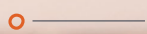


ESCAP CLOUD BY Q2 SOLUTIONS

BEST-PRACTICE MAINTENANCE RESPONSE TO COVID-19



IHG®

PURPOSE BUILT FOR IHG

RESPONDING TO COVID-19

DEVELOPING YOUR EMERGENCY RESPONSE PLAN



In order to combat COVID-19 and ensure the ongoing safety and security of staff and guests, it's critical to act quickly and decisively to put preventative health measures in place.

These measures can be in the form of an 'Emergency Response Plan' and supported by a Computerised Maintenance Management System (CMMS) such as ESCAP.

By acting early to understand the situation, formulate corrective strategies, and implementing and monitoring Emergency Response Plans, you can limit the impact of COVID-19 and reduce risk.

ESCAP provides the capability to implement your Emergency Response Plan in 5 simple steps.



EMERGENCY RESPONSE PLANNING THE 5 SIMPLE STEPS



Using ESCAP you can create your Emergency Response Plan in 5 Simple Steps, following the same workflow as used for your regular Preventative Maintenance Routines.

The steps are summarised here for you, with detailed instructions included on the following page.

- STEP 1:** Identify the Assets in your business that require preventative health measures
- STEP 2:** Determine your strategy and create your Action Plans to implement each health measure
- STEP 3:** Create Task Lists for each Action Plan which define the work to be undertaken
- STEP 4:** Provide supporting instructions, documentation and imagery
- STEP 5:** Assign the Action Plans to Employees or Contractors and monitor progress

STEP 1: IDENTIFY YOUR ASSETS

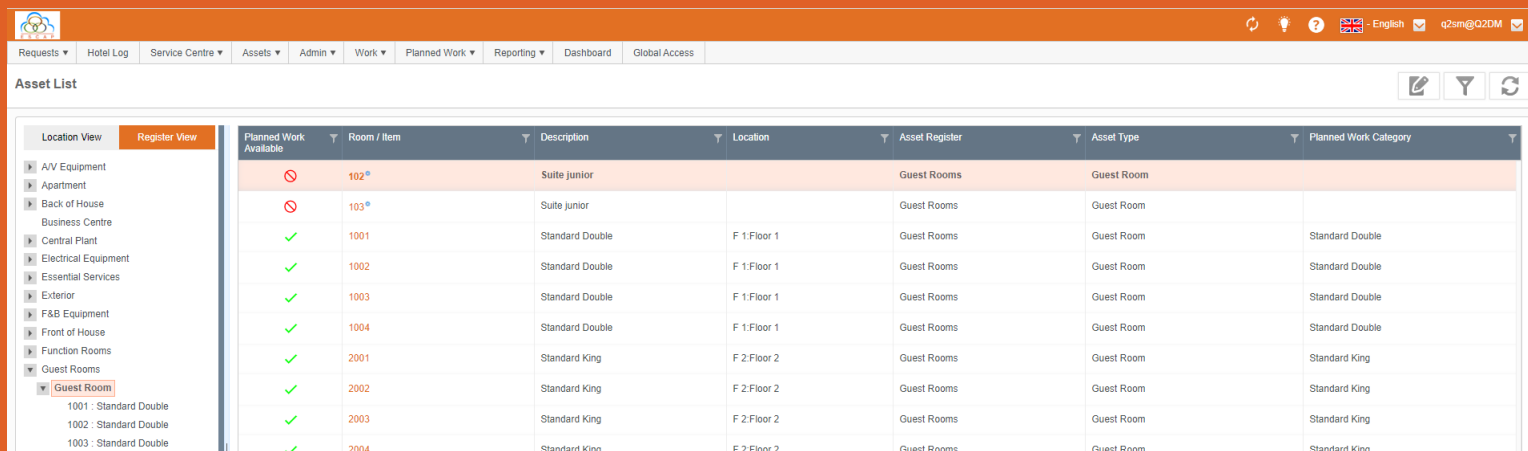
The first step is to determine which assets in your property will require preventative measures. For situations such as COVID-19 this list can be extensive as it should incorporate all assets which your staff or guests are likely to come into contact with. Use your Asset Register view to review your Assets:

- Select **'Assets', 'Asset List'** from the Main Menu, then choose the **'Register View'**

In the Register View, use the **'View/Edit Asset'** button  to update each Asset. To add new Assets:

- Select **'Assets', 'Add Asset'** from the Main Menu

Once you are satisfied that your Assets are configured correctly, it's time to configure your Action Plans.



