

***NEW HYGIENE PROCEDURES AT PULLMAN BANGKOK KING POWER
BECAUSE WE CARE ABOUT YOUR HEALTH & SAFETY***



pullman
HOTELS AND RESORTS



9 STEPS FOR YOUR SAFETY WHILE STAYING AT OUR HOTEL

- Please wear a face mask for public safety.
- Please stand on the sanitizer mat to disinfect your footwear.
- Please use hand sanitizer when entering and leaving all areas.
- Please conduct a temperature check before entry.
- For public safety, please cooperate with the screening process.
- For safety reasons, please register for all services, as we are limiting the number of guests entering restaurants, meeting rooms plus the fitness center and spa.
- Please keep a safe distance at all times (minimum 1 meter).
- Please follow our safety guidelines during your visit.
- Please use our E-payment service as a contactless payment option.



With all our staff following these procedures from our comprehensive new manual, guests have total peace of mind that their stay at Pullman Bangkok King Power is completely safe.

To prevent the spread of disease PPE (Personal Protective Equipment) is utilized, including the wearing of hygienic masks, fabric masks, face shields, gloves.

Furthermore, to ensure the cleanliness of the whole property, both common areas (entrance and exit doors, elevators, stairways, common-touch points such as buttons, knobs, banisters and so forth) and service areas (information counters, register points, payment counters, closets, product shelves, tables, chairs and so on) are regularly cleaned.

NEW HYGIENE PROCEDURES AT PULLMAN BANGKOK KING POWER

BECAUSE WE CARE ABOUT YOUR HEALTH & SAFETY

The health & safety of guests and employees is the number one priority for Pullman Bangkok King Power, and this is why we have introduced a suite of new procedures and protocols which are followed by all business units at the hotel.



