

## Rules and regulations regarding the specific measures for F&B and hospitality workshops at EHL - Post COVID-19

Basis for reopening on 06.06.2020

This document will have to be updated as soon as new measures are taken by the Federal Council.

This document is based on the measures established by the OFSP (Office fédéral de la santé publique), the protection plan established by GastroSuisse and BPHR health and safety rules (guide for best practices in hospitality and F&B).

This document will be updated as new measures are taken by the Swiss Federal Council.

To protect the health and safety our staff and students:

- EHL will voluntarily take even stricter measures than those required by the OFSP
- Everyone entering the EHL campus must follow strictly these measures, apply them and have them applied.

### Pedagogical objectives for this regulation:

- Memorize, explain and reformulate the health guidelines related to the practical workshop of the week.
- Use, apply the different recommendations related to the workshop, to the department where the student evolves.
- Interpret and summarize the different recommendations.

You will be tested in the form of a 12-question quiz (4 kitchens/4 accommodation/4 service) on these new skills in week 28 (Friday 10 July) -  
The test will be done on the mobile phone as an entry quiz.

## The Rules:

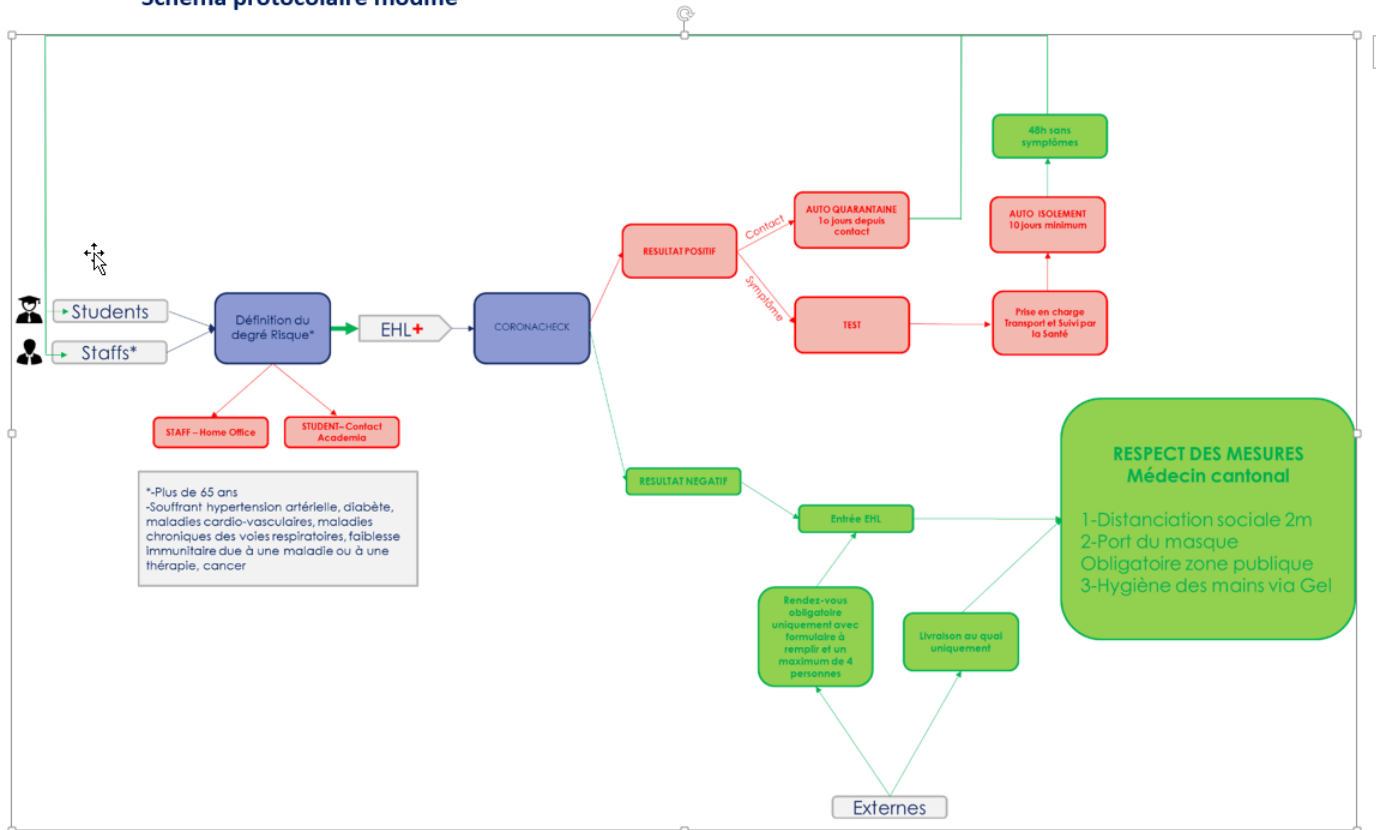
1. Corona-check
2. Hand washing
3. Wearing a mask
4. Separating client groups
5. Social distancing
6. Cleaning, hygiene
7. Vulnerable persons
8. Sick persons
9. Specific work situations
10. Information
11. Management
12. Client information

### 1. Corona-check:

Staff and students must be pass the corona-check at the entrance of the school.