Planned Work Available	Room / Item	Description	Location	Asset Register	Asset Type	Planned Work Category
	102 [®]	Suite Junior		Guest Rooms	Guest Room	
	103 [®]	Suite Junior		Guest Rooms	Guest Room	
	1001	Standard Double	F 1:Floor 1	Guest Rooms	Guest Room	Standard Double
	1002	Standard Double	F 1:Floor 1	Guest Rooms	Guest Room	Standard Double
	1003	Standard Double	F 1:Floor 1	Guest Rooms	Guest Room	Standard Double
	1004	Standard Double	F 1:Floor 1	Guest Rooms	Guest Room	Standard Double
	2001	Standard King	F 2:Floor 2	Guest Rooms	Guest Room	Standard King
	2002	Standard King	F 2:Floor 2	Guest Rooms	Guest Room	Standard King
	2003	Standard King	F 2:Floor 2	Guest Rooms	Guest Room	Standard King
	2004	Standard King	F 2:Floor 2	Guest Rooms	Guest Room	Standard King

Sample Asset List: Ensure your Assets are configured correctly

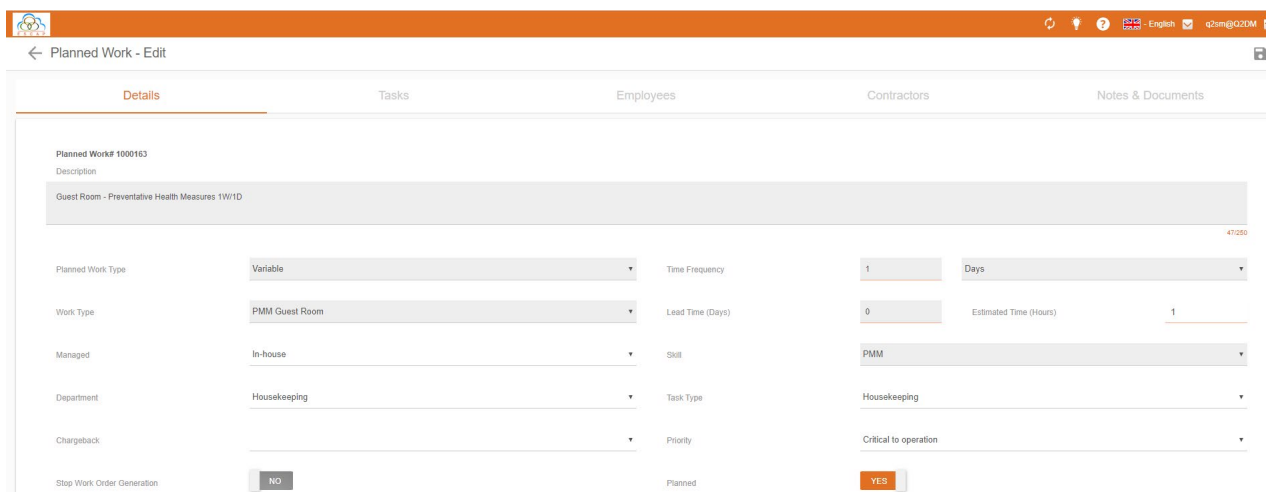
STEP 2: CREATE PLANNED WORK ROUTINES

Now create a new **'Planned Work'** routine to capture all of the tasks required to action your preventative health measures. Select **'Planned Work', 'Planned Work Setup'** from the Main Menu and choose Add or Edit.

