LE QUADRI HOTEL
KUALA LUMPUR

COVID-19 MITIGATION AND CONTINGENCY PLAN OF ACTION

For Le Quadri Hotel and Retail Shops in Campus

Updated 30 March 2020

Entrance to the hotel

1. Temperature checking at the hotel entrance
   a. Who to be checked? – Every one that is entering the hotel building
   b. Who does the checking? – Front Desk staff
   c. Procedure? – Follow SOP given by IBC (Refer Annex 1)
2. Awareness information at entrance
   a. Poster requiring everyone to stop for temperature checking on entering the hotel areas
   b. Poster to advise on social distancing everywhere, including inside the hotel
   c. Poster to advise frequent hand sanitizing

Entrance to the buildings in the hotel

1. Hand sanitizers placement at the main door, and lavatories
2. Poster to remind the staff/guests to sanitize their hands with hand sanitizer
3. During the Movement Control Order (MCO), the hotel should not receive any guest to check-in hotel. All Restaurants and cafes under the premise of LeQuadri Hotel should not receive dine in guest. If the business resumes, the hotel management should follow the following procedure:

(i) All guests arriving from the any foreign country would have been issued Health Alert Card by MOH at the point of entry (air/land/sea).

(ii) Guests would be issued Health Declaration form and Home Assessment Tool (refer toAnnex)(http://www.moh.gov.my/index.php/pages/view/2019-ncov-wuhan-guidelines).

(iii) All arriving guests have to declare/inform the hotel management of the travelling history as well as contact history. Health Declaration form must be presented upon check-in.

(iv) All arriving guests are required to prove that they have completed a period of 14 days quarantine / room surveillance. Clearance from the medical practitioner or Ministry of Health that indicate they can resume normal activities must be presented.

(v) Guests who have no history of oversea travel, but (i) present with fever OR dry cough OR acute respiratory infection (shortness of breath, cough or sore throat); (ii) had close contact with a COVID-19 patient should not be allowed to check-in hotel, or enter any hotel premises, and will be treated as Person Under Investigation (PUI) and requested to seek for medical assistance immediately.

(vi) If any guest fulfils criteria of Patient Under Investigation (PUI), the management of the PUI will be as follows:

   a. Hotel management will contact the nearest District Health Office (Pejabat Kesihatan Daerah, PKD) triage and arrange an ambulance to transport PUI to the nearest PKD (according to Guideline COVID-19 Management No.05/2020 updated on 24 March 2020, (Annex 2a) (http://www.moh.gov.my/index.php/pages/view/2019-ncov-wuhan-guidelines).

   b. Hotel management will communicate with PKD for further action.

   c. Hotel management will conduct further monitoring on the status of PUI, and report to the COVID-19 Response Team daily.

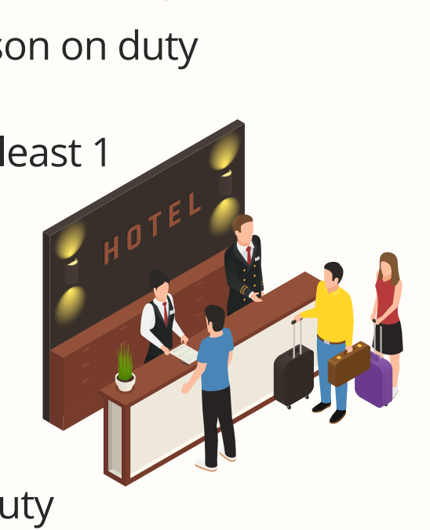
Maintaining and Sanitizing the Hotel

1. Lift/Escalator/Staircase will be cleaned and disinfected daily
   a. Clean the handle of the staircase/escalator with disinfectant (70% alcohol)
   b. Wipe down the lift with disinfectant (70% alcohol) especially on the common buttons and handles in the lift
   c. Clean the floor of the lift/escalator/staircase with disinfectant (sodium hypochlorite at 0.5% or Clorox)
   d. Disinfect all cleaning equipment after cleaning by following SOP provided by IBC (Refer Annex 2)

2. Office
   a. Daily office sanitization will be performed by administrator and staff
   (i) Administrator
      · Clean the office entrance door handle with 70% alcohol
      · Clean their own workstation
      · Empty their thrash to the main collection area outside the office
      · Discard all cleaning equipment to the designated area
   (ii) Staff
      · Clean their own workstations
      · Empty their thrash to the main collection area outside the office
      · Discard all cleaning equipment to the designated area
   (iii) Hotel management / cleaner
      · Clean the office floor with disinfectant (sodium hypochlorite at 0.5% or Clorox)
      · Collect thrash from main collection area outside the office
      · Disinfect all cleaning equipment after cleaning by following SOP provided by IBC (Refer Annex 2)

3. Eateries, cafeterias, vendors and shops in campus
All cafeteria and eateries should not receive any dine-in guest. After the MCO, the hygiene and sanitization will be taken care by the owner of the shops. Hotel management and IBC officers will do a periodical inspection on the implementation of hygiene and sanitation practice.
   (i) Owner
      · Clean the payment/serving counter with disinfectant (70% alcohol)
      · Clean all cutlery (plates / cups / glass / fork / spoon / knife / chopsticks / etc.) with soap water prior to start of operation
      · Clean all the furniture (especially tabletop) with disinfectant (70% alcohol)
      · Clean the floor and windows with disinfectant (sodium hypochlorite at 0.5% or Clorox)
      · Disinfect all cleaning equipment after cleaning by following SOP provided by IBC (Refer Annex 2)
      · Put up reminder to keep social distance and practice of coughing and sneezing coughing etiquette.
      · Put up signboards to practise alternate space seating, or at least 1 metre apart from left and right, and front and back.
      · Reduce handling of share utensil
   (ii) Customers
      · Keep a social distance (at least 1 metre away from each other)
      · Practise proper hand hygiene

4. Reception counter
   a. Hygiene and sanitization practices of the reception counter will be taken care by the person on duty
      · Clean the workspace (including tables and chairs) with disinfectant (70% alcohol)
      · Minimise number of staff on duty at counter. Two at a time. Practise social distance (at least 1 metre away from each other)
      · Clean the equipment (e.g. telephone) daily with disinfectant (70% alcohol)
      · Disinfect all parcel received over the counter prior to storage
      · Discard daily all cleaning equipment to designated area



5. Kitchen
   a. Hygiene and sanitization practices of the kitchen will be taken care daily by the staff on duty
      · Clean the kitchen floor with disinfectant (sodium hypochlorite at 0.5% or Clorox)
      · Collect thrash from the main collection area
      · Disinfect all cleaning equipment after cleaning by following SOP provided by IBC (Refer Annex 2)
      · Staff must wear proper clothing and footwear, including apron, coat, hairnet and gloves
      · Staff must keep their hands clean at all time. Wearing gloves and a mask is advisable when preparing the food

Support Staff Protection (Security / Maintenance / Customer Service)

1. Security personnel is provided with
   a. mask, and gloves
   b. guideline to wear and take off PPE (Refer Annex 7, 8, 9, 10)
   c. working SOP (Refer Annex 1)
   d. SOP for self assessment prior to working hour/shift (Refer Annex 3)
   e. point of contact for more information
2. Maintenance staff is provided with
   a. mask, gloves, apron and shoe covers
   b. guideline to wear and take off PPE (Refer Annex 7, 8, 9, 10)
   c. working SOP (Refer Annex 2)
   d. SOP for self asses prior to working hour/shift (Refer Annex 3)
   e. point of contact for more information
3. Customer Service staff is provided with
   a. mask
   b. sanitize hands every 1 – 2 hours
   c. guideline to wear and take off PPE (Refer Annex 7, 8, 9, 10)
   d. working SOP (Refer Annex 4)
   e. SOP for self asses prior to working hour/shift (Refer Annex 3)
   f. point of contact for more information

Note:
Mask is advisable to change every 4-6 hours.

For security personnel, gloves can be changed every 6 hours unless they have direct physical contact with a PUI, or the gloves are torn.

For maintenance staffs including the cleaners, mask, gloves, apron and shoe covers must be changed each time after a cleaning process.

Procedures for Suspected Case(s)

1. At hotel
   a. Isolation rooms/areas have been designated
      (i) Block E – Utility Room, Ground Floor
   b. SOP for transferring of suspected cases is in Annex 5
   c. Medical officers from Lauren Bleu Clinic for immediate attention to handle suspected case/s
      (i) Identified medical officers from Lauren Bleu Clinic to be posted in campus. Mask, gloves, apron and all other appropriate PPE will be provided.
      (ii) Identified route and means of transport of suspected case(s) to Laurent Bleu
      (iii) Identified means of reporting and assurance of arrival for case(s) referred to Laurent Bleu
   d. SOP for data recording, reporting and dissemination as in Annex 6
   e. Provide point of contact & reference for Hotel & KKM (PKD)

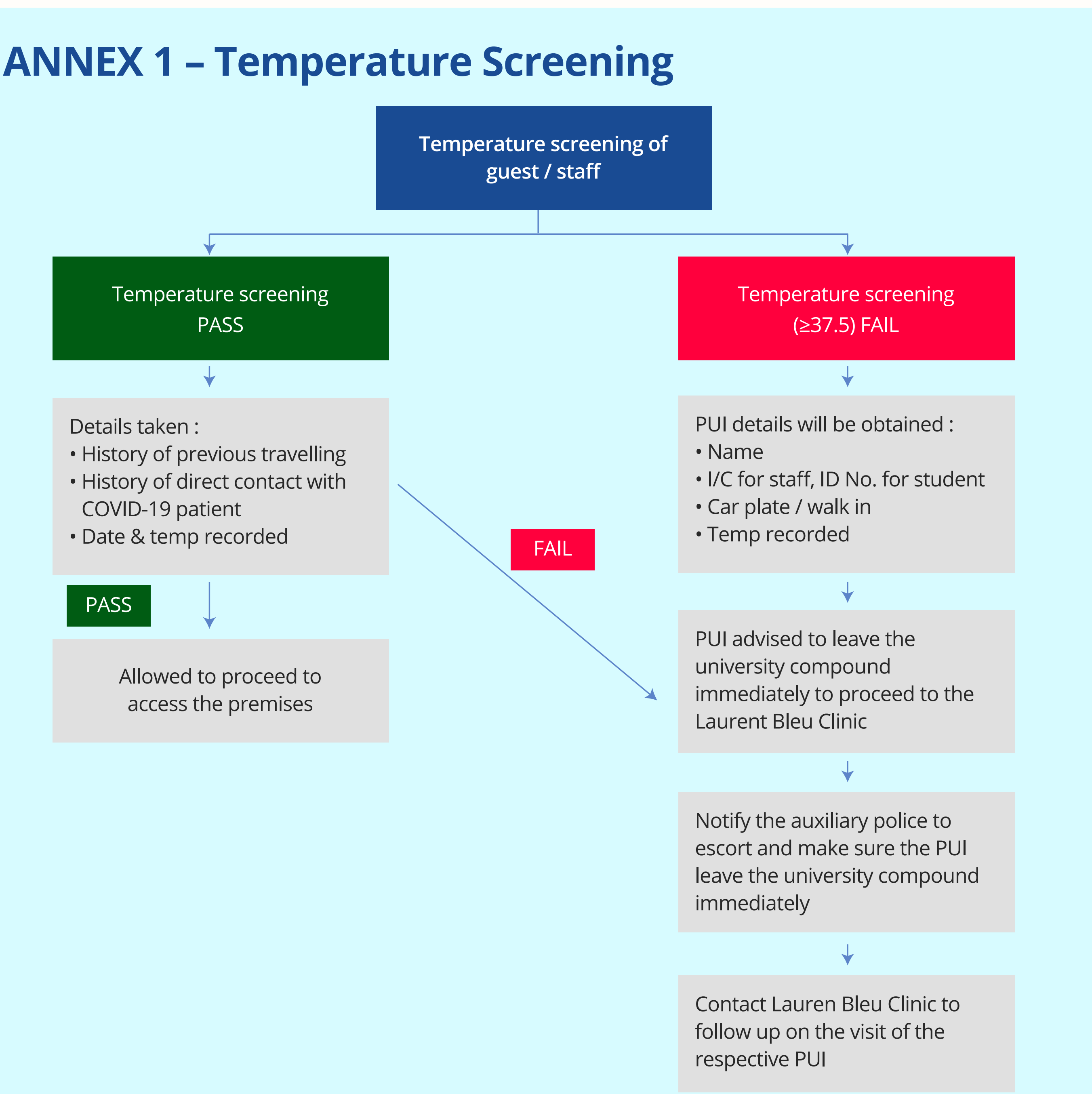
Addressing Management/Staff Anxiety

1. Management
   a. Daily reports to Group Management
2. Staffs
   a. Disseminate relevant awareness information gather from MOH
      (i) Material will be provided by IBC
      (ii) Dissemination will be carried out by the Chairman of the COVID-19 Task Force.
   b. Disseminate relevant standard operation procedure
      (i) Material will be provided by IBC
      (ii) Dissemination will be carried out by the Chairman of the COVID-19 Task Force

Supplies and stocks of PPE

1. GLMO will supply appropriate PPEs, including gloves, masks and apron. Hand sanitizers and thermal scanner will be provided by GLMO.

