Cleanliness 2.0

In the coming months, our guests will notice a number of additions to the cleaning protocol that will enable us to achieve even higher standards of cleanliness. One of our new focal points will be

- **Surfaces:** Covid-19 has heightened our all awareness of the importance of cleanliness on surfaces that require touching. In public areas, our strict cleaning protocols are being supplemented, requiring surfaces to be thoroughly treated with disinfectants that are also used in hospitals, and that this cleaning is carried out more frequently. We have also added to our strict guidelines for our guest rooms, ensuring that all surfaces are thoroughly cleaned with hospital-grade disinfectants.

- **Guest contact:** To reduce the risk of human-to-human transmission, we have installed notices in the lobby to remind our guests to keep their distance. Our public areas, whether it be the lobby, library or breakfast rooms, are spacious enough to allow for the necessary distance. A transparent partition wall at the reception counter offers guests and staff an additional level of security. Our staff are all equipped with masks and gloves. We also set up additional hand disinfection stations for our guests. Although our bar is currently still closed, we are happy to stock the minibar according to the wishes of our guests.

- **Food safety:** Our food safety program includes extended hygiene guidelines for all employees in the company - including hygiene and disinfection practices. All employees who come into contact with food are already trained in the safe preparation and handling of food. These are regularly checked by independent audits. We have replaced our breakfast buffet with an a la carte menu. The evening before, guests can choose from a wide range of products to put together their individual breakfast, which is served at their table.