



HEALTH AND HYGIENE RISK REDUCTION MEASURES FOR HOTELS AND APARTMENTS TO FIGHT COVID-19

The following Protocol has been prepared on the basis of the following documentation:

1. Order SND/414/2020 16th May and SND/399/2020 9th May 2020 from the Ministry of Health.
2. Guide published by the Ministry of Industry, Trade and Tourism and prepared by the ICTE at the request of the Secretary of State for Tourism: "Measures to reduce the spread of the SARSCoV-2 coronavirus"
3. "HOSBEC guide for the reopening of tourist accommodations post Covid-19"

RECEPTION


- ❖ A maximum capacity is established for the reception area and measures are taken to ensure distance between guests and employees. If this safety distance is not possible, appropriate safety measures are established (e.g. masks, glasses, etc).
- ❖ A disinfectant solution is available in the reception area and lobby.
- ❖ Sharing of pens is avoided. If shared, these are disinfected after each use.
- ❖ Distance markings are available to avoid crowding and to ensure the minimum safety distance.
- ❖ Payment by credit card or other electronic means is encouraged. Applicable to all accommodation services.
- ❖ The POS terminal is disinfected after each use.
- ❖ The counter is cleaned at least once a day, depending on the number of customers.
- ❖ The room keys or cards are deposited inside a container with disinfectant after each use, if these need to be left at reception.
- ❖ The keypad, monitor display, telephone and other elements used by the receptionists are disinfected at the beginning and at the end of each shift. If possible, individual headsets will be used.
- ❖ Disinfectant mats are available at the entrance of the establishment.
- ❖ The room allocation is carried out in such a way that it guarantees the required disinfection and hygiene measures.

ROOMS

- ❖ The cleaning staff will not provide service in the rooms while the guests remain inside, except for justified reasons.
- ❖ The staff use individual protective equipment. The minimum strictly required is a mask and gloves.
- ❖ Reduction of textiles (including carpets), decorative objects and amenities inside the rooms.
- ❖ After the guest check-out, the hair dryer (if available) is cleaned, including the filter.
- ❖ The clothes hangers are disinfected after the guest check-out.
- ❖ Once the rooms are cleaned, the staff will remove the protective equipment and materials used, and these will be safely disposed of in the buckets with

lids, specially provided for their deposit and subsequent treatment. Hands will then be washed.

BUFFET, RESTAURANT AND BARS

- ❖ Our staff are subject to daily checks of preventive health and safety measures.
- ❖ We try to reduce customer intervention during the "show cooking" service, to prevent the risk of contagion.
- ❖ Commonly used elements and equipment are replaced after each use, such as fabric tablecloths, cruets, salt shakers, oilers, sauces, sugar pots and any decorative elements.
- ❖ All the available material within the reach of customers is properly sanitized, following the health risk recommendations.
- ❖ A pre-defined itinerary inside the restaurant is suggested, to avoid crowding at the different food points.
- ❖ Room service staff will also wear a mask or face screen.
- ❖ We will have **designated** personnel who will watch over Hygiene and Safety measures, enforcing the rules that are established, (safety distance, proper use of hydroalcoholic gel, correct guest circulation along the buffet).
- ❖ The staff is instructed to disinfect the buffet utensils frequently to ensure your safety.
- ❖ We continue with our commitment to the environment, promoting the use of the Eco cup .

KITCHEN

- ❖ The updated HACCP system is reinforced within the COVID-19 context.

ENTERTAINMENT

- ❖ Activities are designed and planned in such a way that guest capacity and minimum safety distance are controlled. Otherwise, the use of masks will be compulsory.
- ❖ The activities will always be carried out outdoors, if possible and without the exchange of objects or materials. The regulations dictated by the competent authority will be strictly taken into account at all times, with regards to the allowed number of participants.
- ❖ After each activity, the materials used will be disinfected.

