

PROTOCOL FOR THE PREVENTION OF *COVID-19*

*Operations Department. Property of Hoteles Globales*

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 **GLOBALES.com**



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### **1. Purpose**

This protocol is an action plan for the incorporation to the post COVID-19 activity, in the Hoteles Globales establishments.

The plan contemplates the actions and instructions for carrying out the return process, as well as the organizational measures of all the hotel departments.

The responsibility for implementing the plan lies with the hotel manager and the department heads supported by the Operations Department.

It is our responsibility to develop those prevention activities that guarantee the protection of the health and safety of the workers and the guests.

During the development and implementation of this protocol, Hoteles Globales will use the economic, material and human resources considered necessary.

## **2. What is COVID-19?**

COVID-19, commonly known as Coronavirus, is an infectious disease, first detected in China in December 2019.

The disease was declared a pandemic by the World Health Organization on March 11, 2020.

It produces flu-like symptoms, including fever, dry cough, dyspnea, myalgia and fatigue. In severe cases it is characterized by pneumonia, acute respiratory distress syndrome, sepsis and septic shock.

Transmission of SARS-CoV-2 occurs through small droplets emitted by speaking, sneezing, coughing, or breathing, which when released by a carrier pass directly to another person through inhalation, or remain on objects and surfaces surrounding the emitter, and then through the hands, which pick up the emitter from the contaminated environment, come into contact with oral, nasal, and ocular mucous membranes by touching the mouth, nose, or eyes. The latter is the main route of spread, since the virus can remain viable for up to days on objects.

### **3. Introduction**

Given the seriousness of the situation due to the pandemic and after the quarantine and closure of our establishments, we consider creating an action protocol to prepare for future post-containment openings is necessary.

At this time, the priority is the health of our employees and our customers.

It is essential to create an emergency team in each hotel, as recommended by the prevention experts composed of the director and department heads. This team will be in charge of guaranteeing the new hygiene, disinfection and cleaning protocols. This team should coincide with the hotel's usual health and safety committee and be reinforced by other components if considered necessary.

The implementation of the action plan and the effectiveness of the measures undertaken should be evaluated frequently to verify compliance.

It is advisable to maintain a logbook of actions and measures undertaken and record them in sufficient detail to be submitted by the operations department.

Similarly, we must be prepared for possible cases and the possibility that customers or staff may have to be confined in our facilities upon confirmation or suspicion of an infection.

#### **4. Personal Hygiene**

Personal hygiene is the basic concept of care for the human body. Below, we detail the general hygiene measures to be maintained in our establishments in order to prevent the potential risk of contagion, applicable to all hotel departments:

- Maintaining a social distance of 2 meters, always avoiding physical contact.
- Reinforcing personal hygiene measures in all areas of work.
- The use of posters and signs that promote hygiene measures will be encouraged.
- Ventilating all spaces.
- Hand hygiene is the main measure of prevention. Constant and correct hand washing. Hand washing with soap is one of the most effective and simple ways of preventing disease.
- Keep nails short and clean. Long nails are difficult to clean and increase the risk of broken gloves. Do not wear artificial nails. Fungus develops between the nails and natural nails because of moisture trapped in the nails. Rings or bracelets cannot be worn during the working day, as they make it difficult to wash hands properly.
- Do not touch your mouth, nose and eyes.
- Always wear your hair up.
- If you sneeze or cough, cover your mouth and nose with a tissue, facing the floor, or the back of your elbow. Throw the handkerchief immediately into a wastebasket.
- The use of a mask is recommended. Masks are only effective if combined with hand washing and proper hygiene. Improper use can be harmful.
- Work clothes are for exclusive use at the workplace.
- Constant use of alcohol-based solutions.
- Avoid, as far as possible, the use of other workers' equipment and devices. If necessary, increase precautionary measures and if possible disinfect with isopropyl alcohol.
- Dispensers. Regular checks should be made to ensure that soap and disinfectant solution dispensers, hand dryers, tissue dispensers and other similar devices are working properly.
- The installation of ozonizers adapted to each establishment should be carried out.
- It shall be ensured that workers have easy access to water and soap, as well as to disposable paper for drying and wastebaskets in the workplaces.

