

A low-angle, upward-looking photograph of a modern building at night. The building features a glass facade with internal lights glowing through, and a dark, textured facade. A large, illuminated 'BED' logo is visible on the right side of the building. The overall scene is dark with blue and yellow light accents.

# BED

## COVID-19 MANUAL

health and safety information  
for our guests and our team

version 2.0 June 2020  
BED Hotels Chiangmai  
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### Health Standards

Compliance with Amazing Thailand Safety & Health Administration (SHA)



### COVID-19 Committee

Dedicated professional team to oversee safety and health matters



### BED Manual

Comprehensive manual with our health and safety procedures



### Hotel Access

Single-access entrance point to hotel with health screening



### Airport Support

Our team is available to assist all international arrivals



### Air Quality

Active check of air-conditioning units and in-room air quality



### Front Desk

Social Distancing and contactless check-in and check-out



### Rooms

Cleaning of rooms and areas with hospital-grade disinfectant CaviCide



### Breakfast

Pre-booked breakfast with limited slots or Breakfast in BED



### Food Service

Contactless breakfast with packed utensils



### Swimming Pool

Daily disinfection of pool area and check of pool water quality



### Activities

List of safe places to go for sightseeing and entertainment

### Meet BED COVID-19 Committee



**Phunnapa  
Kittirattanapaiboon, MD**

Medical Doctor and  
COVID-19 Committee Advisor

Dr. Goi is the advisor to the Department of Mental Health, Ministry of Public Health on public well-being and mental health issues. She graduated from the Faculty of Medicine, Chiang Mai University and completed her Fellowship in Developmental Disabilities at the University of Iowa Hospitals and Clinics. She also earned a Certificate in International Health Leadership from the University of Melbourne



**Marcela  
Fernandes Aragao**

BED Executive Committee  
COVID-19 Committee Member

Marcela joined BED in 2015 and has been instrumental in building the core values of BED. During her 8 years with Emirates Airlines as Senior Cabin Crew, she gained extensive experience in the First Aid, Fire Drill, Security and Safety protocols of this world class airline. Marcela holds a Bachelor Degree in Spanish and Portuguese from the Federal University of Rio de Janeiro in Brazil



**Wacharaporn  
Phetkruea**

BED Executive Committee  
COVID-19 Committee Member

Kate is the former branch manager of BAC Gourmet House that handles F&B at the JCI certified Bangkok Hospital Chiangmai. Kate attended Basic Patient Meals, Hospital Hygiene & Nutrition and Diversey sanitation training programmes. She graduated from Chulalongkorn University in Bangkok, Institut Hôtelier César Ritz, Switzerland and University of Surrey in the United Kingdom

## 1. introduction

The COVID-19 pandemic brought fundamental changes to our lives that will likely stay with us for a long time. In this new landscape everybody needs to find ways to live, work and travel safely. BED is currently closed until we believe it is safe again for our guests and team alike. In this period we are working hard to redefine our hotels so we can reopen with the highest possible health and safety standards. This manual documents a new normal that keeps our team, guests and collaborators safe and informed about the actions we took. We miss the days when BED was full of life, laughter and happiness and we can't wait for everyone to return. In the meantime stay safe!

## 2. BED COVID-19 Committee

In January 2020 and very early in the pandemic BED established an internal committee to take charge of the situation by establishing, implementing and monitoring strict hygiene and health processes and protocols in all hotels. In June the committee invited an external advisor from the public health sector.



Our BED COVID-19 Committee members and advisors prepared this Safety and Health Manual to ensure the hotels will reopen with the highest health and safety standards

## 3. SHA information

Amazing Thailand Safety and Health Administration (SHA) certification is a cooperation between the Tourism Authority of Thailand (TAT) and the Ministry of Public Health. SHA aims at elevating the country's tourism industry standards and making tourism an active participant in the disease prevention measures. BED Phrasingh and BED Chiangmai Gate are officially certified and all BED hotels are in full compliance with SHA procedures and COVID-19 control guidelines as part of our commitment to maintain the highest sanitation and hygiene levels



## 4. BED emergency protocol

- The emergency protocol applies to anyone who requests medical assistance or show symptoms
- Immediately issue a mask when not used
- Check the temperature. When above 37.5C it indicates fever. Check for symptoms like cough, sore throat, running nose and shortness of breath.
- After 10 minutes, check the temperature again. If still over 37.5C continue this emergency protocol
- Bring the person to the ER room. Call the BED COVID Committee and follow their instructions
- Close any room the person has used and ensure nobody enters the room.
- If the person is with company, locate each person in the group and check for fever and symptoms
- Inform Front, HK and Engineering and make sure no one enters the ER room or other used rooms
- Call Nakornping Hospital and follow instructions. Make sure you have all the information, passport copy, phone number and contact information of the family. Coordinate transportation if needed
- Call the BED COVID-19 Committee and handover the care: from the hotel to the committee
- Arrange mandatory 14-day quarantine for anyone who has been in close contact with the person
- **Nakornping Hospital 053-999200**
- **BED COVID-19 Committee 099 824 0266**



