints such as handles, knobs, switches, etc.

Hotel Rooms



It is important to us that all our guests feel safe and secure in our rooms. Adequate cleanliness and hygiene are the basic requirements for this.

To guarantee this, we have implemented double protections:

- The first step is to clean the hotel room according to the house standard
- In the second step, we have extended our room check by further disinfection of surfaces, switches, handles, WC, remote controls. The respective employee approves it by leaving a door tag
- Printed matter such as magazines, hotel A-Z, periodicals, room service cards, etc. is removed. Hotel information can be found in our digital info-board. A large selection of daily press and magazines are available (in selected hotels only)
- Minibars are emptied in all houses for safety reasons. We will be happy to fill them up on request or offer a selection of drinks and snacks at the reception.
- The toothbrush cups have been changed over to disposable items, and although disinfection wipes are available in the rooms
- Bed linen and towels are treated by our external laundry company with a special hygiene treatment
- Turn off the air conditioning, open windows regularly to ventilate air
- Self-sufficiency possible by using cooled, but not filled, minibar

Restaurants / Bars

Our restaurants and bars stand for trend, style and conviviality and needs now to be aligned with social distancing and all regulations. Nevertheless, with our measures, we're convinced that our guests feel at ease.

- The distances between the tables in our restaurants have been extended to min. 1 meter - this results in an adjusted restaurant capacity
- The barstools in front of the bar were removed
- Disinfection dispensers at the entrances and near buffets are installed
- All employees wear masks in the restaurant and the kitchen
- Guests must wear masks while walking around. While sitting at tables, the masks need not be used
- In addition to our existing hygiene measures in the kitchen, important control points were identified
- Draught beers and cocktails cannot be offered temporarily
- Dishes, cutlery and glasses are disinfected by the dishwasher
- Food, wine and bar menus can be viewed via the Digital Info-Board, we only keep printed and disinfected versions available on request
- All guests are placed at any time of the day. Markings on the floor indicate the distance rules. A display at the entrance to the restaurant refers to the current regulations
- Guest Registration needed, to identify person to contact by infection incident
- Opening Hours can be vary depending on restaurant size and hotel occupancy

Room Service

- For food and drinks, the same settlements apply as for Restaurant & Bar
- As well for the employees and the food offer
- The complete order is covered with cloche or foil
- We deliver room service only to the room door
- To pick up the tray, it is possible to pick it up or leave it in the room. We ask our guests not to leave the tray in the corridor during this time

Breakfast

Due to current situation, that we can not offer our well-known extensive breakfast buffet.

Breakfast buffet

- Implementing a one-way street system and minimum distances, grouping must be avoided
- The minimum distances are indicated by markings on the floor
- A greater distance between meals and an adapted offer will avoid standing in line
- Smaller bowls and plates guarantee a higher exchange frequency
- All guests must wear disposable gloves and mouth-nose protection
- Employees wear mouth and nose protection and disposable gloves
- At the entrance, displays explain the regulations

For personal well-being our guests do have the option to choose as well a continental breakfast in the form of a breakfast box or as room service - depending on the hotel and the options on-site.

Meetings, Events & Conventions

Social distancing

- Considering the respective current possible arrangements, meeting capacities are aligned
- For coffee breaks extended areas are in use, such as Bar|Restaurant|Lobby, to ensure the most possible distance
- Time schedules for breaks etc. need to be defined with the various groups in advance, to ensure that grouping is avoided (larger groups have the right to choose their preferred times)
- Our employees ensure that only a certain number of guests using toilets at the same time. Virus protection is installed between the hand basins.

Protection Equipment

- All employees wear masks
- Reduced number of employees are deployed for guest service, to keep the number of contact low
- Outside the meeting rooms, guests must wear masks, this also applies during coffee breaks, walking around, using the toilet, etc.
- Disinfection dispensers are available in the coffee break area and front of the meeting rooms
- Cleaning of conference rooms and frequented areas with increased intensity and between group changes at meetings/events
- Cleaning of equipment, utensils, moderator equipment

Food & Beverage

- Snacks for the coffee breaks, as ordered, are placed on the participants' seats in our "Have a break, have a bag" – prepared, before the meeting starts | during lunch break, etc., to avoid many contacts
- We offer a lunch buffet in the same way as the breakfast buffet. If lunch buffets are not permitted from the authorities, lunch will be offered in the form of a Bento Box System, with a choice of the main course, needs to be chosen by starting the meeting
- Disposable gloves are available for operating the coffee machines. In front of the coffee machines, floor markings indicate the distance regulations
- On request, we provide coffee in cans in the meeting room

For your safety:

- All employees are best trained on all our safety and hygiene standards
- Hygiene authorized representatives are on site
- Disposable gloves, mouth-nose protection as well disinfection wipes are available on request
- Cashless payment is requested

As the current situation is very dynamic, regulations need to be aligned on requirements and respective progression, to provide our guests with a high level of safety.

We thank all our guests for understanding the needed restrictions in our service and ask to support all measures.

We do hope, that we can return to normal hotel operation as soon as possible, with a high level of service, our guests are used to.

Looking forward to welcoming our guests soon.

Sincerely Yours, Leonardo Hotels