
**Hotels Service hygiene and environmental
health requirements**

Foreword

This Ethiopian Standard has been prepared under the direction of Technical Committee for Health, sanitation and health related services (TC 205) and published by the Ethiopian Standards Agency (ESA).

The standard is identical with ES xx-2021, Hotels Service hygiene and environmental health requirements, published by Ethiopian standards Agency(ESA).

For the purpose of this Ethiopian Standard , the adopted text shall be modified as follows:

- The phrase “International Standard” shall be read as “Ethiopian Standard” and
- A full stop (.) shall substitute comma (,) as decimal marker.

1. Scope

This document specifies requirements on hygiene and environmental health for hotels regarding staff, service, practice, safety and security, maintenance, cleanliness.

This requirement is applicable for all Hotels whether the services are provided directly by in house and/or out source.

2. Normative references

There are no normative references in this document.

3. Terms and definitions

3.1

Accommodation service

Provision of at least bedroom/s and bathroom in which a guest may stay

3.2

à la carte

Menu system in which all dishes offered are individually priced, listed generally in food groups (e.g. starters, main course, dessert or meats, fish, vegetarian dishes) and prepared freshly to guest order

3.3

Buffet

Self-service offer, displaying beverages, and food of which the guest can freely choose in variety and quantity.

NOTE1 to entry: This offer is generally associated with a flat rate.

3.4

Courtesy service

Service offered by the hotel that enhances guest care

EXAMPLE Offering a drink when the room is not ready, looking after luggage, offering late check-out, fruit in the room or free drinks, giving access to hotel services before check-in or after check-out and providing airport shuttle services.

Note 1 to entry: Hotel management can define which service is more appropriate depending on the situation or guest needs.

3.5

Entertainment

Leisure, sporting or amusement activity provided by the hotel

EXAMPLE Board games, shows, live music.

3.6

Event

Experience which takes place at a specific time and location

EXAMPLE Celebration, meeting, conference.

3.7

Amenity

Item offered to guests placed in guestrooms for convenience and comfort

EXAMPLE Shower gel, body lotion, shampoo.

Note 1 to entry: Toilet paper, hygienic bags and towels are not considered amenities.

3.8

Hazard analysis critical control points

HACCP

System which identifies, evaluates and controls hazards which are significant for food safety

[SOURCE: Codex Alimentarius]

3.9

Hotel

Commercial establishment providing at least reception, accommodation and guest services and offer food and drink service recognized or registered as such in the applicable legislation

3.10

VIP service

Special privilege given to certain guests

4. Staff requirements

4.1. General requirements

4.1.1 All staff shall be trained and certified by recognized body for their intended field of work.

4.1.2 Organizational structure and definition of responsibilities

4.1.3. The hotel management shall identify and document the chart and the job descriptions for hygiene and environmental health related jobs.

There shall be a person/department responsible for:

- 4.1.4 monitoring the provision of the services;
- 4.1.5 identifying and recording any incident related to the provision of the services;
- 4.1.6 Initiating actions to ensure customer satisfaction in compliance with hygiene and environmental health.

4.2 Training program

4.2.1 A training program shall be designed, implemented and periodically reviewed by the hotel management to improve staff competence, according to the identified needs.

The training program shall meet the following requirements:

- 4.2.2 After recruitment of the new member of staff, a training or orientation period shall be provided; training, such as environmental good practices, hygiene and safety issues; other emergency training (e.g. what to do in an emergency, evacuation plan) and basic life support (BLS) or first aid training shall be included.
- 4.2.3 **NOTE** ISO 10015 and ISO 29993 can be used in this respect. Check it further standard document should be adopted

4.3 Guest service

4.3.1 All staff is responsible for the quality of guest service in related with hygiene and environmental health and shall be clean, tidy and well groomed;

- 4.3.2 provide service promptly and diligently in accordance with the hotel's procedures; be identifiable;
- 4.3.3 it is recommended that the staff member's name is displayed on a tag;
- 4.3.4 avoid making loud noises as much as possible or raised voices during the performance of tasks;
- 4.3.5 know how to act in case of emergency;
- 4.3.6 be aware of the tips policy defined by the hotel management;
- 4.3.7 Be aware of any specific accommodation/arrangements available for guests with any kind of disability.

4.4 Services and facilities for staff

4.4.1 The hotel management shall define the services and facilities offered to staff and conform to the following:

- 4.4.2 The hotel management shall decide and avail the staff use uniforms and other necessary personal protective equipment as per service type; whereas for food handlers the color of uniform shall be white
- 4.4.3 The hotel management shall avail facilities for staffs to change clothes for their job position,
- 4.4.4 the changing facilities shall be provided separate men's and women's employee locker rooms and vestibule entrances to block sightlines into the locker rooms;
- 4.4.5 There shall be bathrooms and closets with toilet paper, paper towels or hand dryers, soap or sanitizer, wastepaper baskets, pedal dustbin and hangers. Solid soap shall be avoided;
- 4.4.6 All staff facilities shall be clean and well maintained.
- 4.4.7 The hotel should provide the adaptation of the workplace if it employs a person with any kind of disability.

