

Due to the health crisis caused by COVID-19 and in order to follow the norms given by the general administration, we have established a set of rules that will guarantee the safety and health of all our internal and external clients.

## **MEASURES TO REDUCE THE HEALTH AND SANITARY RISKS WHEN FACING COVID-19**

### **General requirements:**

- 1.- Social distancing: planning ahead all the processes and work relate tasks to ensure that safety distances established by the health authorities are respected.
- 2.- Measures we have implemented:
  - ❖ A contingency plan that details all the concrete measures needed to reduce the risk of COVID- 19, before and during the return of staff.

### **Management committee:**

- ❖ Establish the objectives we seek to complete.
- ❖ Research and gather the necessary information.
- ❖ Establish the internal coordination of the committee.
- ❖ **Identify the risks considering the nature and size of the hotel. The prevention service will be the entity that evaluates the risks.**
- ❖ Analyzing the risks and conclusions
- ❖ Designing the necessary protection measures
- ❖ Plan and star the implementation of the security and prevention measures

The contingency plan must be open to change and future modifications and improvements. It must present the distribution of human resources and materials, including the EPIS, and an action plan in case any of the staff or clients show symptoms compatible with COVID-19.

### **General Measures (directed to all Hotel members):**

- ❖ Plan the different tasks and processes to maintain the safety distance. Having control of work areas, people's movements and distribution of space.  
**Shifts:** must always be planed if possible in order to have the same employees working the same shifts.  
**Changing rooms:** space that allows safety distance and establish the maximum capacity in the changing rooms.
- ❖ Be aware of possible groups of vulnerable people in regards of COVID-19 and determine the measures to take in those situations.
- ❖ Have no-contact thermometers at hand.
- ❖ Make available a cleaning station where employees and clients can wash their hands with water and soap or if necessary a hydroalcoholic solution.

- ❖ Give the necessary EPIS
- ❖ Rules for the use of common areas (dinner, lift, etc.)
- ❖ Daily ventilation of the Hotel

### Protection measures for staff and personnel

#### 1. General requirements:

<b>General requirements for all common areas</b>	Clear and concise Information and specific training.
	Greeting and farewells without physical contact. Even with clients.
	Use face masks in cases where the position or the needed evaluation determines the need for masks. Also important to use masks when social distancing can't be implemented.
	Dispose of no touch waste bins for personal hygiene waste.
	Presisly clean your hands after sneezing, blowing your nose, coughing or touching surfaces that could be contaminated.
	Constantly disinfect personal objects (glasses, phones,..) as well as the work related objects (keyboard, screen, mouse...).
	Prevent sharing all work related objects and materials. If it is not possible disinfect them before use.
	Tie up your hair, don't use any jewellery.

#### 2. Specific requirements for the floor area

The following equipment is recommended:

<b>Specific requirements for the floor area</b>	The use of FFP2 masks Utilización de mascarilla FFP2
	Gloves (vynil or acrylonitril). In the case of latex gloves, they must be worn over a pair of cotton gloves.
	Safety glasees with Gafas de protección de integral frame.
	Disposable apron.

**There wont be services for rooms that are being occupied by clients or guests , with some exceptions with justifiable causes.**

## DISINFECTION AND CLEANING REQUIREMENTS

### 1. Cleaning plan

<b>Increase in frequency</b>	Surfaces, containers, sinks, water fountains, lifts, door handles, reception desk, doors, keys or cards for rooms, telephones, long distance controllers, toilet flush button, protection barriers, temperature controllers, driers, gym machines, room service menu, minibar, hanger.
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### 2. Rooms clean up:

<b>Measures</b>	Replacing towels and bed sheets.
	Cleaning walls, floors, roofs, mirrors, windows, furniture, decor, and equipment.
	Ceaning high use surfaces.
	After the room is disinfected, set the new clothes.

The daily cleaning must be put on record.