MAINTENANCE

- ❖ The maintenance staff will only enter the room when the guests are not there, unless there is a justified reason.
- ❖ The staff is protected by individual protective equipment.
- ❖ Once the repair has been carried out, the personnel dispose of the PPE, as per the contingency plan and disinfect their hands. In the exceptional case of having to carry out a repair when the guest is inside the room, the guest must wear a protective mask.
- ❖ Avoid any physical contact (greetings, delivery notes, etc).
- ❖ The air-conditioning system is periodically checked and cleaned.

COMMON AREAS

GENERAL TERMS

- ❖ The capacity of the different common areas is determined.
- ❖ Disinfectant solution has been placed in the busiest areas within the accommodation grounds, **especially** next to those facilities which are mostly used by guests. We contemplate the possibility of installing the disinfectant solution at the exit of the toilet area.
- ❖ The shared toilets are cleaned as per the scheduled frequency. Hand dryers, and paper napkin dispensers will be used to replace towels.
- ❖ Non-manual opening bins with double bag inside are used.
- ❖ Safety distance between clients is maintained.
- ❖ The paper napkin, hand gel and hand soap dispensers are cleaned regularly.
- ❖ The efficient replacement of consumables (soap, paper towels, etc.) is guaranteed.
- ❖ Spaces where events are to take place, closed spaces for entertainment activities and gyms must be ventilated 2 hours before use to comply with the current regulations.

GYMNASICS

- ❖ Minimum capacity is strictly maintained and the safety distance between machines and **equipment** is also ensured.
- ❖ Pedal buckets with a plastic bag are installed to deposit the used towels.
- ❖ The group sessions guarantee 2m x 2m delimited, individual spaces with markings on the floor. Contact exercises are avoided.
- ❖ A period of no activity is guaranteed between group sessions to clean and disinfect the gym. Gyms are aired and ventilated several times a day.

- ❖ Shared water fountains are sealed closed, unless they have a continuous flow of water or these are automatically activated.
- ❖ The use of towels is encouraged when using the gym equipment. Machines that are shared between customers are cleaned and disinfected.
- ❖ If disinfection is not possible between the use by different guests, these items of material are removed.

CHILDREN'S PLAYGROUNDS

- ❖ Increase the frequency of cleaning in those areas, which will be open to children, as per the guidelines of the competent authorities.
- ❖ Those responsible for the care of children will be required to ensure greater hygiene measures with frequent hand washing and/or disinfection.

LIFTS

- ❖ The maximum capacity in lifts is limited and guests are informed of this.
- ❖ Masks must be used if the guests using the lifts are not members of the same family. The safety distance must be kept.

SWIMMING POOLS

- ❖ The management and maintenance of swimming pools remains unchanged. The ordinary procedures continue to be carried out, in accordance with the regulations:
 - Parameters are regularly measured and adjusted if necessary.
 - A good hydraulic and filtration system is ensured.
 - In the sun lounger area, a minimum capacity is established to comply with the minimum distance and the risk and safety measures.
 - All areas outside and surrounding the pool are disinfected, as well as the showers and the pool stairs.

CLEANING AND DISINFECTION

GENERAL TERMS

- ❖ Increase in the frequency of cleaning and hygiene checks in areas of greater surface contact (door knobs, wash basins, taps, handles, elevators, reception desk, doors, keys/room cards, telephones, remote controls, wc download button, protection barriers, air conditioning control, hand dryer, time control devices, gym machines, handrails, service menu, minibar, hangers, etc.)
- ❖ Daily ventilation of guest common areas.
- ❖ Cleaning of surfaces with disinfectant products.
- ❖ Safe use of disinfectant cleaning products such as freshly prepared dilution of bleach (concentration of chlorine 1gr/L, prepared with a 1:50 dilution of a bleach with a concentration of 40-50 gr/L). Use of 62-71% ethanol or hydrogen peroxide at 0.5% in one minute. Other authorised means may be used, but in all cases the efficiency of the disinfectants must ensure that we comply with the product safety data sheets.
- ❖ The cleaning staff trolleys are cleaned and disinfected after each daily use.
- ❖ The collection of waste bins from common areas is carried out under safe conditions, so that the bags are closed and transferred to the waste collection point. There is a daily record of the cleaning carried out.

