



02 August 2021

**MR. BARUN JOLLY**

General Manager  
Holiday Inn Galleria Manila  
Pasig City

Dear **GM Jolly**:

This refers to your letter requesting for the conversion of Holiday Inn Galleria Manila into a Multiple-Use Hotel accommodating both quarantine and non-quarantine guests.

Pursuant to the salient provisions of Administrative Order 2021-004-A, "*Further Updated Guidelines on the Operations of Hotels and Other Accommodation Establishments under a Community Quarantine*" and upon findings and recommendations from the composite inspection team, Holiday Inn Galleria Manila located at 1 ADB Avenue corner Ortigas Center, Pasig City, has met the requirements to be a Multiple-Use Hotel. With this, the Department is pleased to inform you that **your application to be a Multiple-Use Hotel has been granted.**

Subsequent to being granted an authority to operate as a Multiple-Use Hotel, the BOQ and DOT may conduct random inspections of the property. In the event of non-compliance with the Minimum Public Health Standards set by these guidelines and other sector-relevant issuances, BOQ may recommend suspension or revocation of DOT Accreditation based on the relevant offense under Section 40 of AO 2021-004A, or issued approval to operate as a Multiple-Use Hotel.

In this regard, we trust that all requirements to be Multiple-Use Hotel will be maintained and complied.

Very truly yours,

  
**WOODROW C. MAQUILING, JR.**  
Regional Director  
National Capital Region





## CERTIFICATE OF INSPECTION



# HOLIDAY INN GALLERIA Manila

This is to certify that it has been inspected and is compliant with the Bureau's prescribed Public health and safety standards for quarantine hotel facilities.

The above-mentioned hotel fulfills the conditions for a multiple-use hotel:

- has separate access points to avoid mingling of quarantine with non-quarantine guest;
- has multiple elevators for separate use of quarantine and non-quarantine guest;
- has separate designated floors assigned for quarantine and non-quarantine guest;
- with dedicated/different set of room attendants/house keepings for quarantine and non-quarantine guest;
- with proper disinfection and decontamination procedures in place;
- with accredited infectious waste collector; and
- other pre-requisites and licenses prior to operation as a Multiple-use Hotel

Given this **30<sup>th</sup> day of June 2021**, in the City of Manila, Philippines.

### *Mandate*

The **Bureau of Quarantine (BoQ)** under the Department of Health (DOH), with the category of a first-class line bureau, shall have a nationwide scope of function and international commitment in accord with the International Health Regulations (IHR) of the World Health Organization (WHO).

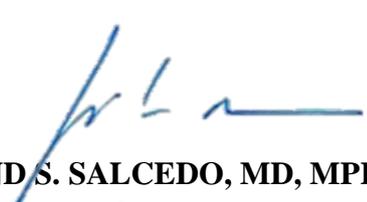
### *Jurisdiction and Functions of the Bureau*

The examination at ports of entry and exit in the Philippines of incoming and outgoing vessels and aircraft,

The necessary surveillance over their sanitary conditions, as well as over their cargoes, passengers, crews, and all personal effects, and

The issuance of quarantine certificates, bills of health, or other equivalent documents shall be vested in and be conducted by the Bureau.

This Bureau shall have authority over incoming and outgoing vessels both domestic and foreign, including those of the army and navy, their wharfage and anchorage, and over aircraft and airports, insofar as it is necessary for the proper enforcement of the provisions of this Act.

  
**FERDINAND S. SALCEDO, MD, MPH, CESO IV**  
Director IV

## INSPECTION REPORT HOLIDAY INN GALLERIA MANILA

**MISSION ORDER** : **NCR-080**  
**PURPOSE** : **For Multiple-Use Hotel Application**  
**ADDRESS** : **1 ADB Avenue cor. Ortigas Center, Pasig City**  
**GENERAL MANAGER** : **Mr. Barun Jolly**  
**DATE INSPECTED** : **June 23, 2021**  
**PERSONS PRESENT** : **Barun Jolly, General Manager**  
**Gibeth Gloria, Executive Assistant Manager**  
**Dennise Verzo, Front Office Manager**  
**Eric Koh, Housekeeping Manager**  
**Jerome Mante, Hygiene Manager**

---

### FINDINGS:

The Holiday Inn Galleria Manila is a 4-Star, 285-room hotel located at 1 ADB Avenue corner Ortigas Center, Pasig City. During the inspection, the property was represented by Ms. Gibeth Gloria, the Executive Assistant Manager.