ANNEX 1 – Temperature Screening



Temperature screening of guest / staff

Temperature screening PASS

Details taken :
- History of previous travelling
- History of direct contact with COVID-19 patient
- Date & temp recorded

PASS

Allowed to proceed to access the premises

Temperature screening (≥37.5) FAIL

PUI details will be obtained :
- Name
- I/C for staff, ID No. for student
- Car plate / walk in
- Temp recorded

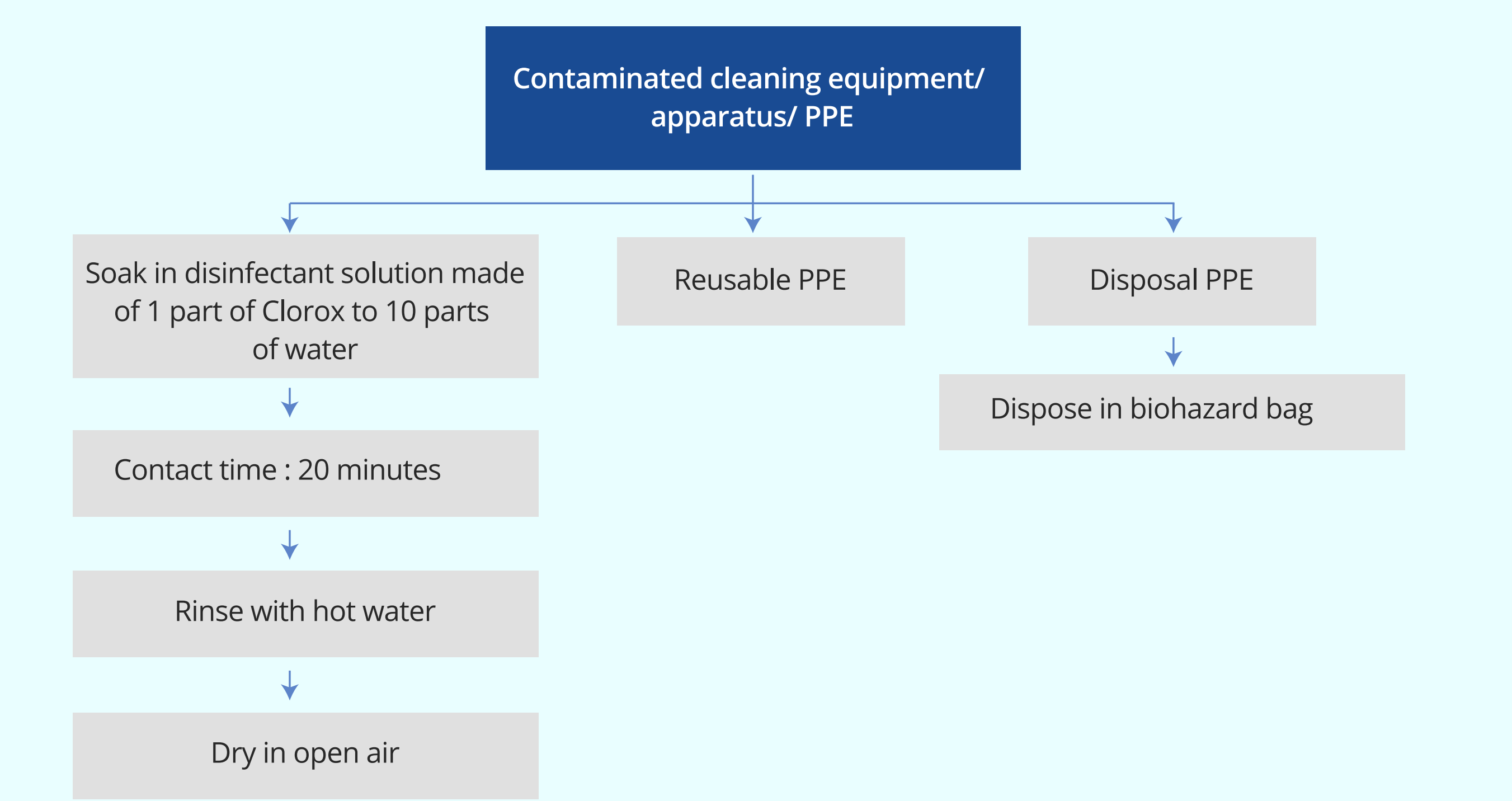
FAIL

PUI advised to leave the university compound immediately to proceed to the Laurent Bleu Clinic

Notify the auxiliary police to escort and make sure the PUI leave the university compound immediately

Contact Lauren Bleu Clinic to follow up on the visit of the respective PUI

ANNEX 2 – Disinfection of Cleaning Equipment



Contaminated cleaning equipment/ apparatus/ PPE

Soak in disinfectant solution made of 1 part of Clorox to 10 parts of water

Contact time : 20 minutes

Rinse with hot water

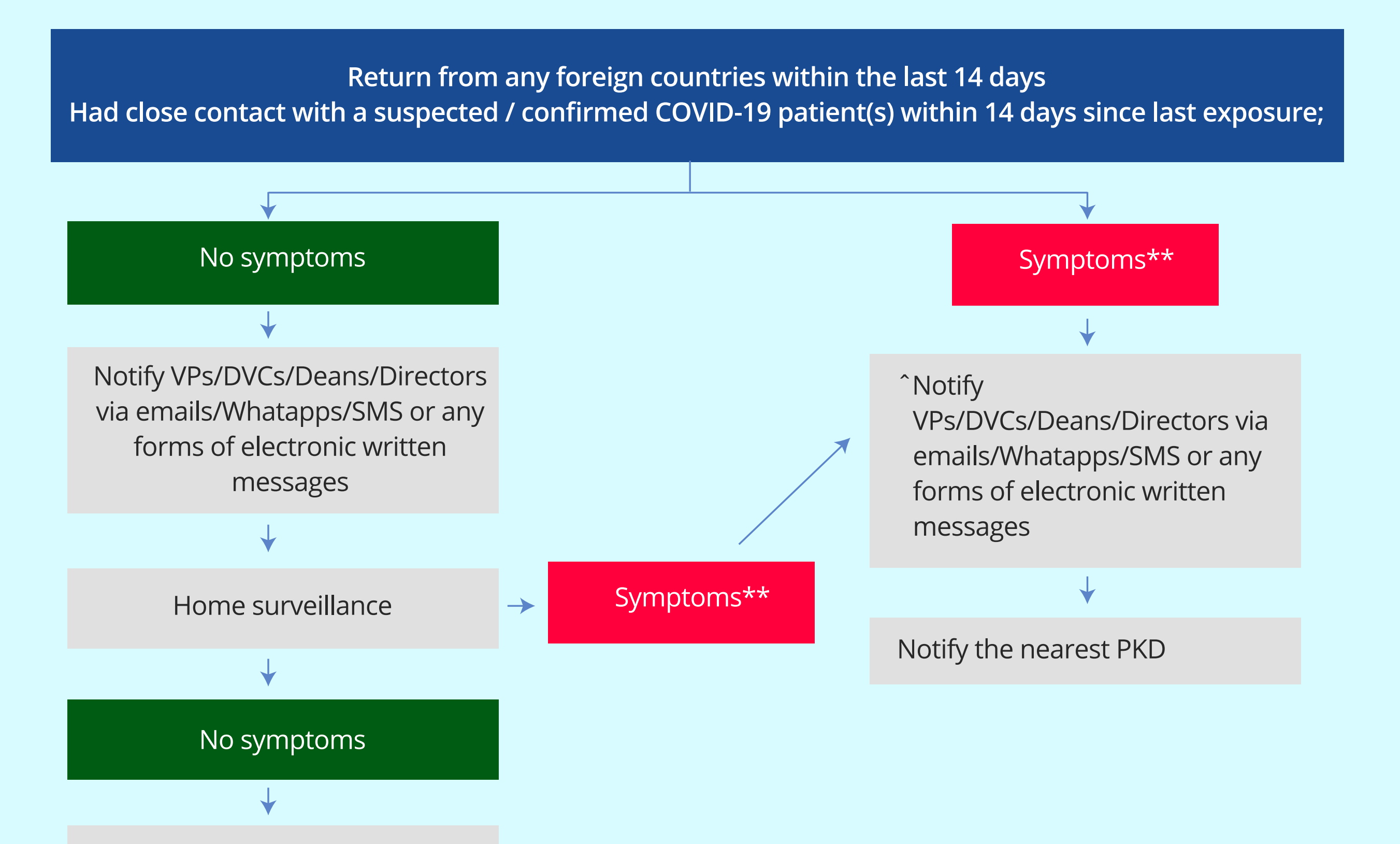
Dry in open air

Reusable PPE

Disposal PPE

Dispose in biohazard bag

ANNEX 3 – Staff Self-Assessment



Return from any foreign countries within the last 14 days
Had close contact with a suspected / confirmed COVID-19 patient(s) within 14 days since last exposure;

No symptoms

Notify VPs/DVCs/Deans/Directors via emails/Whatapps/SMS or any forms of electronic written messages

Home surveillance

No symptoms

Resume work after 14 days

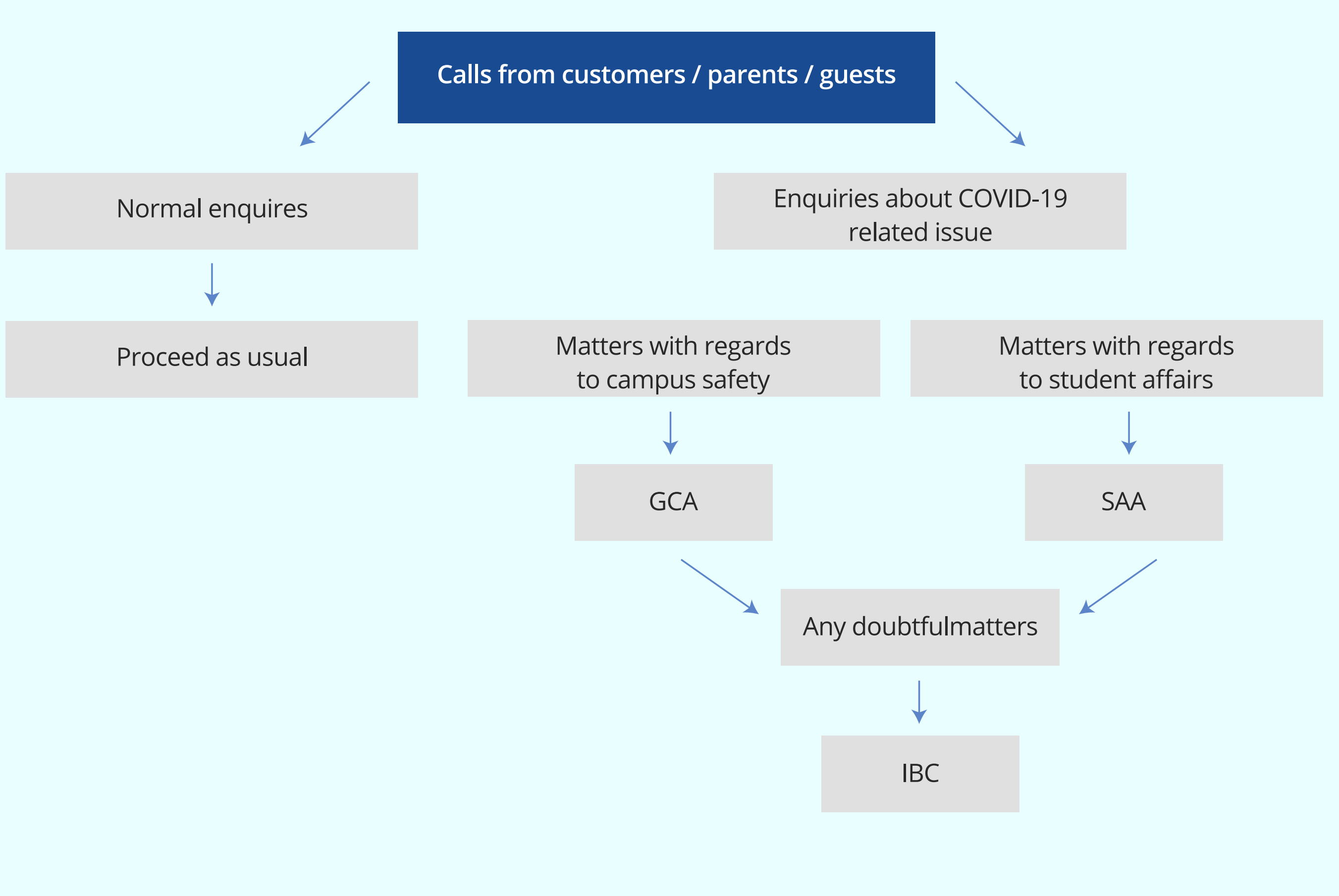
Symptoms**

Symptoms**

^Notify VPs/DVCs/Deans/Directors via emails/Whatapps/SMS or any forms of electronic written messages

