



RESTART
YOUR BUSINESS
WITH BV

Hospitality Inspection Module



SITE

Preferred Hotels & Resorts Hygiene Assessment Project. - AITKEN SPENCE HOTEL MANAGERMENTS SOUTH INDIA PVT LTD (TURYAA CHENNAI)

ADDRESS

144/7, Rajiv Gandhi Salai, OMR, Kottivakkam, ,
Chennai Tamilnadu India 600041

CONTACT PERSON

Mr. Sasikumar

PHONE NUMBER

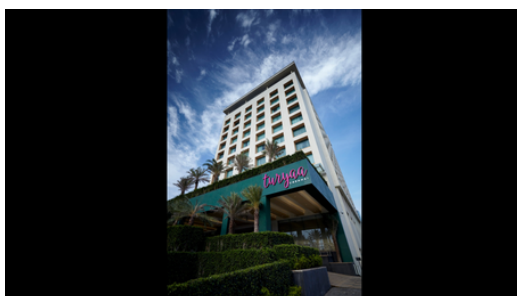
+91 7550094497

EMAIL

training.chennai@turyaahotels.com

Prabakaran K

AUDITED BY



"Bureau Veritas reviewed Client's policies and procedures in relation to a specific site to evaluate whether the processes, procedures and resources implemented to manage the hygiene and social distancing risks in relation to or related to COVID -19 are at a level such that they meet the requirements of Bureau Veritas' SAFE GUARD standard (the "Requirements"). Bureau Veritas' scope of service is not a guarantee that an assessment will detect deviations in the effective and continuous implementation of the aforementioned Requirements by the Client, only that the information provided by the Client on the date(s) of review have reasonably evidenced policies and procedures that meet or exceed these recommended Requirements. Bureau Veritas has conducted this assessment in accordance with the standards that apply customarily to testing, certification and inspection businesses. This assessment report speaks only to information reviewed on the date(s) of assessment and does not constitute a guarantee of continued compliance with the Requirements or that the particular site to which the Requirements applies is bacteria or virus (including Covid-19) free. This report cannot replace any regulatory inspection by any relevant authorities or its delegates. This report shall only be reproduced in its entirety and may only be relied on by the contracting parties."

Hospitality Inspection Module

Client Information & Contacts

Audit Type Initial	Audit Mode Remote
Client Preferred Hotels & Resorts Hygiene Assessment Project.	Client Purchase Order 4569740
Client Contact	Public Web Site www.turyaahotels.com/chennai
Public Email info.chennai@turyaahotels.com	Public Phone +91 44 6697 0000

Site Information & Contacts

Site Information

Site AITKEN SPENCE HOTEL MANAGEMENTS SOUTH INDIA PVT LTD (TURYAA CHENNAI)	Site Address 144/7, Rajiv Gandhi Salai, OMR, Kottivakkam,
Site City Chennai	Site State Tamilnadu
Site Country India	Site Postal Code 600041

Site Contacts

Site Contact Name Mr. Sasikumar	Site Contact Email training.chennai@turyaahotels.com
Site Contact Phone +91 7550094497	

Site Activity

Number of employees 166	Doctor or Medical Service on-site Yes
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Building Information

Buiding size 11,782 sq.ft	
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Hospitality Inspection Module

Requirement in place

	Nb of Failed Requirements	Nb of checkpoints
General Inspection	0	43
Process	0	17
People	0	5
Facilities	0	5
Hygiene & Cleaning	0	16
Total	0	43

Satisfactory

Hospitality Inspection Module

General Inspection

Process

Knowledge


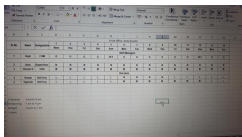

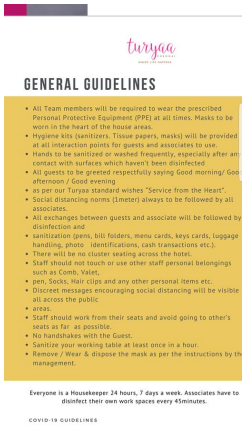
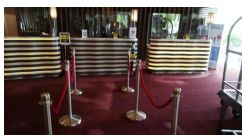
		Requirement in place	Observation
G.1.1.1	Does the site manager receive regular information on COVID-19 related regulations / guidelines?	YES	Regular communication received from Govt. portals and WHO portals