To complete a Planned Work routine, ensure the following are configured:

- Enter an appropriate Program Name and Description
- Configure a frequency. Cleaning and disinfecting will typically be required daily or weekly
- Ensure the appropriate **'Department'** and **'Skill'** are selected so the tasks can be automatically assigned

Once your Planned Work routine has been configured, you are ready to create Task Lists for each routine.



Planned Work - Edit

Planned Work# 1000163

Description: Guest Room - Preventative Health Measures 1W/1D

Planned Work Type: Variable | Time Frequency: 1 Days

Work Type: PMM Guest Room | Lead Time (Days): 0 | Estimated Time (Hours): 1

Managed: In-house | Skill: PMM

Department: Housekeeping | Task Type: Housekeeping

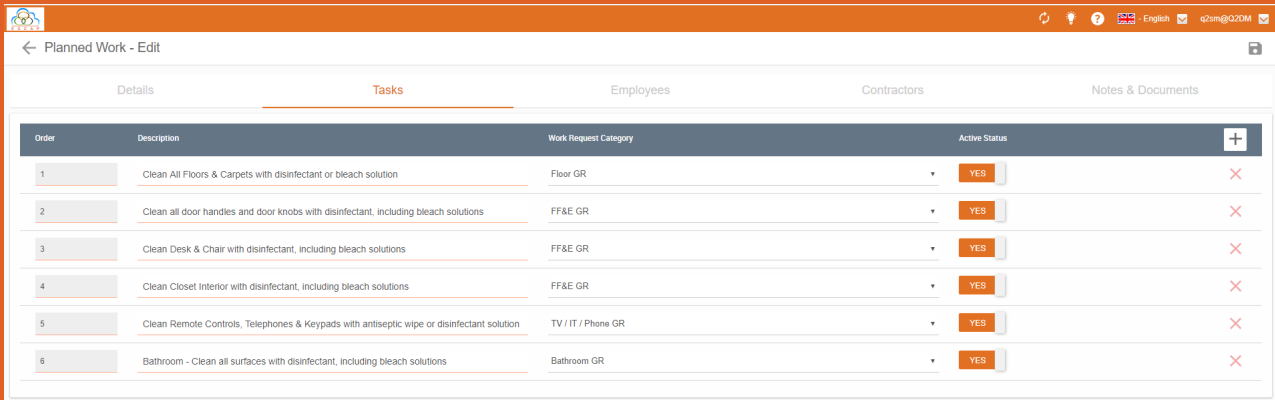
Chargeback: | Priority: Critical to operation

Stop Work Order Generation: NO | Planned: YES

Planned Work: Adding a new Planned Work Routine

STEP 3: CREATE TASK LISTS

Continuing on the Planned Work screen, create a Task List which includes the specific set of tasks required to complete the routine. Each task requires a Description and a Work Request Category assigned.



