



# SAFETY PLAN FOR GLASS RESORT

You are warmly welcome to stay in Glass Resort! The well-being of our guests as well as our staff members is always our top priority.

With 24 apartments Glass Resort is an exclusive hotel, located at the Arctic Circle, in a private area surrounded by nature and forest. Each unit has its own entrance, private Outdoor Spa, and private Sauna.

With high hygiene standards and plans, created together with the local health experts, and following the rules and the regulations established by the government, we feel confident and ready to continue to provide unique and beautiful stays in Glass Resort.

While we strive to keep our distance during these extraordinary times, we hope our presence will be conveyed to our guests – we are here for you!

Due to the Covid-19 pandemic, we have established a Safety Plan and have taken various measures to ensure everyone's health and safety in our property.

## Guest safety

We strive to minimize unnecessary physical contact between our guests and staff members during their stay. We are developing new solutions to limit possible points of contact. We maintain a consistently high level of hygiene through the customer service process from the beginning to the end.

Our company has also developed guidelines for the prevention of coronavirus infections and instructions in the event of symptoms. These guidelines and instructions are shared with guests upon arrival and studied amongst all staff members.

## Workplace safety

Minimization of the physical contact with guests and arrangement of working shifts with minimum personal contact between shifts creates the safest possible environment for the employee.

All employees are responsible for taking reasonable care of their own and guests' health and safety during the workday. The use of protective equipment at the workplace and careful handwashing is mandatory for all employees.



## **Glass Resort follows the authorities' safety instructions and recommendations**

Infection control measures and operational changes caused by Covid-19 pandemic are managed by an executive team consisting of the owner of Glass Resort Mr. Palkinen, the Hotel Manager Mrs. Thompson, and the Human Resources Manager Ms. Tams. The executive team coordinates the company's safety preparations, internal and external communication, keeps the safety plan up to date and directs, for example, work-related matters, protection and safety of all guests and staff members, cleaning measures, illness cases and the impact to the operations due to possible government restrictions.

The executive team follows closely the national and international situation, instructions of the government, ministry of Social Affairs and Health and other ministries, as well as regional state administrative agencies, Finnish Institute for Health and Welfare and Finnish Institute of Occupational Health directives. The executive team evaluates various scenarios, such as the potential impact of quarantine on operations and supply chains.

## **Customer's safety procedures**

### Customer's interaction with the personnel

Wearing a protective mask is recommended for all the guests. Hand sanitizers are available in various locations of the hotel and in all public areas. All staff members use protective masks and maintain a high hygiene level.

### Shared goods have been removed

Items shared by customers or staff, such as papers and pencils, have been removed.

### Tablet in each apartment for guest use

There is a tablet provided in every apartment. From the tablet guest can find information on how to proceed if corona symptoms are suspected.

### Hand sanitizers, masks and thermometer

Hand sanitizer and disposable face masks are available for guests. Thermometer is available and can be requested from the reception via chat service in the apartment.



### Hygiene instructions

It is recommended to wear a face mask in all public areas. There are guidelines for coughing and sneezing correctly and adequate hand hygiene in all common areas of the hotel. We instruct all guests and staff members not to enter any common areas when not feeling well.

### Daily cleaning

Daily cleaning is available only by request. The request should be made to the reception. The hotel recommends the daily cleaning to take place while the guest is vacant from the apartment to avoid any unnecessary contact between the guests and the staff members.

### Cleaning of apartment and common areas

All cleaning procedures are carried out using extra caution and thoroughness. Disinfectant is used to clean all contact surfaces and sanitary facilities. The property including all accommodation units as well as all common areas including the main building of Glass Resort are cleaned and supervised by professionals.

### Mechanical air conditioning

All apartments at Glass Resort have mechanical air conditioning. The cleaning department also has an ionization device at use which purifies the air thoroughly in the apartment.

### Staff member's visit to the apartment

If a guest asks staff to visit their apartment, staff members will always wear a face mask and disposable gloves to reduce physical contact.

### Breakfast & Dining safely in Glass Resort Restaurant

Breakfast and dinner are served using extra care and maintaining a high level of hygiene. The restaurant staff aims to ensure adequate distances between guests in the restaurant. Breakfast can also be ordered to be delivered to the apartment for an additional fee.

In the restaurant areas, all kitchen/waiting staff members wear a face mask and follow adequate hand hygiene. There is disinfectant hand sanitizer available for guests in all common areas as well as instructions not to enter the restaurant in case of illness or Covid-19 symptoms. In case of symptoms the method of operation is decided/agreed with the guest case-by-case.



### Guest transportation

Guests can pre-order private pick up service from the hotel. During transportation, guests are given face masks and hand sanitizers. All hotel staff members wear protective masks and use hand sanitizer / wear disposable gloves while interacting with guests.

### Instructions in case of possible symptoms & Covid-19 infection

In case of symptoms, the client is guided to be tested independently in accordance with the instructions of the Finnish infectious disease authorities. In case of illness, Glass Resort strives to find the best solution for the guest and guest's entourage. The regulations of the local authorities are followed in this situation.

On the omaolo.fi website, it is possible to perform a symptom assessment in Finnish, in Swedish and in English.

### First aid kit and general emergency number

First aid kits are available at the company's premises. In urgent cases, the general emergency number in Finland is 112. Lapland Central Hospital is located in Rovaniemi, 10-15 minutes' drive from the accommodation unit. Rovaniemi also has private medical clinics.

**Lapland is still one of the safest travel destinations in the world and social distancing is easier here than anywhere else**