



COVID-19

HORESCA GUIDE RECOMMENDATIONS

The basic document
for a gradual resumption of activity







Dear members,

We have just gone through the worst crisis of the post-war period. This health emergency gradually developed into an economic crisis similar to the Wall Street crash of 1929. It will not be over until an effective drug or vaccine becomes available.

HORESCA has done everything possible to defend the interests of our sector, as evidenced by all the aid put in place by the government, including direct non-refundable aid for VSEs and SMEs, as well as refundable aid from the Ministry of the Economy, General Directorate for Small and Medium-sized Enterprises put in place for our sector, as well as the benefit of the short-time working scheme, of which the sector was not a part.

In order to prepare our businesses in the best possible way, after the lockdown is lifted, for business recovery, we have developed a communication strategy aimed at businesses and consumers.

To this end we have created the campaign and the maxim “**SAFE TO SERVE**”.



That is why HORESCA has developed these health guidelines for the sector. It is essential that, as much as the situation demands, all businesses respect the necessary sanitary measures to ensure the safety and health of our employees but also and above all that of our customers.

This guide forms part of the campaign to reopen businesses accompanied by a communication strategy for consumers, i.e. our customers. It aims to show customers that we have implemented all the necessary measures to guarantee them optimal health safety so that they can spend a pleasant and convivial time in our restaurants, cafés and hotels.

It is vital that you consult our recommendations and that you respect the instructions for the good of our businesses and all of us.

We would like to thank the Ministry of the Economy, the General Directorate for Small and Medium-sized Enterprises and the General Directorate for Tourism as well as the Chamber of Commerce of the Grand Duchy of Luxembourg for their support.

Yours sincerely,

François Koepp
Secretary General, HORESCA

Today, hygiene and cleanliness are major challenges for the image of businesses in the minds of our customers, but also our employees. The hygiene of the premises allows professional practice in good conditions and increases well-being.

Therefore, also in this period of the COVID-19 epidemic, the priority of businesses is to adopt preventive measures to protect the health of employees and to ensure their safety and that of customers.

The main workplace risks related to COVID-19 in our sector are the risks of contact with other people (who may be colleagues or customers) in their professional activity.

BE READY TO RE-OPEN YOUR ESTABLISHMENT!



PRIOR TO OPENING

- Rinse the cold water pipe for at least 5 minutes. The hot water temperature should be at the least favourable point of 55°C (This is a preventive action against Legionnaires Disease).
- Visibly display all useful information for the customer (reminder of instructions, organisation of service, modes of entry, organisation of waiting queues, modes of payment, collection of items, the possibility of placing orders by telephone or digitally, in order to limit waiting time in the restaurant).
- If possible, organise separate flows between the entrance and the exit (one-way traffic).
- Make sure there is a permanent supply of consumables (cleaning and disinfecting products, hand-dryer paper, masks, gloves, overalls, and so on).
- Remove newspapers and paper books during this time, unless for sale.
- Do you have a lift? Visibly indicate the social distance or limit the number of people.
- Do you have air conditioning? Arrange for regular filter cleaning by a qualified firm.
- Mark/sign the social distance in strategic places.
- Adjust time slots according to the evolution of activity, the weekly opening, taking into account the constraints of staff and the reinforcement of hygiene measures.
- Work as much as possible in fixed shifts. Strictly divide working teams, in order to avoid the infection of one staff member, and subsequently the quarantine of all your staff.
- Adapt the frequency of cleaning indicated on your cleaning schedule. A cleaning/ disinfection schedule with frequency and monitoring of premises, work surfaces, work equipment, tools, door handles and knobs, payment area, materials and more generally any object or surface likely to have been contaminated (in contact with hands), common work equipment (coffee machines and so on).
- Define the items at risk and create procedures with instructions. For example, clearing customers' tables in restaurants or cleaning hotel rooms.

YOUR STAFF



THE MEASURES TO BE TAKEN PRIOR TO RE-OPENING

- 1 Ensure that all employees in the workplace receive and understand the necessary information on the protective measures to be observed.
- 2 Ensure that employees with symptoms or those who have contracted a COVID-19 infection stay at home. They should contact their doctor.



THE STAFF CLOAKROOM *(Changing in and out of clothes)*

- Plan for a staggered arrival of employees to allow each person to change individually in the cloakroom or to respect the recommended physical distance between employees.
- Provide sufficient work clothing to allow for a change for each shift, or make available a disposable overall or adapt the frequency of cleaning and changing of clothing for employees. If the cleaning of clothing is outsourced, install a storage area for airtight bags of dirty clothing and for the return of clean clothing accessible to the delivery person, taking care to limit the shared activity and otherwise respect the minimum social distances.

HOW TO PROTECT YOURSELF? HOW TO PROTECT OTHERS?

You can also carry the virus and transmit it.

THE ESSENTIAL SECURITY MEASURES



THE HANDS

- Regular and correct hand washing with soap and water or by need with a hydroalcoholic solution. Wash or disinfect your hands before and after using any common equipment.
- Do not shake hands or kiss.