Notify the nearest PKD

ANNEX 4 – Responses to Guest/Visitors/Prospects



Calls from customers / parents / guests

Normal enquires

Proceed as usual

Enquiries about COVID-19 related issue

Matters with regards to campus safety

Matters with regards to student affairs

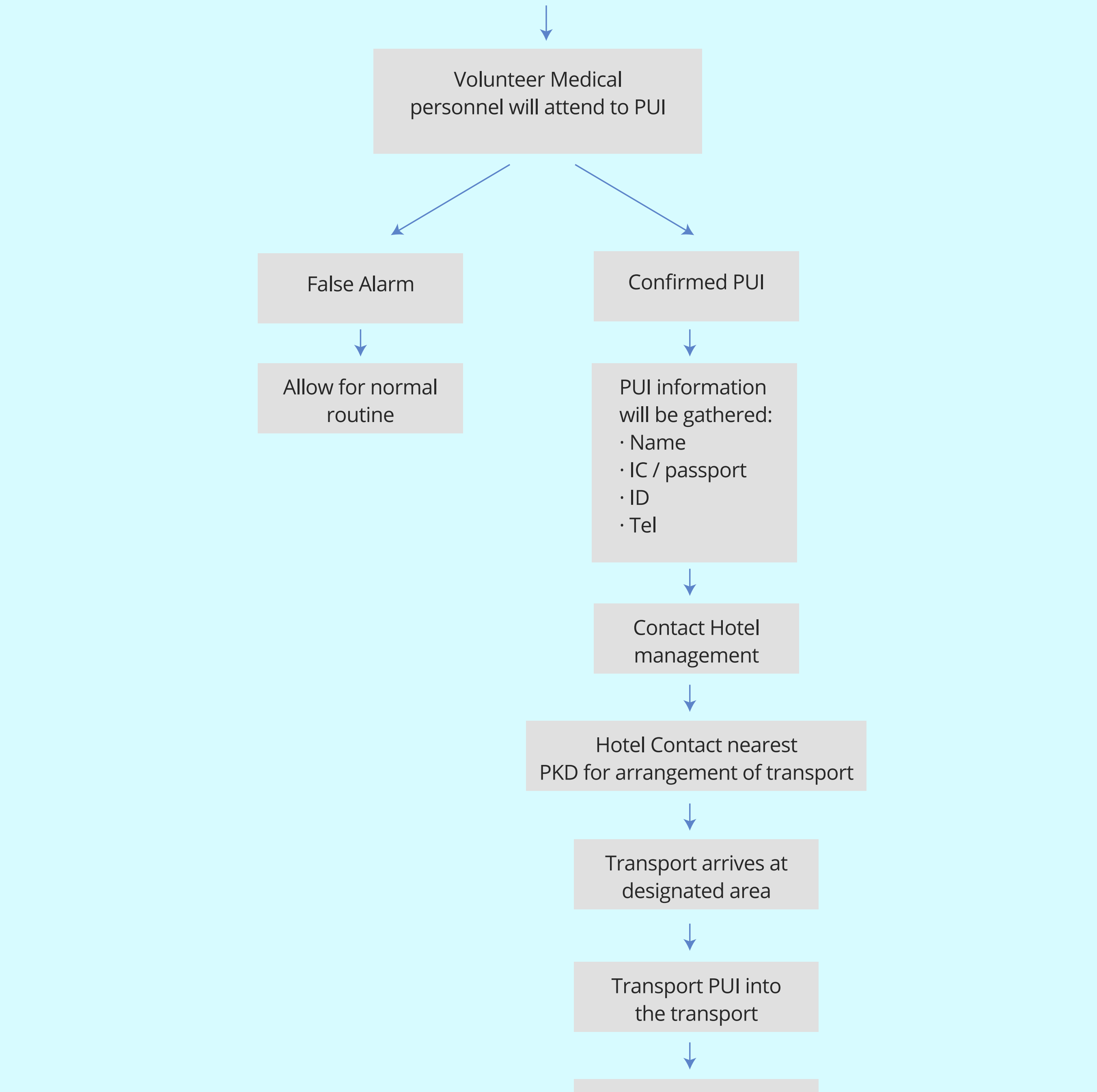
GCA

SAA

Any doubtfulmatters

IBC

ANNEX 5 – Transportation/Transferring PUI



PUI at Block E isolation room / area

Volunteer Medical personnel will attend to PUI

False Alarm

Allow for normal routine

Confirmed PUI

PUI information will be gathered:
· Name
· IC / passport
· ID
· Tel

Contact Hotel management

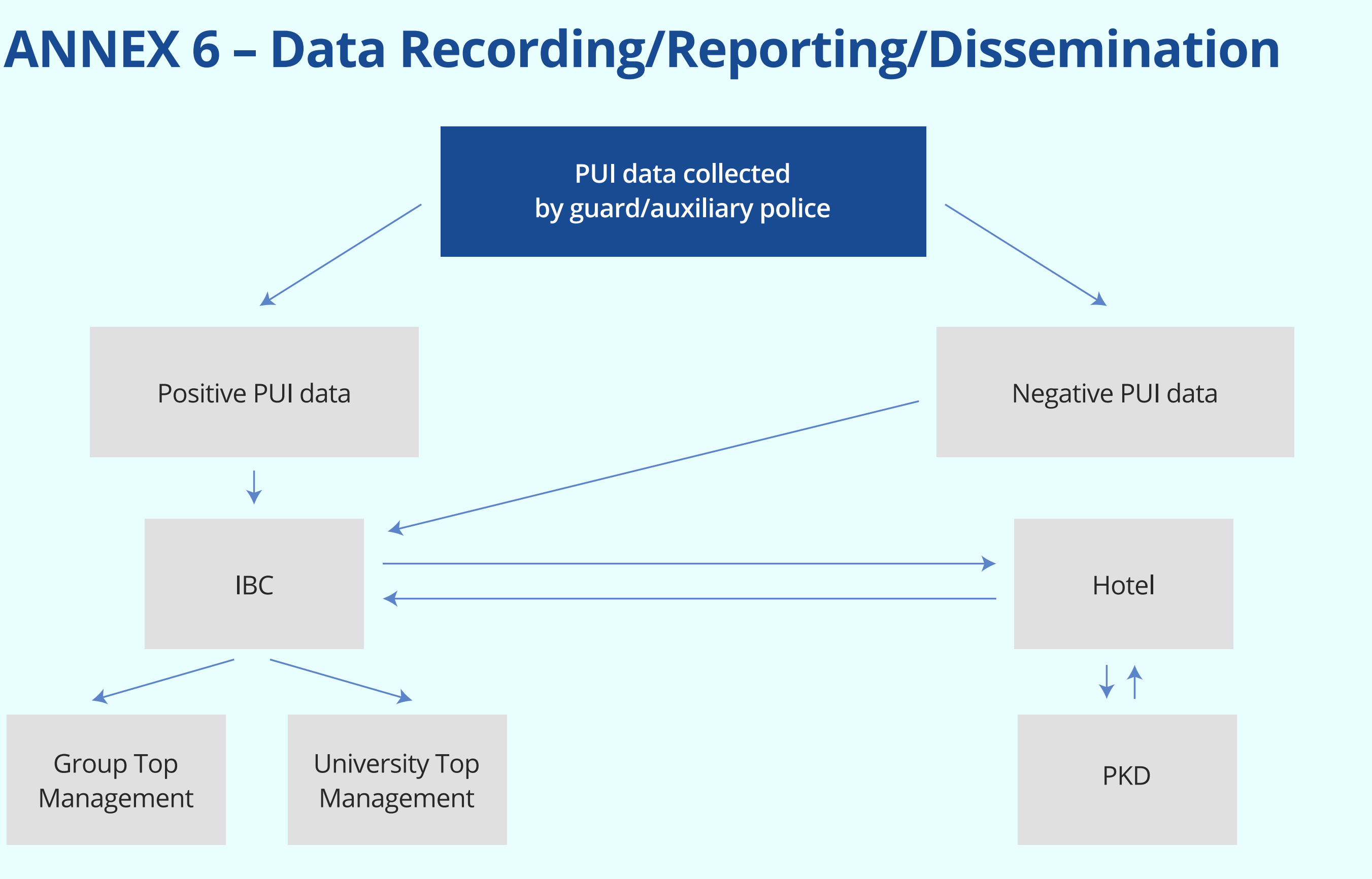
Hotel Contact nearest PKD for arrangement of transport