### 3. Textiles cleaning:

<b>Measures</b>	Dirty textiles must be put on a closed bag and maintain closed until it reaches the laundry room.
	Try to prevent sharing dirty textiles. Don't leave dirty linen goods.
	After touching or being in contact with dirty textiles, clean your hands.
	<u>Clean your hands with water with a temperature higher than 60 degrees Celsius</u>

### 3. Requisitos específicos para personal de cocina.

<b>Requirements specific for the kitchen area.</b>	Use a face masa whenever the social distancing can't be implemented.
	Have your hair tied up.
	Each day, use clean working clothe.
	Don't use any jewelry.
	Wash your hands when you enter the kitchen, after touching or cooking food; when you touch a new ingredient and after being in contact with waste.

4. Cleaning of kitchens:

The "Measures to reduce the hygiene- sanitary risks in regards to COVID-19 in the restaurant services (ICTE,2020)" must be taken as a reference.

5. **Staff related areas: cafeteria and break rooms.**

Ensure social distancing between staff and limit capacity.

<b>Measures</b>	Increase shifts. Temporal adjustment of duration and distribution.
	Put up signs: Wash your hands.

6. **Areas for staff use: dressing room and cleaning**

Ensure that the security distance between people is respected and reinforce health and sanitary measures. Store street clothe in a bag and then store them in a locker to prevent contact with work related items.

### Reception and welcome services:S

<b>Preventive Measures</b>	Maximum capacity for the reception hall and social distancing measures to ensure distancing between guests and clients. If the before mentioned is not possible, use protection sheets and masks.
	Hydrocolic solution.
	Do not share pens, if you do so disinfect them before use.
	Stablish visible marks to ensure distancing.
	Encourage payment with card or other electronic outlets.
	Disinfect TPV after each use.
	Disinfect the counters daily.
	Cards and keys must be stored in a disinfected container after each use or if left in the reception counter.
	Disinfect equipment's at the begging and end of each work shift.
	Recommendation: disinfecting rugs at the entrance of the hotel.
	No contact thermometers for clients.
	Transport luggage with disposable gloves.
	Parking services: personnel must prevent the contact with cars.

### Cafeteria and restaurant services:

Depending on the type of service:

<b>Buffet</b>	Buffet served with protection screens.
	Individual plates or covered monodosis.
	Remove common use appliances: vinegar dispenser, salt, olive oil, beverages machines, sugar and all decor.
	Have a schedule to prevent gatherings.

<b>Room Service</b>	Use gloves when going into the rooms, serving and removing the service appliances.
	If security distance can't be implemented, use a face mask.
	All cutlery and plates must be clean with a dishwasher or equivalent.
	Protocol to remove residue or garbage.

 **Accommodation:**

<b>Measures</b>	Trash cans with a lid, double bags and no contact actuation.
	Blankets and pillows in protected closet.
	Clean hair dryers and filter after each client leaves.
	Disinfect hangers after each client leaves.
	Limit ironing services.
	Remove waste bins from rooms.

 **Common use areas:**

<b>General requirements</b>	Determine a maximum capacity for common use areas.
	Hydroalcoholic solutions on walk-by areas.
	Common use bathrooms: toilet paper dispenser or air dry machine.
	Trash cans with double bags and no contact actuation.
	Ensure the restocking of soap and paper.
	Periodically clean dispensers.

	Inform clients of maximum capacity.
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<b>Lifts</b>	Don't share a lift with people who are not staying with you unless you are using a face mask.
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<b>Pool</b>	Measures and recommendations will be given after scientific report.
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### REQUIREMENTS FOR EVENTS

- ❖ Control maximum capacity and social distancing measures.
- ❖ If the above is not possible, use a face mask.
- ❖ Air the area where the event will take place 2 hours prior to the event.

<b>Daily ventilation of client spaces</b>	
<b>Disinfection/ cleaning products</b>	Ethanol concentration or diluted bleach.
<b>Cleaning stations must be clean and disinfected daily.</b>	

### MAINTENANCE REQUIERMENTS

 Preventive maintenance plan:

<b>Measures</b>	It will be in the rooms when the clients are not.
	Protect yourself with predetermine equipment.
	After the assistance, wash your hands and throw away personal protection equipment.
	If clients presence is necessary, the use of face masks is mandatory.
	Periodically check the air conditioning, filters and grids.