



COVID-19 Internal protocol

Actions:

1. Promote regular hand washing with soap and water; in case this is not possible in the workplace, plenty alcohol gel must be available in all of the areas to be used on the hands at least 1 (one) time every 20' during each work shift.
2. Any greeting that involves physical contact inside the Hotel, either between colleagues and / or guests is prohibited; Everybody must cover their mouth and nose with disposable tissues when coughing or sneezing, and then wash the hands, and avoid touching the eyes, nose and mouth, as hands facilitate transmission.
3. Keep all areas of the Hotel aerated more than usual.
4. All employees must wear mask on each work shift and latex gloves. The gloves must be changed every 3 hours.
5. Immediately inform if a passenger who has symptoms of the disease is detected during its stay in the property, in order to activate corresponding protocols. Apply the "Covid-19 Treatment Guide" (see appendix)
6. The temperature of all employees will be controlled daily before their entrance to their Jobs, by HR and / or the MOD. If any symptoms are detected, the protocols of "Covid-19 Treatment Guide" must be applied immediately (see appendix).
7. HR will be responsible for developing, monitoring and replenishing a health items inventory, which must include, among others: alcohol gel, disinfecting and sanitizing products for working areas, masks and latex gloves. Each Department Chief will be responsible for the use of the protective elements by its staff.
8. Staff will be regularly trained on new procedures and regulations regarding Covid-19.
9. The Front Desk area must:
 - a) Keep a minimum distance of 1.5 to 2 meters from guests.
 - b) Avoid handling luggage, if the guest requires it; handle it only using latex gloves.
 - c) In case of exchanging objects between customer – employer, (for example: Credit Cards, cash, pens, etc.) hands disinfection and disinfection of the surfaces involved must be carried out.
 - d) A transparent structure will be placed in order to separate Front Desk Staff and guests, while the WHO health alert is in effect.
 - e) Any person, before registering as a guest, must complete the Health Public Ministry Affidavit 387-4360229.
 - f) Front Desk Staff must take the temperature (keeping distance) of each guest arriving to the hotel before their entry (Check In), if it is considered a suspicious infection case, the General Manager, Manager on Duty, Front Desk Manager immediately informs to the local health authorities in order to activate the corresponding protocols.
 - g) The use of the lift will be restricted, only the Front Desk Manager or Manager on Duty will be able to switch it on if necessary.
 - h) During Check In, all guests will be briefly informed of the health and safety measures that the Hotel has implemented.

10. Housekeeping area staff must:

- a) Keep a minimum distance of 1.5 to 2 meters from guests.
- b) Wearing latex gloves and masks for room cleaning "without exception".
- c) Room ventilation times will be extended, and cleaning of remote controls, door handles, telephones and security boxes will be reinforced.
- d) In the hotel, we only use WHO-approved anti-Covid-19 sanitizing products of "Diversey" brand, for cleaning rooms and public areas, applying appropriate cleaning techniques.
- e) Public areas and offices cleaning will be reinforced, applying the appropriate cleaning techniques.
- f) Until all Hotel's staff get the Covid-19 vaccine, the sanitary protocols will be maintained regarding the entrance of Hotel's staff to occupied rooms, regardless the room category. As part of the additional Hotel's services, the occupied rooms with a minimum of 2 (two) nights, may request a daily express cleaning service, in addition of towels and bed sheets exchange for which they must request a plastic bag to the Reception dialing "0" and placing them outside the room before getting a clean set.
NB: the guest cannot be in the room at any time during the cleaning process.
- g) Special waste (masks and latex gloves) will be separated in isolation containers destined for this purpose.
- h) Bathrooms, changing rooms and staff dining room cleaning will be reinforced, and the number of people will be controlled in order to maintain distance.

11. Food & Beverage area must:

- a) Share out the guests in order to maintain distance and avoid contact during all services, maximum density of 4 (four) people per 10m². The tables disposal should be such that the distance between the backs of the chairs, from a table to another is more than 1 meter.
- b) Increase cleaning tasks with alcohol on cutlery, glassware and dishes.
- c) The Staff must wear masks and latex gloves.

12. Kitchen area must:

- a) Extend the contact distance with the guests and suppliers during all services.
- b) The Staff must wear masks, latex gloves and caps.
- c) Washing of working utensils and materials will be intensified at a maximum rate of every 30 minutes.

13. Offices areas must:

- a) Part-time work (in person) and Part-time work in the home office will be enabled in order to maintain a preventive social distance.
- b) This Group must especially intensify the regular hand washing with water and soap in the toilette intended for this purpose: about 1 (one) time every 20 minutes.

14. Maintenance & Gardening area must:

- a) Extend the contact distance with the guests during all room services.
- b) Hands must be disinfected with alcohol gel, as well as tools and work equipment.

15. The Spa area will be closed until further notice.

16. The outdoor pool operates daily from 10:00 am to 7:00 pm and has 2 (two) areas in which social distancing is favored and can be assigned one time per day per room with a maximum of twelve people. Each shift is 45 minutes and must be booked through the Hotel Reception, dialing "0" from your room.

17. Remain calm, cautious and do not panic if illness symptoms (or similar) are detected inside of the Hotel, in colleagues or guests, inform the Front Desk Manager, Manager on Duty or General Manager in order to notify local health authorities immediately and isolate that person while awaiting health instructions.

Health and Well-being of our guests and staff is our highest priority.