Transport arrives at designated area

Transport PUI into the transport

GLMO to disinfect the isolation room/area

ANNEX 6 – Data Recording/Reporting/Dissemination



PUI data collected by guard/auxiliary police

Positive PUI data

Negative PUI data

IBC

Hotel

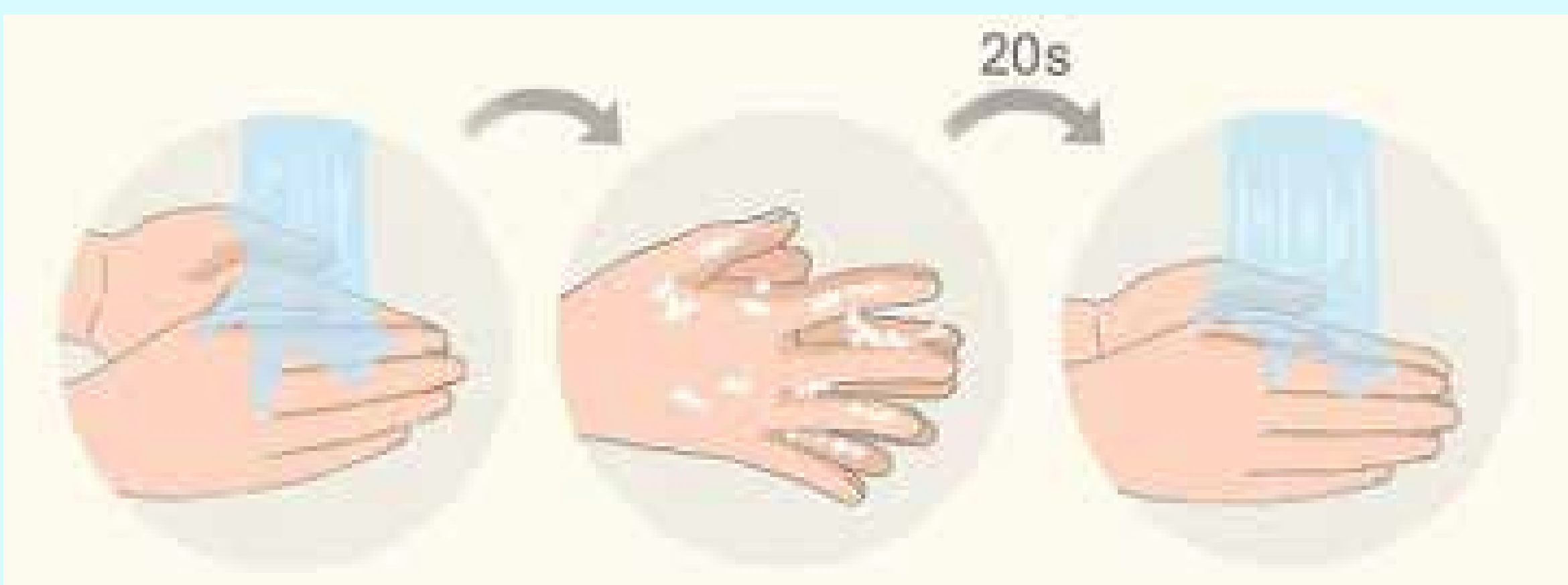
PKD

Group Top Management

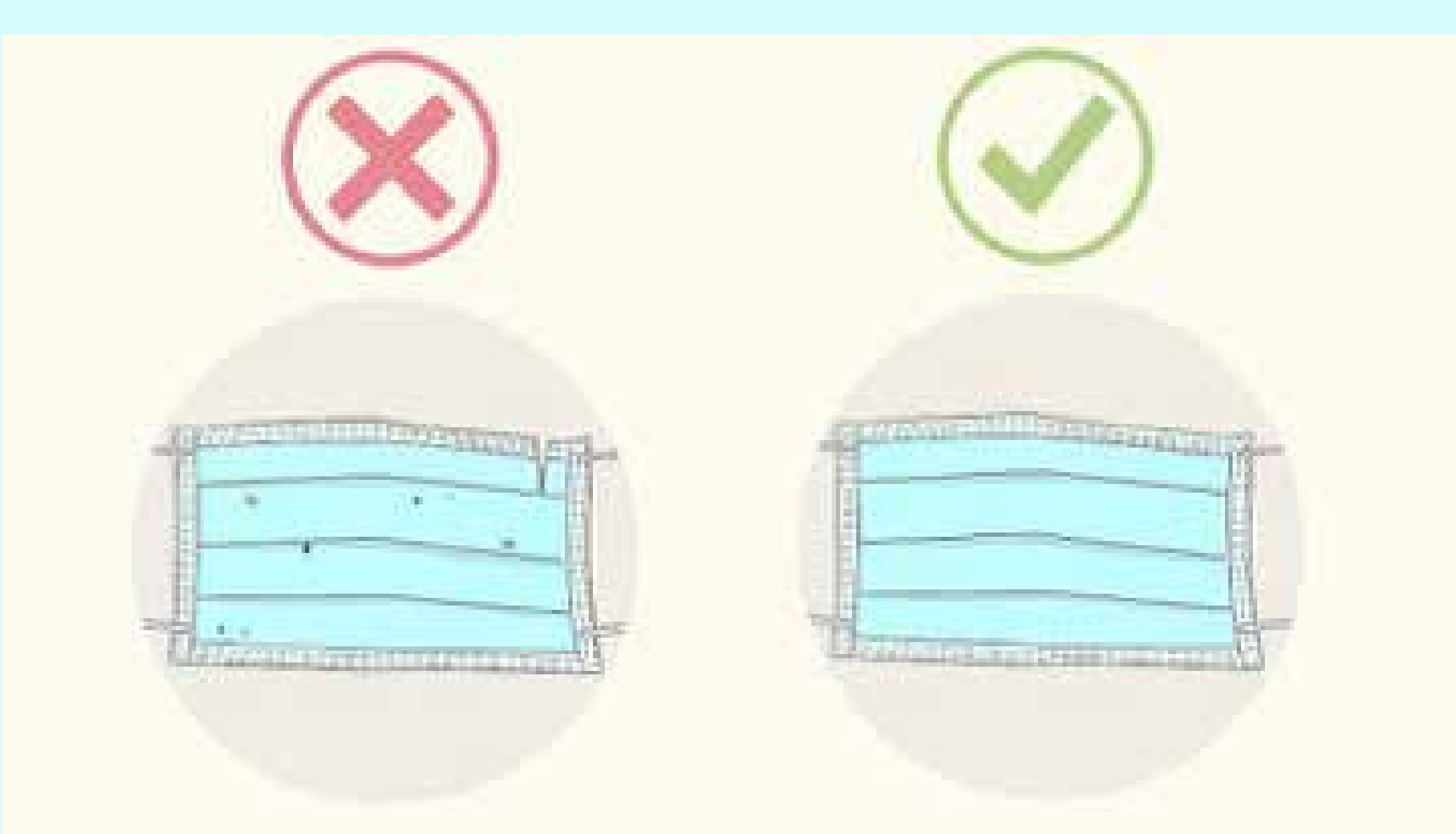
University Top Management

ANNEX 7 – Putting On the Mask

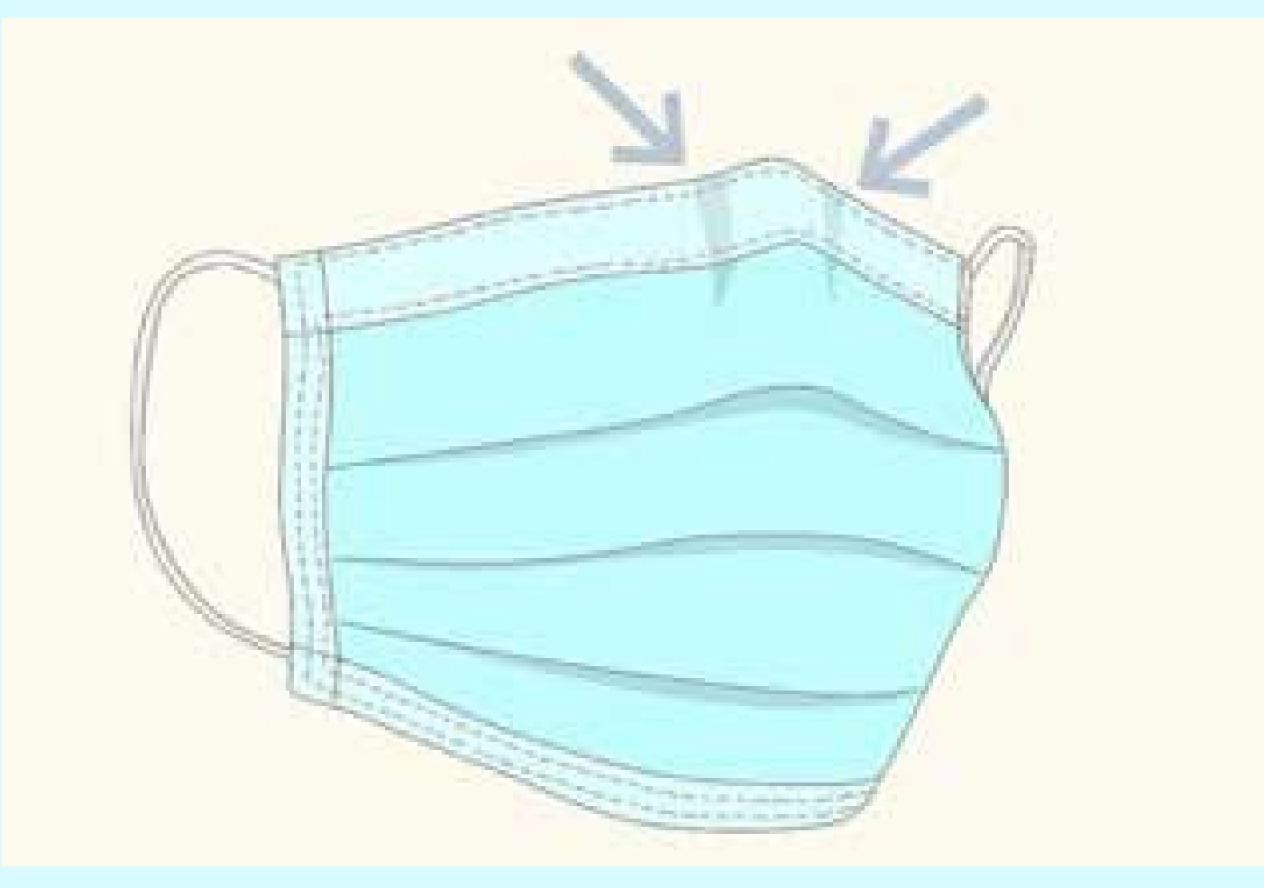
Step 1: Wash your hand



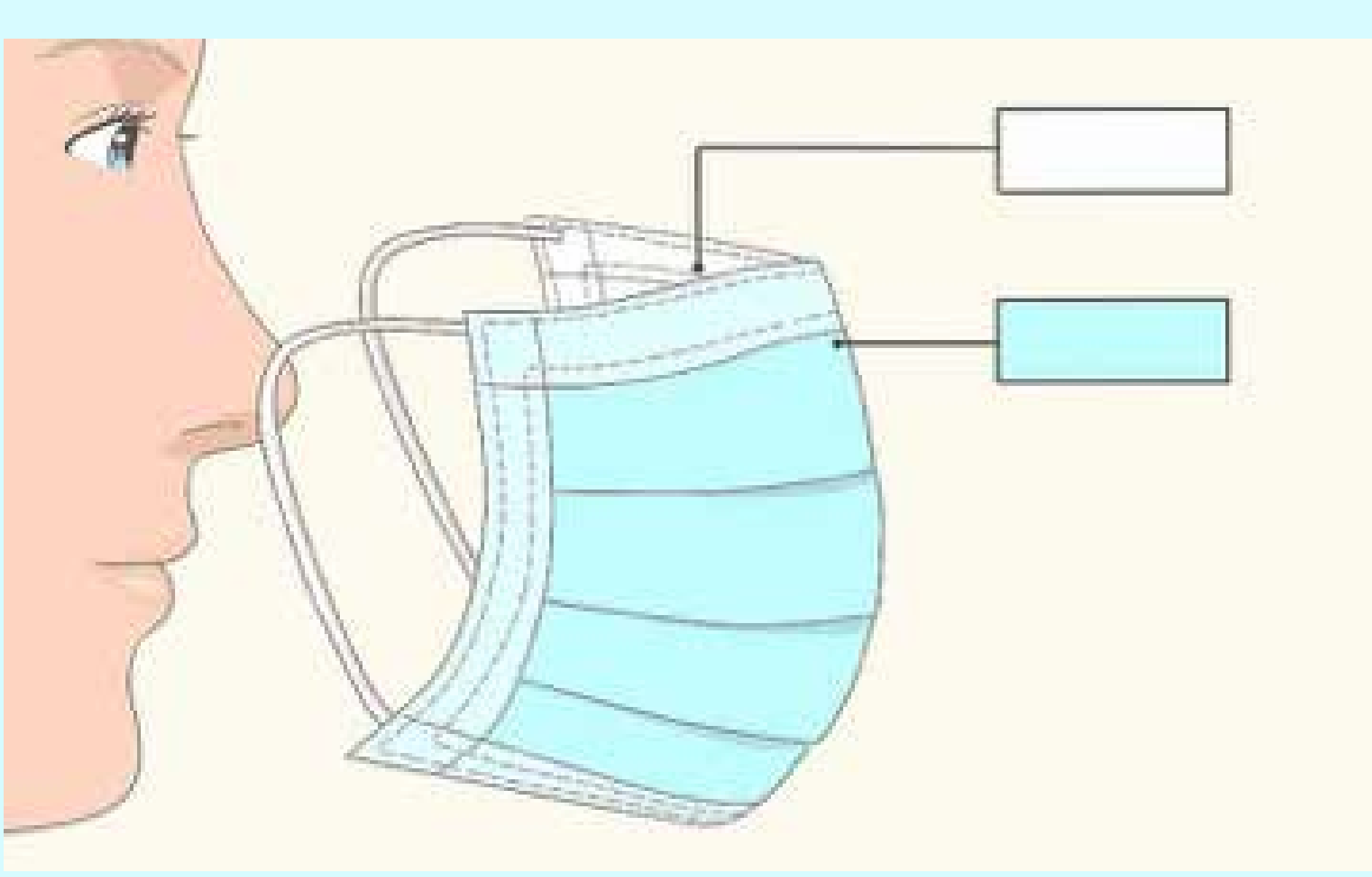
Step 2: Check the mask for defect – Do not use defect mask