4.5 In house and out sourced service.

4.5.1. The hotel management shall have a procedure for In house and out sourced service, which shall include details of the obligations of the services being contracted, associated terms and conditions and the rules of engagement of staff.

4.5.2 This procedure shall be followed by the responsible staff at the premises and include the following:

4.5.3 The hotel shall have a service contract with the subcontractors in compliance to hygiene and environmental health requirements;

4.5.4 Services obtained from subcontractors shall be certified by authorized body

5. Service requirements

5.1 Information and communication

5.1.1 The hotel shall provide other relevant information for the guest (e.g. smoking policy, safety precautions, pet policy, and prevention of sexual exploitation of children).

5.2 Front desk services

5.2.1 General requirements

5.2.1.1. The hotel entrance and the hotel's name shall be clearly identifiable from outside.

5.2.1.2. The access area shall be clean and illuminated.

5.2.1.3 There shall be adequate levels of lighting for safety and comfort in all public

Areas including access to the rooms, light on the stairways and the landing at night

5.2.1.4 If any symptom of communicable diseases happened in the hotel, the hotel shall
Notify to the appropriate regulatory body.

5.2.2. Physical status of the building (wall, floors, roof, and ceiling)

5.2.2.1 Shall be without cracks, visible dirt, leakage from any plumbing or rain; should be painted with washable/bright paint, and be in good condition.

5.2.2.2 The floor shall be smooth, neat, and easily cleanable.

5.2.2.3 Shall be free from any solid and liquid waste, no sign of rodents, vermin and insects

5.2.2.4 Shall have adequate illumination/light with natural/Electric source (normal person can see without difficulty at any corner of the room or can read the checklist easily)

5.2.2.5 Should have adequate ventilation both natural and artificial ventilation so that the room is free from excess humidity and hot air throughout the year.

5.2.2.6 It shall have garbage bin with cover and functional pedal system.

5.2.2.7 Lobby and reception furniture's and existing materials shall be clean and in good condition

5.2.2.8 Shall have separate rest rooms for both sexes (male, female).

5.2.2.9 The rest room should be clean, in good condition, free from any leakage, bad odor, cracks;

5.2.2.10 shall have hand washing facility with uninterrupted hot and cold water, soap, paper towel/Air dryer, covered garbage bin with functional pedal system in the toilet and hand washing area,

5.3. Rooms

5.3.1. General requirements

The following requirements shall be met in each room:

- 5.3.1.1. a directory of the services offered by the hotel shall be available, with information that may be of interest to the guests (e.g. Ethiopian Tobacco control proclamation 1112/2011);
- 5.3.1.2. A map indicating the evacuation routes, the emergency exit and the nearest fire equipment shall be displayed in each room, as well as the basic instructions in the case of an emergency, written in at least the local language and in the most relevant languages for the target market. The signs shall be understandable for the guests;
- 5.3.1.3. Instructions about the use of devices whose operation is not clear shall be provided, either in written form or in oral form.
- 5.3.1.4. There shall be a bed(s) with mattress, pillow and cover provided for warmth such as blanket(s) or duvet; bed linen (sheets, pillowcases and duvet covers) shall be changed for each guest. The mattresses and frames shall be in good condition. Additional mattress, pillow protection and top cover are optional.
- 5.3.1.5. There shall be an extra blanket/duvet(s) available, either in the cupboard in the room or provided by the staff, on request. This extra blanket/duvet(s) shall be protected to keep them clean.
- 5.3.1.6. drinking glass/bottled water per accommodated person
- 5.3.1.7. For malaria endemic areas, there shall be impregnated bed net available
- 5.3.1.8. All rooms shall be free from rodents, insects and vermin
- 5.3.1.9. The room shall be free from bad odor.
- 5.3.1.10. All rooms shall be well ventilated i.e. 10% of the area of the floor

5.3.2. Minimum furniture, equipment, facilities and supplies

- 5.3.2.1. The furniture, equipment, facilities and supplies shall be free from dusts, debris ;
- 5.3.2.2. There shall be pedal dustbin to collect wastes:
- 5.3.2.3. The hotel should allow a temperature between 18 °C and 25 °C with air conditioning and/or heating, depending on the needs. In the rooms of those hotels with heating or air conditioning, there should be a device that makes it possible to regulate this.
- 5.3.2.4. All rooms shall have an en-suite/common bathroom.
- 5.3.2.5. This bathroom shall include:
 - 5.3.2.5.1 Lidded WC; Shower and/or bath;
 - 5.3.2.5.2 Washbasin; Hook or towel rail;
 - 5.3.2.5.3 Water at all times with a proper and easily adjustable system to regulate water flow;
 - 5.3.2.5.4 handles, slip-resistant systems or others precautions to avoid slipping in the bath or shower, according to the needs; Washable ceiling, wall and floor;
 - 5.3.2.5.6 Pedal dust bin; Toilet paper and spare; Soap/liquid tray/dispenser; Tissue box with fecal tissues; the room shall have clean towel per person per day.