Disposable gloves or work gloves are used for handling waste bins and for cleaning/disinfecting. The purpose is to protect the hands. In general, the wearing of gloves is highly controversial. The virus can actually be found on gloves. But they also give a false sense of security.



THE FACE

- Avoid touching the face (eyes, nose and mouth). Your hands could be in contact with many hazardous surfaces.
- Cough or sneeze into the bend of your elbow to cover your mouth and nose.
- Keep a social distance (currently set at two metres) from other people if possible, otherwise protection must be worn.

YOU WISH TO PURCHASE MASKS? WHAT YOU SHOULD KNOW IN ORDER TO MAKE THE RIGHT CHOICE

THE SURGICAL MASK

Role: To avoid the spray of droplets emitted by the person wearing the mask towards the surroundings. It also protects the wearer from the droplets emitted by a person in front of him/her. However, it does not protect against the inhalation of very small airborne particles and does not provide effective protection against the COVID-19 virus.

Indications: Wearing a surgical mask is indicated in work situations where employees have to be close to each other for prolonged periods of time and therefore cannot comply with social distancing instructions, provided that it is worn by everyone.

THE GENERAL PUBLIC MASK (ALTERNATIVE MASK)

Many producers offer so-called alternative masks, and there are even people who make them by hand. In France, the National Agency for the Safety of Medicines and Health Products (ANSM) has defined categories of masks for non-health use with filtration criteria which must be met in order for them to be approved.

Role: To avoid the droplets emitted by the person wearing the mask being projected towards the surroundings and, to a lesser degree, to protect the person wearing the mask against the projection of droplets emitted by a person opposite.

Indications: This alternative mask “replaces” the surgical mask in situations in which social distancing instructions cannot be complied with, provided that it is worn by everyone (at work, on public transport, in public places, in supermarkets and so on).



CONTACT

- Limit the number of people in contact with the public
- Avoid close contact with other people
- Avoid “hand-to-hand” exchanges

GENERAL ADVICE CONCERNING EVERYDAY OPERATION WHEN RE-OPENING

DEDICATE SOME CONTACT TIME WHEN STAFF MEMBERS ARRIVE AND DESIGNATE A COVID-19 REFERENCE PERSON TO BE ASSIGNED:

- 1 to mention all the difficulties encountered by staff in complying with the new procedures and the relationship with the customer.
- 2 to communicate the Health Directorate's recommendations for COVID-19 prevention.
- 3 to implement the measures to be taken.

- Allocate breaks, including for meals, on a rotational basis to limit the number of people in the break area/rest room and smoking area, as well as the social areas.
- Increase the frequency of cleaning the sanitary facilities and ensure the presence of soap and drying facilities.
- Between certain areas such as the kitchen and restaurant for instance, leave the doors open to avoid repeated hand contact on the handles.
- Ensure that there is a permanent supply of consumables (soap, gel, wipes, bin bags and so on) and that there are sufficient pedal and lidded bins to be able to dispose of hygiene consumables after use.
- Ensure regular and effective cleaning and disinfection of all surfaces. If disinfection is necessary, a virucide is recommended. The addition of bleach to a cleaning agent is strongly discouraged! A cleaning plan is essential.



BASIC NOTIONS

Cleaning is the action of removing physical and chemical soiling. Disinfection is the action of reducing micro-organisms to a level where they cannot cause disease. There is no proper disinfection without prior cleaning.





THE VITAL POINTS IN THE KITCHEN

OBSERVE THE PRINCIPLES OF THE HACCP

- risk management
- infrastructure and maintenance
- staff hygiene
- production and distribution etc...

(The guide to good hygiene practices is available from Horesca and is the basis for the hygienic handling of food.)

- Receipt of goods: Provide a receiving area and avoid shared activity and contact with the delivery person. The delivery person should not enter the kitchen. During delivery, remove and discard the packaging in the dedicated areas. Afterwards, wash your hands.
- Limit the number of people in the kitchen (by limiting the number of dishes on the menu, for example). Otherwise, observe barrier measures between staff.
- If possible, use individual work tools.
- Provide a sufficient number of non-manually operated waste bins.

THE VITAL POINTS FOR SERVICE IN A RESTAURANT OR CAFÉ

(table or buffet service, takeaway or home delivery)

- Fit payment counters with translucent screens.
- Preferably maintain social distancing between chairs. Otherwise, for example, a glass partition between the tables can provide additional security for the customer. Unfortunately, we do not have any clear feedback from the government on this point.
- Organise customer reception (in case of waiting or seating) and define the table rules:
 - 1 waiting before allocation of the table
 - 2 the order
 - 3 serving drinks
 - 4 meal service
 - 5 table clearing
 - 6 payment
 - 7 departure
- Provide a washable menu or even a digital menu.
- Preferably use disposable napkins. A fabric napkin can be an additional source of contact when clearing the table.
- If you have enough staff available, assign one person to serve the dishes and another person to clear away the plates, cutlery, glasses, napkins and so on.