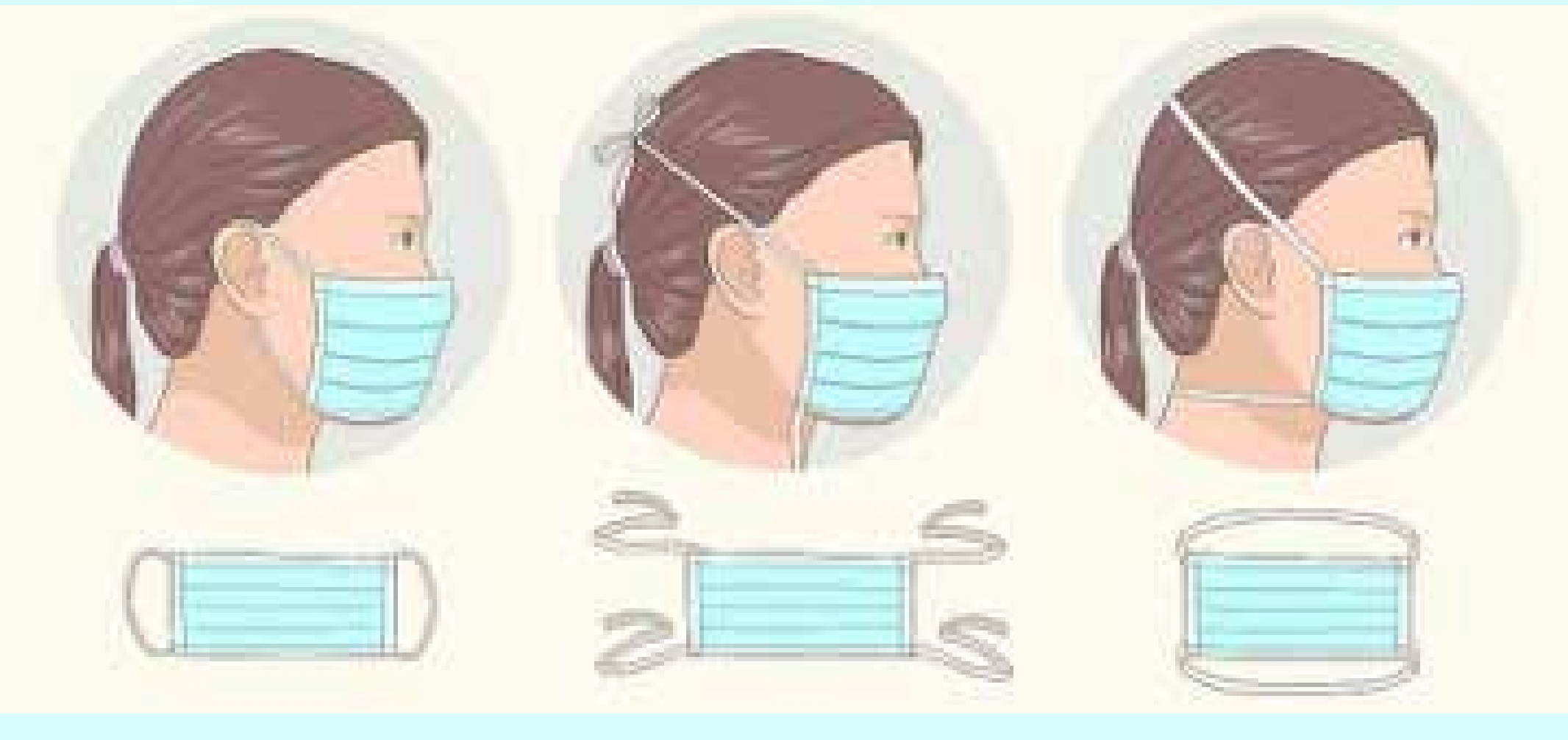
Step 3: Oriented the mask properly



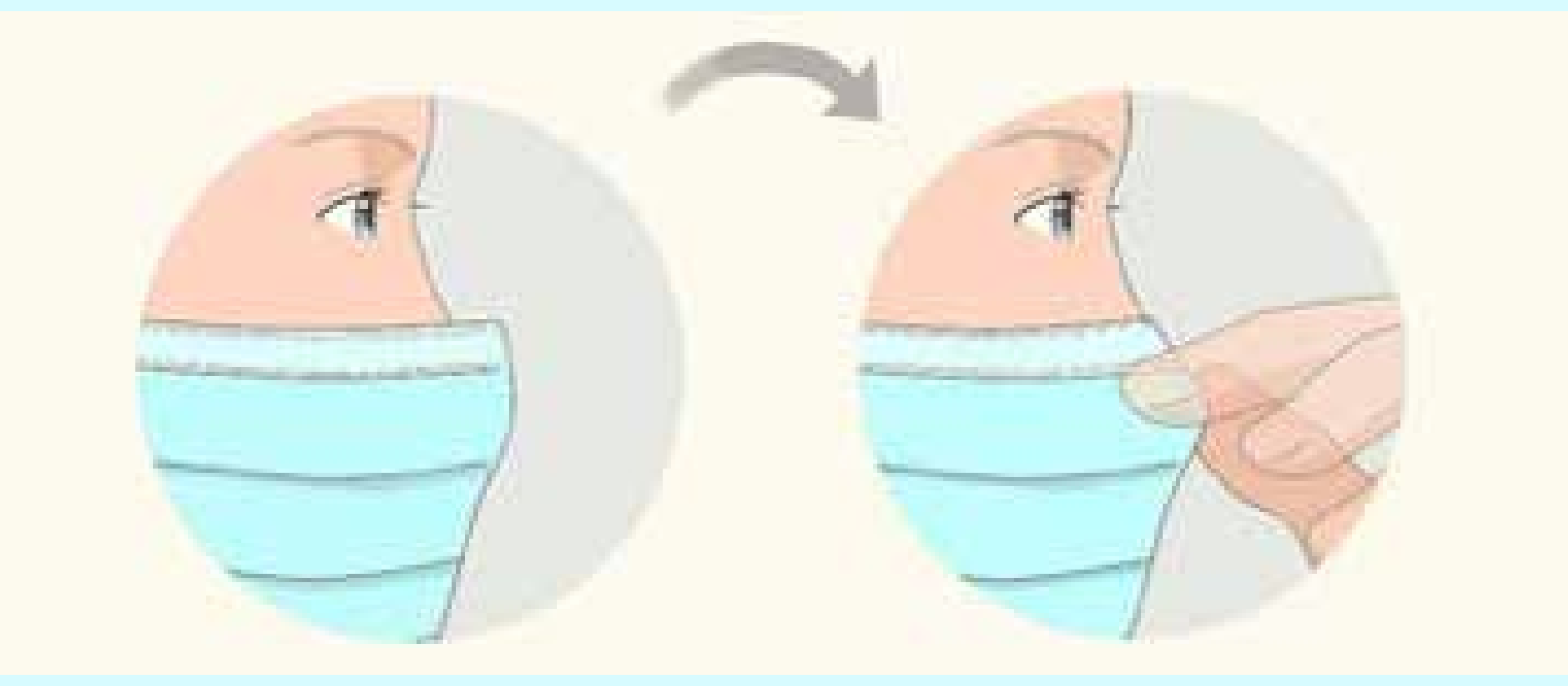
Step 4: Ensure the proper side of the mask is facing outside – color outside, white inside



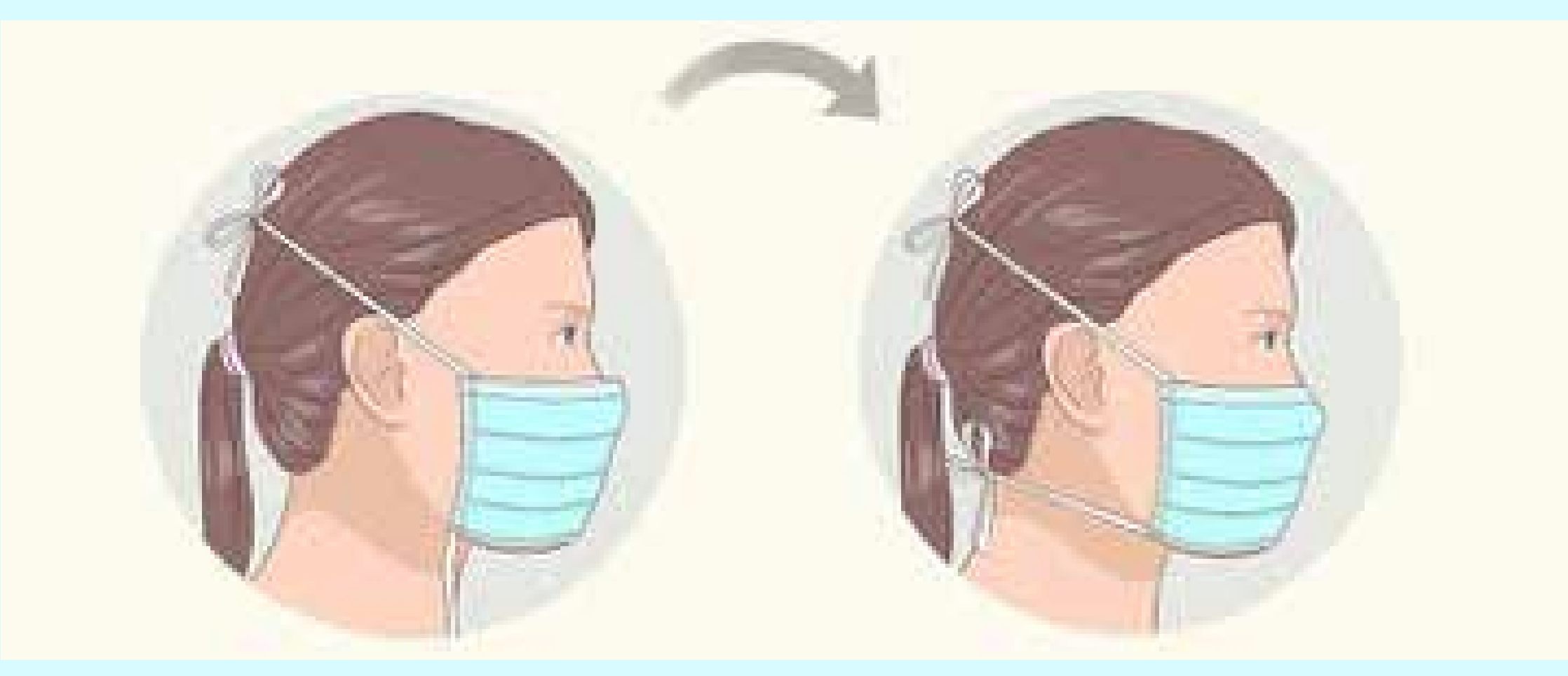
Step 5: Placing the mask on your face



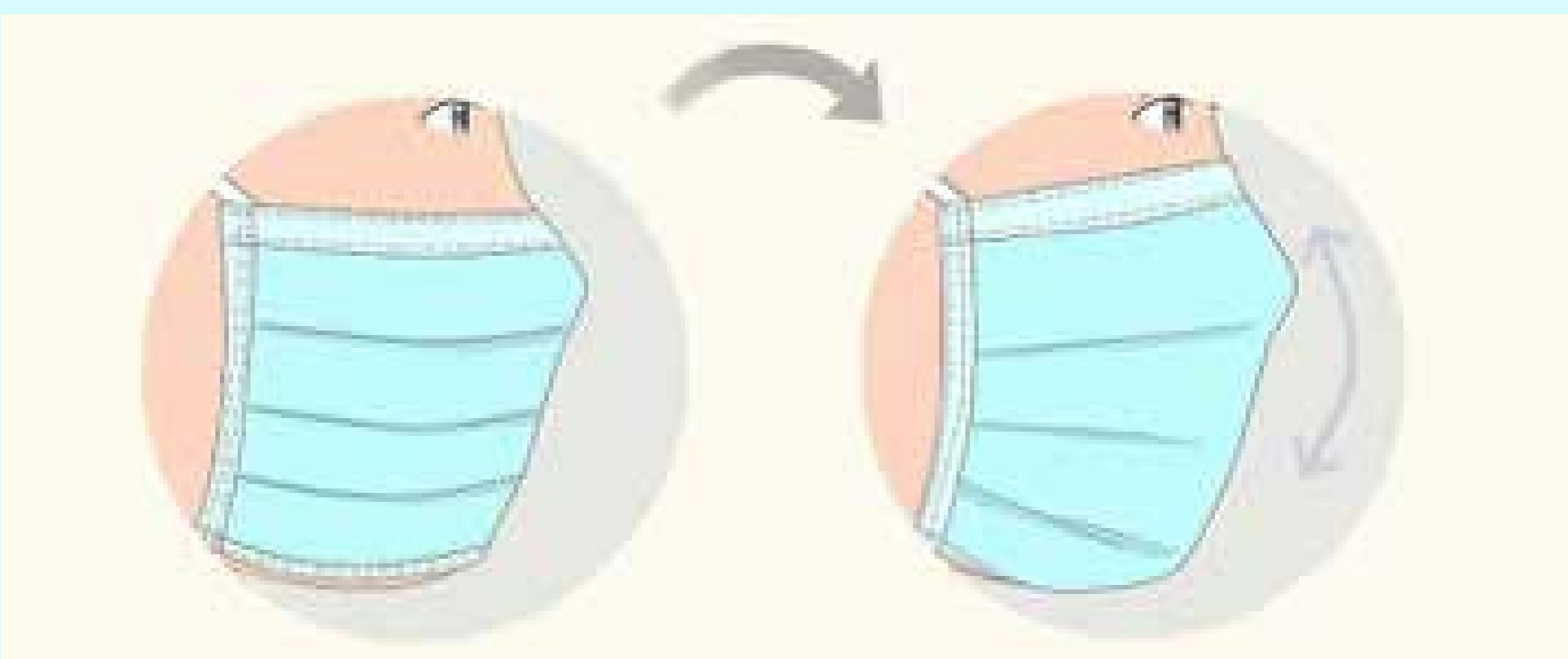
Step 6: Adjust the nose piece



Step 7: Tie the lower band if needed (apply only to face mask that need to be tighten)

