



TOURIST ENTERPRISES

INTERNAL PROTOCOL

“Our main goal is our guests safety”

1. PREVENTION PROCEDURES

1.1 IN THE INSTALLATIONS

- 1.1.1 Signs and Information
- 1.1.2 Hygiene plan
- 1.1.3 Selected place in case of isolation
- 1.1.4 Accommodation units
- 1.1.5 Hygiene equipment

1.2 FOR EMPLOYEES

- 1.2.1 Trainment
- 1.2.2 Equipment - Self-protection
- 1.2.3 Designation of those in charge
- 1.2.4 Standard procedures
- 1.2.5 Cleaning and sanitizing stock materials
- 1.2.6 Shifts

1.3 FOR THE GUESTS

- 1.3.1 Equipment - self-protection
- 1.3.2 Standard procedures

2. PROCEDURES IN CASE OF SUSPECTED INFECTION

2.1 PLAN OF ACTION

2.2 DECONTAMINATION OF THE ISOLATION PLACE

3. THERE IS A REGISTRATION OF ACTS / INCIDENTS

1. PREVENTION PROCEDURES

1.1 IN THE PREMISES

1.1.1 Signs and Information

- Upon checking in, the client will be asked their email address and therefore have access this protocol. If the client does not want to provide their email, we will give out information of our internet address so that access to the protocol is available. There is a pop-up option on our website for this purpose.
- There are signs posted at specific locations in the Hotel to inform customers about specific procedures to be adopted.
- The customer can check-in online before arrival.

1.1.2 Hygiene plan

- Washings and disinfections are carried out several times a day (in accordance with the present internal protocol), of the surfaces where employees and customers circulate, making sure the control and prevention of infections and resistance to antimicrobials.
- Cleaning (with green cloths), several times a day of surfaces and objects of common use (including counters, light and elevator switches, door handles, cabinet handles).
- Wet cleaning is preferred over dry cleaning while using a vacuum cleaner.
- There is renovation and air circulation in all locations in the Hotel.
- The gym is closed.
- In the areas of restaurants and beverages, there is a reinforcement of the cleaning of utensils, equipment and surfaces and direct handling of food by customers is not allowed.
- Breakfasts will be served in the rooms, in a first phase, and when the occupation no longer allows, at the table in the PA room.
- In the restaurant / cafeteria areas, effective cleaning is ensured when one customer leaves and another enters the same table.

1.1.3 Selected place in case of isolation

- Room 102 is the place to isolate people who can be detected as suspected or confirmed cases of COVID-19. It has a mechanical ventilation system, smooth and washable linings, bathroom, stock of cleaning materials, surgical masks and disposable gloves, thermometer, autonomous waste container, waste bags, used clothes collection bags, water kit and some non-perishable foods.

1.1.4 Accommodation units

- The removal of bed linens and towels is done without shaking it, rolling it outwards, without touching the body and transporting it directly to the bag that is immediately closed.
- The washing of bed linens / towels is carried out separately and at a temperature of 60°C.
- The pads are washed and disinfected whenever the customer changes.
- The cleaning / disinfection of the TV and air conditioning controllers are conducted every day.
- The rooms will be occupied alternately.
- After cleaning and repairing the rooms, they are disinfected in two spaced intervals (there is a checklist for this purpose), leaving them unoccupied for 24 hours.
- The rooms will or will not be cleaned and arranged as requested by the customer (upon checking in).
- There are disinfectant wipes as an integral part of the amenities.
- All non-essential objects, like paper, were removed from the rooms.
- Maids disinfect their hands before and after entering each room.

- Bags with dirty clothes circulate in places other than clean clothes and do not mix in any place.
- Luggage compartments only enter the room if the customer requests it.

1.1.5 Hygiene equipment

- Dispensers of alcohol-based antiseptic solution or alcohol-based solutions are available at the entry / exit points, by the entrance to the restaurant, bar and common sanitary facilities and on each floor next to the elevators.
- There is liquid soap for hand washing and paper towels in all sanitary facilities.