5.4 Food and beverage services

5.4.1 General requirements

5.4.1.1. The hotel shall offer a breakfast service and define one or more systems to offer it

5.4.1.2 Additionally, the hotel can offer the following services,

Choosing one or more systems to provide them:

5.4.1.3 Lunch: buffet system, à la carte, mixed;

5.4.1.4. Dinner: buffet system, à la carte, mixed;

5.4.1.5 Room service;

5.4.1.6 Cafeteria/snack bar service.

5.4.1.6 The hotel shall define where to offer these services (e.g. in the restaurant, Cafeteria or similar facilities of the hotel).

5.4.1.7 When the hotel offers any of the previous services, it shall conform to the following requirements if tables are covered;

5.4.1.8 There shall be a stock for replacement during the service. In any case the surfaces shall be clean;

5.4.1.9 The service/table setting (i.e. glassware, tableware, cutlery, serviettes or napkins) shall be replaced for each guest

5.4.2 General requirements for buffet systems

5.4.2.1 Beverages shall be available, either at the buffet table or on the guest table.

5.4.2.2 The buffet tables shall conform to the following:

- Before starting the service

5.4.2.3 The equipment shall be fully operational and appropriate for the required temperature in each case (cold: 5°C or below/hot: 65 °C or above);

5.4.2.4 The tools required to serve the contents of each dish shall be food graded table ware.

5.4.2.5 Food should be clearly labeled

- During the service:

5.4.2.6 ready-to-eat food shall be protected or covered

5.4.2.6 Presentation and hygiene of the buffet shall be maintained throughout the whole service;

5.4.2.7 The tableware used by the guest shall be removed once he/she has finished, and the table shall be cleaned

5.4.3. Hotel kitchen facilities

5.4.3.1 Areas of the kitchen

5.4.3.1.1 Depending on the food and beverages offered, the following areas shall exist and conform to the specified requirements:

5.4.3.1.2 Receiving bay for raw materials;

5.4.3.1.3 Areas for storing non-perishable goods, refrigeration and freezing chambers;

5.4.3.1.4 Preparation area, which shall physically or temporarily differentiate the spaces for the preparation of vegetables, fish and meat.

5.4.3.1.5 Between the development of one activity and another, linen, utensils and work surfaces shall be cleaned and disinfected with products suitable for food processing.

5.4.3.1.6 The preparation area shall be illuminated and designed in a way that the temperature is controlled to suit the type of food being prepared;

5.4.3.1.6 Hot production area, which shall have natural ventilation or a system to periodically renew the air, and meet safety conditions;

5.4.3.1.7 Cold production area when the hotel prepares cakes and pastries.

5.4.3.1.8 Washing areas.

5.4.3.2 Kitchen requirements

The kitchen shall conform to the following:

5.4.3.2.1 A hotel shall have the required permission issued by the relevant authorities,

5.4.3.2.2 The working surfaces and kitchen tools (e.g. tables, benches, cutting boards) shall be suitable for food processing

5.4.3.2.3 The working surfaces shall be flat and free from joints that facilitate the accumulation of dirt;

5.4.3.2.4 There shall be no contact between food and the floor. Items that fall or are dropped onto the floor and whose original hygienic condition is not guaranteed with treatment shall be quickly discarded and eliminated;

5.4.3.2.5 There shall be water points in accordance with the production areas;

5.4.3.2.6 In the preparation area, wash basins shall have an operation system (e.g. sensors, pedestal system) of the fittings with cold and hot water that ensures hygienic use, with disinfecting soap and single-use paper towels;

5.4.3.2.7 Dishcloths, with the exception of single-use ones, shall not be used in the kitchen;

5.4.3.2.8 All windows and ventilation spaces shall be covered to prevent insects or rodents from entering;

5.4.3.2.9 There shall be a system for evacuating rubbish as soon as the containers are full;

5.4.3.2.10 automatically operated rubbish containers with a cover and a lining bag inside shall be provided in the different work areas;

5.4.3.2.11 there shall be chest freezers, cooling equipment and heating equipment (e.g. salamander boiler, hot tables, infrared lights) depending on the type of food and beverages offered;

5.4.3.2.12 Thermometers shall be calibrated;

5.4.3.2.13 there shall be a cleaning plan specifically for the kitchen;

5.4.3.2.14.first Aid kit.

5.5. Food safety

5.5.1 General

5.5.1.1 The hotel management is responsible for the food hygiene and safety conditions at the premises and should ensure that they are operating correctly.