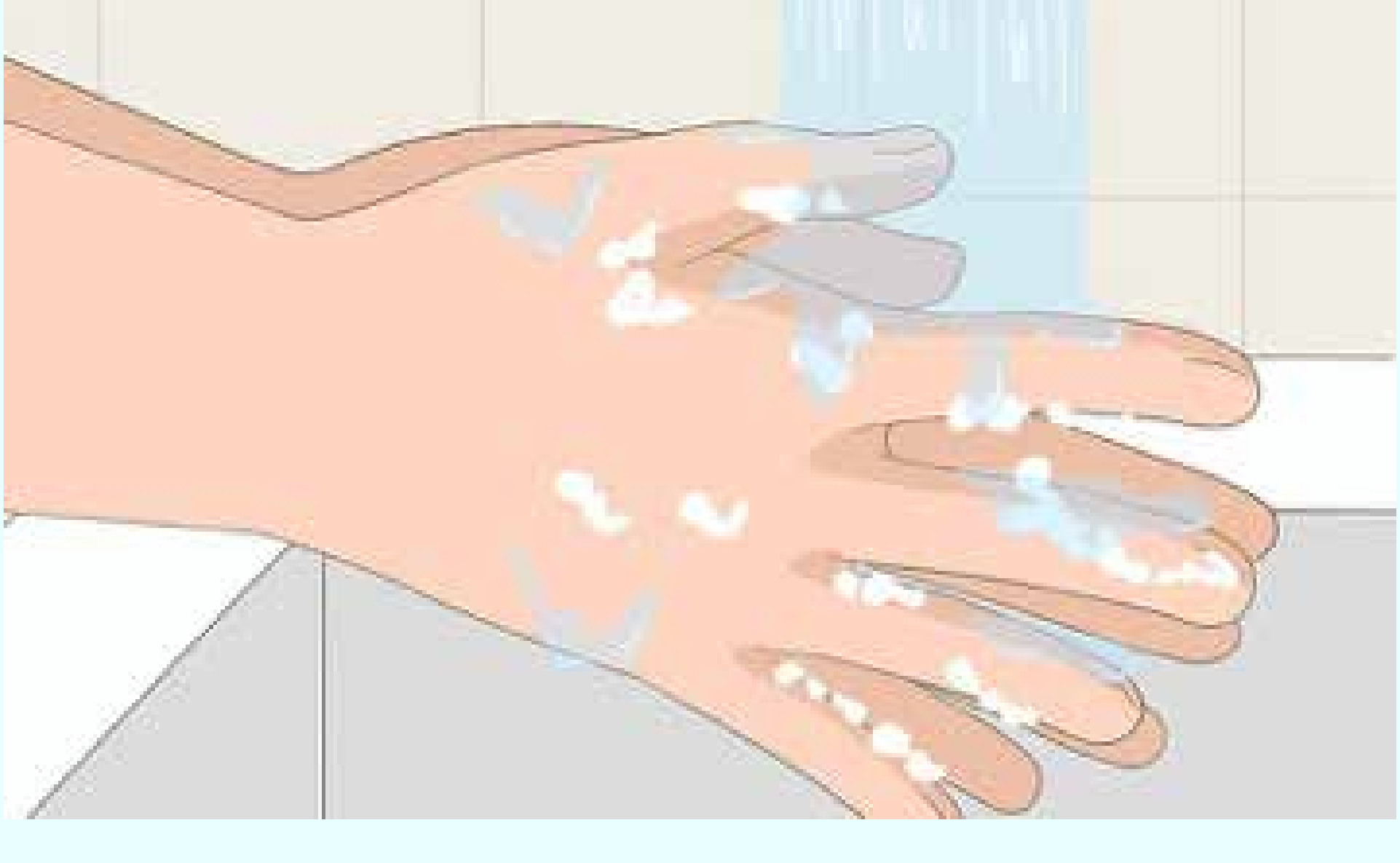


Step 8: Fit the mask properly under your chin

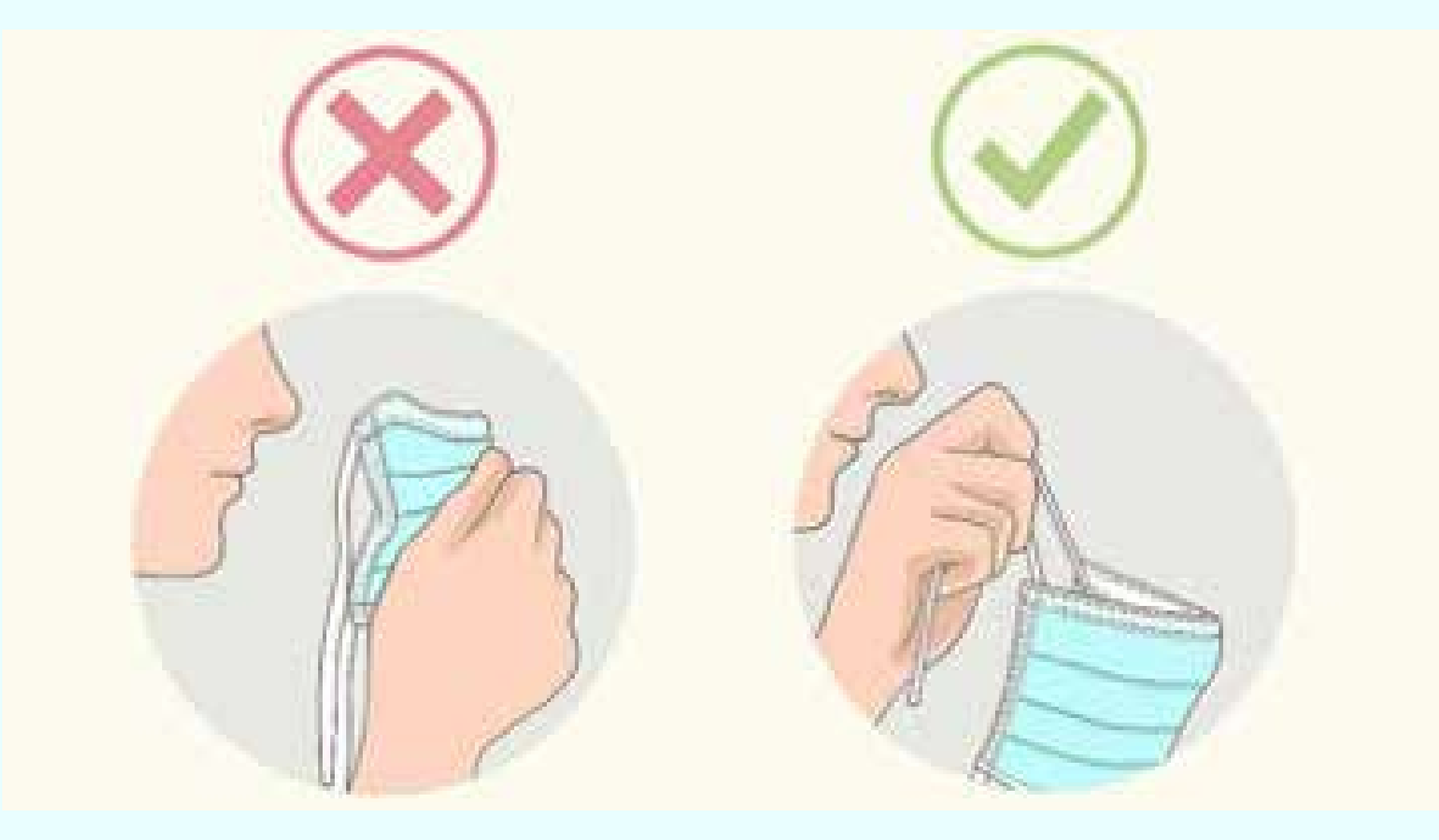


ANNEX 8 – Taking off Mask

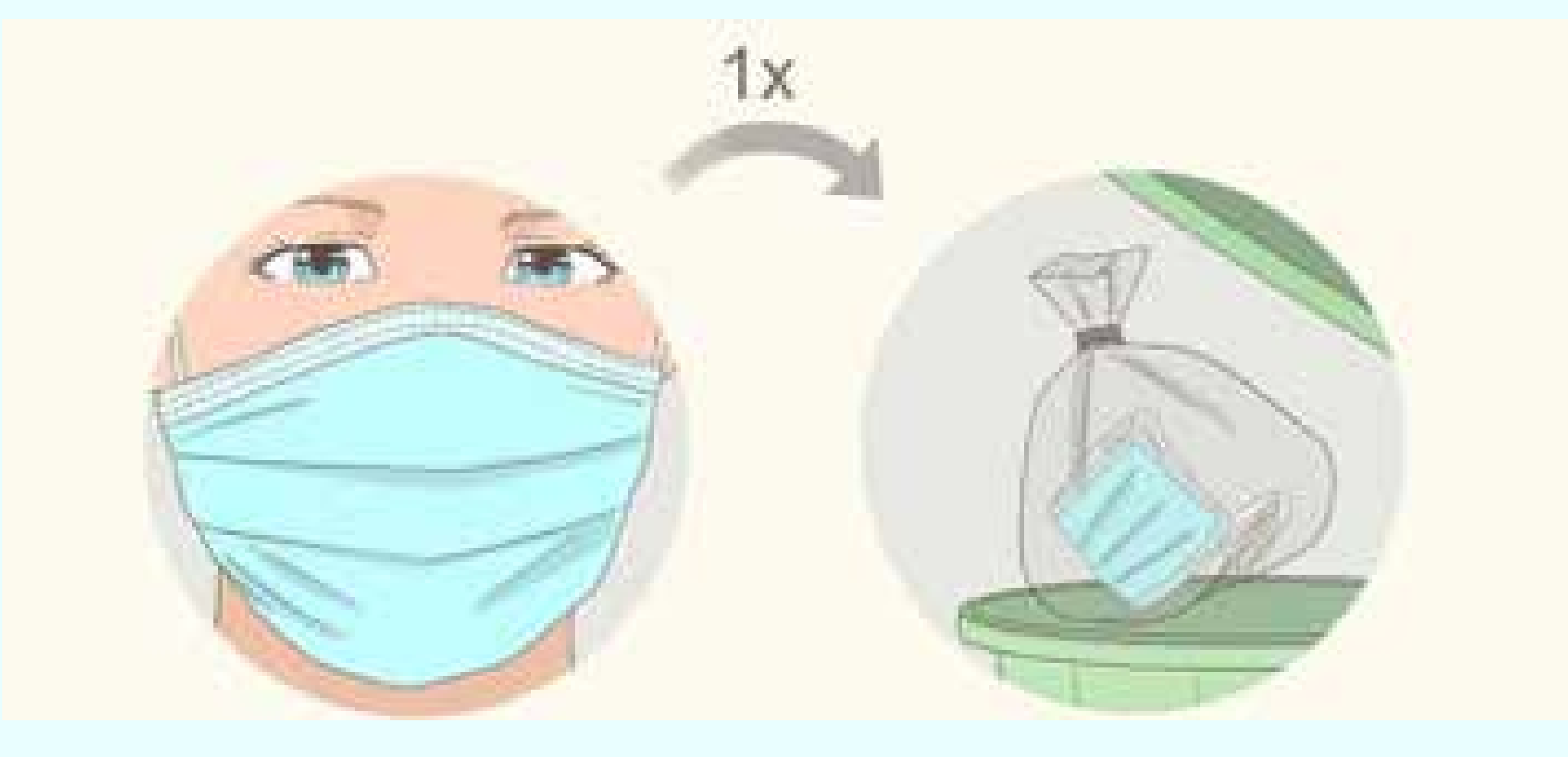
Step 1: Wash your hand with soap



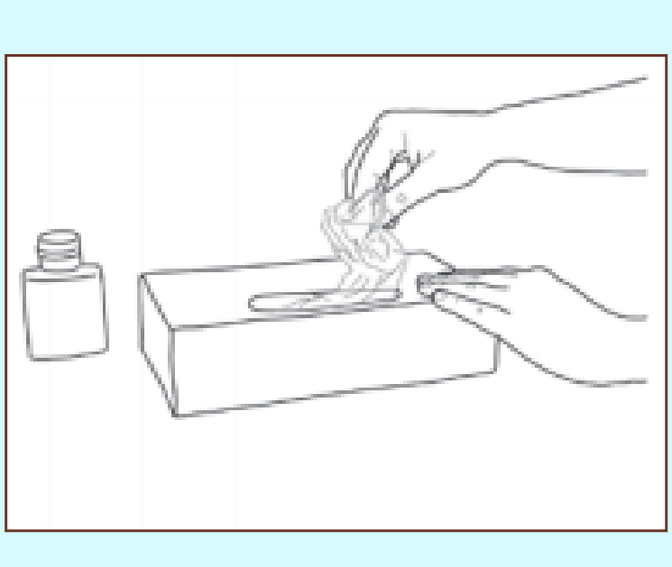
Step 2: Remove the mask by holding to the ear loops or the string. NEVER hold the front part of the mask



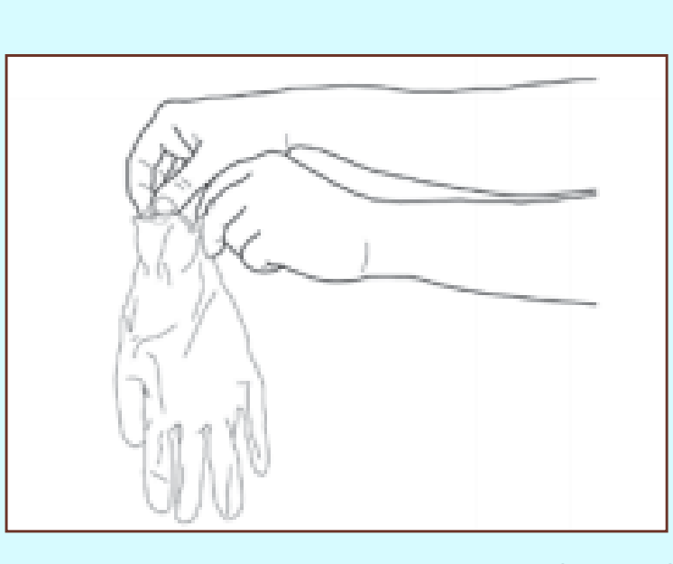
Step 3: Put the mask inside plastic bag and tie it up before disposing.