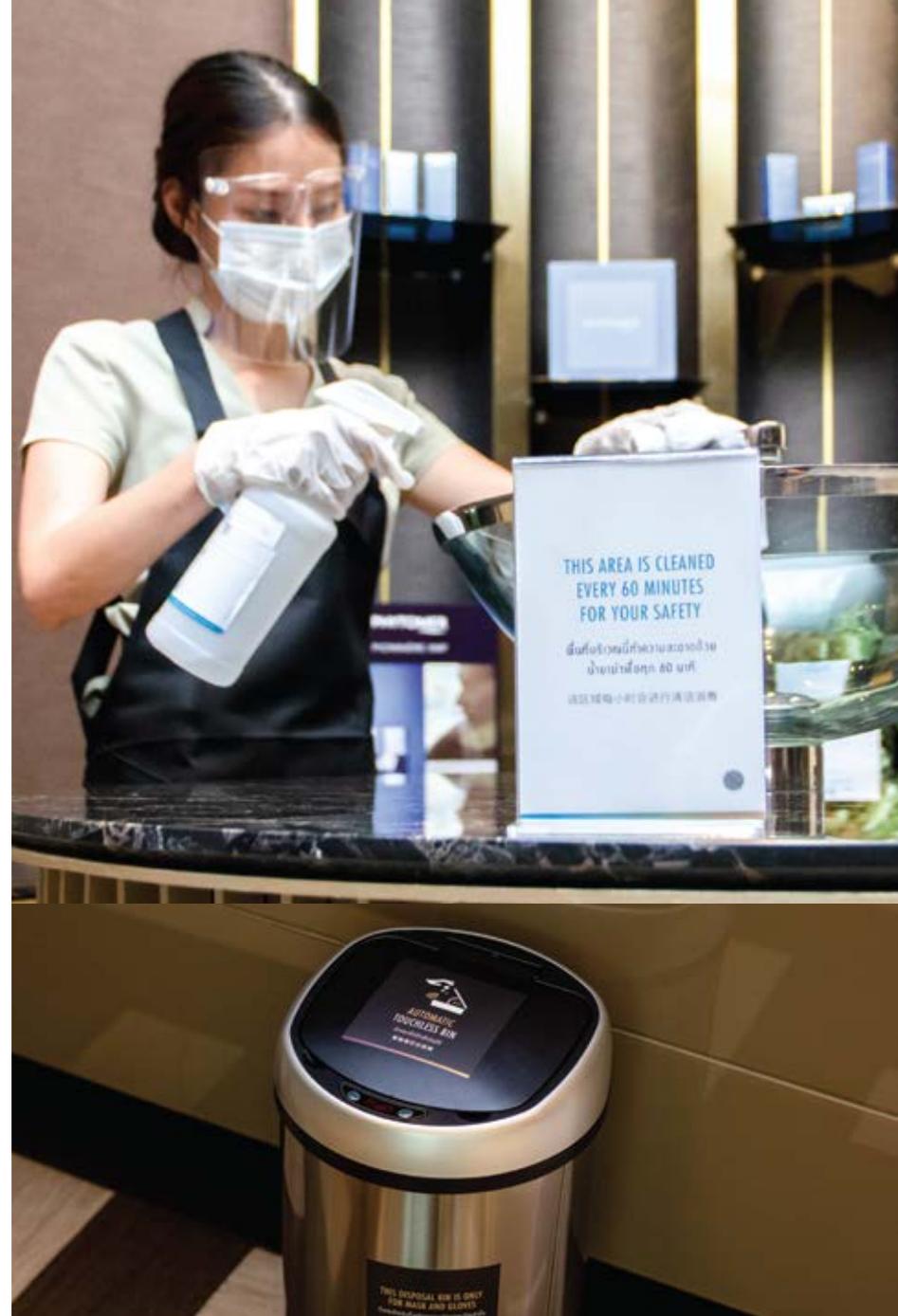


But Pullman are not only introducing basic measures such as those listed above; other measures for the building and the equipment used in the property include:

1. Cleaning solutions and cleaning equipment are utilized to eliminate bacteria/viruses according to the suitability of the service area's individual usage.
2. Dishwashing liquids and dishwashing machines are utilized to clean the kitchenware, utensils and silverware.
3. Cleaning solutions, including hand-washing, equipment, sanitary ware, are utilized to eliminate bacteria/viruses in the restrooms.
4. Sanitizing doormats are utilized to eliminate bacteria/viruses attached on the sole of shoes.
5. Coronavirus disinfectant spray machines are utilized to clean the storage areas as well as the total service areas in the building.
6. Ozone dryers are utilized to increase the amount of oxygen and to eliminate bacteria/viruses in the service areas.
7. Small UVC incubators are utilized to eliminate bacteria/viruses on cash and various types of cards in 5 to 10 seconds.
8. Large UV-C incubators are utilized for the product bags to eliminate bacteria/viruses in 1 to 2 minutes.
9. Waste containers, including both systematic sensor and sorted waste containers, are utilized to reduce touching as well as provide waste containers for hygienic masks.

ADDITIONALLY, SERVICE AREAS FOLLOW SANITARY SAFETY STANDARDS AS FOLLOWS:

1. Automatic machines selling hygienic masks are stationed at the screening point area around the entrance of the service area.
2. Hand-washing gels, containing more than 70% alcohol, are utilized to service whole service areas including storage and inner building areas.
3. UVC incubators, which include a large one for sanitising product bags and a small one for sanitising cash or various kinds of cards, are set to eliminate bacteria/viruses.
4. Equipment used in service such as sprays, paper towels, nanofiber fabrics, sanitising solutions, waste containers, and so on are utilized.
5. Every area is cleaned before opening according to the standard, including wiping, spraying, sanitising with the Coronavirus elimination solution.
6. The readiness of equipment for operation needs to be sanitised to eliminate bacteria/viruses before use.
7. The systematic sensor waste containers and paper towels inside the elevators in some service areas are provided in order to avoid joint touching.
8. The frequency of cleaning has been increased by arranging staff to clean the common areas and common-touch points every 60 minutes.





ADDITIONALLY, SERVICE AREAS FOLLOW SANITARY SAFETY STANDARDS AS FOLLOWS:

9. The cleanliness of restrooms is supervised according to the hygienic protocols by using the Coronavirus elimination solution, together with staff maintaining cleanliness at all times of:
 - (1) Sanitary ware: toilets, flush handles, urinals, bidet sprays, door locks, door knobs, toilet seats, toilet lids, faucets and sinks.
 - (2) Equipment: utilizing soaps, gels, paper towels, toilet paper, virus elimination solution for sanitary ware and waste containers.
10. The building surroundings, and all areas which may possibly be contaminated, plus high touch-point areas are purified.
11. Waste will be sorted, as well as special waste containers for hygienic masks being provided. Moreover, the arrangement of waste containers according to usage suitability are provided in every area.
12. Ventilation is purified to be clean and safe, and sanitized through solution and an ozone dryer.
13. The ventilation system in the underground parking area is circulated not less than 10 times per hour.
14. The restaurant hood systems are set in the cooking areas following the regulative standard of the restaurants.