- As a general rule, tasks that cannot be done with 2 meters of separation, or with a physical barrier, must be done with PPE's or suspended.
- The presence of contractors, subcontractors, visitors, and any other person not essential to the maintenance of the activity should be reduced to a minimum.
- Non-contact body temperature thermometers will be available for the control of workers and guests.
- Consultation and participation of workers' representatives (Health and Safety Committee and delegates) in those aspects or measures that directly concern workers in one way or another
- Eliminating or reducing as much as possible decorative material that may affect the spread of the virus such as cushions, carpets, etc.
- Staff must be aware of the importance of their behavior in order to guarantee safety and hygiene, both for themselves and for customers.
- Staff training will be 100% on-line, with an approved platform for providing subsidized training.
- It is important to carry out internal audits to ensure the monitoring and compliance with this protocol by the operations department.
- In the event of any doubt regarding the actions established in the plan, the Corporate Operations Department should be consulted.

## **5. Management**

The hotel management will be the maximum responsible for the protocol and together with the heads of the departments should be responsible for the needs of material, cleaning products and PPEs.

Management tasks:

- Defining a detailed protocol for each hotel and for all departments.
- Coordinating with the Department of Prevention of Labor Risks the surveillance of symptoms and identification of possible affected people.
- Specifying in what areas the disinfectant gel is located, both for guests and workers. Preparing a list of location points and indicating them on a map.
- Reviewing in which areas minimum distance should be considered, both for guests and staff. Preparing a list of areas where distance must be ensured.
- Determining the minimum distance between hammocks.
- Carrying out periodic analyses.

Control of the personnel:

- Workers should always enter the hotel through the staff area, where the temperature at the entrance to the workplace should be controlled. If the temperature is high, the employee will not be able to start his or her day, and must communicate with management.
- Delivering the required protective equipment at the beginning of the day. Gloves, masks, etc.
- Coordinating the entrance shifts between departments to avoid crowding at entrances and changing rooms.
- Maintaining the entrance areas of personnel and changing rooms in perfect hygienic and orderly conditions.
- If meetings are held, separating the participants by at least two meters and having disinfectant solution and tissues available in the room.

## **6. Reception**

- Maintaining a safe distance from the customer.



- The counters must have glass or methacrylate separators, which must be cleaned daily.
- Marking a waiting area with a distance of two meters between waiting customers.
- When making a charge, the buttons on the dataphone must be cleaned before and after use.
- Clean your hands after handling money.
- Disinfect the keys and cards when they are given to the client, as well as when they are returned. It is recommended to do it at the sight of the client to save critical points and to reinforce the sanitary image.
- The disinfectant solution and hand paper should be part of the reception material.
- The advertising material must be delivered when requested, it will not be left at the client's disposal.
- If the workplace is shared by shifts, it must be disinfected before and after the end of the shift to ensure that the workplace is clean before it starts.
- Protocols for periodic cleaning of the reception bar and elements of the common areas. Intensify frequency at times of greater affluence. Do not depend on the cleaning staff, reception staff can be involved in basic cleaning.
- In the event of having a luggage room, restrict entrance to guests, with access for reception staff only. Likewise, establish a cleaning protocol for luggage and the premises.
- Specify which rooms will be blocked to guarantee social distance and limit the use of the lift as much as possible.
- Remove the room directory.
- Use keyboard covers for employees who share computers
- Provide information on the preventive measures adopted in the contingency plan of each work center
- Place trays or similar to exchange documentation in order to make direct contacts more difficult.
- Eliminate or reduce administrative procedures in order to avoid exchanging paper or pens

- Having the telephone numbers of the health and emergency centres and of private doctors and hospitals to request assistance or health information in the event of any possible incident.

Check in:

- Evaluate the possibility of checking in not only at reception but also in other areas of the hotel to encourage safety distances.
- Redefine the documentation given to the customer at check-in
- Delivery to customers at check-in of information on good practices for prevention and communication in case of symptoms.
- "Welcome pack" for customers (gloves + gel). In check in or in room.
- Entrance and exit corridors are created in the hotel marked on the floor.

## **7. Housekeeping**

The aim is to ensure that the customers' stay and the working environment are safe. This protocol describes the hygienic measures to be maintained in our establishments.