		Requirement in place	Observation
H.1.1.1	Does the reception desk have immediately available the telephone numbers of the health authorities, medical centres, public and private hospitals, and assistance centres for use whenever there is the possibility that a guest may be ill?	YES	Emergency numbers made available. Contact list includes with local health authorities, medical centers, public and private hospitals and ambulance


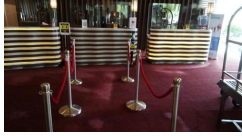
Employee Protection

		Requirement in place	Observation
G.1.2.1	Is there a preparedness plan in place to prevent infection at gatherings (e.g. number of attendees, PPE, etc.)?	YES	Emergency preparedness plan in place to prevent infection at gatherings
G.1.2.2	Is there a response plan in place in case an employee becomes ill at work or tests positive? (isolated, transferred to care etc.)	YES	Emergency response plan in place in case an employee becomes ill and test positive. Emergency response plan includes with Isolation room available at Turyaa hotel in case of any emergency and followed by transferred to health care for further checkups
G.1.2.3	Does the manager of any infected, or potentially infected, employees assesses the risk of potential contamination and infection of other coworkers on site during the previous 2 weeks and inform the persons concerned ?	YES	Emergency preparedness plan in place. All employee's concerned contact details in place with HR team
G.1.2.4	Does the manager arrange specific cleaning for decontamination of the areas which any infected or potentially infected person may have come into contact with (includes employees or public)?	YES	Cleaning and decontamination procedures are in place
G.1.2.5	Are workers asked not to come to work if they display symptoms?	YES	Procedures are available in place, Prepared based on the local govt. guidelines (about the isolation procedure) and management guidelines

Physical Distancing

		Requirement in place	Observation	Supporting Evidence
G.1.3.1	Have physical distancing measures been put in place?	YES	Physical distancing measures evident through video	
G.1.3.2	Have the organization and operational processes been adapted in order to reduce risk of infection of workers, customers or public (e.g. working shifts, layout of the workspace or the public area, etc.) ?	YES	Procedures are available in place. Prepared based on the local govt. guidelines	
G.1.3.3	Are the schedule of working hours and the size of the working teams adapted in order to limit interactions ?	YES	Working hours and the size of the working teams limited. Schedule evident	
G.1.3.4	Are the spacing measures between people specified by display, marking (floor, places...) or oral/written instructions in each shared area ?	YES	Physical distancing evident. Display, marking and written instruction evident	
G.1.3.5	Is the organization of the flow of people on site adapted and managed in order to limit the need for people to come into unnecessarily close contact ?	YES	Procedures are available in place	
G.1.3.6	Is the number of people simultaneously present in each zone limited in order to reduce the risk of interaction ?	YES	Employees are advised and scheduling (for any work) simultaneously to avoid gathering more people in any one place to interact with customer	
G.1.3.7	Where relevant, are additional physical barriers (screens, temporary partitions, etc.) installed to reduce air flow and direct contact ?	YES	Flexy glass partition provided at front office and physical distancing evident	

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		Requirement in place	Observation	Supporting Evidence
H.1.3.1	Is a distance of at least one metre (or other local regulation) between tables and between seats in hotel lobby, bar or business center ensured? Is a maximum concentration of 4 people in 10 sqm (or other local regulation) in sitting areas ensured ?	YES	Physical distancing evident. At cafeteria almost 75 percent of chairs and tables removed (Local regulation ensured)	
H.1.3.2	Was a specific procedure implemented in order to reduce contamination risks during the delivery of amenities or room service food/drinks to the accommodations?	YES	Procedure implemented in order to reduce contamination risks during the delivery of room service	
H.1.3.3	Is a physical separation in place between staff and customers at the front office?	YES	Physical distancing evident and flexy glass partition provided to separate customers and staff	