## 5. information for everyone

- BED redesigned its entrances to create a single-access entry point that guides guests, team and collaborators to the screening point
- At the screening point everyone cleans hands with soap and paper towels, apply alcohol gel, check temperature and sanitize footwear
- BED enforces 1.5 meters social distancing and floor marks reinforce this
- We advice against any physical contact such as hugs and handshakes
- Team members wear masks and face shields. Foodies and Housekeepers (HK) wear additional gloves and hairnets. Guests are requested to wear masks in public areas except for breakfast
- We advise to wash hands properly and regularly
- 70% alcohol gel is available everywhere
- All public shared surfaces are sanitized hourly
- Water refill stations are disinfected hourly
- Keycards are disinfected before and after use
- Disinfection timetables are displayed in public areas, lifts and public toilets
- Linen is washed at increased temperature
- All goods coming into the hotel are sprayed with active disinfectant solutions
- Weekly check of the ventilation and the air conditioners filters in the room
- Masks, face shields, wet tissue and other Personal Protective Equipment (PPE) is available
- Team members attend mandatory monthly safety and health training
- Disinfection of guestrooms is guaranteed by a BED Safety Seal attached to each guest door

## 6. directions for team leaders

Your leadership is defined by your communication with your team. This makes a real difference. Be fully transparent. It may seem difficult to give all of the information but it is necessary to give your team the facts. Remain positive and realistic. Make them aware of the current situation and impact on them.

## 6.1 team communication

- Involve your staff. Welcome input, feedback and ideas to handle any challenges together as one strong and united team.
- Working during COVID-19 will always include some risk and we allow concerned members one-week week unpaid leave if needed
- Team members must inform their leaders of any travel plans. We discourage travel to high risk areas as per the ministry of health. members who travel against our advice must self-isolate on return for 14 days
- When you make the Weekly Schedule consider to split your team in two groups and schedule so that A and the B do not interact during or after work. Take personal relationships into account. Put members who date or share accommodation in the same group as they will meet anyway

### Protect yourself and loved ones from coronavirus.

**Wash** your hands regularly with **soap** and **water**.

**Cover** your mouth and nose while **sneezing** or **coughing**



**Avoid close contact** with anyone who has a cold or flu-like symptoms.

If you have fever, cough and difficulty breathing, **seek medical care early**.



## 6.2 team responsibilities

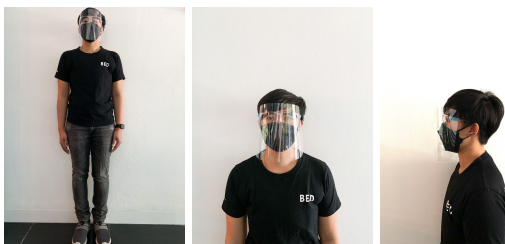
- Oversee and coordinate this manual
- Support all departments and all team members
- Motivate the team and lead by example
- Check PPE boxes accordingly to inventory list
- Maintain 24/7 readiness of ER room
- Check equipment at the screening point
- Conduct weekly updates on current events
- Ensure all staffs attend regular meetings

### 6.3 COVID-19 coordinators

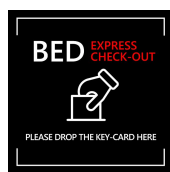
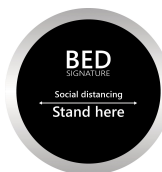
- In charge during any medical emergency
- Coordination with public health authorities
- Provide information to guests and teams
- Periodically update the Safety & Health Manual
- Check compliance
- Monitor quantity and quality of PPE
- Monitor developments and advice BED
- Coordinate support and transport at the airport
- Provide updates on current events
- Conduct monthly COVID-19 Committee meetings
- Conduct monthly safety training for teams

## 7. instructions for front office

### 7.1 guest management



- Coordinate arrivals with airport support team
- Upon arrival at the hotel, a staff wears a mask, face shield and keep 1.5 meter distance when you bring guests to the screening point
- At the screening point all visitors clean hands with soap and paper towels, apply alcohol gel on hands, check temperature and sanitize footwear. Floor markings will reinforce social distancing