5.5.1.2 If the hotel serves food, there shall be a food safety system, which should be based on the HACCP principles.

5.5.1.2 This shall include the strict control of food from purchase to service, for example traceability of the food, separation of food to avoid cross-contamination cooking, temperature controls, storage and display of food and staff training.

5.5.1.3 Staff shall be trained in the food safety management procedures and in their specific role.

5.5.2 Personal hygiene

All food handlers shall meet the following personal hygiene conditions:

5.5.2.1 They shall be clean, have clean hands, and clean and trimmed fingernails; hair shall be clean and covered and long hair should be tied back;

5.5.2.2 They shall wash their hands before starting to work and after each break;

5.5.2.3 They shall not wear visible rings, earrings or piercings, bracelets or watches.

5.5.2.4 When it is not possible to temporarily remove them, these items shall be adequately protected by a food grade plaster;

5.5.2.5 They shall wear a clean working uniform, including non-slip shoes and socks or similar;

5.5.2.6 They shall know the allocated areas and the different types of preparation that can be carried out in each of them.

5.5.2.7 Other staffs who occasionally enter the kitchen shall wear protective clothing.

5.5.3 Reception of food products

The hotel shall define the delivery criteria for food products according to their type (e.g. greens, fruits, fish, meat, vegetables) and presentation (e.g. fresh, frozen, and prepared) and for beverages, as well as a system for the returning of those products which do not conform to the defined criteria.

In the reception of products, the following issues shall be controlled:

- a) Condition of the packaging;
- b) Expiry date or preferred consumption date;
- c) Temperature.

The reception area for food products shall be kept clean so that the hygienic conditions required are maintained and they do not generate a risk of contamination.

The hotel shall ensure the safety of the food offered by the providers.

5.5.4 Storage of food products

The following requirements shall be met:

- a) Food shall be placed in the pallet (above floor 40cm from, wall 20cm from, ceiling 60cm, b/n pallets 100cm) and not exposed to direct sunlight
- b) Food products shall be classified in the storage areas according to their type and condition (e.g. frozen, fresh, refrigerated, and dry);
- c) a rotation system [e.g. based on the first in, first out (FIFO) or first expires, first out (FEFO) principles] shall be implemented to ensure expired products are not being served;
- d) The storage areas shall be identified; access to these areas shall be restricted to authorized personnel
- e) Relative humidity of the room shall be 50-60%
- f) The room shall have well ventilated and illuminated
- g) Contact of the products with the walls and the floor shall be avoided;
- h) The original external packaging shall not be permitted in the kitchen, preparation, food refrigeration or defrosting areas, with the exception of some boxed and chilled products and drinks and cardboard packaging appropriate for the food industry permitted in freezers and refrigerators.

In the case of freezers and refrigerators:

They shall have a thermometer;

The temperature at which they shall be kept shall be indicated; cold temperature range 2-5°C, room temperature 18-25°C, deep freeze -18 and below

Their individual use shall be indicated;

The temperatures shall be checked and recorded at least at the beginning of the services;

They shall not contain wooden elements.

- Detergent and Cleaning materials shall be stored in different room

5.5.5 Preparation

5.5.5.1 General requirements

In all food preparation activities, basic hygiene and conservation conditions shall be defined and respected.

The preparation area shall conform to the following requirements in all activities involving handling and preparing of food:

- a) The area of the preparation shall be a minimum of 20m² for basic hotels and 45m² and above for star hotels

- b) Hygiene and cleanliness shall be ensured;
- c) Implemented measures to avoid contamination shall be established;
- d) The amount of time food is out of the refrigeration shall be limited;
- e) temperatures shall be maintained so as to guarantee that bacteria do not proliferate (e.g. in cold areas a temperature of $18^{\circ}\text{C} \pm 3^{\circ}\text{C}$ shall be maintained);
- f) Defrosting methods which ensure that the center of the food product reaches an adequate temperature shall be used in the refrigerating chambers or under running water;
- g) During the defrosting process, food shall be covered or protected, avoiding contact with the defrosting liquids;
- h) Defrosting at room temperature is not allowed;
- i) Frozen products, especially frozen vegetables, can be cooked without thawing. However, large pieces of meat or large poultry carcasses often do need to be thawed before cooking. When thawing is carried out as an operation separate from cooking, it should be performed only in:
 - A refrigerator or purpose-built thawing cabinet maintained at a temperature of 4°C or below;
 - running potable water maintained at a temperature not above 21°C for a period not exceeding 4 h;
 - A commercial microwave oven only when the food will be immediately transferred to conventional cooking units as part of a continuous cooking process or when the entire uninterrupted cooking process takes place in the microwave oven;
- j) Food shall not be refrozen once defrosted;
- k) The cutting utensils and boards shall be clearly identifiable by regarding their use so as to avoid cross-contamination.