- Daily cleaning will be carried out according to the usual protocols of Globales, although risk areas and surfaces will be especially cleaned.
- Only use products authorised by our company.
- Prepare a planning and distribution of cleaning by areas and surfaces.
- Once the cleaning is finished, it is necessary that the cleaning personnel carry out a complete hand hygiene.
- Carry out a cleaning shift during hours that do not interfere with customers in common areas to carry out a more detailed cleaning.
- Use disposable materials in some areas.
- Increase the number of waste bins.
- Disinfect all the material used daily.
- Ventilate the installations frequently, if possible by opening the windows or, if this is not possible, by increasing the degree of air renewal in the air-conditioning system.
- Maintain a program of more frequent cleaning and disinfection
- Wear your PPE and respect the colour code for the cloths.
- Reinforce the cleaning of the air filters.
- In the cleaning trolleys, carry gel or disinfectant solution for hands, tissues, disposable gloves, aprons and rubbish bags.
- As far as possible, remove any textiles in the room that are not washed between clients (except curtains).
- The toilet waste bin should have a lid, a bag and should not be operated by hand.
- Blankets and pillows in closets must be protected.
- Cleaning procedures should be established to avoid cross-contamination (put on clean clothes only after cleaning and disinfection).
- Dispose of secondary and tertiary packaging of goods received.
- -Disinfection should be carried out on primary packaging that has been in contact with the outside during the supply process
- It is also recommended that rooms have disposable cups for toilet/mouthwash and provide disinfectant gel.

Common areas:

- Handrails, chairs, armchairs, knobs, elevator buttons are critical points of cleaning, they must be cleaned frequently.
- Bathrooms in common areas should be cleaned frequently, paying special attention to surfaces in contact with hands.
- In the meeting places there will be informative posters about the capacity and rules of use and there will be disinfectant gel.
- Tables and seats should be at least two metres apart.
- Operate the flushing systems of the toilets with the lid closed, to avoid the projection of aerosols.
- Place a register behind the door of the toilets with the date, person and time when the cleaning was done.

Internal areas:

- The same cleaning and disinfection measures must be followed as in the common areas of our clients, protection begins with ourselves.
- The medical kit must have all the protection measures indicated by our prevention company.

Rooms:

- Wearing PPE, when entering and leaving the rooms, the bathrooms are critical points.
- In the rooms ventilate and disinfect all surfaces very well.
- Report any incident that might lead to the suspicion that a guest is ill.
- Ensure separation between clean and dirty laundry to avoid cross-contamination.
- At the end of the day, all cleaning tools must be disinfected.

Waste management:

- Ordinary waste management will continue to be carried out in the usual way, respecting waste separation protocols.
- It is recommended that tissues used by staff for hand drying or "respiratory etiquette" compliance be disposed of in bins or containers protected by a lid and, if possible, pedal operated.
- Any personal hygiene material (masks, latex gloves, etc.) should be deposited in the remaining fraction (grouping of domestic waste obtained after separate collection).

Training:

Specific training of the housekeeping department. Ensure the capacity of the staff carrying out cleaning tasks.

**8. Laundry**

- The Laundry Department, for establishments that have it as a department of their hotel with their own staff, is critical in the process of decontamination of textiles. In the case of a hotel having its own laundry for its own use and as a service to other hotels in the chain, transport must be considered.
- When opening laundry bags that indicate that there may be biological contamination, do so with all PPE.
- These clothes should be washed alone in a separate washing cycle and at a safety temperature of 70°C. In hospitals the safety temperature is over 80°C, to ensure that the tuberculosis bacillus is eliminated, but this pathogen will hardly be in a hotel.
- Clean surfaces in contact with hands, including buttons and machine controls.
- Ironing clothes is also a form of disinfection.
- Dirty laundry trolleys should also be disinfected. Different colours should be used for dirty and clean clothes.

