

## **COVID-19 SAFETY POLICY**

### **For Incentive Groups**

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At CPO HANSER SERVICE we are committed to protecting employees and customers, making sure your visit is safe and enjoyable. All our employees will take all reasonable precautions to ensure a safe environment.

If accommodation, venues, restaurants, and tours are booked through CPO, we will be working with suppliers who have been checked to be abiding by Covid-19 government instructions and negotiate Covid-19/Force Majeure on clients' behalf.



#### **SITE INSPECTIONS**

- Can be offered virtually for most of the venues/hotels
- All hygiene measures are respected on site (masks, keeping distance etc.)



#### **GUESTS**

- It is advised guests wear a mask in closed areas
- Social distancing rules of 1.5 metres will be respected
- Guests are requested to inform CPO immediately if they have any Covid-19 symptoms, i.e. temperature, cough, sore throat, loss of taste/smell
- Use of hand sanitiser regularly



#### **AIRPORT MEET & GREETS**

- Meet & Greet at the arrival halls will be conducted in accordance with German government guidelines
- CPO staff will be waiting with a sign indicating where guests should go. If not possible at the gate, client will be informed of the meeting point beforehand
- If required, guests will receive a set consisting of a mask and hand sanitiser upon arrival



#### **TRANSPORTATION**

- All vehicles will be sanitised before and after each use
- Drivers will wear masks and gloves

- Seating capacity in all vehicles will be offered in line with German government guidelines
- Driver will open/close doors of vehicles
- All staff and clients must wear masks



## CPO STAFF/GUIDES

- Temperature screening and regular washing and sanitation of hands
- No handshakes
- CPO will wear masks in closed areas
- If requested, welcome kits can be offered upon arrival to include hand sanitiser and mask
- All staff will receive training on the new standards and safety measures
- Social distance rules will be adhered to at all times



## ACCOMMODATION

Most hotels have their own hygiene policy in place. Usually this includes:

- Hand sanitiser dispensers
- Cleaning and disinfection procedures throughout the hotel
- Breakfast: Either in rooms, pre-packed, or à la carte on distanced tables in accordance with local guidelines
- Check-in and check-out process will be worked out with the property to ensure no gatherings in the lobby
- The bedrooms are thoroughly disinfected before the arrival of the guests.
- Safety precautions from tests to thermal imaging cameras etc.
- Contact surfaces (handles, elevator buttons, counters, etc) are disinfected regularly throughout the day
- Social distancing rules adhered to with elevators and places with high foot traffic



## EXCURSIONS & ACTIVITIES

- Limitation of guests per group to better control social distancing
- The number of visitors who can enter a place at a given time is limited in the case of visits to museums / venues. Time slots will be assigned for each group
- No printed tickets to be given for activities, registration will be done electronically to avoid contact surfaces where possible
- Sanitation where necessary according to the local governments' instructions



## RESTAURANTS & OFFSITE VENUES

- Capacity will be reduced according to the social distancing guidelines of the destination
- Hand sanitiser will be offered on entrance and exit
- Staff at the restaurants and venues will follow a strict sanitary code according to local government instruction
- Guidance on masks will be discussed in advance (mandatory for waiting staff)
- Capacity will be reduced according to the social distancing guidelines of the destination



## MEETINGS

- Capacity will be reduced according to the guidelines of the destination
- The “new normal” often is one person per table (classroom style)
- Drinks will be placed on each individual table
- Hand sanitiser will be offered on entrance and exit
- Staff at the hotel / venue will follow strict hygiene rules according to local government regulations
- Guidance on masks will be discussed in advance (mandatory for waiting staff)
- Coffee breaks will have a special set up (max. 3 persons per cocktail table)
- Buffets are not recommended, food and drinks will be served at the table
- All guests need to be registered prior to the meeting, to avoid any queues
- Capacity will be reduced according to the social distancing guidelines of the destination