- Check-in and out procedures are contactless and passport scanner is available for self registration
- We have available on request for our guests: wet tissue, alcohol gel, masks, mask disposable bags and face shields. Disinfect it in front of the guests before giving it to them
- All key cards are sanitized before and after each use. Give guests only sanitized key cards
- Wear gloves whenever handling guest luggage

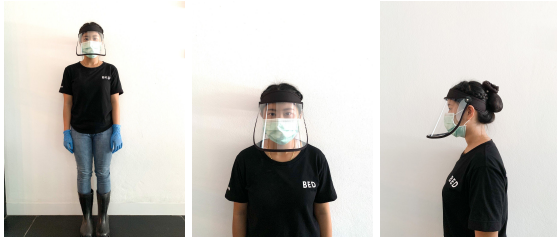
- A list of safe and endorsed tours and activities is available at each hotel. Other information is available by paper map or digital google map with QR code
- Sit down with all new guests at their convenience to explain the BED safety protocol and breakfast, and to answer any question
- BPS and BCG guests are escorted to the lift. Staff takes stairs and meet guests in front of the room
- BCK and BNM guests are escorted to the lift. In case guests need help with luggage staff will bring the luggage to the room in a separate lift

### 7.2 breakfast

- We adjusted breakfast time from 7:00-10:00 AM to 06:00-10:00 AM. Guests can choose from the Breakfast Deli, order limited Breakfast-in-BED or Take-Away Breakfast
- Guests are requested to pre-book their breakfast time to allow for social distancing. Each time slot is approximately 1 hour.
- Breakfast areas have 1 entrance point to make sure everyone goes through the screening point where we check the guest temperature
- All surfaces are disinfected hourly and after each guest leaves the breakfast area
- Kitchen staff wear masks, hair nets and gloves but no face shield for safety concerns
- Front staff must wear masks and face shields
- Alcohol gel is available in the breakfast area
- Cups, cutlery and napkins are individually packed in hygienic paper bags
- Alcohol pads are available at coffee machines, water refill stations and lifts to disinfect buttons
- Food items in the Breakfast Deli are protected by glass partitions. Seating is rearranged to ensure 1.5 meter social distancing
- The maximum capacity for breakfast in BCK, BPS and BCG is set at 20 guests at any given time. For BNM this is 30 guests

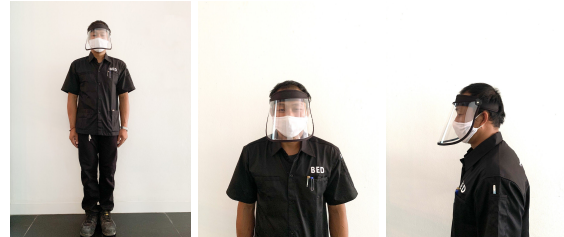


## 8. Instructions for housekeepers



- Housekeepers must pass the screening point each time they enter the hotel
- Wear a mask, face shield, hair nets, gloves and plastic boots and disinfect your gloves and boots before you enter a guest room
- Spray rooms 5 minutes before start cleaning
- Use the right concentration and type of cleaning agents when cleaning and disinfecting surfaces. Training manual is provided.
- Do not shake dirty laundry to minimize the risk of dispersing droplets
- Place all used linen immediately in plastic bags after you remove it from the bed
- Wash all HK equipment with antiseptic that has sufficient PPM to eliminate any virus. Refer to the manufacturer's instructions.
- Adjust the position of the air conditioner in guest rooms for optimal air circulation
- Regularly use disinfectant spray and ozone therapy in hotel corridors
- Wrap all in-room remote controls in plastic after you finished the room
- Attach the BED Safety Seal on the doorpost after cleaning and disinfection. After the seal is attached nobody is allowed in the room
- Follow the Waste Management Guidelines
- Disinfect public areas, public toilets, lifts and all door handles every hour
- Update the Disinfection Timetable
- Clean the dishes and cutlery with [Diversey J-512](#) sanitizer, hospital-grade dishwashing sanitizer in room temperature water to kill viruses and germs.
- Attend the Monthly Safety Training to make sure you stay updated on all procedures

## 9. Instructions for engineers



- Engineers must pass the screening point each time they enter the hotel
- Engineers must wear a mask, face shield and gloves and disinfect your gloves before entering a guest room
- All outside personnel must pass the screening point and fill out the Visitors Registration Form
- A/C units and air quality must be checked weekly
- Always wear a face shield when working on A/C
- Ensure proper maintenance and disinfection of the pool including daily check of water quality

## 10. more information

BED hotels are disinfected by [CaviCide](#), hospital-grade disinfectant



**BED Work Procedure** - our safety and hygiene measures to reduce chances of spreading Covid-19  
[Learn more](#)

### BED Headquarters

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