

## Our Hygiene-Promise at the Crowne Plaza Berlin City Centre

Here you can find an overview of our new hygiene concept:

In order to ensure that our guests and staff are as well protected as possible, we have drastically increased our on property safety and hygiene measures. Alongside our commitment to the 'IHG Clean Promise' programme from the InterContinental Hotels Group, we have introduced our own comprehensive set of standards which provide a safe living and working environment for both our guests and employees.

### **daily antigen rapid test for staff in house**

#### **Meetings & Events**

Modified seating plans in compliance with the current legal regulations  
A signage system ensures distancing and a safe flow of participants between meetings

#### **Hygiene-Officer**

A specially appointed member of staff, our Hygiene-Officer is on site at the event and ensures that all safety measures are carried out correctly and effectively

#### **Public Spaces**

Hand sanitizer stations throughout the venue  
Max. two guests per elevator  
Allocated entrances and exits  
Automatic doors at main entrance and parking garage

#### **Reception**

Floor markings ensure distancing  
Plexiglass guards on reception  
Keycards sanitized between use  
Invoices sent via E-Mail  
Increased frequency of cleaning and disinfection

#### **Suppliers & Contractors**

The use of external employees and contractors has been reduced to a minimum  
Deliveries and acceptance of goods are contactless

#### **Sustainability**

Staff are each provided with several cotton masks which can be washed and reused  
Reduction of printed materials such as hotel prospects and menus which are instead digital

#### **Housekeeping**

Each room will remain vacant for at least 48 hrs following the departure of the previous guest  
To minimise contact, rooms will be serviced every three days.  
Laundry changed upon request  
Thermal disinfection of fabrics  
Rooms will be cleaned with antiviral products

#### **Behind the Curtains**

Code of Conduct  
Mandatory training for employees entitled 'Work safety during a pandemic (SARS-CoV-2)'  
Certified by TÜV Süd (German standards association)

#### **Pool & Sauna**

For the protection of our guests, our wellness areas will remain closed until further notice

For more information and a full, detailed copy of the hygiene concept, click [here](#) or contact us via E-Mail: [j.poston@cp-berlin.com](mailto:j.poston@cp-berlin.com)



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