People

Management

		Requirement in place	Observation
G.2.1.1	Does management provide periodic updates to their teams on changes to the status of the situation (e.g. regulations, requirements & recommendations & immediate actions if any) to ensure the adequacy of the control measures taken and adjust them if necessary	YES	Regulation communication received. If any changes on the regulations, immediate training in place

Training

		Requirement in place	Observation
G.2.2.1	Has staff been trained on COVID-19 preventative measures, including hygiene measures, use of PPE, social distancing and management of sickness, and any other local regulatory requirement ?	YES	Regular training evident through attendance sheet and photos of the training session

		Requirement in place	Observation
H.2.3.1	Is reception desk staff or concierge staff able to inform guests who enquire about the preventative measures in place?	YES	Interacted with Mr. Arun (Reception) and awareness evident
H.2.3.2	Is reception desk staff or concierge staff able to advise guests with respiratory symptoms to stay in their rooms until seen by a doctor?	YES	Awareness evident through interaction with Mr. Arun


PPE

		Requirement in place	Observation
G.2.3.1	Is the use of PPE / facial masks compliant with local regulations?	YES	Using 3 ply face masks as per the local govt. regulations. PPE also using as per govt. prescribed

Facilities


Equipment

		Requirement in place	Observation
G.3.1.1	Is air conditioning maintained / operated according to local requirements (if any) or to WHO recommendations?	YES	As per the local govt. guidelines maintaining the air conditioning and regular maintenance in place
G.3.1.2	If payments are made on-site, are bank cards and contactless payments preferred and promoted ?	YES	Necessary precautions taken and promoting online payment
G.3.1.3	If physical transactions or interactions occur on-site, are alternatives implemented to avoid contacts or minimize risks of contamination ?	YES	Promoting online payment. If physical transaction in place, keeping those transaction amount for 24 hours and then concern team would check. Customer contact details are been kept, in case of any clarification further

		Requirement in place	Observation	Supporting Evidence
H.3.1.1	Does the establishment have a medical kit with appropriate items available, including disinfectant wipes, face and eye masks, gloves, long-sleeved gown and disposable biohazard waste bag?	YES	Medical kit in place	
H.3.1.2	Is the concentration of disinfectant in water for consumption and in pools or spas maintained within the limits recommended according to international norms and standards, preferably at the upper limits of the range?	YES	Currently not allowing any customers to use pools and spas. But still maintaining disinfectant water as per local govt. guidelines	

Hygiene & Cleaning


Cleaning

		Requirement in place	Observation	Supporting Evidence
G.4.1.1	Have the cleaning, disinfecting and hygiene protocols been updated to specifically address the COVID-19 pandemic?	YES	Cleaning, disinfecting and hygiene protocols been updated and procedures are in place	
G.4.1.2	Have all relevant staff and contractors been trained? / Was a training session undertaken by all relevant staff and contractors?	YES	Awareness evident for Mr. Shyam Kumar	
G.4.1.3	Are updated cleaning procedures correctly implemented on site?	YES	Updated cleaning procedure implemented on site. Those verified with Mr. Shyam Kumar (Cleaning Incharge). Frequent monitoring in place by the concern team	
G.4.1.4	Is the frequency of hand washing increased, and is the technique compliant with recommendations ?	YES	Frequent hand washing increased and guidelines updated. As per govt. guidelines, hand washing frequency and method of hand washing also ensuring. Display poster in place	
G.4.1.5	Is the frequency of cleaning of tools and utensils increased, and is the cleaning technique compliant with recommendations ?	YES	Frequency increased and complying with govt. guidelines. Using prescribed chemicals and hot water	
G.4.1.6	Are clothes and linen washed at 60°C minimum or with an alternative validated cleaning protocol ?	YES	Procedures are in place. Maintaining 80 Deg. C	
G.4.1.7	Are cleaning products used compliant with recommendations and available for employees ?	YES	Cleaning products available for employees where applicable	
G.4.1.8	Is the frequency of surface cleaning increased, and is the cleaning technique compliant with recommendations ?	YES	Surface cleaning frequency increased and same implemented. Following local govt. guidelines for cleaning techniques	