## **9. Restaurant and bar**

Restaurant:

- The maximum capacity of the premises will be informed.
- The distance between tables will be 2 meters. The aim of social distancing is to reduce the possibilities of contact between infected and non-infected persons.
- The tables will not be previously prepared with cutlery, glasses and cups, they will be prepared on the spot and the cutlery will be covered inside envelopes and napkins.
- The bread will be served, or will be in small pieces, the guest will not have the possibility to break it.
- The tongs and utensils used for the buffet service must be replaced frequently.
- If the tongs cannot be removed, they should be changed every 15 minutes and washed, guaranteeing the correct temperatures for washing (minimum 60°C) and drying (minimum 80°C)
- In order to avoid crowding, the assigned shifts shall be reviewed.
- Special attention shall be paid to cleaning surfaces that come into contact with hands.
- It is advisable to include in the cleaning and disinfection protocols objects such as salt, pepper and oil shakers, etc.
- If there is an a la carte service, the menu should be disinfected after each use.
- If it is self-service, the recommended distances between clients must be marked on the floor.
- Cleaning of tables. Cleaning involves removing germs and dirt from surfaces or objects. This process does not completely eliminate the germs, it reduces the amount and risk of spreading the disease. An approved bactericidal product should be applied.
- The person in charge of the room must be kept to ensure that customers enter in a way that respects safety instructions. In addition to controlling that everyone uses the disinfectant gel.
- We will maintain a safe distance from our customers and inform them by means of posters and by the room managers, reception and public relations.
- We will extend opening hours
- Avoid the "proximity" of the customer to the food as much as possible.
- Change the cloth tablecloth for a cellulose one, and try to make them single-use for all customers. In case of maintaining textile, ensure change after each use and cleaning at more than 60 degrees. Same case for the napkins.
- Clean and disinfect frequently (at least twice a shift) points with high frequency of contact, door handles, touch screens, etc.
- In vending machines (coffee, soft drinks, etc...) put up signs reminding people to wash their hands before and after pressing the buttons. Hydroalcoholic gel, tissues and table bins should be placed next to each station.

- In the larger hotels a buffet will be set up and served to the client, the tweezers will be removed and the buffet will be individualised as much as possible. The buffet attendants will serve the clients and will serve them everything they need.
- All crockery, cutlery and glassware must be washed and disinfected in the dishwasher, including any that has not been used, but may have come into contact with customers' hands.
- The maximum capacity of each room should be respected, advising a density of approximately 4 people per 10 square meters.
- Reduce or eliminate from the tables any decorative element that cannot be disinfected between clients.
- We will try to collect the dishes in the absence of customers at the table or when guests have finished.
- The possibility that the deburring of the material is carried out by the client will be analysed, giving the precise instructions.
- The service personnel must wear gloves and masks.
- All material used on the tables must be cleaned and disinfected between each shift.
- At the end of each service, the complete cleaning protocol for self-service drink dispensers should be applied.
- The sideboards must have complete equipment necessary for the correct development of the disinfection and hygiene safety protocols.
- An OXIVIR PLUS kit must be available.

Bar:

The service of drinks in bars will be carried out in a similar way to the current form, but with the following modifications:

- Glass washers will be available in all bars for the proper cleaning and disinfection of working and serving utensils.
- The bars will be empty, without elements that can be manipulated by any client.
- Those drinks that require the use of fruit (e.g. mojitos) must be cleaned and disinfected according to established procedures, and then stored in containers with lids.
- Keep the distance between tables and bar chairs, both indoors and on the terrace.
- Clean and disinfect frequently (at least twice a shift) the high frequency points of contact, door handles, vending machines, touch screens etc.
- Ice should be kept in covered ice buckets as long as possible.
- Cup storage should be as far away from the customer as possible and always upside down to prevent the deposit of contaminating products.

- Coasters shall be for single use only.
- In case there are small glasses, they must be kept in a closed dispenser and must never be touched with the hands.
- The service personnel must use gloves and masks.
- The bars must have complete equipment necessary for the correct development of disinfection and hygiene safety protocols.
- Dairy dispensers must always be kept covered and only filled with the product to be used each time.
- An OXIVIR PLUS kit must be available.