5.5.5.2. Hot production

The food shall be cooked to a minimum temperature of 65°C . If not consumed immediately (i.e. within 4 h 2 Hour to be referred), hot products shall be:

- a) Kept at a temperature equal to or above 65°C ;
- b) Quickly cooled, preferably by temperature reduction (e.g. from 60°C to -10°C in 2 h) and kept at refrigeration or freezing temperatures for later use, hot or cold.

Reused oil shall be controlled to maintain its quality (e.g. tests, observation of color) and changed if needed.

5.5.5.3 Cold production

Products prepared using the cold process may be kept at refrigerated temperatures to be later served hot or cold, if they are not consumed directly.

5.5.5.4 Preservation of pre-cooked and prepared food

Prepared food shall be preserved in such a way that the quality of the food is maintained.

5.5.6. Dining room

5.5.6.1. በባለቤቱ/ባለቤታችን 3 ስኩዌር ሜትር በላይ የሆነ የብረት ስፋት 16 ስኩዌር ሜትር/ባለቤቱ/ባለቤታችን የሚፈልገውን የብረት ስፋት መሙላት አለበት

5.5.6.2. The dining hall shall be free from dusts and debris and rodents

5.5.6.3. The room shall have well illuminated by natural or artificial lighting

5.5.6.4. The room shall be well ventilated

5.5.6.5 The room furniture shall be not broken and fully available material

5.5.6.6. The room shall be near to the kitchen

5.5.6.7. Waste collection pedal system basket shall be available in the room.

5.5.6.8. Fire extinguisher shall be available in the room. Hand washing facility shall be available near to the room.

5.5.7. Bar

5.5.7.1. Physical status (wall, floor, ceiling, and roof)

Should be without cracks, visible dirt, and leakage from any plumbing or rain; should be painted with washable/bright paint.

The floor should be smooth, neat, and easily cleanable.

Balcony, drink Shelf, and existing materials should be clean and in good condition

Should have two-compartment water glass/cup washing sink; with running hot & cold water with appropriate detergents.

It should be free from any solid and liquid waste, no sign of rodents, vermin, and insects.

Should have appropriately installed waste water pipe system connected to final waste disposal line.

Coffee and Tea machine should be designed covered and safe for the bar man.

Should have separated hand-washing basin with soap running hot & cold water and appropriately installed waste water pipe system connected to final waste disposal line.

It should have First aid kit that has full material and fully charged, and recently inspected fire extinguisher.

Bar man should exercise good hygiene practices (e.g. cleanness of uniform, washing hands correctly and at appropriate times, clean and short cut fingers, good personal hygiene and absence of body Jeweler including nail polish.

5.5.7.1. Area of the bar should be 16m² and above

5.5.7.2. The bar shall be clean and free from any debris.

5.5.7.3. There shall be washing facility for glass washing.

5.5.7.4. There shall be shelves with door.

5.5.7.5. There shall be refrigerator of 200 liter.

5.5.7.6. Contact of the products with the walls and the floor shall be avoided;

5.5.7.7. The original external packaging shall not be permitted in the kitchen, preparation, and food refrigeration or defrosting areas, with the exception of some boxed and chilled products and drinks and cardboard packaging appropriate for the food industry permitted in freezers and refrigerators.

In the case of freezers and refrigerators:

They shall have a thermometer;

The temperature at which they shall be kept shall be indicated;

—their individual use shall be indicated;

The temperatures shall be checked and recorded at least at the beginning of the services;

—they shall not contain wooden elements.

5.5.8. Labeling

The hotel shall clearly identify the date and time of preparation and the name of the food when it is not easily recognizable during presentation.

6. Waste management

5.5.9.1 Waste generated shall be classified and collected as per Ethiopia Standard ES xxxx.

5.5.9.2 Each waste container shall be identified indicating the type of waste and shall be duly closed.

5.5.9.3 The waste bags shall be removed whenever necessary and at least once a day (e.g. external collector, waste room). If 3/4 of the garbage bin filled with waste, the waste shall be disposed.

If there is a waste room, it should be closed and refrigerated

5.5.9.4 Containers shall not cross the preparation area for waste removal when food is being elaborated.

5.5.9.5 The hotel shall be safe guard the solid waste final collection/storage sites

5.5.9.6. If the hotel has its own water source obtained from locally available well and used for different purpose the hotel shall ensure regularly the safety and quality of water.

17.2. Liquid Waste Management

Should have a purposely designed sewerage system from every shower, sink, hand washing basin to final collection septic tank or municipal sewerage system.

No sewerage line should have leakage at any site until final disposal site.

The final sewerage line from hotel should not flow in to river or via to storm water drainage system.

7. Ancillary services/optional/

7.1 General

The hotel can provide ancillary services, depending on its structure, strategy, facilities or type of guests.