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		Requirement in place	Observation
H.4.2.1	Is there an upgraded and relevant cleaning plan for common facilities in place? Is it implemented properly?	YES	Upgraded procedures are in place. Training given to concern team
H.4.2.2	Is there an upgraded and relevant cleaning plan for occupied and checked-out rooms in place? Is it implemented properly?	YES	Cleaning procedure updated and following. Proper monitoring mechanism in place whether employees are following the updated guidelines
H.4.2.3	Are linen, towels, and working clothes washed at a temperature of at least 60°C or with a validated cleaning cycle?	YES	Maintaining 80 Deg. C
H.4.2.4	Is waste handled with one-off disposable gloves, bagged properly, bins are emptied regularly and a proper flow is in place to ensure go-forward principle. Waste areas is disinfected regularly?	YES	Waste disposal management system in place
H.4.2.5	Are restrooms cleaned on a regular basis throughout the day with an increased frequency during peak hours?	YES	Rest rooms are cleaning on a regular basis. At peak hours, dedicated person available outside the rest room to ensure frequent cleaning

Personal Hygiene

		Requirement in place	Observation	Supporting Evidence
G.4.2.1	Is the frequency of hand washing increased, and is the technique compliant with recommendations ?	YES	Frequency of hand washing increased. Recommending employees to wash their hand frequently. Communication given on staff hand book	
G.4.2.2	Is communication material (posters, flyers, etc.) available and visible to people on-site ?	YES	Communication material displayed at various location which easily available and visible to people on-site	
G.4.2.3	Are hand sanitizers with rubbing alcohol available for people on site at relevant locations?	YES	Available at allocated locations	

Annex

Pictures



Photo 001 - Self contained stand alone building - 11,782 sq.ft area (including basement)

Video

[Link to video record](#)



Hospitality Inspection Module

Attachments



Remote Audit - Photos Evident



Attendance - Auditee



STATEMENT

Label Hospitality Site

Granted to
Preferred Hotels & Resorts Hygiene Assessment Project.
AITKEN SPENCE HOTEL MANagements SOUTH INDIA PVT LTD (TURYAA CHENNAI) / Chennai
ACTIVITY : Hospitality
STAGE: Initial

Bureau Veritas India (Pvt) Limited has assessed the specific site designated herein according to the requirements of SAFE GUARD version 1- 04/2020 :

[✓] Further to a remote audit* and based on the information provided by or on behalf of the legal representative of the site to be audited;

[] Further to a on-site audit of specific site designated herein;

This statement N° 160-2020-001488-EN has been issued on 12/07/2020 further to the satisfactory assessment conducted on 10/07/2020 **

For Bureau Veritas India (Pvt) Limited
Anantha Prabhu Uppunda

Statement valid until : 10/01/2021

To check the validity of this statement scan the QR code or access to web site
www.maiaplus.bureauveritas.com



(*) This inspection was performed using portable video-conferencing devices. Although a remote audit can provide some preliminary indications that the audited client's site complies or not with the requirements of Bureau Veritas' SAFE GUARD standard, it must be supplemented by a physical audit performed on site with on-the-spot examination of documents and evidences, only the latter offering reasonable abilities as to the detection of non-conformities and further limiting the risk of errors or frauds.

(**) This statement speaks only to information reviewed on the date(s) of assessment and is subject to continuous and satisfactory implementation of measures meeting the requirements set forth in the Bureau Veritas' SAFE GUARD standard referred to above.

This statement does not constitute a guarantee of the absence of risk linked to bacteria or virus (including Covid-19) within the particular site which was inspected. The delivered inspection report cannot replace any regulatory inspection report from the relevant authorities or its delegates.



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