



LABEL, HYGIENE AND PREVENTION

HK Kenzi Hotels
Group®

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THE KENZI GROUP

The Kenzi Hotels group is a leading Moroccan hotel chain offering world class service and high profile professionalism, well known for its addresses and recognized for its standards of excellence. The high quality of its services is the pride of the group and it is what makes it possible for them to hoist proudly the Moroccan flag and serve their fellow citizens. At Kenzi Hotels, today more than ever the well-being and safety of our customers, partners and employees is our priority.

Our vocation is to always seek that our clients discover our unique country, our culture and to excel in our profession of hoteliers, while ensuring the comfort and the security of all those we welcome into our establishments. Strict safety and hygiene measures are implemented in the 10 establishments of the group across the kingdom and we will continue to follow the directives communicated by the local authorities in order to ensure safety in terms of hygiene and quality.

The whole team is happy to welcome you with even more care and more enthusiasm. The time has finally come for us to meet again.





CRISTAL INTERNATIONAL STANDARDS

Cristal International Standards are global leaders in systems and services for brand quality, standards management and related risk management. Cristal International Standards help clients not only to protect their brand through proactive management systems and standards, but also by allowing them to unlock the economic benefits associated with increases in efficiency, quality and productivity. Cristal International Standards deliver bespoke software to more than 80 of the world's best hotel groups to help them maintain standards in all their global sites. Cristal International Standards has customer confidence, safety and trust at its heart. It employs one of the largest groups of quality, standards, hygiene and safety experts in the world, and boasts more than two decades in the field.



LABEL POSICHECK

Cristal International Standards published a new audit solution to help in the Prevention of the Spread of Infection (POSI). The POSI-Check audit solution is designed to formulate and monitor an effective response to communicable infections in hotels and restaurants around the world. POSI-Check was created to support organizations over the coming months as the world recovers from the COVID-19 pandemic. The POSI-Check solution guides hoteliers and restaurants to demonstrate they are effectively managing the prevention of spread of infection. An easy to implement solution, it provides the tools needed to maintain a level of POSI control in any environment to give guests' assurance that their health and safety is of utmost importance.

Dedicated total quality assurance experts work with the staff and management teams to implement the POSI protocols in a facility. The certification is earned through hands-on training sessions, bi-monthly auditing, and easy-to-use swab tests to detect adenosine triphosphate (ATP) of key surfaces in public common areas such as toilets and bathrooms, bars and dining areas, reception and concierge desks, elevators and escalators, gym and leisure facilities. It is a standard system for maintaining a level of POSI control in any environment. By obtaining a POSI-Check certificate, hoteliers and restaurant owners demonstrate to their customers that they are ready to welcome them safely.



SANITARY MEASURES OF THE KENZI GROUP

- KENZI hotels and club have thought of everything to guarantee you a pleasant stay: **Accreditation by CRISTAL INTERNATIONAL STANDARDS** for the implementation of health and safety protocols POSI-Check (Prevention of Spread of Infection)
- **Total disinfection** of all the establishments by fumigation, nebulization and pulverization
- **Virucides and disinfectants** for all surfaces and textiles
- **Daily thorough disinfection** and control protocols applied throughout the hotels in both public and private areas: kitchens, storages, technical facilities, laundry rooms and offices.
- **Social distancing measures** with floor marking lines in all common areas, bars, restaurants, Spa, fitness facilities, meeting rooms and elevators



SANITARY MEASURES OF THE KENZI GROUP

- **Masks are compulsory** throughout the day in the hotel for both staff and guests
- **Hydro alcoholic gel dispensers** available in all common areas of the hotel, lobby, restaurants, conference rooms and halls, Spa, fitness center..
- **Communication on various devices** (videos and posters) in public areas, elevators and rooms
- **PPE Kit (personal protective equipment)** made available to all the guests and staff: masks, gloves, hand sanitizers
- **Shoe disinfection mat** at the hotel entrances: main entrance and service entrance
- **Systematic temperature measurement** with the infrared thermometer at the main entrance and at the employee service door
- **Cleaning teams specially dedicated** to disinfect elevators (contact zones) and public toilets
- **Laundry protocols:** disinfectant certified products added to the laundry detergents
- **Your laundry is treated at 65 degrees** for more than 20 minutes
- **Lockdown and disinfection procedure** in case a guest or employee is declared positive

- **Dedicated ambassadors / referents** are available to customers / employees for the proper application of sanitary measures.



STAFF TRAINING

- **Staff training** in all safety and hygiene precautions has been reinforced to meet the quality standards of «CRISTAL INTERNATIONAL STANDARDS»
- **The Kenzi Group launched a continuous health and safety training program** so that all employees are ready to protect themselves and customers.



ROOMS: CLEANING METHODS AND PROTOCOLS

- **Cleaning is done according to an extremely rigorous protocol** with virucidal and disinfectant products on: surfaces, furniture, bed, textiles, bathroom equipment, and contact points (remote controls, telephones, handles and locks, switches ...)
- **Removal of certain equipment** from the rooms in order to minimize contact: brochures, menus, pens, desk pads...
- **All hotel information is available on the TV** or via QR CODES
- **Hydro alcoholic gel dispensers** available on each floor of rooms
- **Disinfection by nebulization** after the departure of each client
- **Room allocation:** a 12 to 24 hour delay will be respected between a departure and a new arrival.
- **PPE Kit (personal protective equipment)** issued to the housekeeping team: gloves, masks, protective glasses and blouses.
- **Our housekeeping teams are trained** to avoid cross-contamination when cleaning and disinfecting your rooms and all areas of the hotel.



ARRIVAL AND DEPARTURE: CLEANING METHODS AND PROTOCOLS

- **Customized service** upon your arrival
- **Simplified and automated check-in and check-out procedures** to limit contact
- **To avoid overcrowding, we separated the check-in from the check-out** and installed floor marking lines.
- **Reception desk and equipment cleaned and disinfected** after each guest: EPT, pens, magnetic keys, passport scanner....
- **Separation screens** installed at the reception and concierge desk
- **Disinfection zone** for guest luggage
- **PPE Kit (personal protective equipment)** issued to the reception, luggage and concierge teams.
- **For your comfort**, access to the elevator is limited and regulated to avoid congestion. They are cleaned after each passage.



MEETING ROOMS: CLEANING METHODS AND PROTOCOLS

- **Hydro alcoholic gel dispensers** available in meeting rooms and halls
- **Meeting rooms disinfected by nebulization** after each event
- **Capacities and installations** were reviewed according to the new social distancing standards
- **Removal of certain equipment** from the meeting rooms to minimize the contact: brochures, pens, desk pads....
- **Coffee breaks or other meals** are served in accordance with sanitary standards and as requested by the client.
- **During your conferences**, we invite you to respect all the necessary precautions in terms of hygiene and social distancing



FOOD AND BEVERAGE: CLEANING METHODS AND PROTOCOLS

- **QR CODES** available via an application to view the menus and cards of the restaurants, bars, room service and Spa
- **In our catering areas**, we have taken special care to guarantee impeccable hygiene and avoid any clutter.
- **Capacities and installations** were reviewed according to the new social distancing standards
- **Hydro alcoholic gel dispensers** available in all the food and beverage outlets



LEISURE AREA AND SPA: CLEANING METHODS AND PROTOCOLS

In your interest, access to hotel activities, swimming pools and fitness facilities is strictly regulated

- **Capacities and installations** were reviewed according to the new social distancing standards
- **Hydro alcoholic gel dispensers** available in all leisure areas and spa
- **Equipment cleaned** after each passage