CLEANING SCHEDULES

1. Before and after providing any type of service, cleanliness must be assured.
2. Every 60 minutes, all common touch points are cleaned, including counters, elevators, banisters, restrooms etc.
3. After closing, every area is cleaned following sanitary standards, depending on the business unit.
4. Every area has established cleaning schedules which ensures that all operations are clean and safe and that hospital-grade sanitary standards are met.



SCREEN & SCAN

Concerning our duty of care to our customers and employees with regard to sanitation, Pullman have also implemented a “SCREEN & SCAN” program to screen employees and guests to protect against an outbreak. Additionally, we have also arranged a service receiver tracking system in order to assist with our disease control protocols as follows.

Screening to prevent an outbreak.

FOR CUSTOMERS

1. Customers are informed of the process via a variety of channels in order to establish knowledge and understanding, as well as to acknowledge the fundamental information and practice of the service.
2. Customers are asked to wear either a hygienic mask or fabric mask while in the hotel.
3. The entrance and exit of each service area is defined in order to screen everyone before entering.
4. Temperatures are checked by the infrared-systematic Thermo-scan.
If somebody's temperature is over 37.5-degree Celsius (after checking 3 times), it is suggested the customer sees a doctor immediately.
5. Customers are asked to scan a QR code so they can be tracked during their visit.
6. Customers receive a sticker when passing each screening point.

FOR EMPLOYEES

1. Training is arranged for all employees in order to provide knowledge and understanding of all standard practices and procedures following the Covid-19 situation.
2. Employees must wear either a hygienic mask or a fabric mask. For employees who work in close proximity to customers, a face shield and gloves must also be worn at all times.
3. The entrance and exit of each service area is defined in order to screen everyone before entering.
4. Temperatures are checked by the infrared-systematic Thermo-scan.
If somebody's temperature is over 37.5-degree Celsius (after checking 3 times), it is suggested the customer sees a doctor immediately and they are not allowed to work. The employees' temperatures are also checked every 3 hours during each shift, and all health information is recorded.
5. Employees must scan a QR code so they can be tracked.



1. The number of customers is limited, and customers should gradually enter an area at specific individual times. Additionally, billboards showing the number of service users allowed in each area are displayed.
2. Every service area must adhere to a density of 5 square metres per a person, with everybody distancing 1.5 to 2 metres from each other.
3. The entrance and exit doors are separate.
4. There is a queue system in place and seat areas are arranged for restaurants etc.