The property is applying for Multiple-Use Hotel and the inspection was conducted to ensure that the property will qualify in accommodating both the quarantine and non-quarantine guests. Prior to the inspection, the DOT NCR required the hotel management to submit ahead their implementation plan detailing the following:

- a) Check-in and Check-out procedures with emphasis on contactless transactions
- b) Protocols for Reporting, Referral and Extraction of Confirmed COVID-19 cases
- c) Manpower allocation separate for Quarantine and Non-Quarantine areas
- d) Implementation plan or any presentation
  - *Floor layout*
  - *Entrances and Exits*
  - *Elevators*
  - *Manpower allocation*
  - *Isolation and Testing/Swabbing area and procedures*
  - *Ventilation*
  - *Safety protocol signages and demarcations (detailing the protocols for the physical separation of Quarantine and non-Quarantine guests)*
  - *Traffic management plan*
  - *Contact tracing and health declaration of guests*
- e) Infectious waste management and protocols
- f) Proof of sanitation and disinfection.

This plan was compared extensively with the provisions governing multiple-use facilities.

The Holiday Inn Galleria Manila currently functions as a Quarantine Hotel. Being a DOT-accredited hotel, this ensures that the property is already compliant with the Health and Safety Guidelines set by the Department.

During the inspection, DOT presided a pre-conference with the hotel management, in order to go through the implementation proposal, explain the flow of inspection, pre-discuss observations based on the submitted proposal, check additional improvements instituted by the management to ensure proper screening and testing, isolation, extraction, disinfection and accommodation procedures of employees, quarantine, and non-quarantine guests.

During the pre-conference, the following were thoroughly discussed:

- Permitted guests
- Age restrictions
- On-Site capacity
- Room occupancy
- Room Allocation and Prohibition on Overbooking
- Notices to guests / Full disclosure
- Contactless Transactions and Contact Tracing
- Protocols for referral and reporting of confirmed COVID-19 cases (for employees and quarantine guests)
- Specific conditions for room occupancy
- Conditions for separation of guests
- Operations of ancillary establishments and facilities
- Reporting requirements

As an existing quarantine facility, it was discussed to them that they shall still accommodate both OFWs and Returning Overseas Filipinos once their application has been approved, in addition to accommodating non-quarantine guests upon approval of their Multiple Use application. However, the management indicated that they intend to limit accommodation to LSGs, ROFs, business guests with valid visa, and on-signers from shipping companies.



## I. Entrances and Exits

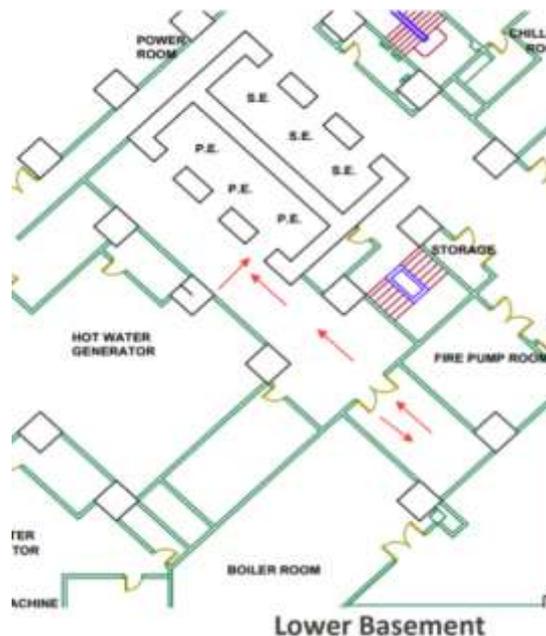
The property has separate designated entrances and exits for non-quarantine and quarantine guests. These separate ingress and egress facilities provide an efficient segregation of quarantine and non-quarantine guests. All entrances are equipped with a foot bath, standalone temperature scanner, StaySafe QR code and forms for manual intervention, and hand sanitation.

