



nh | HOTEL GROUP PART OF **MINOR**
HOTELS



HOTEL CLOSING CONSERVATION CONTROL PROCEDURE

BUSINESS TRANSFORMATION
ORGANIZATION DEPARTMENT

DECEMBER 2020

Version	Approved by	Approval date
1	Operations HQ	December 2020
	Maintenance, Engineering & Environment	



1. HOTEL CLOSING: CONSERVATION CONTROL & REPORTING PROCESS.
2. CLOSED HOTELS : INSPECTIONS FILES.
3. CLOSED HOTELS: CONNECTION FOR THE FIRE DETECTION SYSTEMS.
4. CLOSED HOTELS: SECURITY (ALARM AND ANTI-BURGLAR ALARM SYSTEM).







Due to the COVID 19 pandemic, NH Hotel Group has been forced to proceed with the temporary closure of some of its hotels, which it's a concern for the company and for our insurance companies.

So, to guarantee the correct state of conservation and security of the closed buildings it's mandatory to commit the following procedure reporting the closure status and fulfilling the required Hotels checklist files.

HOTEL CLOSING: CONSERVATION CONTROL & REPORTING PROCESS.

When Hotel CLOSING:		
Id#	Task	Responsible
1	Each hotel closed must be added at Closed hotels - staff status All BUs 18112020.xls as a new entry, also on-duty staff when the hotel is closed must be added (24x7, 5x8, No Staff). “No on duty staff” situations must be informed to Regional Maintenance. (see page 5)	GM
2	Inform fire brigade of this situation in order to improve coordination levels in the event of possible emergencies. (see page 6)	GM / Maintenance Responsible
3	Connection for the fire detection system to ensure communication in case of failure or alarm. (see page 6)	GM / Maintenance Responsible
4	The closed hotels will inform the local police of this situation in order to improve coordination levels in the event of possible emergencies. (see page 7)	GM
5	Designate the hotel responsible to complete and sign the daily control checklist. (see page 5).	GM / FOM / Hotel Staff
6	Update the Daily checklist file by fortnight (.pdf) in the Maintenance Inspections SharePoint (/Country/Hotel). Keep the name convention defined (see page 5)	GM / FOM / Hotel Staff
7	Hotel Maintenance responsible must complete and sign the weekly control checklist. (see page 5)	Maintenance Responsible
8	Update the weekly checklist file by fortnight (.pdf) in the Maintenance Inspections SharePoint (/Country/Hotel). Keep the name convention defined. (see page 5)	Maintenance Responsible
9	If during the revisions, the responsible identifies actions to be carried out or anomalies to be corrected, that cannot be carried out by the person carrying out the check list, these must be communicated to: Operations & Maintenance Regional Managers	GM/ Hotel Maintenance / FOM / Maintenance Regional
When Hotel REOPENING:		
Id#	Task	Responsible
1	Update Hotel-Staff Status.xlsx, removing the hotel line.	GM