INCREASING DISTANCING IN ALL PUBLIC AREAS

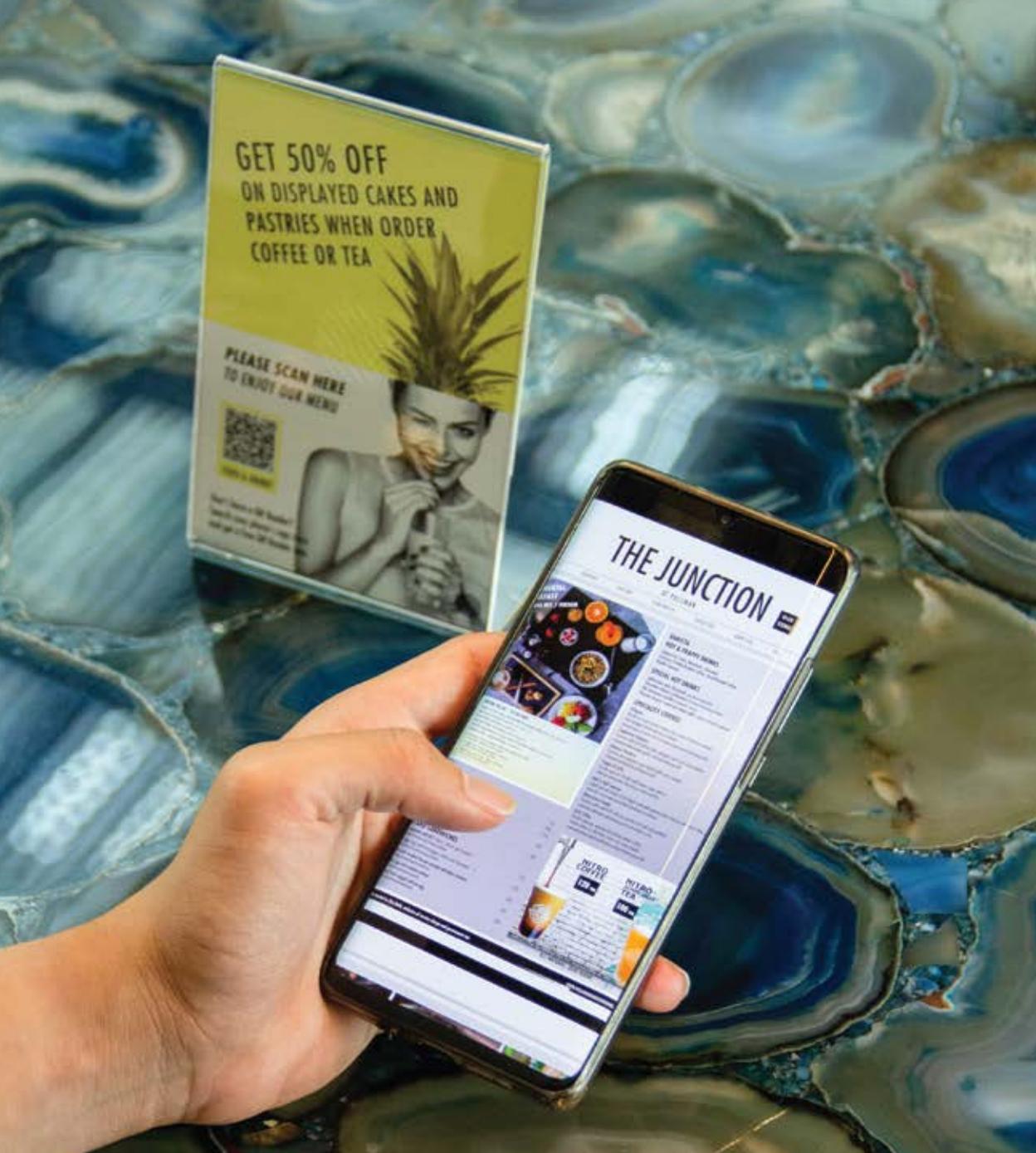
1. Public areas have increased social distancing protocols in place.
2. Distance signs are arranged to keep people 1.5 and 2 metres from each other in all areas. Additionally, service areas are divided e.g. escalators, restrooms, restaurant queues etc.
3. Shields will be used to separate employees from customers as follows:



SOCIAL DISTANCING

Social distancing has been introduced throughout the property, including minimizing crowds, increasing distance between people and reducing touch. The following protocols have also been implemented:

<i>TYPE</i>	<i>USAGE</i>	<i>PREVENTION</i>
Face Shield	For employees who work closely with customers.	To prevent droplets.
Table Shield	Partitions between tables.	To prevent interpersonal touching.
Counter Shield	Partitions between counters.	To prevent interpersonal touching.
Booth Shield	Partitions with increasing height to separate areas.	To prevent interpersonal touching.
Food Shield	Packaging to cover food and beverages.	To prevent droplets and interpersonal touching.
Vehicle Shield	Partitions between drivers and passengers.	To prevent interpersonal touching.



SAFE SERVICE

Pullman has introduced safe service systems in all areas emphasizing service, convenience, cleanliness, and safety.

SERVICE ACCORDING TO SANITARY SAFETY STANDARDS.

1. Either hygienic masks, a fabric mask, or face shield, together with gloves must be worn while serving guests.
2. The distance between employees and customers is always at least a metre.
3. Cleaning equipment, including hand-washing gel, alcohol spray, paper towels, and so on is available.
4. Before and after service, employees will offer the customers the opportunity to clean their hands with hand-washing gel.

SERVICE IN THE PUBLIC AREAS OF THE HOTEL.

1. The number of people in each area is limited, and social distancing is observed at all times. Moreover, billboards publicise the standard applicable regulations.
2. Around the lobby areas, the tables and seating are set to maintain social distancing.
3. In the executive lounge, the tables and seating are set to maintain social distancing.
4. Counters with stationery and equipment are cleaned with sanitising solution every time after being used.
5. Staff are stationed at the elevators to facilitate use and to avoid touching common buttons.
6. The pool area, sun loungers and side tables are arranged to maintain social distancing and are regularly sanitised.
7. The equipment in the exercise room is arranged to maintain social distancing, and the common touch points are sanitised regularly.
8. Luggage is sanitised by either spray solution or UVC incubators both before and after delivering to the room.
9. The number of customers on the shuttle bus are limited, and the common areas are purified before and after each trip.