Floor markings and stickers for physical distancing and traffic management routes are displayed and can be easily seen in common areas. They are using the StaySafe and a physical form for health declaration and contact tracing. At the lobby, health and safety reminders are displayed.

### ***Non-Quarantine***

The property has designated separate entrances and exits for non-quarantine guests. For the Non-Quarantine guests, the designated entrance is at the Lower Basement.

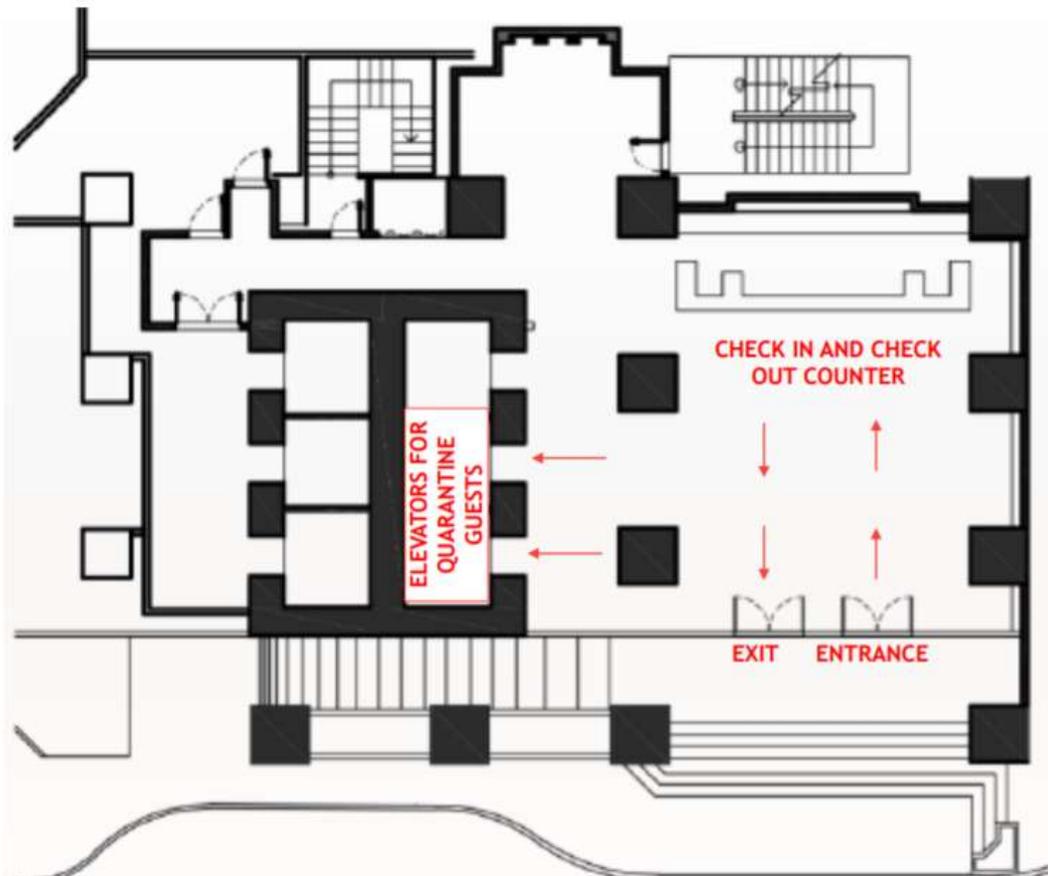
1. The guests will be chauffeured by the Concierge staff with hotel vehicle to and from Hotel drop off.
2. Guests will then proceed to 4<sup>th</sup> floor lounge area for check-in through Guest Elevator 1
3. Guests will proceed to Non-Quarantine floors through Guest Elevator 1



### ***Quarantine***

The property's main entrance will be used by the Quarantine guests.