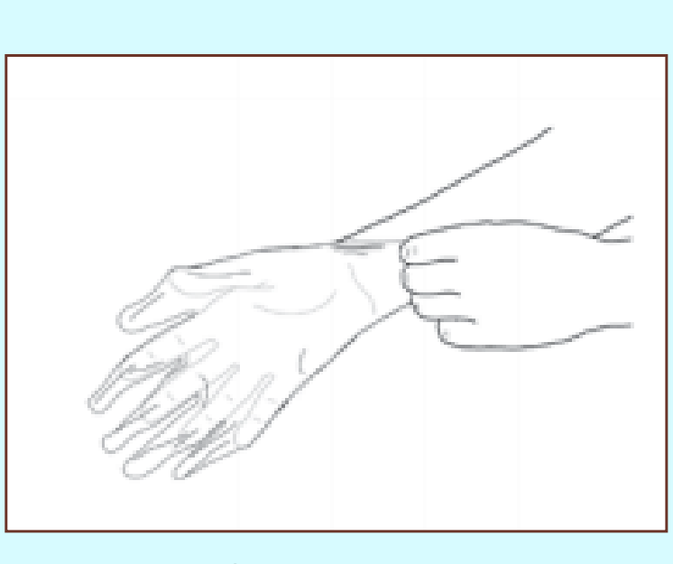
ANNEX 9: How To Wear Gloves



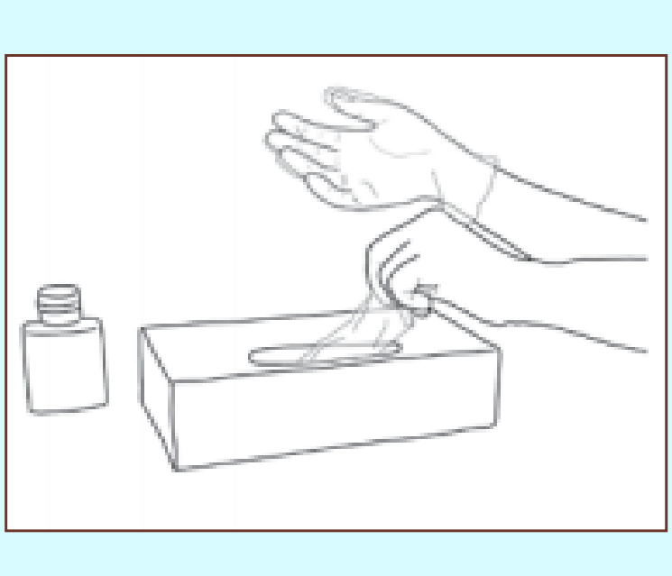
1. Take out a glove from its original box



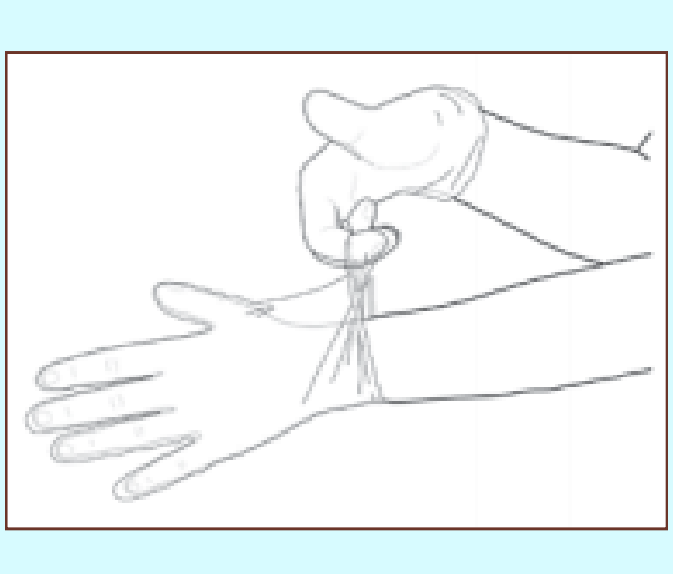
2. Touch only a restricted surface of the glove corresponding to the wrist (at the top edge of the cuff)



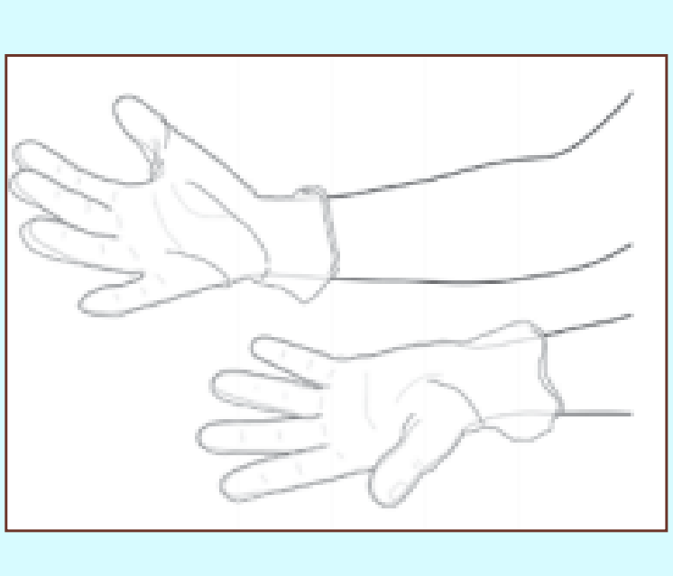
3. Don the first glove



4. Take the second glove with the bare hand and touch only a restricted surface of glove corresponding to the wrist

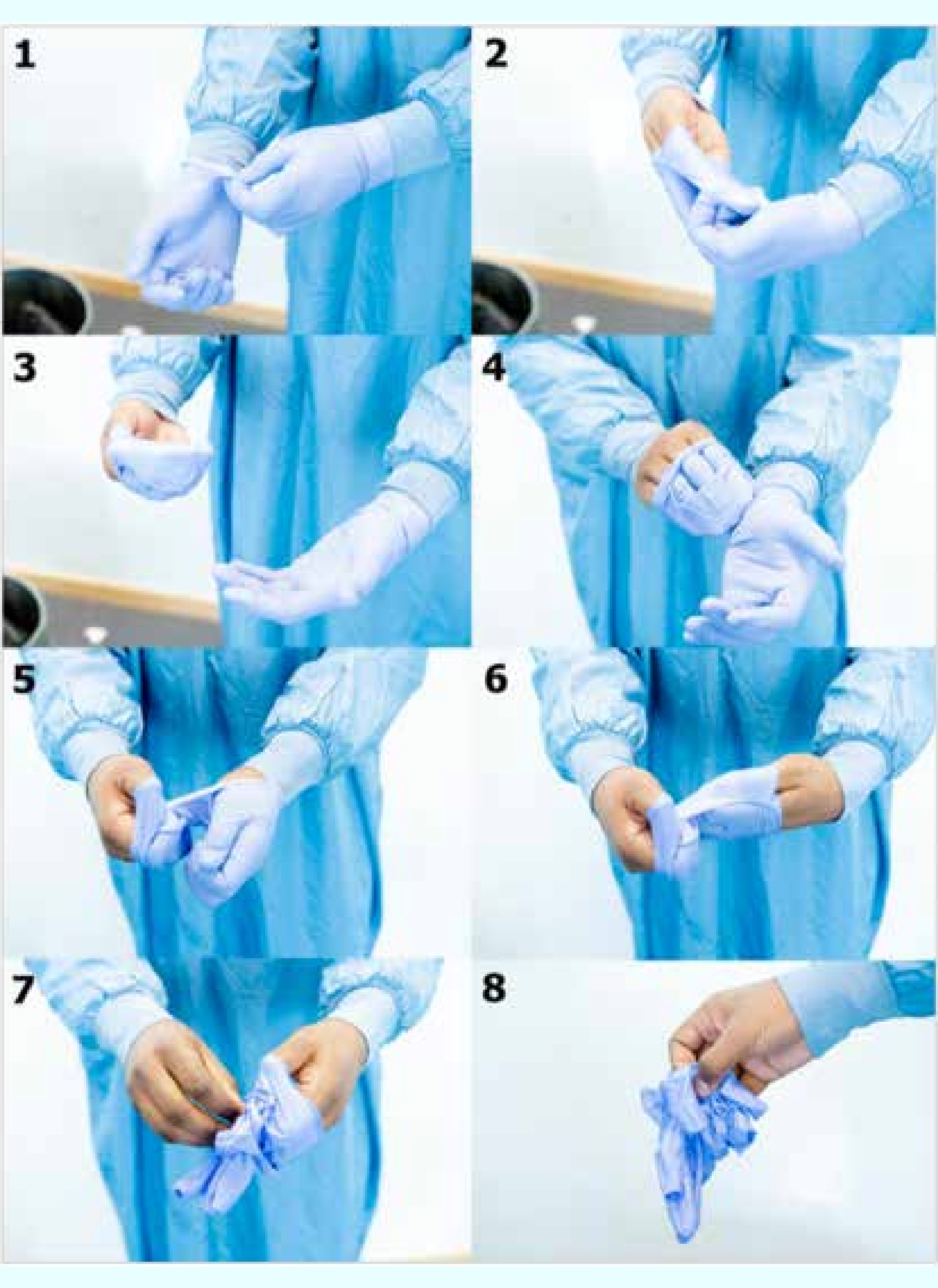


5. To avoid touching the skin of the forearm with the gloved hand, turn the external surface of the glove to be donned on the folded fingers of the gloved hand, thus permitting to glove the second hand.

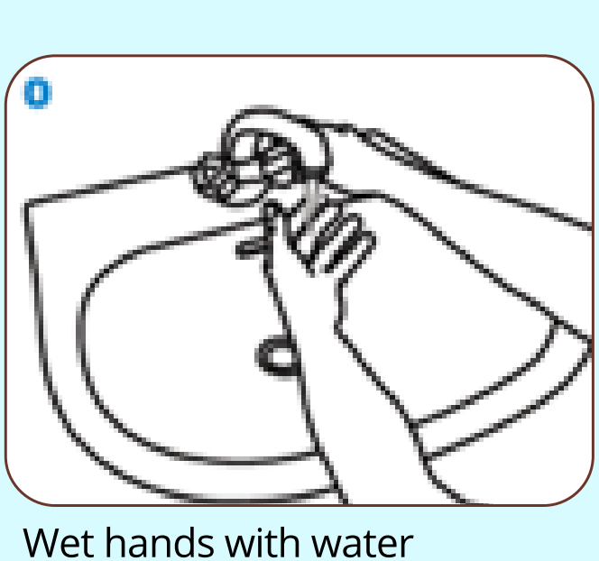


6. Once gloved, hands should not touch anything else that is not defined by indications and conditions for glove use

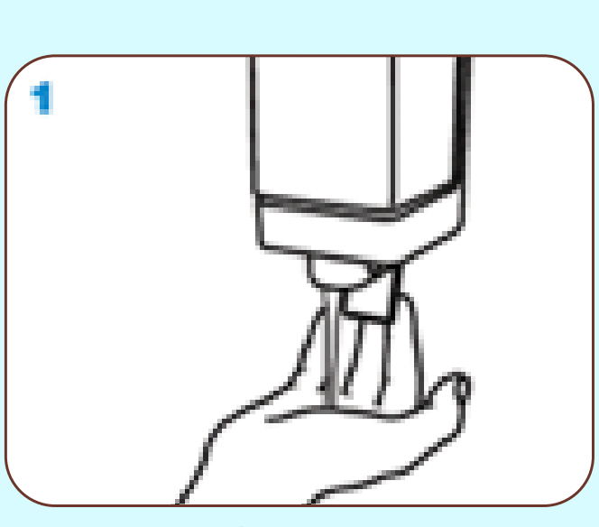
ANNEX 10: How To Take Off Gloves



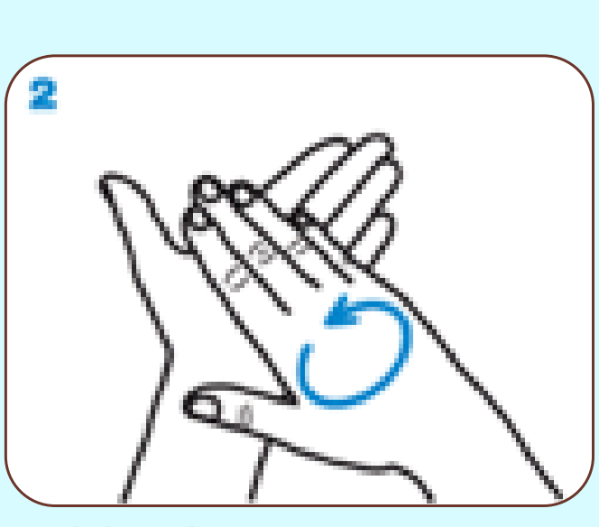
ANNEX 11: How To Wash Your Hand



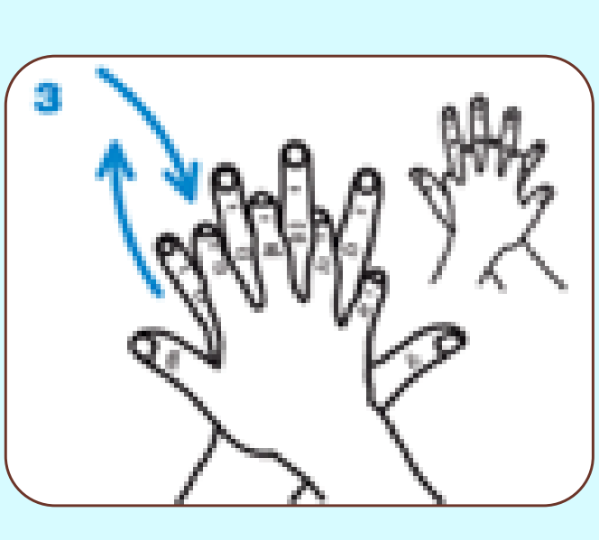
Wet hands with water



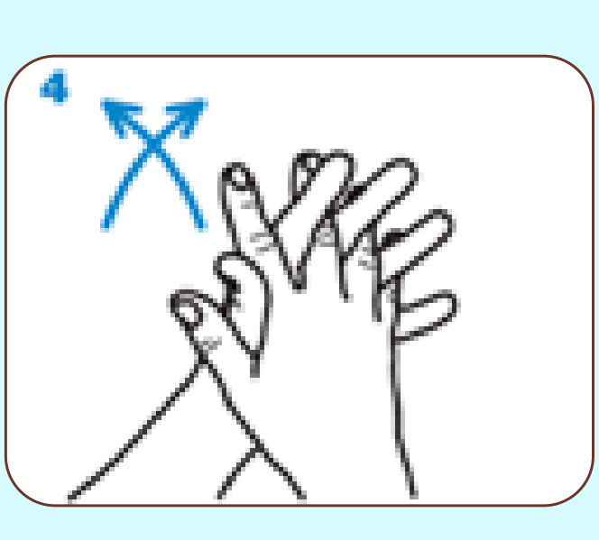
Apply enough soap to cover all hand surfaces