You can also set up an area where the customer can clear his/her plate, cutlery, glass and bottle. Possibly organise a trolley service to keep a distance from the customer. Another alternative is for food and drink service to take place at the counter. The customer must collect his order by visiting the counter.





- Prefer payment by contactless credit card and if the payment is in cash, do not put your hand to your face until after you have cleaned your hands. If you give change, have a dish available on which to place it (no hand-to-hand exchange). Regularly change these dishes.
- Observe barrier measures between staff and as much as possible with the customer.
- In general, all objects and surfaces which may have been touched (in contact with the hands) must be cleaned or disinfected after the customer has left.
- Preferably serve drinks in individual bottles.
- Avoid buffets. In a hotel, focus on room service.



IF THERE IS BUFFET SERVICE

- Protect all products made available to consumers to prevent them from coughing, spitting on or touching them.
- Protect food on the customer's side, cutlery plates, napkins, and so on, with a translucent screen.
- Staff will serve customers at the buffet (including cutlery, napkins and so on).



HOME DELIVERY

A Ministry of Health fact sheet is available. Please consult our site if you need detailed information.



THE VITAL POINTS CONCERNING TOILETS AND SANITARY FACILITIES

- Display the frequency of cleaning the washrooms clearly to the customer.
- Raise awareness about social distancing and hand washing.
- Regularly check that there is sufficient soap, if necessary hydroalcoholic gel and paper hand dryer. Do not use reusable fabric towels.
- Provide a bin with a non-handled lid.
- Close every second toilet cubicle or provide a separation at head height.



THE VITAL POINTS IN HOTEL RECEPTION

- Preferably fit the reception area with a translucent protective screen.
- Observe the barrier measures between the staff and as much as possible with the customer.
- Provide an area for depositing keys/cards and documents.
- Clearly inform the guest (on arrival) about the preventive measures in the hotel.



THE VITAL POINTS FOR HOUSEKEEPING STAFF



FIRST STEP TO TAKE
AFTER ENTERING
THE ROOM:

Ventilate it!

- Organise new working arrangements which incorporate protective sanitary measures (adjustment of room allocations, division of tasks, circulation, preparation of material and so on).
- Carefully prepare the items on the cleaning trolley by ensuring that nothing is forgotten, to avoid running into a colleague or a customer on the way to pick up a missing object.
- Assign a trolley and personal work tools as far as possible.
- Prepare the household plan according to the configuration of the establishment or of the floors:
 - 1 if possible, avoid working in pairs or limit it to tasks which require it because of their difficulty.
 - 2 if possible, organise single-direction walking to avoid staff crossing each other.
 - 3 increase the time allotted for cleaning a chamber.
 - 4 with precautions to be taken when handling potentially contaminated sheets, especially during bedtimes (do not shake the bedding ...).
 - 5 provide for the procedure to be followed in the presence of obviously soiled linen (personal protection ...).



- Remove dirty laundry without shaking it.
- Immediately place dirty laundry in the laundry bag.
- Thoroughly clean the bathroom with a disinfectant product if possible, carefully clean the taps, shower handles and hinges, door handles, and use wrapped cups or glasses to reassure the customer. Use only the necessary towels, as all towels must be replaced with each change of customer. The same applies to beauty products (inform the customer that he can ask for them from housekeeping).
- Clean all table surfaces and so on with soap or disinfectant.
- Clean floor surfaces with soap or disinfectant.
- Vacuum.
- Clean door handles, switches, taps, remote controls and any accessories which may have come into contact with hands, and take particular care.
- Avoid shaking bedding or towels.
- Avoid facial contact with bedding, towels, or any object which may have come into contact with a customer.

- Immediately place used sheets and towels in the hamper and ensure that the recommended distance between clean and dirty linen is respected.
- Limit the storage of soiled laundry carts in areas open to staff or use closed laundry carts.
- Protect yourself when changing laundry and when cleaning.

FR

Ce guide est également disponible en français :

www.horesca.lu

DE

Dieses Handbuch ist ebenfalls auf Deutsch erhältlich:

www.horesca.lu



The information provided in this guide is for information purposes only. It contains a great deal of useful and practical information which we have been able to collect to date from the European federations.

The recommendations made are aimed at establishing a scheme of customer service adapted to the current situation. These recommendations may change (following decisions taken by the government). We advise you to consult our website to download details of the latest developments and to learn about the latest service recommendations.

www.horesca.lu

On our website you will also find the checklists for the different work stations. All financial support measures are also published.

An additional guide for your employees is being developed in cooperation with the STM. This guide does not replace the guide to good hygiene practice according to Regulation 882/2004.



Camprilux, the representative of campsite owners and managers in Luxembourg, agrees with these advices and has prepared recommendations for specific issues in its sector. These are available to its members or on request at linda@camping.lu.





Fédération Nationale des Hôteliers, Restaurateurs et Cafetiers
du Grand-Duché de Luxembourg
HORESCA a.s.b.l.

7, rue Alcide de Gasperi
L-1615 Luxembourg

(+352) 42 13 55-1
c.ries@horesca.lu
horesca.lu

 horesca.lu

 horesca