7.2 Pools

If there is a leisure swimming pool, it shall have:

- a) Shower;
- b) Toilet;
- c) Close sunshades or alternative natural elements (in outdoor pools);
- d) Deckchairs or sun beds;
- e) Ramps to the swimming pool with anti-slip systems;
- f) clear signposting showing the location of the pool, the rules for its use (e.g. opening times, mandatory shower before using the pool, no glass allowed), risk information (e.g. reference to depth, diving allowed/not allowed, sun protection, lifeguard presence) and emergency telephone numbers;
- g) Prominently displayed and accessible rescue equipment such as throw lines, reach poles and flotation aids. There shall be a procedure for the prompt management and reporting of pool-related incidents (e.g. chemical issues, accidents, fecal or vomiting incidents);
- h) First aid kit.

It shall be determined whether or to what extent poolside supervision is required, taking into account the type of users, water depth and pool basin size.

Furthermore:

The perimeter of the pool shall be protected to reduce the risk of accidents outside the opening times (e.g. anti-slip perimeter);

—if the hotel has heated swimming pools, the water shall be kept at a temperature of between approximately 24 °C and 30 °C during opening hours;

— There shall be a towel service for guests and the place to leave used towels shall be indicated;

Chlorine and pH values shall be monitored at least once a day prior to opening, and the results documented. This frequency shall be increased, if needed;

NOTE Physical monitoring of the water could also be necessary.

—overcrowding shall be avoided. For that purpose, the carrying capacity of the pool should be defined.

7.3 Sauna/spa

If there is a sauna and/or spa, the following requirements shall be met:

Rules for using the facilities shall be sign posted (e.g. opening times, maximum time inside, related risks);

There shall be hooks and cold water in a nearby area. In the case of the sauna, this shall be next to the cabin(s);

Disinfection of surfaces and water shall be carried out;

Furthermore, the sauna shall have a system to measure the temperature in the cabin. Water temperature of the spa should be monitored.

These facilities should be also equipped with measuring systems of time and humidity.

7.4 Concessionaires

If there are concessions in the hotel premises (e.g. shops, hairdressers, etc.), the concessionaires shall comply with hygiene and environmental health requirements and document the relationship between both parties (concessionaire and hotel) , including rights and duties.

7.5 Other ancillary services

The hotel can offer other ancillary services (e.g. hairdresser, gymnasium, business center). In all cases, the hotel shall:

a) Define the level provision of the services and conform to it; keep the related facilities and/or equipment well maintained and clean.

8 Safety and security requirements

8.1 General requirements

The hotel management is responsible for ensuring that the proper safety measures are defined and put in place. These shall include the management of:

- a) Risk and accident prevention;
- b) Safety of people, assets, buildings and facilities;
- c) Fire protection and management of emergencies.

Safety measures of all devices and equipment used in different areas of the hotel, especially the electrical devices, and equipment used electrical installation for ancillary services such as pool or gymnasium shall be implemented.

The hotel shall keep updated and valid certificates/records of legal inspections when applicable.

8.2 Risk and accident prevention

The hotel management shall define the measures to identify, assess, reduce and control risks at the premises, and shall conform to the following:

- a) The suitability and safety of devices and equipment available to staff and guests shall be guaranteed;
- b) Guests shall be informed of prevention and safety measures (e.g. through signposting, documented procedures, digital screens, maps);

c) Specifically, the safety data sheets for toxic and dangerous products shall be available for staff.

8.4 Health safety

The hotel management is responsible for the pest control prevention system at the premises. A pest control plan shall be defined and documented by qualified staff (internal or subcontracted), according to the needs and facilities of the hotel. Treatment records as well as a copy of the authorization and sanitary registration of the products used shall be retained.

8.5 Safety of buildings and facilities

The hotel management should ensure the design and installations of facilities

The hotel management should ensure the correct maintenance of the buildings (e.g. lifts, air conditioning, escalators, facilities for those with disabilities, playgrounds, gyms).

The buildings, facilities and equipment shall pose no risks to guests or staff.

The hotel shall ensure maintenance of those services which need maintain ace specifically for those services related to hygiene and environmental health conditions

8.3 Equipment

Equipment (e.g. regular and emergency lighting, switches, power sources, tap fixtures) shall operate correctly, be safe and have no noticeable damage.

Safety equipment shall be duly signposted and shall be operative, visible and accessible.

9. Cleanliness requirements

9.1 General requirements

Cleaning products shall be used responsibly, respecting the instructions of the manufacturer related to both safety of people and to protection of the environment. Environmentally friendly and chlorine-free cleaning products should preferably be used, as well as microfiber cloths that reduce the amount of cleaning liquid required.