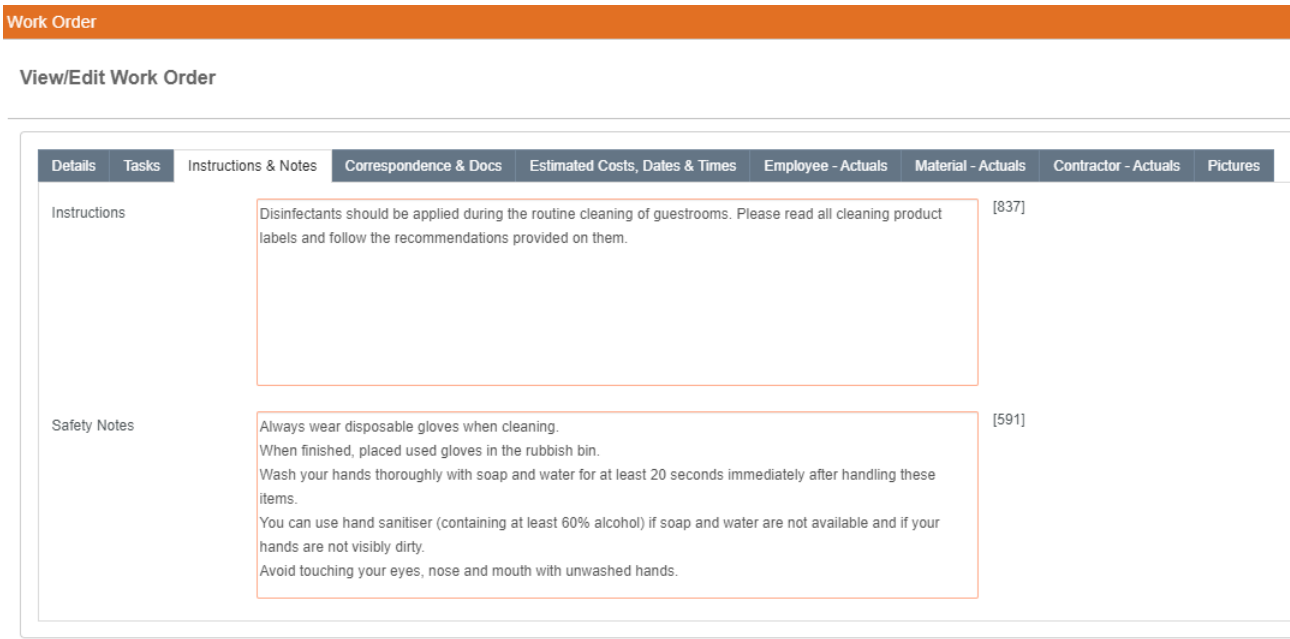
Order	Description	Work Request Category	Active Status
1	Clean All Floors & Carpets with disinfectant or bleach solution	Floor GR	YES
2	Clean all door handles and door knobs with disinfectant, including bleach solutions	FF&E GR	YES
3	Clean Desk & Chair with disinfectant, including bleach solutions	FF&E GR	YES
4	Clean Closet Interior with disinfectant, including bleach solutions	FF&E GR	YES
5	Clean Remote Controls, Telephones & Keypads with antiseptic wipe or disinfectant solution	TV / IT / Phone GR	YES
6	Bathroom - Clean all surfaces with disinfectant, including bleach solutions	Bathroom GR	YES

Task List: Enter as many Tasks as required for each Planned Work routine

STEP 4: PROVIDE DETAILED INSTRUCTIONS

Complete your data entry by including any additional instructions, notes or imagery your staff or contractors may require when completing the task. Examples include:

- Requirements for protective clothing
- Correct techniques for hand-washing and other hygiene practices
- Copies of instruction manuals or photographic imagery



Work Order

View/Edit Work Order

Details | **Tasks** | **Instructions & Notes** | Correspondence & Docs | Estimated Costs, Dates & Times | Employee - Actuals | Material - Actuals | Contractor - Actuals | Pictures

Instructions [837]
Disinfectants should be applied during the routine cleaning of guestrooms. Please read all cleaning product labels and follow the recommendations provided on them.

Safety Notes [591]
Always wear disposable gloves when cleaning.
When finished, placed used gloves in the rubbish bin.
Wash your hands thoroughly with soap and water for at least 20 seconds immediately after handling these items.
You can use hand sanitiser (containing at least 60% alcohol) if soap and water are not available and if your hands are not visibly dirty.
Avoid touching your eyes, nose and mouth with unwashed hands.