- ✓ If an employee is absent, his or her manager must inform his/her manager an inform human resources.
- ✓ If a student is absent, the lecturer must inform AP coordination, which updates a list with the people in charge of the corona-check.

## Schéma protocolaire modifié



## 2. Hand washing:

All employees must wash their hands regularly and avoid touching objects and surfaces to the extent possible.

### Requirement:

Refer to point 1. Hand washing/Covid-19 Protection Plan by GastroSuisse.

### EHL goes a step further:

- ✓ Disinfection of hands at the entrance of the building during the corona-check.
- ✓ It is forbidden to shake hands, hug or touching of any kind.
- ✓ Hand washing/disinfection stations set up in various areas:
  - In the staff and student locker rooms/add disinfectant.
  - In all bathrooms/add disinfectant.
  - In stewarding/add disinfectant.
  - In housekeeping/ add disinfectant.
  - In all eating areas/add disinfectant.
  - Wherever staff and clients are present/disinfectant stations.
  - In front of every points of sale, bars, restaurants/disinfectant stations.
- ✓ All workshop participants must wash hands with soap and water for at least 30 seconds (OFSP video) then disinfect their hands.
  - Before the entrance to the workshops.
  - Regularly during the workshop, prior to serving meals, serving customers.
  - After sneezing, coughing, blowing nose.
  - After breaks or returning from bathroom.

- After handling every ingredient.
- After touching surfaces that are shared with others.
- After touching utensils that are shared with others.
- Before putting on a mask.
- After taking off and throwing away a mask.
- ✓ Removal of all objects that are accessible to everyone that could be touched by staff, students or clients.
- ✓ Ensure that hand washers, sinks, soap, paper towels and hand sanitizer are always available, ask Arnaud Lemaire in the Housekeeping Department.
- ✓ Handwashing must follow the rules set out by the OFSP and in LMS.
- ✓ <https://www.bag.admin.ch/bag/fr/home/krankheiten/ausbrueche-epidemien-pandemien/hygiene-pandemiefall/haende-waschen.html>

### 3. Wearing a mask:

Recommend wearing a mask if a distance of two meters between participants can't be maintained.

#### Required:

Refer to point 3. Social distancing/Covid-19 Protection Plan GastroSuisse.

#### EHL goes a step further:

- ✓ On campus, masks must be worn by everyone.
- ✓ EHL provides everyone with a mask every day at the entrance of the building at the corona check.
- ✓ Whenever social distancing is impossible, whether in public areas or the workshops, everyone must wear a mask and follow OFSP recommendations.
- ✓ You must change your mask after every shift, new station or at the end of the day.
  - ✓ Follow OFSP rules for changing your mask:
    - <https://www.bag.admin.ch/bag/fr/home/krankheiten/ausbrueche-epidemien-pandemien/hygiene-pandemiefall/hygienemasken.html>
    - <https://www.bag.admin.ch/bag/fr/home/krankheiten/ausbrueche-epidemien-pandemien/aktuelle-ausbrueche-epidemien/novel-cov/downloads-in-verschiedenen-sprachen.html#-1817793229>
  - ✓ Managers ensure that everyone in their workshop changes their mask before each shift and follows protection measures (new mask, hand washing)
  - ✓ Lecturers verify that the students in their workshop/point-of-sale change their mask before each shift and applies protection measures (new mask, hand washing)
- ✓ For staff, managers hand out masks to their subordinates.
- ✓ For students, lecturers hand out masks to their students.

### 4. Separating client groups:

#### Requested :

Refer to point 2. Separating client groups/Covid-19 Protection Plan by GastroSuisse.

### 5. Social distancing:

Staff and others must maintain a distance of two meters between themselves. When this is not possible, exposure must be limited during work by reducing the duration of the contact and/or taking appropriate measures.

## Requested:

Refer to point 3. Social distancing /Covid-19 Protection Plan by GastroSuisse.