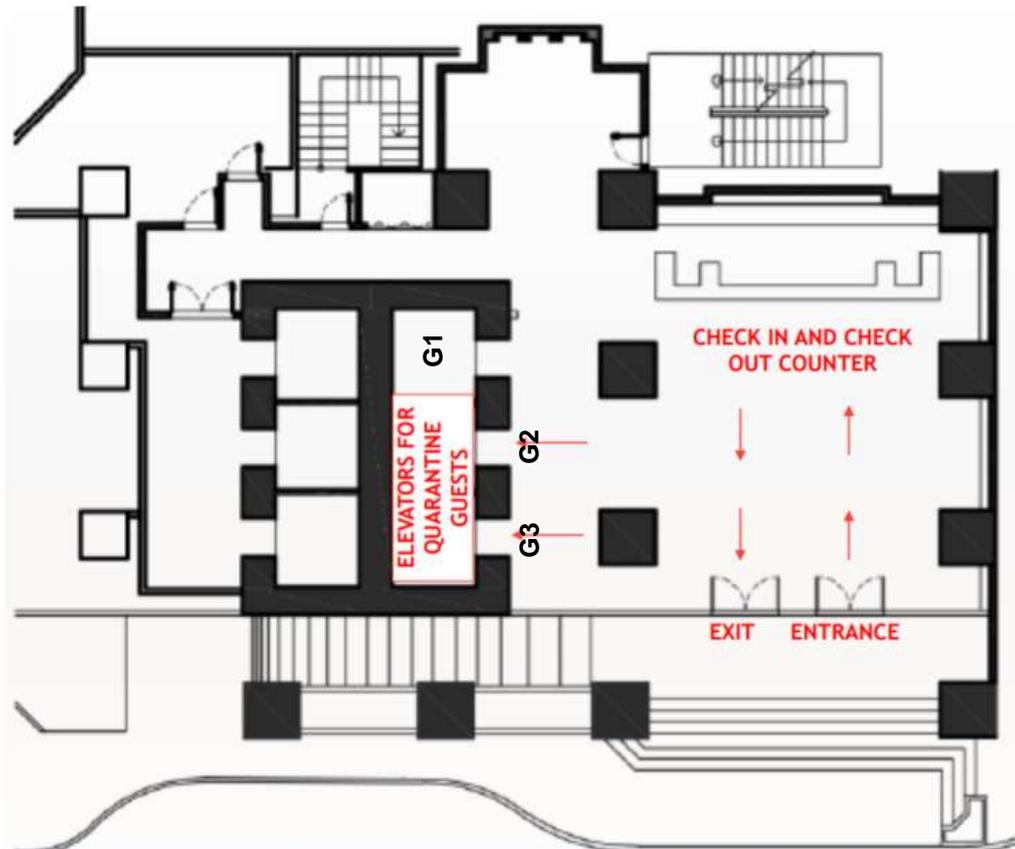
1. The guests will be dropped off at the lobby.
2. Guests will then proceed to the Front Desk for check in
3. Guests will proceed to Quarantine floors through Guest Elevators 2 and 3



Employees have their own entrance.

## II. Elevator

One Guest Elevator (G1) is designated for the Non-Quarantine; this elevator is only accessible from the Lower Basement, 4<sup>th</sup>, 26<sup>th</sup> and 27<sup>th</sup> floors. While there are two (2) elevators (G2 and G3) designated for the Quarantine guests, which can be accessed just after their check-in at the main lobby. The 2 Quarantine elevators can only access the Lobby, and Quarantine Floors (7<sup>th</sup>-25<sup>th</sup>). With the set-up, there is no instance of mixing of guests nor any convergence point for the two types of guests. There is an identified elevator for extraction in case of positive cases in the quarantine area. All the elevators are controlled to only open at their designated floors.