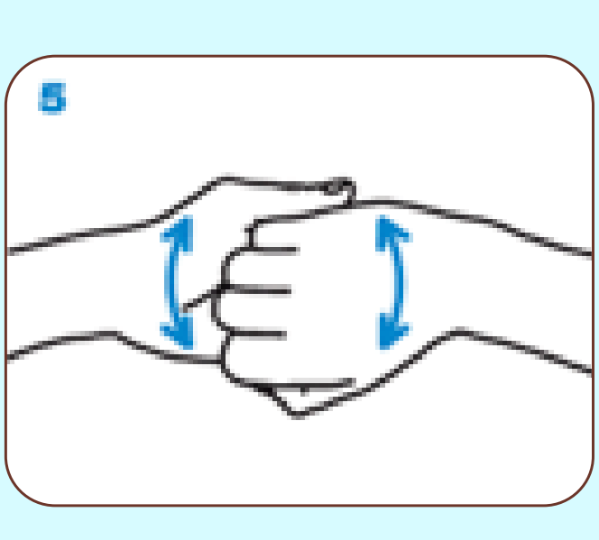
Rub hands palm to palm



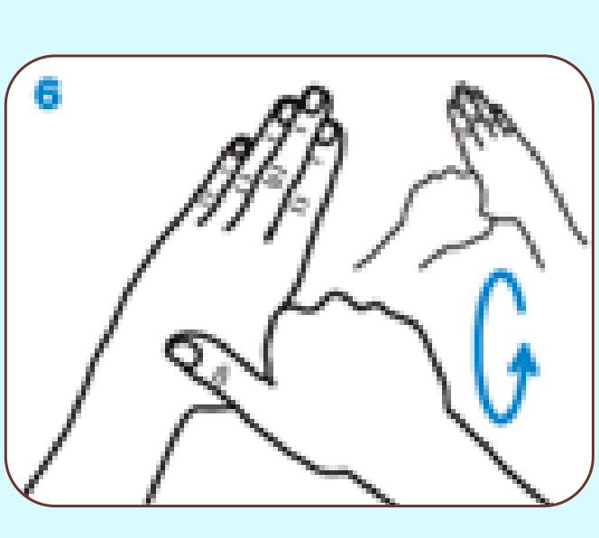
Right palm over left dorsum with interlaced fingers and vice versa



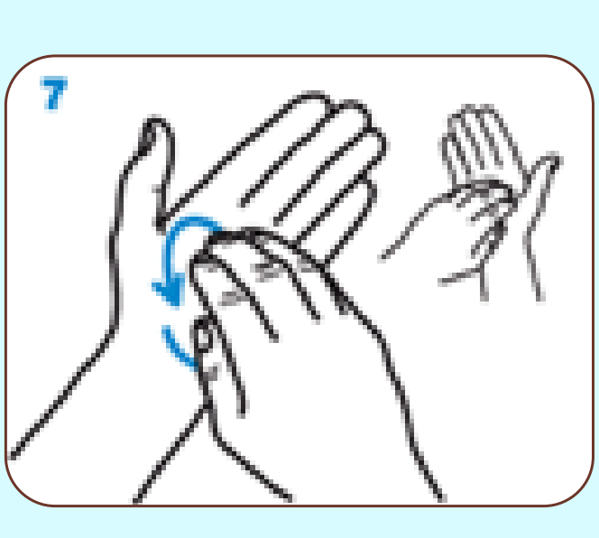
Palm to palm with fingers interlaced



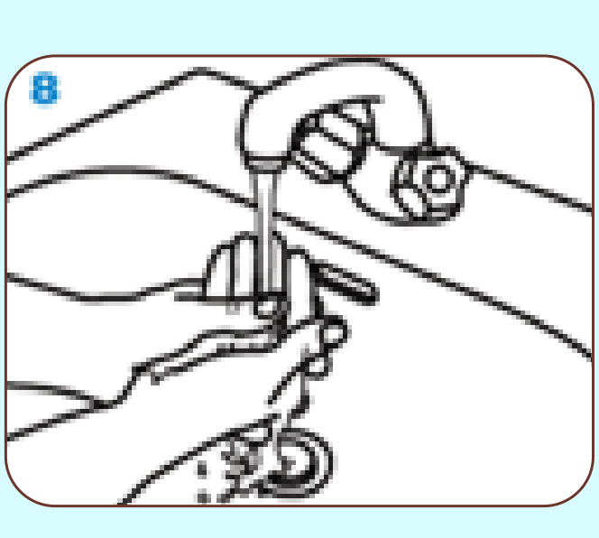
Backs of fingers to opposing palms with fingers interlocked



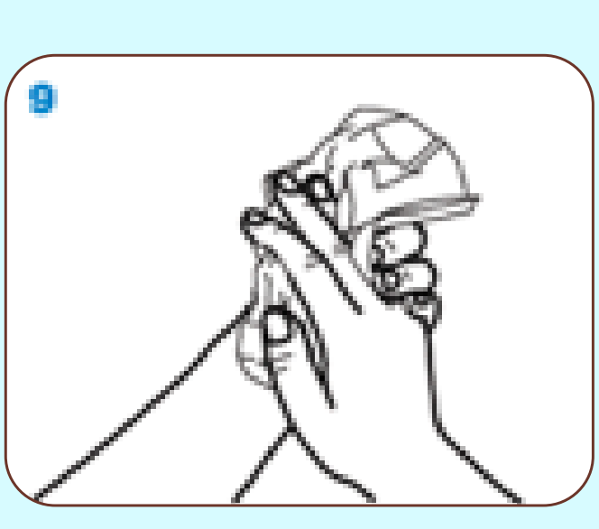
Rational rubbing of left thumb clasped in right palm and vice versa



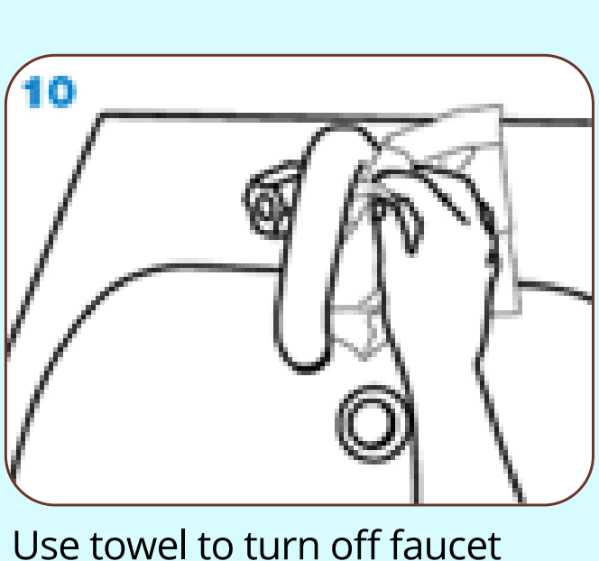
Rational rubbing, backwards and forwards with clasped fingers of right hand in left palm and vice versa.



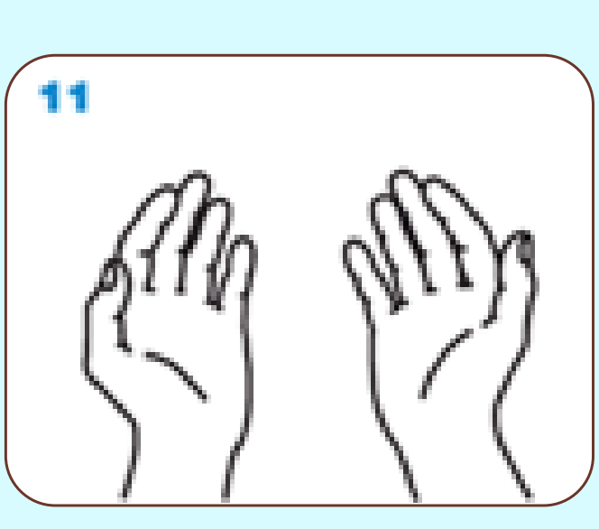
Rinse hands with water



Dry throughly with a single use towel



Use towel to turn off faucet



... and your hands are safe

ANNEX 12: Responsible Use of PPE

Setting	Target personnel or patients	Activity	Type of PPE or procedure
Community			
Public areas (e.g., schools, shopping malls, train stations).	Individuals without respiratory symptoms		No PPE required
	If you have running nose or flu like symptoms, you are advised to stay at home.		If you need to go out, make sure you wear a 3-ply surgical mask. Avoid crowded places. Wear a surgical mask if you cannot avoid them.
Closed environment (no smooth airways e.g, lift)	Individuals without respiratory symptoms		No PPE required
	If you have running nose or flu like symptoms, you are advised to stay at home.		If close environment is unavoidable, 3-ply surgical mask is applied
Front desk & administrative areas	All staff, including health care workers.	Consultation	Maintain spatial distance of at least 1 metre. Recommend 3-ply surgical mask if the staff is unhealthy.
Bus	Drivers		Maintain spatial distance of at least 1 metre. 3-ply surgical mask is applied.
	Students and staff		3-ply surgical mask is applied
Points of entry			
Screening area	Staff	Temperature screening	Maintain spatial distance of at least 1 metre. 3-ply surgical mask is recommended to mitigate the risk of exposure.
		Second screening (i.e., interviewing passengers with fever for clinical symptoms suggestive of COVID-19 disease and travel history).	3-ply surgical mask and gloves is applied
	Cleaners	Cleaning the area where passengers with fever are being screened.	3-ply surgical mask Apron Heavy duty gloves Eye protection (if risk of splash from organic material or chemicals). Closed work shoes
	Staff	Entering the isolation area, but not providing direct assistance.	Maintain spatial distance of at least 1 metre. 3-ply surgical mask Gloves
Temporary isolation area	Staff, healthcare workers	Assisting passenger being transported to a healthcare facility.	3-ply surgical mask Gown Gloves Eye protection
	Cleaners	Cleaning isolation area	3-ply surgical mask Gown Heavy duty gloves Eye protection (if risk of splash from organic material or chemicals). Closed work shoes
	Healthcare workers	Transporting suspected COVID-19 patients to the referral healthcare facility.	3-ply surgical mask Gowns Gloves Eye protection
Ambulance or transfer vehicle	Driver	Involved only in driving the patient with suspected COVID-19 disease and the driver's compartment is separated from the COVID-19 patient	Maintain spatial distance of at least 1 metre. 3-ply surgical mask is applied
	Driver Patient with suspected COVID-19 disease.	Assisting with loading or unloading patient with suspected COVID-19 disease.	3-ply surgical mask Gowns Gloves Eye protection
		No direct contact with patient with suspected COVID-19, but no separation between driver's and patient's compartments.	3-ply surgical mask is applied
		Transport to the referral healthcare facility.	3-ply surgical mask is applied
	Cleaners	Cleaning after and between transport of patients with suspected COVID-19 disease to the referral healthcare facility.	3-ply surgical mask Gown Heavy duty gloves Eye protection (if risk of splash from organic material or chemicals). Closed work shoes
Triage	Health care workers	Preliminary screening not involving direct contact	Maintain spatial distance of at least 1 metre. 3-ply surgical mask is recommended to mitigate the risk of exposure.
	Patients with respiratory symptoms		Maintain spatial distance of at least 1 metre. Provide medical mask.
	Patients without respiratory symptoms		No PPE required