## EHL goes a step further:

### 5.1 Defining corridors, one-way lines, waiting areas:

- ✓ Apply indications on the ground for one-way lines, entrances, exits, 2-meter distances.
- ✓ Ensure a distance of two meters between clients waiting in line.
- ✓ Ensure a distance of two meters in living areas, F&B outlets (food court, restaurants, take-away, bars, kitchen, public rooms).
- ✓ Ensure a distance of two meters in bathrooms.
- ✓ Ensure a distance of two meters in locker rooms.
- ✓ Set aside dedicated areas for at-risk individuals.

### 5.2 Dividing rooms:

- ✓ Installing curtains, screens, separators in various work areas if needed.
- ✓ Installing Plexiglass separators between staff and customers (registers in food court, take-away, bars, etc.).
- ✓ Reduce the number of customers moving about and serve them individually.
- ✓ Reduce the number of students in the classroom.
- ✓ Food court: a distance of two meters must be maintained between customers.
- ✓ Food court, to prevent customers from crossing paths the buffet has been redesigned
- ✓ In all restaurants, bars, lounges, a distance of two meters between each table must be maintained.
- ✓ No shared meals, no groups in the food court.
- ✓ Table service is highly recommended in all restaurants

### 5.3 Limiting the number of people:

- ✓ Limit number of people who can enter spaces: 1 person/10m<sup>2</sup> (boutique).
- ✓ 30 persons in live classes with social distancing of two meters. (30 including students, professors, managers, assistants)
- ✓ Choose online courses instead of in-person classes.
- ✓ Create a waiting area with a space of two meters between each person.
- ✓ Only let persons seeking services enter the area.
- ✓ Schedules are being adapted to reduce the number of students in each point of sale.
- ✓ Buffet Food court, reduce the handling of products in service, which will reduce the number of staff/students at the buffet

### 5.4 If a distance of two meters can't be maintained:

- ✓ You must wear a mask.
- ✓ Limit exposure to the strict minimum while working and reducing the duration of the contact.
- ✓ The company must make masks available to everyone.
- ✓ Avoid physical contact.

## 6. Cleaning and hygiene:

Regularly clean all surfaces and objects after use, especially if people have touched them.

## Requested:

Refer to point 4. Cleaning/COVID-19 protection plan by GastroSuisse

## EHL goes a step further:

### Air circulation:

- ✓ Air out workspaces, workshops, classrooms, common areas, dining areas with a window.
- ✓ Air out four times a day for 10 minutes (during break to change mask).

### Surface and objects:

- ✓ Make a special corona virus disinfectant on all surfaces.
- ✓ Clean and disinfect on a regular basis all surfaces, objects (work counters, refrigerator doors and surfaces, offices, computer keyboards, cellphones, etc.) particularly when they are shared by several persons.
- ✓ Don't share mugs, glasses, plates, etc.
- ✓ Have the dishwasher was all tableware, don't wash haphazardly.
- ✓ Regularly clean the door handles of common areas, toilets, corridors, elevator buttons, staircase bannister, coffee machines, or any object touched by several people.
- ✓ In the workshops, kitchen, service, bar, F&B, hospitality, stewarding, housekeeping :
  - Do not carry or use your cellphone.
  - Cellphones will only be permitted during the entry quiz on Monday morning.
  - No personal objects other than the uniform and professional materials for the workshop.
  - For personnel, the professional telephone will be accepted and should be used in accordance with hygiene rules.
- ✓ In workshops and points of sale, strengthen cleaning and hygiene rules, alongside the stewarding department and Mr. Arnaud Lemaire.
- ✓ Managers verify that their students respect this point strictly.
- ✓ Lecturers verify that the students in their workshop and their outlet respect this point strictly.

### Work spaces, storage areas, cold storage areas:

- ✓ Regularly clean all work areas.
- ✓ Regularly clean storage areas.
- ✓ Regularly clean cold storage areas, refrigerators, freezers, ice machines.
- ✓ Eliminate trash in a professional manner.

### Toilets:

- ✓ Regularly clean the toilets.
- ✓ Eliminate trash in a professional manner.

### Trash:

- ✓ Regularly empty trash (especially when it is possible to wash your hands after).
- ✓ Avoid touching trash, always use a broom, dustpan, etc.
- ✓ Wear gloves when handling trash and throw them away when finished.
- ✓ Do not compact the trash bags.

### Work clothes:

- ✓ Use personal work clothes (do not share with colleagues, students).
- ✓ Change uniform: Use locker rooms, change entire uniform daily.
- ✓ Regularly wash uniforms with appropriate detergent.

