

ACTION PROTOCOL BY DEPARTMENTS

“PARQUE LA PAZ HOTEL “, FACING COVID -19

This protocol, pretends to be a helpful tool for all who are taking part of this complex, to have an action guide facing the situation we have due to the coronavirus COVID-19. The objective of this department action protocol is to assure the activity of all of Parque la Paz Hotel departments as well as protect either all the staff and guests health.

MEASURES AND ACTIONS TO BE CARRIED OUT

All measures of possible application will be analyzed in different probable scenarios, according to the starting situations or scenarios of the people who rejoin the work activity.

First of all, it has to be considered that there are some measures that will be carried out until the pandemic risk is over, being mainly the following:

Basic hygienic measures

Its purpose is to prevent the potetial contamination risk and the own or foreing contagion, in the workplace.

- Information to the workers that they must **maintain a social distance of 2 meters and reinforce the personal hygienic measures** in all work areas against any exposure scenarios. The use of signs to promote the hygienic measures will be promoted.
- Information to the workers that the **hand hygiene is the main measure of infection prevention** and so they have periodically to carry out hand higiene for infection and prevention control.
- Information to the workers that they must adopt **respiratory higiene measures:**

1- When coughing or sneezing, cover your mouth and nose with a tissue and dispose it in a trash can with a lid and pedal. If scarves are not available, use the inside of the elbow to avoid contaminating the hands.

2- Avoid touching your eyes, nose or mouth.

3- After coughing or sneezing and before touching your mouth, nose or eyes, wash your hands carefully with water and soap during unless 20 seconds. If there is no water and soap available, use sanitizing solutions with alcohol to clean them.

- It is **recommended to use a barrier mask** (with marking according to the UNE-0064-1 specification) in case you do not have access to others, when you work with other people around you.
- The **instructions and prevention regulations to be applied** in the workplace must be able for all workers.
- It will be ensured that all workers have easy acces to **water and soap**, as well as disposable drying paper and bins in all workplaces. If necessary, **soap dispensers and/or alcoholic desinfectant solutions** will be disposed in individual presentations.
- **Disposable tissue boxes and containers for disposal** (trash can with lid and foot pedal) should be available in workplaces, especially where there is public attention.
- It is **essential to reinforce the cleaning and disinfection of workplaces and equipments**. It's crucial to ensure the proper cleaning of surfaces and spaces. These viruses are inactivated after a few minutes of contact with common disinfectants, always using a dilution freshly prepared or kept in a bottle well closed between use.

- Bleach and cleaning products with a disinfecting effect (those commonly used for kitchen and bathroom cleaning) are two essential basic elements that serve as disinfectants. Bleach is recommended for all areas such as toilets, taps, sinks, radiators and contact surfaces. Cleaning can be done with the usual detergent and disinfection with sodium hypochlorite solution (bleach) with a concentration of 0.1% (see next paragraph), or cleaning products with a disinfecting effect.

Bleach solution is prepared in the following way: take 20 milliliters of the bleach that you have in the work center (it does not matter the brand), pour them into a liter bottle and fill it with water until complete. Close and

turn it over several times. You already have it ready at 1:50, in quantity of 1 liter. Dip the dishcloth in this solution to clean and disinfect the surfaces. Clean the dishcloth with water after each use and re-impregnate it with this bleach solution.

- They have to be disinfected specially all the items that must be touched by different people: door handles, keypads, non individual touch screens, vending machines, bathrooms, tools or machines for collective use...

Hand washing instructions after touching these massively used surfaces will be reinforced.

- In workplaces with the possibility of opening windows, guidelines to maintain the adequate ventilation and air renewal will be set. Periodically ventilation tasks must be carried out in the facilities and, at least, daily and for more than five minutes.

- In workplaces with no natural ventilation possibilities (closed buildings), the air conditioning systems will be adjusted to increase the number of air renewal per hour or the percentage of outdoor fresh air, to avoid the possibility of recirculation of it as much as possible. It's recommended a workplace temperature between 23 and 26 degrees.

- It is recommended to reinforce the air filters cleaning and to increase the ventilation level of the air conditioning systems to renew the air more regularly.

- The correct operation of soap dispensers, disinfectant gel, disposable paper... should be checked at least daily, proceeding to repair or replace those that have faults. It's recommended to have a record of all these actions. The operation and cleaning of the toilets and toilet taps must be checked too.

- The cleaning of the workplaces and spaces visited by multiple people (as receptions, shops...) will be reinforced:

- Entrance doors.
- Doors handles.
- Elevators and its buttons, multi-use touch screens...
- Handguards of the stairs and moving walkway.
- Self service areas.

- It is convenient to reinforce cleaning tasks in all places and facilities, with specially importance in surfaces, particularly those touched frequently like

windows, or handy doors, as well as the commonly used items by the workers, from machinery controls to tables and computers.