### III. Manpower Allocation

The property has separate manpower allocation for quarantine and non-quarantine areas. Employees servicing quarantine guests are physically separated from employees servicing non-quarantine guests (Front Office, F&B Service, Housekeeping, and Security). Their employees are in-house and are occupying 3 floors of the hotel (40 rooms). 51 out of 52 staffs have been vaccinated.

Non Quarantine			
Department	AM	PM	MN
Front Office	2	2	0
Housekeeping	2	1	0
Engineering	1	0	0
Security	2	1	0

Quarantine			
Department	AM	PM	MN
Front Office	3	3	0
Housekeeping	6	1	0
Engineering	5	4	1
Security	5	3	0

**IV. Safety Signages and Demarcations**

Floor markings for physical distancing and strategic traffic management are visible at the entrances, lobby, and other common areas to ensure that guests are well guided. Health and safety reminders along with alcohol dispensers are placed in almost every wall to guide everyone.





## V. Quarantine

The property has a total of 285 rooms. 16 floors (7<sup>th</sup>-25<sup>th</sup>) which is equal to 208 rooms will remain for the quarantine guests. Each room is complete with a telephone, flat screen television, comfortable basic furniture and is provided with a sanitation and disinfection kit. Emergency and fire safety equipment are visible along the hallways; there are fire exits per floor (equipped with emergency lights).

CCTV cameras are working 24/7 and the security team is closely monitoring them. They ensure that quarantine guests will not go out of the rooms, and that all guests are observing health and safety protocols.

## VI. Non-Quarantine Floors

The Non-Quarantine Floors are from 26<sup>th</sup>-27<sup>th</sup> (2 Floors) with 24 rooms are identified for the Non-quarantine guests. A separate team is dedicated in handling the non-quarantine and the quarantine guests. Each room is complete with a telephone, flat screen television, comfortable basic furniture and is provided with a sanitation and disinfection kit. Emergency and fire safety equipment are visible along the hallways; there are fire exits per floor (equipped with emergency lights). The rooms for the non-quarantine guests also has a separate trash bin for used PPEs.

## VII. Ventilation

- The fresh/outside air from L-30 is absorbed by an operating Air Handling Unit (AHU) through an air duct. These AHUs are located in service hallways in each guestroom floor.
- AHU supply cool air to guestroom floor public hallway and guestrooms. The cool air serves as fresh air to replenish the air in the guestrooms. This will also serve as fresh air for the guestrooms' FCUs.
- The guestroom indoor air is absorbed by the Ventilation Exhaust Blower (VEB) through air duct.
- All VEB exhaust diffusers which absorb the guestrooms' indoor are located inside the comfort rooms.
- Indoor air is taken out by the VEBs to L-30 veranda.
- Operation of all guestroom floor AHUs and VEBs (4 units) are 24/7.
- The property is using centralized air conditioning with damper.

## VIII. Isolation and Testing Facilities

The management identified one isolation room at the lower basement. Per the request of their on-signer clients, swabbing is done at the door of the quarantine guests. For bulk swabbing, a 2 Bedroom Suite within the Quarantine Floors is designated. Group guests for bulk swab will be called per batch to avoid crowding and observe social distancing. Request for repeat swab by non-accredited swabbers are not allowed.





## OVERALL ASSESSMENT

Based on the physical inspection, the following have been noted:

- The property has met all the criteria to operate as a Multiple-Use Hotel;
- There is a dedicated ingress and egress facility exclusive for employees, quarantine and non-quarantine guests;
- There are separate access points to avoid mingling of quarantine with non-quarantine guests;
- Multiple elevators for separate use of quarantine and non-quarantine guest with programmed access to identified exclusive floors;
- There is no common area where quarantine and non-quarantine guests may converge;
- The property has separate designated floors assigned for quarantine and non-quarantine guests;
- The property has dedicated/different set of room attendants /housekeepers for quarantine and non-quarantine guest;
- The property has proper disinfection and decontamination procedures in place;
- The property has an accredited infectious waste collector; and,
- Other pre-requisites and licenses prior to operation as a Multiple-use Hotel are present

## RECOMMENDATION:

Pursuant to the provisions stipulated in DOT Administrative Order 2021-004 and based on the above-findings and observations during the physical assessment and inspection, the undersigned Accreditation Officer/s recommend **HOLIDAY INN GALLERIA MANILA** to operate as a **MULTIPLE-USE HOTEL**.