SERVICE IN ROOM AREAS

1. Rooms are thoroughly cleaned using sanitizing products which eliminate viruses/bacteria.
2. The cleaning equipment used is all purified using virus eliminating solution as per the manufacturing manual.
3. Common touch points, especially door knobs, remotes etc. are cleaned before and after each service.
4. All parts of the room, including the bed, room equipment, and the restroom are cleaned using the sanitising solution every day.
5. Food and beverage room service is covered by a food shield in order to avoid contamination.
6. The air-conditioners in the room are adjusted and monitored in order to provide excellent air circulation.
7. The hallways are regularly cleaned using the virus eliminating solution spray.
8. Linen and towels are changed every day and washed to eliminate any bacteria/viruses.
9. Waste is deposited in specific storage containers.
10. New technologies are used in the hotel in order to reduce touching i.e. using a QR code instead of a key card.

SPA AND MASSAGE SERVICE.

1. The number of people in the spa is limited, and social distancing is observed at all times. Moreover, billboards publicise the standard applicable regulations.
2. The spa and all equipment is cleaned before each service.
3. Advance booking or queue ordering is arranged to specify the appointment time in order to minimise waiting time.
4. Social distancing is adhered to in the waiting areas.
5. The payment system provided is cashless and touchless.
6. The spa is cleaned using virus eliminating solution.
7. Any materials/items used in a spa treatment are changed after every use.
8. Waste is sorted into specific containers.





FOOD AND BEVERAGE SERVICE

1. The number of people in each area is limited, and social distancing is observed at all times. Moreover, billboards publicise the standard applicable regulations.
2. Advance booking or queue ordering is arranged to specify the appointment time in order to minimise waiting time.
3. Trays are used to deliver and receive items in order to avoid touching.
4. Food is presented on shelves or covered by food shields.
5. Produce used for cooking and drinks is always clean and fresh.
6. All utensils and cooking equipment is washed, cleaned, and dried with heat to eliminate any bacteria/viruses.
7. Only a la carte menus and cook to order menus are served.
8. All necessary equipment, condiments etc. are served by the employees of the restaurant, with nothing placed in common areas.
9. Chairs are arranged according to social distancing protocols and are cleaned after each service.
10. Staff are stationed to facilitate the cleanliness of the restaurant.
11. Certificates of food quality control are used where necessary.
12. Waste is sorted into specific containers.



MEETINGS, SEMINARS AND EVENT SERVICES.

1. The number of people in each area is limited, and social distancing is observed at all times. Moreover, billboards publicise the standard applicable regulations.
2. The entrance and exit doors are separated to avoid unnecessary contact and minimize the density.
3. Advance booking or queue ordering is arranged to specify the appointment time in order to minimise waiting time.
4. Room surroundings are cleaned using sanitary solution or ozone, including walls, door knobs, handrails, light switches etc.
5. The tables and seats for meetings and seminars, as well as food tables for events are all arranged adhering to social distancing protocols, and individual seating is specified.
6. All materials/equipment used in the service are thoroughly cleaned in order to eliminate any bacteria/viruses.
7. Equipment and stationery are cleaned before and after use, including computers, microphones etc.
8. Ventilation systems are monitored and cleaned to be safe and are ventilated regularly.
9. Produce used for cooking and drinks is always clean and fresh.
10. Only a la carte menus, cook to order menus and snack boxes are served.
11. Food and beverages are covered by a food shield in order to avoid contamination.
12. All utensils and cooking equipment is washed, cleaned, and dried with heat to eliminate any bacteria/viruses.
13. All necessary equipment, condiments etc. are served by the employees of the restaurant, with nothing placed in common areas.
14. Trays are used to deliver and receive items in order to avoid touching.
15. Staff are stationed to facilitate the cleanliness of the area.
16. Waste is sorted into specific containers.

LOCATION

PULLMAN BANGKOK KING POWER

8/2 Rangnam Road, Thanon-Phayathai, Ratchathewi, Bangkok 10400, Thailand

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BY PLANE:

1. Suvarnabhumi International Airport (BKK): 40 mins by taxi via expressway
2. Don Muang Airport (DMK): 30 mins by taxi via expressway

BY AIRPORT RAIL LINK (ARL):

30 mins to/from Suvarnabhumi International Airport via the Suvarnabhumi Airport Rail Link - Phayathai Station is within walking distance

By BTS SKYTRAIN:

Victory Monument Station (Exit no. 2) with complimentary hotel shuttle tuk-tuk service – to/from the hotel