## 10. Kitchen

In addition to the general measures:

- The head chef will hold a brief meeting at the beginning of the day to discuss the critical points of the menu, review the uniformity and hygiene.
- The processes for preparing the dishes must be previously defined
- Assign spaces to specific tasks.
- An OXIVIR PLUS kit should be available.
- Analyze and control the critical points of the HACCP self-control plan.
- Checking of all the material that enters the hotel, placement, cleaning and expiration controls.
- Little stock that rotates at good speed
- Improvement in goods receipt flows.
- A dirty area will be provided for the reception of goods which is the only area to which the supplier will have access, where he will have to wash his hands and shoes using disinfectant mats. This access shall be controlled by a person from the commissary.
- Improve control and requirements for food suppliers Compliance with sanitary standards.
- Hygienic conditions in the kitchen will be extreme. All personnel will enter their work station in uniform and in no case will they be allowed to come from home with their uniform on, at the beginning of their work, mask and gloves.
- Staff members will keep their mask and gloves on throughout the working day. Remember that surgical masks have a healthy life span of two hours, change them as often as possible and throw them away. See the possibility of buying multipurpose masks, with a washing protocol and duration. Remember to wash your hands even with gloves on.
- A specific trash can will be provided for hazardous material (single-use PPE). Define where to deposit to avoid cross-contamination
- They must follow the hygiene protocols common to all hotel staff, as well as control by the person responsible for possible symptoms.
- Installation of knee activated washers at all points where there is food handling.
- Hand washing shall be carried out each time you enter or leave the kitchen or the buffet and each time you change activities. The use of gloves does not guarantee cleanliness. Hands should be washed as often as if they were not wearing gloves.

- Under no circumstances may any non-kitchen worker enter the kitchen premises. Entry flows shall be created in the infrastructures that require it of the auxiliary personnel such as the ordinary staff, as well as the entry flow of dirty material.
- Dishwasher services will be reinforced, the washing product will be implemented with chlorine powder.
- A hooded dishwasher will be incorporated exclusively for cleaning glasses.
- One person shall be specifically designated to handle the entry of soiled material and another to remove it, in order to avoid contamination.
- The distance between people shall be respected as much as possible throughout the working day.
- Clean and disinfect after each service all kitchen elements and surfaces, remove all storage areas within the kitchen, to make cleaning more effective.
- Defined cleaning protocols and records.
- Review and modify the flow of food inputs / outputs (commissary area, dry storage, etc.).
- Place reductions in most products to eliminate cross-contamination and shrinkage, since the product touched by a customer cannot be reused.
- Recalculate food costs as they will increase with increased shrinkage and reduced bulk.
- Consider that during the season only hot dishes are served that can be cooked at high temperature (pasteurization) with the aim of transmitting greater security in the cooking process.
- Reinforce control and guarantee the rule of non-use of telephones and any object outside the work area.

Staff canteen:

- In the staff canteen, the capacity will be reduced to 30% of the current one, and the schedules will be extended by creating shifts between the different departments.
- For the service we have two options:
- Designate a person to serve the food, eliminating the tongs and self-service.
- To plate the food and to put it in hot or cold plaques so that the collaborator can take his plate already prepared.

- Dishwasher. Its operation should be checked to ensure that the temperatures to be reached (over 80°C when rinsing) and the dosage of chemicals are correct.
- The operation and cleanliness of toilets and taps should also be monitored.

## **11. Buffet**

- Work equipment should be disinfected frequently

- In show cooking areas, screens will be placed to ensure separation between the customer and the cooking area.
- The HACCP system will be reinforced.
- At the end of the day, tools, areas and work equipment will be cleaned with the recommended products
- Special attention is recommended for objects that are frequently handled such as cranks, buttons, handrails, lifts, switches, etc.
- Enhancing the show cooking, applying it not only to fish and meat plates, but also to the finished products. Offering a better service and enhancing the customer experience
- Thermometers and visual and constant temperature measurements for customers.
- Individual presentations if possible. If it was already a topic we were working on it now becomes a must.
- Water disinfection. It is necessary to keep the concentration of disinfectant in drinking water within the recommended limits according to international norms and standards, preferably at the upper limits of the range.
- Dishwasher temperature control. The correct functioning of the dishwashing equipment must be verified, in particular the operating temperatures, as well as the correct dosage of cleaning and disinfection chemicals.