- ✓ Managers must explain/train the participants in their workshops, outlets, classrooms about how to wear the uniform with a mask.

#### Wearing gloves:

- ✓ When handling consumable ingredients gloves must be worn.
- ✓ Regularly change gloves and wash hands when changing gloves.
- ✓ Refer to point 2. Cleaning hands after taking off gloves.

#### Staff and student locker rooms:

- ✓ Ground markings (entrance/exit)
- ✓ Ground markings in locker rooms every two meters.
- ✓ Define ground markings (1 person for 4m<sup>2</sup>).
- ✓ Define the maximum number of persons admitted to the locker rooms following 4m<sup>2</sup> per person rule.
- ✓ Sort dirty clothes from clean ones.
- ✓ Identify two distinct zones of 2m<sup>2</sup>.
- ✓ Use closed containers for dirty clothes.
- ✓ Shared surfaces and objects must be regularly cleaned after use.
- ✓ Use gloves to handle dirty clothes.

### 7. At-risk individuals:

At-risk individuals continue to respect the OFSP's protection measures and stay at home as much as possible.

#### Required:

Refer to point 5. At-risk individuals/ COVID-19 Protection Plan by GastroSuisse.

#### EHL goes a step further:

- ✓ The school has implemented a corona-check every day point 1.

### 8. Persons infected with COVID-19 at work or at school:

Persons experiencing symptoms should be sent home to follow the OFSP's self-quarantine guidelines.

#### Required:

Refer to point 6. Persons with COVID-19 at work/ COVID-19 Protection Plan by GastroSuisse.

#### EHL goes a step further:

- ✓ The school has implemented a corona-check every day point 1.

## 9. Specific work situations:

The specific aspects regarding work and professional situations are included in protection plans.

### Required:

Refer to point 7. Particular work situations/COVID-19 Protection Plan by GastroSuisse.

### EHL goes a step further:

- ✓ See point 3 above “Wearing a mask”.
- ✓ See point 6 above “Wearing and changing gloves”.
- ✓ Putting on, using and disposing of disposable personal protection (masks, gloves, aprons)
- ✓ Work/study spaces:
  - Managers take the time to assign each participant in their workshop, outlet or classroom to a specific space, in accordance with the social distancing two meters.
  - Classroom capacity: 30 persons (including all staff, students, professors, etc.).
- ✓ BDS and bistro
  - Servers must not touch customers’ personal belongings including clothing
    - Cloakrooms are okay as long the clothes do not touch one other
    - Ensure there is separations between clothes/hangers
    - Obtain disposable hangers
    - If possible customers coats remain in the car
  - Customers must be seated, standing is forbidden
  - Ensure distance of two meters between each table.
  - Servers must remain two meters from customers when taking their order.
  - Servers must not linger around customers’ table.
  - The restaurant must close at midnight.
- ✓ Food court
  - Customers must be seated; standing is forbidden
  - Checkpoint at entrance (1 person) to control number of people in food court at one time when taking tray and cutlery set
  - Protection of cutlery, individually wrapped after being cleaned, for customers.
  - Les plateaux sont distribués de façon automatique, pas de manipulation par les clients.
- ✓ Offer at points of sale
  - Breakfast:
    - Suspend buffet offer at food court for now (too many constraints, staff, hygiene, etc.)
    - Possibility to add a reduced offer at bar M and P
  - Food Court: Reduced offer at the stations and side dish vegetable station is eliminated
    - Starters: one side of the central buffet will be closed (the part that is closest to the stations), the other side will be used for service by a chef. To avoid having to put cling film on all the food, we’re planning to install plexiglass for protection. (A.L make a request)
    - Thai: A complete dish with vegetables
    - Veggie: A complete dish
    - Trattoria: Two pasta option or one pasta and one risotto, on type of pizza
    - Grill: 1 fish/2 meats incl. 1 on grill/side served from the station 2 veggies + fried option as usual
    - Desserts : Fruits frais et desserts servis par les pâtissiers (offre réduite)
    - Bakery: Individual bread could be served directly from the station where you get your dish.
  - QSR: Food offer to be reviewed or reduced if needed to be faster during the service and then avoid waiting, which could lead to clogging.
  - For drink service, limit handling during the service in order to reduce waiting time at bars.