### Inspected by:

  
**IVANNOVICH T. AGOTE**  
Supervising Tourism Operations Officer  
National Capital Region

  
**RIA ELAINE D. CORTEZ**  
Tourism Operations Officer I  
National Capital Region

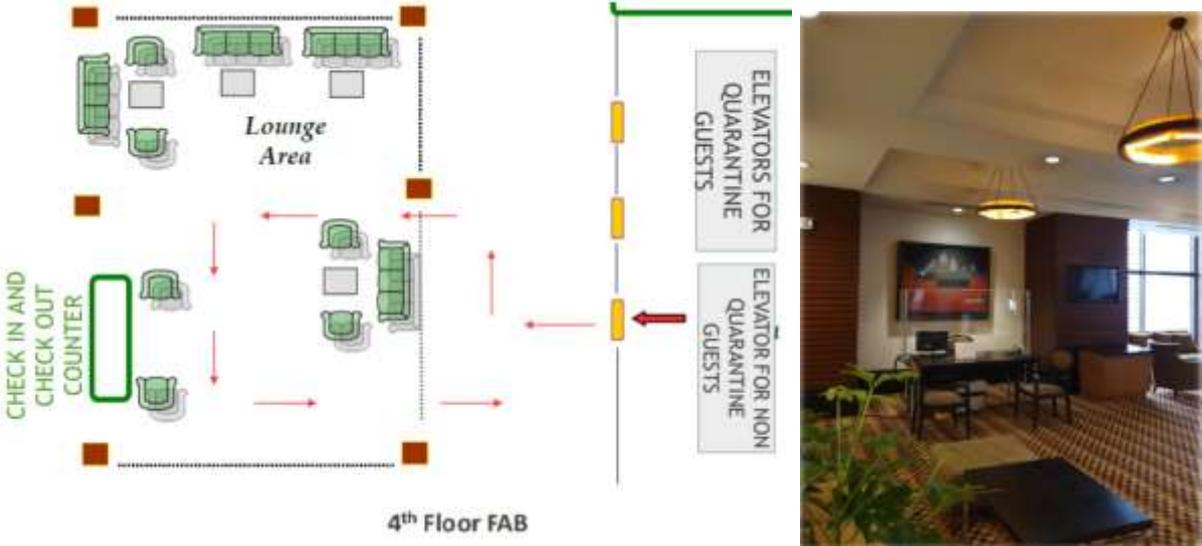
### Reviewed by:

  
**VICTORIA MARGARITA V. PAJE**  
Chief Tourism Operations Officer  
National Capital Region

### Approved by:

  
**WOODROW C. MAQUILING, JR.**  
Regional Director  
National Capital Region

**HOTEL CHECK-IN:**



NON-QUARANTINE: 4<sup>th</sup> floor lounge area



QUARANTINE: Front Desk at the Main Lobby

**ELEVATORS:**



NON-QUARANTINE: 1 elevator (GE1)



QUARANTINE: 2 elevators are designated (G2 and G3)

**HEALTH AND SAFETY PROTOCOLS:**



Temperature check in every entrance



Health and safety reminders, and alcohol dispensers at the entrances, before the elevators, and in other common areas



Floor markings for social distancing and traffic management

**ROOMS:**



Door stickers are placed to assure guests that the room has been disinfected and sanitized; Chairs are placed outside the doors for contactless room service.



Restroom



Sanitation kit (alcohol and face masks) and disinfection kit.



Bedroom