## 12. Administration / Commissary

- To strictly respect the usual HACCP rules indicated in our company's protocols.
- During the reception and control of products, wear the appropriate PPE, mask and gloves are recommended.
- Before placing a box, wipe it with a cloth moistened with water and bleach, to disinfect the packaging.
- Create a protocol for the reception of goods, designate a person responsible and inform the supplier of the opening hours.
- Under no circumstances shall any supplier enter our facilities.
- All goods will be received in the goods unloading area, and on our own carts and trolleys and will be taken to a specific disinfection area that must be created in all hotels.
- To enable a "dirty zone" for the reception of goods. This will be the only area to which the supplier will have access.
- Washing the soles of shoes using disinfectant mats.
- For the reception of products, establish different levels of precaution according to their type:
  - a. Frozen and deep-frozen. They should be left in the dirty area.
  - b. Canned goods. They will be left in the dirty area and commissary or the department staff will unpack them, separating the cardboard and passing the cans and jars through an ozonizer
  - c. Fresh product. It will be changed to a different container, sanitized, labeled and stored by our own staff.
- After cleaning, the entire product should be transferred into pre-cleaned containers, and the contaminated containers left in a place where there is no danger of cross-contamination.
- All external cartons should be removed before entering the kitchen, to ensure traceability, maintain labels and avoid breaking the cold chain. Hence the need for specific schedules and responsible personnel, to give speed to the raw material.
- When finished, the area will be thoroughly cleaned, as well as the carts, forklifts, etc.
- Installation of filters in the cold rooms and chambers

- Installation of Ozonizer at the warehouse entrance, as well as disinfectant mats.
- Defined cleaning protocols and records in commissary areas, warehouses, etc.
- A sufficient supply of cleaning material must be maintained in order to be able to carry out reinforced hygiene tasks on a daily basis.
- Monitoring of stocks of critical products to implement protocols (gel, masks, gloves, cleaning products, viricides, etc.). Forecast to avoid stock breakage.
- Promoting local products, to reinforce the idea that the hotel works with local suppliers and close to the establishment, thus reducing product handling to a minimum.
- Ensure that accredited suppliers are used, either through certificates of cleanliness, hygiene, analysis or the existence of protocols. In short, to be able to guarantee a "domino effect" that ensures security in the supply chain.

### **13. Maintenance**

- Keep control of the self-monitoring plans assigned to the work station, mainly those for water consumption and recreational water.
- Ensure the correct cleaning and disinfection of objects such as hammocks, slides and similar objects in swimming pool areas.
- Ensure that the legal requirements regarding the cleaning, disinfection and maintenance of air conditioning equipment are met.
- Use the recommended PPE for each task.
- Rigorously apply the revision of certain elements necessary to maintain the correct hygiene of the establishment.
- The operation of all dishwashers should be checked, so that the temperatures to be reached (over 80°C when rinsing) and the dosage of chemical products are correct.
- The operation of soap dispensers, disinfectant gel, disposable paper, etc. should be checked at least daily.
- The functioning of toilets should also be monitored.
- It is recommended to have a record of the performance of these actions.
- To access rooms that require repairs with clients with symptoms compatible with COVID-19 that must remain inside, maintenance personnel must protect themselves with the protective equipment established by the prevention service.
- In areas without mechanical ventilation systems, it is recommended to open exterior windows (much more than normal), in order to increase natural ventilation, even when this causes some thermal discomfort.
- Establish operating hours for the air conditioning system.
- In order to increase external air ventilation as well as extraction, longer than usual operating times are recommended.
- Air recirculation in air conditioners.
- The risk of the presence of coronavirus is not directly related to the operation of ACS, AFC and swimming pool installations, although it is recommended that the regulations affecting these installations be strictly complied with (RD 140/2003, RD 865/2003 and UNE 100030 and RD 742/2013), in particular with regard to the control of circuit temperatures, purging of circuits (with the value of increasing the frequency beyond what is required by the regulations) and control of the level of biocide, trying to keep it as close as possible to the maximum legal limit - instead of limiting it to the minimum value - to ensure correct disinfection.
- Ozone as a disinfectant. Ozone generated from oxygen is a biocide generated in-situ. This active substance has not yet been approved at European level, so the Ministry of Health does not yet have information under the biocide legislation that establishes its efficacy or the safety of its use. It is currently being evaluated as an active substance.

- Since the substance has been notified and defended, inter alia, for air disinfection, it is understood that it has activity in this respect. Therefore, one option would be to evaluate the disinfection of rooms / common areas - restaurant, kitchen, spa, gymnasium ... by means of ozone equipment. In this case the process should be carried out in the absence of clients - for example, at night
- Air extraction in toilets and rest rooms Extraction systems in toilets and rest rooms should always be in operation 24 hours a day, 7 days a week, in order to promote the cleanliness of the room.