- Pre-package pastries, snacks and other snacks served in bars to avoid unneeded handling during the service.
- ✓ Tasting/test/drinks in the workshop.
  - A tray of glasses (like the ones used in the food court) must be made available in each workshop. One per student and staff member, provide a marker to each student can put his name on his glass. The glasses will be washed in the dishwasher after each shift in the workshop.
  - Washable cutlery (like the cutlery used in the food court) must be made available in each workshop. The cutlery must be used only once then thrown in a bin after tasting the meal, sauce, etc.
  - Measure to be set up with the stewarding service, and Mr. Arnaud Lemaire.

## 10. Information/Training:

Staff and other relevant individuals are informed about the recommendations and measures taken. Staff are involved in implementing these measures.

### Required:

Refer to point 8. Information/COVID-19 Protection Plan by GastroSuisse.

### EHL goes a step further:

#### Information to personnel and students:

- ✓ Posting safety and hygiene recommendations on the basis of official OFSP documents (posters, videos, recommendations).
- ✓ Training service leaders and lecturers, organized by the person in charge or the COVID-19 task force.
- ✓ Staff training by service leaders.
- ✓ Apply the recommendations to make sure protection measures sink in.
- ✓ A specific pedagogic session should be set up for students.
- ✓ This session will be held at the beginning of each week and at the start of each workshop, as teams rotated in and out.
- ✓ Make sure you're consistent in the information you give out.
- ✓ Upload recommendations, videos, posters and official documents.
- ✓ Each leader takes the time to explain, train the personnel of his/her workshop, outlet, classroom about hygiene rules linked to COVID-19 (washing hands, wearing the mask, social distancing).

#### Information to customers:

- ✓ Posting of hygiene and safety measures, based on official OFSP documents (posters, videos, recommendations).
- ✓ Posted in front of each entrance.
- ✓ Information to customers about the safety and hygiene recommendations.
- ✓ Information to customers that contactless payment is preferred.
- ✓ Information to customers that sick persons shouldn't enter the building, corona-check

## 11. Management:

The recommendations are applied at the management level so protection measures will be binding and adapted adequately:

- ✓ Name a lead person in charge of verifying, monitoring and transmitting specific measures and hygiene rules linked to COVID-19.
- ✓ This person will be fully dedicated to this task for as long as possible.

- ✓ This person will be in direct contact with EHL management and the task force.
- ✓ This person will be in charge of training the service leaders.
- ✓ This person will check to see that best practices in terms of hygiene are followed.
- ✓ Regularly instructs staff on hygiene measures and using protection equipment.
- ✓ Regularly instructs students about hygiene measures and personal protection equipment.
- ✓ Check that soap dispensers, paper towels, disinfectant and protection equipment are available in sufficient quantities.
- ✓ Check that rules are being followed and monitor them.
- ✓ Check that breaks are being taken, during which masks are changed and hands are washed.

## 12. Personal data:

EHL notes the contact information of customers in order for contact tracing purposes.

### Required:

Refer to point 10. Personal data/COVID-19 Protection Plan by GastroSuisse.

### EHL goes a step further:

- ✓ A log of the contact info of staff and students who have entered the school during the corona-check with the EHL badge (card read automatically).
- ✓ Customer data is noted during the corona-check (Find an IT solution, the customer enters his data)
- ✓ Reservation at BDS and bistro: *(Mr Alain Berruex is working on this point).*
  - You must note the contact info of the person who made the reservation or at least one person at the table (find an IT solution whereby the customer enters his contact info).
  - Contact info includes: last and first names, telephone number, date and time at restaurant.
  - This data will be kept on file for the duration of the COVID-19 crisis.
  - This data will be destroyed at the end of the COVID-19 period.
  - This data could be given to the Service Médical Cantonal.
- ✓ BDS and bistro table service: *(Mr. Alain Berruex is working on this point).*
  - The Maître d'hôtel must note the name of the server who served which tables.
  - This data will be kept for the entire COVID-19 crisis.
  - This data will be destroyed once the COVID-19 crisis is over.

### Pending:

- Corona-check before 6 a.m. for bakery.
- Find and get a disinfectant for all surfaces.

### Appendices:

- OFSP:  
<https://www.bag.admin.ch/bag/en/home/krankheiten/ausbrueche-epidemien-pandemien/aktuelle-ausbrueche-epidemien/novel-cov.html>
- GastroSuisse

<https://www.gastrosuisse.ch/fr/portail-de-la-branche/informations-sur-la-branche/informations-covid-19/concept-de-protection-de-la-branche-relatif-au-covid-19/>

- OFSP videos and posters:

<https://www.bag.admin.ch/bag/en/home/krankheiten/ausbrueche-epidemien-pandemien/aktuelle-ausbrueche-epidemien/novel-cov/downloads-in-verschiedenen-sprachen.html#-947732042>