Furthermore, the following requirements shall be met:

- a) Cleaning tools for the bathroom shall be identified according to the use given to them;
- b) Cleaning products shall retain their original labels or be visibly identified. If these need to be transferred to a smaller container, this should have an automatic dispensing system. Food receptacles that could result in accidents if mistaken shall never be used;
- c) During cleaning activities and when the floor is wet, warning signposting shall be displayed to inform guests and prevent accidents;
- d) Housekeeping staff shall have adequate means (cleaning trolley or similar) for cleaning rooms;
- e) The minimum content of cleaning storage rooms and of cleaning trolleys shall be defined.

Housekeeping staff shall report incidents (e.g. defective lights, damaged faucets) and shall keep the cleaning equipment in a suitable condition for performing its function.

9.2. General

A cleaning plan shall be defined, documented, implemented and maintained, allocating tasks to staff accordingly and defining the cleaning routes for the different areas of the hotel. This plan, drawn up either by the hotel or by a subcontractor, shall include disinfection activities where disinfection is needed (i.e. pools, saunas, toilets, kitchens).

9.3. Cleaning of common areas

The hotel shall ensure the cleaning of its common areas (e.g. lobby, events rooms, corridors, stairs, parking lots, gardens, yards, indoor and outdoor pools, toilets).

In general terms, the minimum cleaning frequency should conform to

Table 1 — cleaning frequency guide

Area	Minimum frequency
Lobby and surrounding areas, corridors, lifts and Stairs	Twice a day
Toilets	Three times a day
Events rooms	Before each event, during breaks and after the event
Outdoor areas	Once a day
Swimming pool	Once a day
Sauna	After each service
Other facilities and equipment	Determined by the hotel in the cleaning plan according to the needs

These stated frequencies can be decreased if there is low use of the facilities or they are clean enough.

In the same way, the frequency shall be increased when there is an intensive use of the facilities and cleanliness might not be guaranteed with the stated frequencies, or when it is proved that guests are unsatisfied with the level of cleaning.

EXAMPLE Toilets which are situated next to the lobby will probably need a higher frequency of cleaning than toilets located next to the events rooms (if those exist) when the meeting rooms are not in use. On the other hand, when the events rooms are in use the nearby toilets will probably need a higher frequency of cleaning. The same situation could be applicable to facilities next to the outdoor pool, depending on the season and the use of the pool, gardens or any other area of the hotel.

The cleaning plan shall ensure:

- Regarding indoor common areas, that: Walls, floors, ceilings, furniture, mirrors, doors, panels, push buttons, decorative elements, wastebaskets and trash containers are clean; The facilities are ventilated and fresh smelling; Areas and equipment used by the hairdresser (if any) and spa (if any) are kept clean and

disinfected; New clean elements (e.g. towels, blankets) are changed and replaced after each spa service, hairdresser, or after their use in swimming pools.

- b) toilets in common areas, that: The walls, floors, ceilings, furniture, mirrors, equipment, windows, decorative elements and visible parts of the faucets are clean; consumables (e.g. toilet paper, soap) available. Waste collected in garbage/dustbin/ bin shall be emptied at least once a day or (when $\frac{3}{4}$ of the dust bin filled). Toilets are ventilated and fresh smelling; Daily cleaning and disinfection records are kept.
- c) outdoor common areas, that: The walls, windows and decorative elements are clean;
- d) The cleaning of pools and spas, that: The pool water conforms to the established microbiological and physico-chemical parameters, is clean and disinfected; Pools have a filter system.

9.4. Cleaning of Bed rooms

9.4.1 General requirements

Generally, cleaning of rooms shall be done.

The hotel bed rooms shall be clean and fresh smelling every time

The routes for cleaning rooms shall be defined in such a way that the cleaners know which rooms they have to clean. The route established shall take into account guests who have requested a preferential cleaning timetable. Rooms with expected arrivals shall also be considered a priority.

The cleaning of rooms on different floors or areas should start from a different point each day, so as to avoid systematically disturbing the same rooms first.

After the cleaning of every room, the housekeeper shall verify with the clean room inventory that the cleaning has been done correctly.

9.4.2 Cleaning of occupied Bed rooms

Unless authorized by the guest, cleaning shall not be carried out while the guest is in the room. "Do not disturb" indications shall be respected. When the guest insists the room be cleaned when inside, his or her request shall be honored.

Occupied Bed rooms shall be cleaned every day. The cleaning activities shall include the following as a minimum:

- a) Cleaning of the Bed room, bathroom;
- b) Cleaning of the terrace (if any);
- c) Making the bed(s) and cleaning of carpets (if any);
- d) Replenish of guest amenities and toilet paper in enough quantities to guarantee a normal use until the next cleaning service;
- e) Replacement of used coffee pots, coffee mugs and glassware;
- f) Replacement of the contents of the minibar (if there is one), except when the minibar is stocked according to the specifications of the guest;
- g) Sending the guest's garments to the laundry with the corresponding completed information on the bag or laundry sheet according to the system established, if the hotel offers this service;

h) Cleaning of wastebaskets and ashtrays;

i) Adjustment of draperies and lighting.