CLEANING OF KITCHEN

- ❖ The criteria defined in the HACCP system updated within the COVID-19 context are applied.
- ❖ The establishment refers to the protocol on "Measures for the reduction of the risk of SARS-Cov-2 contamination in catering services" (ICTE, 2020)

TEXTILE CLEANING

- ❖ After handling dirty textiles, the staff wash their hands. Soiled textiles are washed at over 60°. If the laundry service is outsourced, the supplier will be informed of these requirements.

ROOM CLEANING

- ❖ This is carried out at the agreed frequency, as per accommodation category:

- Airing of the room.
- Replacement of towels and bed linen.
- Cleaning of walls, floors, ceilings.
- Cleaning of mirrors and windows.
- Cleaning of furniture, equipment and functional decorative elements.
- Cleaning of any surface or equipment with a high level of use.
- Putting on clean clothes after cleaning and disinfecting the room.
- Dirty clothes are put into bags before being placed on the cleaning trolleys.
- Avoid offering a minibar service if the cleaning of minibar items cannot be guaranteed between clients.
- The standard "ISO 22483 Tourism and Related Services - Hotels - Requirements for the Provision of Service" details quality requirements in the process of cleaning the rooms.

PERSONNEL POLICIES

PROTECTIVE MEASURES FOR PERSONNEL

- ❖ The staff is aware of the designed contingency plan and its responsibilities within the framework of risk management.
- ❖ The staff has clear and intelligible information as well as specific training.
- ❖ Staff must avoid physical contact greetings and respect safety distance.
- ❖ They wear a mask in cases that the risk assessment determines this and in cases where the safety distance cannot be respected. Masks and other personal hygiene items are disposed off at the end of their useful life, according to the manufacturer's instructions. PPEs are immediately disposed of in the containers provided for this purpose.
- ❖ Personnel are instructed to wash their hands thoroughly after sneezing, blowing their nose, coughing or touching potentially contaminated surfaces and items (money, documents, etc.).
- ❖ Personnel are instructed to frequently disinfect personal items (glasses, cell phones, etc...) with a disinfectant solution or with soap and water where feasible, as well as workplace items (screens, keyboards, mouse, etc...).
- ❖ For electronic equipment, specific products are provided for their disinfection, especially during changes of work shifts.

- ❖ There are established guidelines for cleaning and disinfecting equipment that is shared amongst several members of staff between uses.

UNIFORMS AND STAFF TRAINING

- ❖ In all activities, the safety distances and the health approved maximum capacities are respected. Otherwise, the necessary protective measures and equipment are guaranteed.
- ❖ A cleaning frequency is established for each type of staff uniform.
- ❖ The cleaning of work uniforms together with the **linen** is carried out by the establishment or by the employee, who must ensure that it is cleaned at a temperature above 60°C. In the latter case, such clothing used only during the work shift is carried home in a closed bag. In the event that it is not possible to clean the clothes at 60°C, the establishment proceeds to an adequate disinfection.
- ❖ The training needs of hotel professionals are analysed by the management committee in order to reinforce them in accordance with current legislation on the prevention of occupational hazards and are duly recorded (e.g. on the correct use and maintenance of masks, gloves and, in general, the PPE used).

FACILITIES FOR STAFF USE

- ❖ The use of staff dining rooms, rest rooms, staff **cantine**, etc., is regulated by establishing a maximum capacity. Measures are put into place to ensure the safety distance and standards of hygiene are maintained.
- ❖ In the staff changing rooms and toilets, in addition to the safety distance and maximum occupancy, hygiene measures are reinforced, and cleaning of the shared toilets takes place at least 6 times a day.
- ❖ Street clothes should be stored inside a plastic bag or suit holder so that there is no contact between the street clothes and work clothes or any personal protection item of clothing.