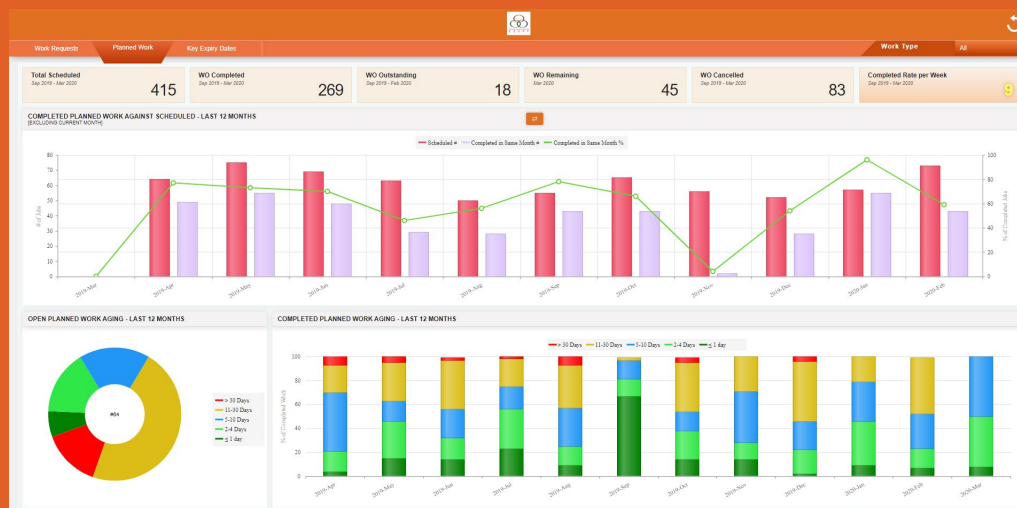
Work Order Instructions: Adding supporting information

STEP 5: COMMENCE PLAN AUTOMATION

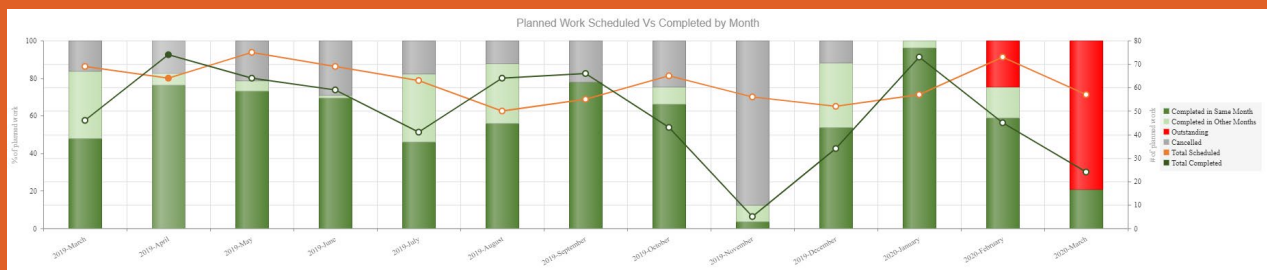
Now that you have completed the creation of your Planned Work routine, ESCAP will generate Work Orders on the Due Date and notify your staff and contractors to complete each task. ESCAP also enables you to:

1. Plan and action Work Item completion through mobile devices or desktop
2. Capture actual job duration and costs as each task is completed
3. Provide a holistic view of all outstanding Planned Work through the Planned Work Calendar
4. Easy drag-and-drop functionality to re-schedule jobs and automatically notify staff and contractors

ESCAP provides many Dashboard Reports which allow you to drill down to monitor and report on Work Progress:



Planned Work Dashboard: Your control centre to manage all Planned Work



Planned Work Scheduled vs Completed Report: Monitor monthly progress against Planned Work Targets

Congratulations. You have now created and activated your Emergency Response Plan and have put preventative health measures in place to better manage the COVID-19 situation.

The Q2 Solutions Client Services team are available to assist in clarification of any of the contents of this document.

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SMARTER NOT HARDER

MAKING MANAGEMENT SIMPLER



Established in 1998, Q2 Solutions is an Australian web-based hotel management and maintenance software systems developer. Driven by our philosophy of 'putting clients first,' we keep our ear to the market and employ only the smartest people and cutting-edge technology to offer the very best in hotel management systems software to our clients.

Our 20 years' experience with many of the leading brands in hospitality bear testament to our client-centric approach to providing best-in-class hotel management systems. Our solutions are aimed at continuously reducing costs and enhancing profitability of clients, which has led to decades-long relationships with many of our existing users.



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