CLOSED HOTELS : INSPECTIONS FILES

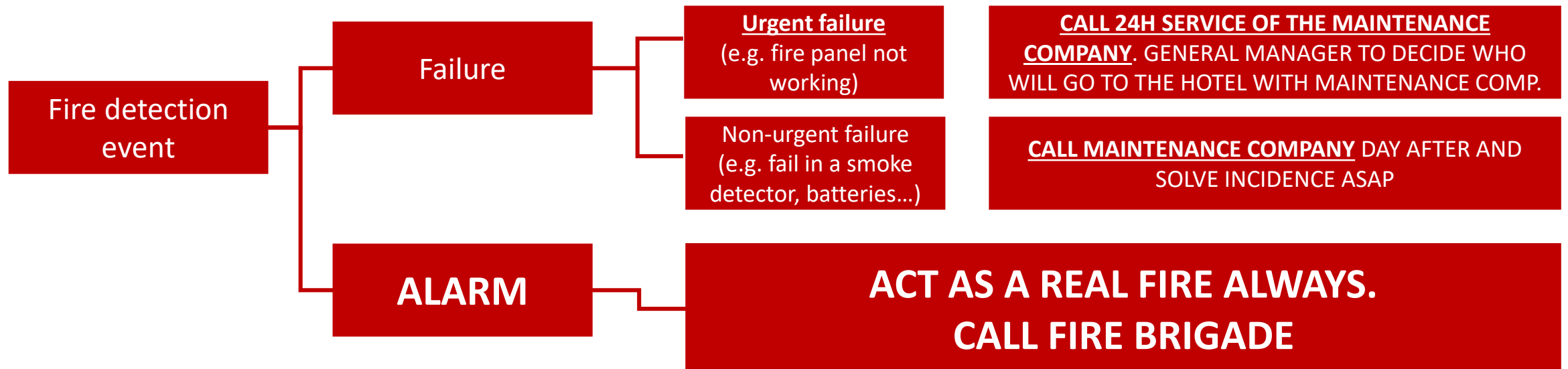
 TASK	 RESPONSIBLE	 CONTROL FILE	 FILE UPDATE /UPLOAD *
Hotel Status Update (Closed/Open)	GM	Maintenance Inspections SharePoint/Documents Closed Hotel-Staff Status.xlsx	<ul style="list-style-type: none"> Report Close status and Closure Date Report on duty hotel staff (24x7, 5x8 or No Staff). <p><u>NO STAFF situations: Inform Regional Maintenance and Operations to escalate to HQ Operations.</u></p>
Closed Hotel Daily Checklist	GM / FOM/ Hotel Staff	<p><u>Mandatory for all closed hotels</u></p> <p>Inspections SharePoint Download Country Template</p>	 <ul style="list-style-type: none"> Upload (1 file by fortnight) to Inspections SharePoint /Country/Hotel Signed daily by the responsible <p>File name convention: <i>HotelName_Daily_1-15Month or 16-30Month.pdf</i> format</p>
Closed Hotel Weekly Checklist	Hotel Maintenance or Maintenance Regional	<p><u>Mandatory for all closed hotels</u></p> <p>Maintenance Inspections SharePoint Download Country Template</p> <p>Available also in HUB app</p>	 <ul style="list-style-type: none"> Upload (2 files by fortnight) to Maintenance Inspections SharePoint /Country/Hotel Signed daily by the responsible <p>File name convention: <i>HotelName_Weekly_.Week-month.pdf</i> format</p>

If during the revisions, the responsible identifies actions to be carried out or anomalies to be corrected, that cannot be carried out by the person carrying out the check list, these must be communicated to: Operations & Maintenance Regional Managers

*** The files are shared with NH insurance companies so strictly avoid to include any NH staff, customer or guest identification data.**

CLOSED HOTELS: CONNECTION FOR THE FIRE DETECTION SYSTEMS.

- Affected hotels to inform fire brigade of this situation in order to improve coordination levels in the event of possible emergencies.
- Connection for the fire detection system to ensure communication in case of failure or alarm
- Communication to:
 1. If your hotel has not 24x7 – Communication Hierarchy:
 - GM – Maintenance Manager – Regional Maintenance – Regional Operations**
 2. Alarm reception center / Maintenance company (if required by law, check cost with Operations)
 1. **Fire brigade (if required by law)**
- Extraordinary capex request, minimum investment needed to ensure safety in the building. Cost 500 - 3.500€. **(Maintenance and HQ Operations approval required)**



CLOSED HOTELS: SECURITY (ALARM AND ANTI-BURGLAR ALARM SYSTEM)

SECURITY (ALARM AND ANTI-BURGLAR ALARM SYSTEM)

- If your hotel has not 24x7 - Cost for a simple wireless alarm system with main hub and several presence sensors / door / etc. c. 1.000 – 1.500 € (Maintenance BU and HQ Operations approval required).
- The closed hotels will inform the local police of this situation in order to improve coordination levels in the event of possible emergencies
- Operations in agreement with HQ Operations to analyze the possibility to contract a security company with a minimum coverage to ensure the hotels once a day during the weekend.



Always find the latest version of this document and all the related ones in the **Business Processes** section of the [NH Digital Knowledge Workplace](https://www.nhorganization.com)
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