#### **14. Entertainment**



- Maintain a safe distance from the public.
- In cases where there are children's clubs, implement a protocol for cleaning and disinfecting objects, games, furniture, etc.
- Prevent crowding, medium/large groups in both indoor and outdoor facilities.
- Protect with screens/plastics all the material that must be used by the staff and the client.
- A modification should be made in the Miniclub register; include a question about previous symptoms.
- Carry out an activity program adapted to the safety distance.
- During the PR round, inform the client of the basic preventive measures of the Covid'19.
- Relocate furniture in the entertainment room both inside and outside; adapt it to the safety distance.
- Carry out an evening entertainment program adapted to the circumstances:

Passive activities, where the client's active participation is minimal

Live music. Creation of an entertaining atmosphere, without the need for the active participation of the client.

External visual shows. Shows for all types of customers, where our priority audience will be children, achieving a fun and entertaining atmosphere, while maintaining all safety measures.

Participation animation shows. Shows for the whole family, of participation in reduced groups. These games can be carried out maintaining the security distance between clients/staff.

## **15. Pool and Gym**

- For dealing with the public, mark a waiting area with a distance of one and a half meters between people waiting.
- In the area where massages are performed, it is very important to wash your hands before and after contact with the client.
- In the case of gyms, the machines must be separated by at least two metres and the client must have disinfectant solutions available for cleaning. It is necessary to have a station with hydroalcoholic gel, paper handkerchiefs and pedal-operated wastebasket.
- The changing rooms must have a capacity of 2 m<sup>2</sup> per user.
- There must be a specific cleaning plan for showers and changing rooms.
- Ensure the cleaning and disinfection of surfaces in contact with hands (knobs, handles, taps, chairs, lockers, etc.).
- Gymnastics machines and accessories are critical elements of cleaning. There must be a protocol for cleaning and disinfecting them.
- Signs indicating that the machines should be cleaned, before and after use. Disinfectant solutions and single-use paper must be available for cleaning
- Redefining the maximum capacity allowed in indoor areas (sauna, heated pool, ...)
- Evaluate the implementation of access under previous reservation.
- Information in access area with new rules of behavior / distance / access
- Temporarily limit massage and treatment services
- Develop a specific protocol for treatments, including disinfection and waste management
- Determine minimum distance between hammocks.
- Hammocks should be disinfected every day.
- Remove single-use items such as dumbbells or jump ropes, since they are a constant source of transmission.

## **16. Case in hotel**

The protocols for action when a person is diagnosed with COVID-19 in an establishment and the possible subsequent public health measures will be determined by the health authorities. Public health authorities will conduct a situation analysis to make decisions on actions required to control the transmission of the infection.

A series of recommendations are then developed that should always be considered in this type of situation.

- The responsibility for the implementation, control and monitoring of the protocol lies with the Hotel Manager and the crisis committee, which must be defined beforehand.
- In the event that, in isolation, an employee is in a situation of being a confirmed case, he or she should abstain from attending work.
- Action records: It is recommended that a book or agenda be kept to record the actions taken, specifying the date, time, people responsible, etc., and to keep all the documentation that may be generated: cleaning reports, external maintenance controls, service delivery notes, sick leave, etc.
- Specific procedure for cleaning and disinfection of a room where a person infected with covid-19 has been or is staying
- Non-sanitary personnel entering the room of an isolated client should be restricted as much as possible.
- Remove bedding and towels and place them in a separate bag (yellow/red bags are recommended) until they are washed, advising the laundry staff to handle them hygienically (do not shake dirty clothes and avoid direct skin contact). Machine wash at 60°-90°C with ordinary detergent.
- The disposable material used by the sick person (tissues, masks, glasses, ...) should be eliminated by placing it in a plastic bag that closes hermetically and disposing of it together with the normal garbage.
- All hotel staff who have to enter the room when the sick client is present (floor waiters, dining room waiters, etc.) should wear the protective equipment designated by the occupational hazard services and wash or disinfect their hands when they have left and, if possible, maintain a distance of one/two metres from the client.
- When the sick client leaves the room permanently, all toilet facilities (amenities, toilet paper rolls, toilet bags, etc.) must be removed and replaced and discarded.
- Carry out a suitable cleaning and subsequent disinfection with a freshly prepared solution of sodium hypochlorite in a concentration of 1/1000 (25 c.c. of bleach in one litre of water), or any other chemical product valid for this task. Always use disposable paper for cleaning.
- Take special care in cleaning toilets and contact surfaces such as cranks, switches, telephones, TV or air conditioning controls, tables, etc.
- Generally speaking, it is not necessary to resort to chemical disinfection by an approved pest control company.
- The information to the clients should be made by the sanitary authorities, in agreement with the direction of the hotel and the tour operators if it is necessary.