1.2 FOR EMPLOYEES

1.2.1 Training

- All employees received information and / or specific training on:
 - Internal Protocol for the COVID-19 coronavirus outbreak.
 - How to comply with basic infection prevention and control precautions for the COVID-19 coronavirus outbreak, including the procedures:
 - hand hygiene: washing your hands frequently with soap and water for at least 20 seconds or the usage of hand sanitizers that have at least 70% of alcohol, covering all surfaces of the hands and rubbing them until they are dry.
 - respiratory etiquette: cough or sneeze into the forearm or use a tissue, which should then be immediately thrown away; hand hygiene always after coughing, sneezing and after blowing your nose; avoid touching the eyes, nose and mouth with your hands.
 - or social conduct: change the frequency and form of contact between workers and between customers, avoid (when possible) close contact, handshakes, kisses, shared jobs, face-to-face meetings and sharing of food, glasses and towels
- How to perform daily self-monitoring of temperature levels, check for cough or difficulty breathing.
- How to comply with the guidelines of the General Directorate of Health for cleaning surfaces and treating clothes in establishments.

1.2.2 Equipment – Self- protection

- There are masks, gloves, visors, aprons and hair caps for employees, depending of their role.
- Employees' uniforms are washed at high temperatures (around 60°C).
- All employees must wear a mask or visor in public areas.
- In the Food & Beverage department, there are special gloves for handling food, as well as for cleaning dishes and surfaces.

1.2.3 Designation of those in charge

The manager to each department is responsible for initiating the procedures in case of suspected infection (accompanying the person with symptoms to the isolation room / space, providing the necessary assistance, contacting the National Health Service and informing management).

1.2.4 Standard procedures

- There is a thermometer at the entrance to check temperature daily. Whoever does not wish to register, ask a colleague to confirm the temperature obtained.
- Behaviors to be adopted by the staff:
 - keep the distance between employees and customers and avoid physical contact, including handshakes
 - do not enter and leave the establishments with the uniform
 - keep your hair up
 - the excessive use of personal accessories/jewelry (bracelets, necklaces, rings, etc.) is not recommended
 - Rearrange the meal breaks and schedules to avoid too many people at the same time in the dining areas
- Cleaning professionals must be familiar with the products to be used (detergents and disinfectants), the precautions to be taken when handling, diluting and applying them in safe conditions, how to protect themselves during cleaning procedures and how to ensure good ventilation during cleaning and disinfecting.

1.2.5 Cleaning and sanitizing stock materials

- There is a stock of cleaning materials for single use proportional to the size of the project, including cleaning wipes for single use with disinfectant, bleach and alcohol at 70[®].
- There are dispensers or refills of antiseptic or alcohol-based solution.
- There are equipment for hand washing with liquid soap and paper towels.

1.2.6 Shifts

- Definition of service schedules and reduction of number of employees simultaneously.

1.3 FOR THE GUESTS

1.3.1 Equipment - Self protection

- Individual protection equipment (individual protection kits with a mask and disinfectant gel, with possibility of adding gloves, visor or others) is available to guests.

1.3.2 Standard procedures

- Maintain a safe distance for other guests or employees.
- Comply the stipulated in this protocol and the sign posted.
- Make an appointment for the breakfast with the reception.

2. PROCEDURES IN CASE OF SUSPECTED INFECTION

2.1 PLAN OF ACTION

- The responsible employee must accompany the suspected person infected to the isolation room / space, provide the necessary assistance and contact the National Health Service and management.

2.2 DECONTAMINATION OF THE ISOLATION SPACE

- Decontamination of the isolation area will be carried out whenever there are positive cases of infection. Reinforcement of cleaning and disinfecting whenever there are patients suspected of infection, especially on surfaces frequently handled and most used by the same, as indicated by the General Directorate of Health.
- The storage of waste produced by patients suspected of infection will be carried out in a plastic bag that after being closed (with a clamp) is sent by the management to a licensed operator of waste with biological risk.

3. THERE IS A REGISTRATION OF ACTS / INCIDENTS

Date of occurrence	Occurrence Description	Action measures	Obs.