It is particularly important, the periodic disinfection of the tables or counters for order picking, as well as packaging before delivery to distributors and costumers.

- It is necessary to clean the working area used for an employee in every shift change.

- In any case, a proper protection of the cleaning staff must be ensured. All tasks must be carried out with mask and single-use gloves.

For cleaning tasks, it is recommended to use vinyl / acrylonitrile gloves.

In case of using latex gloves, it is recommended its use on a cotton glove

- Once cleaning is finished, and after removing mask and gloves, the cleaning staff must carry out a complete hand hygiene, with water and soap, at least between 40-60 seconds.

- In case of work uniforms and similar, they will be bagged and closed, and will be transferred to the point where their usual washing is done, recommending a complete cycle at a temperature between 60 and 90 degrees.

- The use of ozone as a disinfectant is not recommended, as the only disinfection system, because the ozone disinfects the environment, but its a chemical pollutant, irritating to the air ways, and would generate other problems. The contagion of this virus is not aerial, so the environment has not to be disinfected. The contagion is by contact with infected people or surfaces. A normal disinfection with the usual detergents with disinfecting effects, or the solution with water and bleach we were talking before, it's more than enough.

- Ordinary waste management will continue to be carried out in the usual way, respecting waste separation protocols.

- It is recommended that disposable tissues used by the staff for drying hands or compliance of the "respiratory label" be discarded in bins or containers protected with a lid and, if possible, pedal.

- All personal hygienic material – masks, latex gloves, etc – must be deposited in rest fraction (grouping of household waste obtained after separated pickup are done).

- In case a worker presents symptoms while he is at workplace, the container where he disposed tissues or other used products must be isolated.

This garbage bag should be removed and placed in a second zippered garbage bag, for its deposit into rest fraction.

- A **vehicle cleaning and disinfection protocol**, must be established, both its own and **external when they are going to be used by several people** (see ANEX).
- If proceeds, a **protocol for cleaning and disinfecting the company's vials** should be established.

MANAGEMENT

The management is responsible of the management of any incident that occurs in the establishment and, should keep in mind the following questions:

- In the hypothetical case that, in an isolated case, an employee was in a position to be a confirmed case or a COVID-19 investigation, he/she should abstain from attending work until the negative results are confirmed or until the health authorities terminate the infection, depending on the case, since it will be on sick leave.
- **Resources availability:** sufficient financial, material and strategic means must be available to develop all the preventive measures recommended by the health authorities.
- **Crisis committee coordination:** In case of declaring the presence of cases under investigation (suspects) or confirmed in the establishment, it is recommended to organize a committee with the department managers involved (reception, sales, communication, housekeeping department, prevention service and prevention delegates, external advisers (legal and health) and the health authorities themselves.

All the actions related with the health crisis management must be managed by the crisis committee, from the preventive measures implementation to communication policies with press, employees, costumers, suppliers and travel agencies. The workers legal representation if there is it, health and security committees will be informed.

- Actions records: It is recommended to carry out a book or schedule of the taken actions, specifying date, time, responsible persons, etc... and keep all the documentation that may be generated: housekeeping parts, external maintenance controls, delivery notes for services, sick leaves...

RECEPTION

- Information to the clients at check in time. Establish the information mechanisms that the health authorities establish in case of detected cases in the area or in the establishment itself, as well as the specific preventive measures in case of detecting compatible symptoms.

- Medical consultations. Phone numbers of health and emergency centers, private doctors and hospitals must be available to request assistance or health information to any client who may be ill. If there is a well-founded suspicion (by symptoms and origin) that the client may be affected by COVID-19, it is convenient, first of all, to urge the client to make a medical consultation. And in case of refusal, the establishment, through management / direction, must notify the health service so that they can adopt preventive measures to avoid contagion.

As a preventive measure, people with respiratory symptoms should be visited by the doctor in their own room, avoiding being treated in the hotel office together with other sick clients.

The client should be recommended to stay in the room until the medical visit and will be provided with a surgical mask (if any) that must be worn whenever someone else enters the room or someone else is staying with

him. The services to be carried out by the establishment staff in that client's room, such as cleaning, maintenance, room service, etc., will be limited to the maximum. The entry of personnel must always have the express authorization of the management of the establishment and will be carried out with the utmost protection measures established by the occupational risk prevention services. It must be ensured that there are garbage cans with a lid next to the exit door of the room to dispose the personal protective equipment.

- Gel or disinfectant solution will be available at the reception if there is no nearby bathroom, disposable tissues and trash cans with lid and pedal-operated. As for the supply of masks, the prescription by the health authorities will be followed.

- The counter must be cleaned and disinfected frequently, avoiding excessive elements that can be handled by customers.

- To avoid reception staff contagions it is recommended to avoid hugging, kissing or shaking hands with costumers or other employees. It is also recommended not to share objects with costumers or other workers.