RULES OF ACTION IN CASE OF POSITIVE CASES

(INVESTIGATED OR CONFIRMED) OF COVID-19 IN THE ESTABLISHMENT

IDENTIFICATION AND INITIAL INTERVENTION

- ❖ If there is even the slightest doubt that a customer or employee is suffering from COVID-19 symptoms, this must be reported to the establishment so that the specific protocol can be applied.

IF AN EMPLOYEE REPORTS SYMPTOMS COMPATIBLE WITH THE DISEASE

- ❖ They must be kept at home in isolation until the health services assess their situation and determine the measures to be followed.
- ❖ Any objects in the working environment that could be shared amongst employees shall be disinfected.
- ❖ In case of a COVID-19 positive result, the establishment must inform those people who are closest to the infected patient, both personally and at work, who must also remain under active surveillance to identify any possible symptoms (cough, fever, breathing difficulties etc...)

IF A HOTEL GUEST REPORTS SYMPTOMS COMPATIBLE WITH THE DISEASE

- ❖ Mandatory isolation of the guest inside the room until otherwise instructed by the health services.
- ❖ Communicate the situation to the guides if the guest is in an organized trip.
- ❖ Provide health care (via telephone or in person) inside the room, in accordance with the guidelines.
- ❖ Ensure that there is a medical assessment regarding the possible case of COVID-19.
- ❖ Communicate the possible case of COVID-19 to all departments within the accommodation, especially those members of staff who might require access to the room (cleaning, maintenance, and room service staff), so that the specific protocols of action are put into place.
- ❖ Facilitate the services that the isolated guest may require in relation to the illness: body thermometer, medication etc...
- ❖ As long as there is no official COVID-19 negative result, the guest will remain in isolation and those rules established by the Ministry of Health for home isolation will be applied.
- ❖ Do not leave the room
- ❖ Extreme hygiene standards
- ❖ Use of surgical masks in the presence of others inside the room

- ❖ In the event of positive Covid-19 result, the possibility of transferring the customer to a hospital or private home must be considered, under the safety conditions established by the health authorities for these cases. If this is not possible, an action protocol will be established in collaboration with the health authorities according to the specific case.
- ❖ In all cases, the establishment does not have the right or power to keep a person isolated inside a room or within hotel grounds, against their own will.
- ❖ Once the guest who is suspected of suffering from COVID-19 is no longer in the establishment, the room will be blocked (if possible) for at least one week and a specific protocol for cleaning the room of an infected person will be carried out.

CLEANING, MAINTENANCE AND FOOD SERVICES

- ❖ Employees are advised not to enter the affected rooms, for cleaning or maintenance purposes. A **record** must be kept of all persons entering or leaving the room. Guests and caregivers inside the room will be provided with the necessary means to carry out their necessary cleaning tasks. When accessing the accommodation with infected guests or a guest suspected of being infected, these people will be required to wear a protective mask.

ADAPTING THE ACCOMMODATION UNIT TO THE NEEDS OF THE GUEST

- ❖ The person concerned must be provided with the necessary means to carry out the self-isolation in the best possible conditions of comfort and safety.
- ❖ As far as possible, telephone access, internet and TV will be provided in the room.
- ❖ The room should have natural ventilation to the outside. The air recirculation systems inside the accommodation unit will be disconnected, whether they are central or individual systems (fancoils).
- ❖ Soap, gel and disinfectant wipes will be provided, as well as disposable plastic cups and a trash can with a lid and trash bags.
- ❖ Bleach, paper and cleaning materials for the bathroom and other surfaces will be provided.
- ❖ To make the cleaning and disinfection process easier, we recommend removing all furniture and textiles from the room.

