



## OUR COMMITMENT TO HEALTH & WELLBEING

As we navigate through the ongoing pandemic, Raffles Singapore continues to embody the philosophy that guides our service excellence, whilst maintaining the highest hygiene standards to safeguard the health and wellbeing of all guests and colleagues.

We have introduced enhanced measures adhering to the highest levels of cleanliness protocols providing assurance that these standards are being met and surpassed.

The hotel has been officially certified by the local authorities as adhering to the SG Clean programme requirements for cleanliness and hygiene safety. In addition, we have also launched the Accor ALLSAFE Cleanliness & Prevention Label, which represents some of the most stringent cleaning standards and operational protocols in the world of hospitality, standards of which have been vetted by Bureau Veritas, a world leader in hygiene and cleanliness inspection.



### HEALTH CHECKS

All guests and suppliers will undergo a temperature check and receive health declaration forms upon arrival. Appointed SG Clean Manager to oversee the hotel's practices.

Use of SafeEntry system via scanning of QR codes to facilitate logging of visitor arrivals and contact tracing.



### HYGIENE PROTOCOLS

We have embraced the best practices in cleaning standards including increased sanitisation, audited regularly by our hotel's safety committee, in partnership with international hygiene specialists.



### ENHANCED HOUSEKEEPING

To ensure a more comprehensive cleaning of our suites and facilities, housekeeping services have been intensified with special care devoted to high-touch surfaces and high-traffic areas.



### MONITORING WELLBEING

Nutrient-rich meals provided for all colleagues on duty in a safe distancing adapted facility.

Colleagues displaying related symptoms will be advised to see a doctor and rest at home until they feel better.



### HEALTH CHECKS

Twice-daily temperature checks and personal protective equipment such as masks and gloves are provided for colleagues' safety.

Hand sanitisers are strategically placed throughout the hotel and at high-contact areas.



### OPTIMAL OPERATIONS

Colleagues continue to work from home while optimal manning on-site ensures that the hotel is able to operate at maximum efficiency.

Increased certified training and ongoing education through daily briefings to support them in delivering the Raffles service promise of emotional luxury.





## STAY

- Guests are empowered with contactless check-in and checkout procedures, cashless payments, contactless in-suite dining and housekeeping services with safe distancing.
- Temperature taking of all guests and patrons in the Grand Lobby.
- Disinfection process of in-suite minibar with hygiene seal daily.
- Curated Personal Care Kits for all guests.
- Preventive Medical Kit available in the case of an emergency.
- Guests have access to medical professionals and tele-medical support at all times.
- Increased sanitisation of high-touch areas using medical-grade disinfectants.
- Increased frequency of cleaning air filters.
- Suites will be kept vacant for a 24-hour window after departures to ensure optimum cleanliness and sanitisation procedures are applied.
- High-touch points within hotel limousines are thoroughly sanitised before and after each use.
- The Raffles Historical Tour will be conducted with a maximum of four guests and safe distancing measures applied. Guests also have the option to go on a self-guided Heritage Trail with a customised hotel map.
- All public spaces have been reconfigured to facilitate safe distancing without compromising the Raffles experience.



## DINE

- Guests are invited to discover our digitalised menus made available for all restaurants featuring a-la-carte and made-to-order options.
- Dining venues will accommodate guests in accordance with safe distancing guidelines.
- Adherence to HACCP principles for food preparation and hygiene.
- Guests can further ease any discomfort by requesting for disposable cutlery or arrange for private dining within suites.
- Dining experiences are available for delivery or takeaway.



## REJUVENATE

- Raffles Spa will welcome guests with prior reservations to discover wellness experiences within an oasis of refined sanctuary.
- Appointments will be staggered to set aside ample time for deep cleaning of facilities inbetween treatments.
- Cleaning protocols for the swimming pool will be elevated.
- Access to the Fitness Centre and swimming pool will be on an appointment basis to ensure safe distancing.



## SHOP

- A minimum 1metre safe distance advisory is communicated for visitors to the Raffles Arcade and Raffles Boutique.
- Regulated venue capacities for all stores within the arcade to prevent overcrowding.
- Contactless payment options available.
- Convenient online shopping with local and international delivery options.
- Availability of safety amenities at convenient locations.
- Increased cleaning frequency for all public restrooms.



## MEET & CELEBRATE

- Floorplans and seating capacities for all event venues adjusted in compliance with safe distancing guidelines.
- Temperature checks for all guests on arrival.
- Increased frequency of sanitisation with a focus on high-touch and high-traffic areas including all AV equipment after each use.
- Reinforced food safety standards with serving of individually plated meals.

For more information or enquiries, contact [SINGAPORE@RAFFLES.COM](mailto:SINGAPORE@RAFFLES.COM)