- Build trust as a basis for effective communication. The most important objective is to create, maintain or restore public confidence in those responsible for managing the crisis and issuing information. This confidence allows the public to believe that the authorities are acting to safeguard health, influencing compliance with recommended control measures and therefore accelerating the containment of the outbreak.
- Communicate from the beginning. Early announcement of an outbreak is the best strategy and contributes to containment in a situation where every day counts. Late announcements create the impression that information is being withheld and that there is more concern about preventing public anxiety and loss of income from trade and tourism than about protecting public health.
- Communicate to our clients the situation and company policy, as well as our prevention procedure and specific cleaning protocols that we will carry out.
- The client, as well as his or her companions, must remain in their room until a favourable medical report is received, following the health instructions at all times.
- Clients should be informed of the disinfection of the hotel by means of signs, and this should be done during the night, indicating that they should not use the common areas, to guarantee that nobody has access to the facilities and can contaminate them during the cleaning.
- The situation should be managed by a trained team and following the protocol exhaustively, they should be duly equipped with PPE and have all necessary materials and products.
- It is recommended to differentiate between cleaning materials and separate them, not to use cloths, rags that have not been properly sanitized in hot water and soap. After their use they should be separated in specific garbage bags and disinfected, it is important that these bags are marked to give notice to the laundry. When they are taken out for washing they should be treated as infected material and protective means should be used.
- A list of all contact points should be prepared so that no surface that could be a means of contagion is forgotten. Clean all surfaces, including walls of passage.
- It is important to pay special attention to areas and corners that are difficult to access, decoration, air conditioning systems, refrigeration and ventilation.
- Floors, carpets, rugs and curtains are also points of contamination, remove those that are not necessary. Those that remain in areas of passage, above all. They must also be washed to disinfect.
- Signpost and fence off cleaning areas to prevent passage.
- The previous specific cleaning protocol will be initiated.
- All common areas, as well as rooms, floors, elevators that may have been used by the client, as well as by their companions, must be completely disinfected.

- It is recommended, if the occupation allows it, to isolate floors from the building, and not to mix positive or possible with the rest within the same floor.
- A protocol must be created to transport from the room in use and to it everything necessary to attend to our client.
- We guarantee the dispensing of food and drinks, as well as minimum hygienic services to our client. Room service will be available for any need that may arise, and we guarantee a daily cleaning service in accordance with the hygiene guidelines.
- A register will be prepared to identify all personnel in contact with the room, although this should be as few as possible.
- The register should be marked with the date, name, time of entry and exit, work or service carried out and incidents if any.
- Workers in contact must be properly equipped with an FFP2 mask, waterproof gown, gloves and splash goggles. (All hotels must have this material in advance)
- At the end of the service, all single-use PPE should be disposed of at the door once it is closed, and hands should be properly cleaned with an alcohol solution. All disposed material should be put in a closed garbage bag immediately and taken to the container in a hurry.
- A hydro-alcoholic dispenser, garbage bags and containers should be left at the exit of the room for use.
- All linens and personal clothing leaving the room must be transported in a specific, closed and marked garbage bag.
- It will be transported and stored away from the rest of the clothes, and washed for a minimum of 15 minutes at 75 degrees to ensure hygiene. Always at different times and when there are as few staff as possible in the laundry.
- We will also create a waste operation parallel to the usual one, to avoid any possible focus of infection. All waste or rubbish from the room must be taken out of our facilities in completely closed bags and placed in the rubbish container immediately.