PROCEDURE FOR CLEANING ROOMS WITH GUESTS WHO ARE INFECTED OR ARE SUSPECTED OF BEING INFECTED

- ❖ In the event that the cleaning is carried out by the guest or caretaker, instructions for doing so shall be provided. However, at least once a week, Hotel staff will proceed with the cleaning of the accommodation unit, following the protocol described above for cleaning after check-out.
- ❖ The access of cleaning personnel to the inside of rooms/apartments where there is a sick guest or a suspected possible risk of infected guest, will be done in conditions of maximum security against COVID-19.
- ❖ Use of disposable or washable protective clothing (gowns, gloves and hygienic mask).
- ❖ A security distance of 2 meters between the infected guest and the member of staff will be maintained.
- ❖ The cleaning trolley will not enter the room/apartment.
- ❖ Appropriate cleaning and disinfection protocols equivalent to those applied at customer check-out shall be used.
- ❖ Any material used for cleaning (cloths, mops, brushes, etc.) shall be discarded or disinfected after use, and any detergent or disinfectant solutions that may have been used shall be replaced.
- ❖ In addition, PPE will be used (gloves, hygienic mask, cap and disposable apron), and hydroalcoholic gel will be available for use at the end of the task as well as the removal of the PPE. In the case of tasks that generate splashes, goggles or masks with screens for eye protection) and waterproof aprons will be used.
- ❖ Disposable PPE should be disposed of hygienically (closed plastic bag) at the end of the task, reusable PPE should be disinfected appropriately.
- ❖ The staff member carrying out this task must receive additional training in this respect.
- ❖ Once the affected client leaves the establishment, the room or apartment, after being thoroughly cleaned and disinfected, will be blocked from use for at least one week.
- ❖ In case this period cannot be complied with, we recommend that a professional disinfection is carried out by an authorized company dedicated to this purpose, and that the filter in the air conditioning unit is included in this process.

- ❖ The guest will place the dirty bedding and towels in a plastic bag and close it tight so that the staff can remove them and replace them with clean ones. If these are removed by a caretaker or employee, he/she must do so wearing gloves, an apron and mask, and avoid shaking these clothes. The staff in charge of collecting the dirty clothes, bedding and towels, will introduce them in a second bag identified as contaminated material to be handled by the laundry services with the appropriate PPE (hygienic mask and gloves). The clothes shall be washed in a hot cycle of 60°C.

WASTE MANAGEMENT

- ❖ The guest will dispose of the trash in trash bags. To remove them, gloves will be used to close the bag and will be placed in a second bag along with the gloves and other waste generated in the accommodation unit, which will be left next to the exit door at a day and time agreed upon with the establishment. The staff in charge of collecting these bags will handle them with gloves, and place them in a third bag. These will then be disposed off in the waste container.

REPAIRS TO ACCOMMODATION UNITS

- ❖ To access rooms that need repairs where infected guests are being isolated, that the maintenance staff must protect themselves with the correct use of PPE (mask, gowns and gloves...), which must be disposed of when exiting the accommodation unit and hands must be washed or disinfected. A distance of more than two metres must be maintained between the patient and the staff member.

FOOD AND DRINK SERVICE

- ❖ All guests in isolation due to risk of contagion will be provided with a food/drink service taking into account the following:
 - The Food will be placed outside the accommodation unit, on a cart. The guest will be asked to collect the tray but the trolley will not enter the accommodation unit. When the guest is finished, the tray will be left outside by the accommodation unit door.
 - Dirty dishes and trays should be handled with gloves (which should be discarded after use) and washed in the dishwasher at high heat.

RULES WHEN ACCOMPANYING AND INFECTED PERSON

- ❖ If the caretaker or travel companion and the infected guests or possible infected guest are sharing an accommodation unit, this person shall be declared "close contact" and the following rules will apply:
 - If the room does not have separate bedrooms and toilets, an alternative accommodation unit shall be offered to the carer/companion. This unit will be as close as possible to the first one.
 - As much as possible, the caretaker/companion should remain self-isolated. If he/she goes out, he/she should wear a mask.
 - The caretaker/companion will be provided, in his/her language, with the Ministry of Health's rules for the home management of COVID-19.