Used towels shall be changed daily for fresh ones, unless the guest has requested otherwise.

Regarding the linen change policy, the housekeeping service shall change sheets every third day (or less) of a guest's stay, unless:

- The guest requests that their sheets be changed sooner or later;
- The linen is stained or damaged in any way;
- There is a discrepancy between front office and housekeeping records regarding the room status.

Furthermore, when a turndown service is provided, it shall include the following: folding down or removing bedding, replenishing used towels if requested and light cleaning of the bathroom facilities.

Guests' personal clothing, toiletries and other articles shall be straightened and left in the same place they were found.

9.4.3 Cleaning of bed rooms after check-out

After the departure of a guest, the room shall be left ready for the arrival of the next guest in accordance with the following requirements:

- The room shall be aired for ventilation and the bed stripped;
- The linen shall be changed and the bed(s) made;
- Additional elements (e.g. pillows, blankets) shall be available and clean;

If additional pillows are in the cupboard, these shall be covered;

- Carpets shall be cleaned;
- The bathroom's stock of amenities shall be replenished and towels replaced;
- The bathroom fixtures, taps and mirror shall be cleaned;
- Cleaned drinking glasses shall be covered and other consumables replaced;
- Printed material shall be complete and in the corresponding place;
- If there is a stocked minibar, it shall be filled with products whose expiry date is later than the following revision of the minibar;
- The walls, floors, ceilings, mirror and windows, furniture, equipment and decorative or functional elements shall be cleaned;
- The performance of the basic equipment in the room shall be checked, reporting to the maintenance service the anomalies detected;
- The bed room shall be free of unpleasant odors.

Rooms which have been vacant for over a week shall be ventilated and dusted, even though previously cleaned. Cisterns shall be flushed and taps opened.

9.4.4 Deep cleaning program

A deep cleaning program for all rooms should be carried out at least once a year, considering the level of occupation, seasonality and need. Mattress labeling and turning as well as curtain, carpet and window cleaning shall be included in the program,.

Frequency should be increased according to need (e.g. humidity).

9.5. Linen and laundry cleaning

The cleaning plan established shall define the minimum frequencies for cleaning linen and laundry according to the characteristics of the textiles in the rooms and in common areas (e.g. carpets, rugs, tapestries, curtains and shades, shower curtains, mattresses, blankets, pillows). The minimum frequency should be increased according to the occupancy.

The hotel shall have a linen area that:

- a) Has capacity and furniture in good enough condition to allow the linen to be stored and classified, separating clean and dirty clothing;
- b) is clean, tidy and not humid; has spare linen covered.

If the hotel has its own laundry service, it shall also have products, washing machines, dryers and irons that guarantee the correct service.

An item of bed linen or a towel ready to be given to a guest shall meet the following requirements:

- It shall be clean;
- It shall smell fresh;
- It shall be ironed and folded or hung.

10. Supply management

The hotel shall have a procedure for purchases, which shall include the following:

- a) Identification of products to be purchased;
- b) Internal requirements for purchasing products;
- c) A system for making orders and authorizations including records of the orders and of the products received. All orders shall be registered in such a way that a follow-up can be made on what is ordered and what is received;
- d) Selection and evaluation of supplier's criteria (e.g. capacity to address exceptional orders, environmental policy, quality of products, Hotels Service hygiene and environmental health requirements, complaints, delays);
- e) Stock required for different items to guarantee a service at all times.

The hotel shall have a copy of or access to the food supplier's authorization

Organization and Objectives

The Ethiopian Standards Agency (ESA) is the national standards body of Ethiopia established in 2010 based on regulation No. 193/2010. ESA is established due to the restructuring of Quality and Standards Authority of Ethiopia (QSAE) which was established in 1998.

ESA's objectives are:-

- ❖ Develop Ethiopian standards and establish a system that enable to check whether goods and services are in compliance with the required standards,
- ❖ Facilitate the country's technology transfer through the use of standards,
- ❖ Develop national standards for local products and services so as to make them competitive in the international market.

Ethiopian Standards

The Ethiopian Standards are developed by national technical committees which are composed of different stakeholders consisting of educational Institutions, research institutes, government or organizations, certification, inspection, and testing organizations, regulatory bodies, consumer association etc. The requirements and/or recommendations contained in Ethiopian Standards are consensus based that reflects the interest of the TC representatives and also of comments received from the public and other sources. Ethiopian Standards are approved by the National Standardization Council and are kept under continuous review after publication and updated regularly to take account of latest scientific and technological changes. Orders for all Ethiopian Standards, International Standard and ASTM standards, including electronic versions, should be addressed to the Documentation and Publication Team at the Head office and Branch (Liaisons) offices. A catalogue of Ethiopian Standards is also available freely and can be accessed from our website.

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