- After exchanging objects between every client-employee, (such credit cards, tickets, pens, etc...) a hand disinfection will be carried out.

- The cards will be disinfected once they are delivered by the clients.

MAINTENANCE SERVICE

Maintance and technical service staff will extreme the periodicity and reviews of those elements of the installation that may have the greatest influence on hygiene conditions: dishwashers, air conditioning, the operation of soap dispensers, disinfectant gel, disposable paper, etc., the toilets and taps in the toilets, etc.

- Dishwasher. The operation of all dishwashers must be checked so that the temperatures to be reached are correct (higher than 80°C in the rinse) and the dosage of chemical products.
- Dispensers. The operation of the soap dispensers, disinfectant gel, disposable paper... must be checked at least daily, proceeding to repair or replace those equipments that presents faults. It is recommended to have a record of these actions. The operation and cleanliness of common toilets and taps should also be monitored.
- Air conditioning. It is recommended to keep the air conditioning in an ambient temperature between 23 - 26°C, ensuring sufficient air renewal. The air conditioning system must be checked, specially the filters cleaning.
- Repairs in rooms with potential sick clients. To access rooms that require repairs with clients with compatible symptoms with the COVID-19 that must remain inside, maintenance personnel must protect themselves with the protective equipment established by the prevention service, which will be discarded after leaving the room. Hands should be disinfected too. The client must wear the mask while the worker remains in the room.
- To carry out the daily parts of the rooms, they will always be carried out without the client, and if the client is inside, the security distance will be maintained, ensuring that he/she remains on the balcony.

DINING ROOMS, BARS AND KITCHENS

- The dining room service staff should recommend customers to disinfect their hands with disinfectant gel at the entrance and exit of the dining room.
- At the entrances to the bar and lounges, its use should also be recommended at their entrance and exit.
- In buffets, kitchen tongs, spoons and other service items must be changed frequently. Direct manipulation by customers of food and equipment should be avoided, facilitating service to customers minimizing

self-service. It is suggested to give preference, according to the quality of the service, to disposable materials and objects. Gloves use will be recommended.

- Service staff should not use disposable mask or gloves on a regular basis, unless the health authorities expressly recommend it or the risk assessment of their position requires it expressly.
- You must maintain adequate hygiene with frequent hand washing and disinfection.
- To avoid employees contagion, it is recommended to avoid hugging, kissing or shaking hands with clients or other workers. It's also recommended not to share items with clients or other workers.
- If possible, is recommended to keep a distance of two meters from client or person.
- If it is not possible, in those fixed locations, place transparent screens between each other (methacrylate screens, or with a plastic hanging from the ceiling that reaches the height of both mouths would be enough).
- All dishes, cutlery and glassware must be washed and disinfected in the dishwasher, including those that have not been used, but could have been in contact with customers' hands.
- Tablecloths and napkins must be washed industrially, increasing the frequency of changing tablecloths. If possible, disposable items will be used.
- It is necessary to ventilate the living rooms and dining rooms after each service, opening the windows.
- After each service, cleaning and disinfection of surfaces, dispensing machines, door knobs, buffet counters, etc., and in general, any surface that may have been touched with the hands, following the cleaning protocols established.
- The capacities of each room must be respected to the maximum, advising a density of approximately 4 people per 10 square meters.
- The settings of the tables should be such that the distances between the backrest from chair to chair, from one table to another is greater than 2 meters (minimum one meter).

For example, remove enough chairs to ensure that the remaining 2 meters are respected.

- Place signs on the floor, with adhesive tape or similar, to ensure that the 2 meters are respected in places where it is predictable that there may be queues (vending and coffee machines, microwaves, self-service, etc...)
- We will establish an entrance door and an exit door, and the buffet route.

CLEANING SERVICE:

- it is necessary to extreme the measures established in the cleaning and disinfection program, especially in the common areas (toilets, lounges, children's areas, etc.), always maintaining an adequate frequency in cleaning services.
- Special attention is recommended to frequently manipulated objects such as handles, buttons, handrails, elevators, switches, etc.
- All rooms and common areas must be ventilated daily.
- In cleaning carts, disposable gel or hand sanitizer solution, disposable tissues and gloves, aprons and garbage bags will be available.
- In hospitality, the use of masks will only be recommended to service people (cleaners, waiters, etc.) in the hypothetical case that they have to access rooms where there are sick or investigative clients, and in any case, will be the services of occupational risk prevention which will determine the individual protection measures to use.
- A procedure for cleaning and disinfecting rooms will be established (ventilation, collection of dirty clothes, garbage, bathrooms cleaning, etc.)

PLAYGROUND AND COMMON AREAS

- A more frequent cleaning and disinfection program will be maintained for children's areas, games, facilities, etc.
- People who are responsible to take care of children will observe high personal hygiene with frequent washing and / or disinfection of hands.
- The regular use of disposable masks or gloves is not recommended, except for tasks that require this type of protection.