

# MON


## HOTELS



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	<p>PLAN DE ACTUACION PARA LA PREVENCIÓN DE TRANSMISION DE ENFERMEDADES INFECCIOSAS EN MONHOTELS Medidas específicas – COVID19</p>	<p>Rev.3 – 01/07/2020</p>
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## 1. INFORMATIVE MEASURES

Monhotels has the following channels for the dissemination of the preventive and hygienic measures implemented, in addition to emergency telephones and health centers, so that the hygiene and disinfection guidelines are known and respected:

### 1.1 FOR OUR CLIENTS

- During the Welcome: Informative poster in Reception
- Work is underway to provide information through the room's TV channel.
- An informative brochure will be left in the rooms
- In common areas: signage (hydro alcoholic gel station)

safe  
tourism  
certified





s, common toilets, influx areas)

- Web information

## 1.2 FOR OUR EMPLOYEES

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- Through specific training in COVID-19 protocols.
- Staff toilets and common areas (locker rooms and dining room) with reminders for maintaining the safety distance, hand hygiene, etc.

## 2. GENERAL MEASURES FOR CLEANING AND DISINFECTION

The Monhotels Group have taken into account the analysis of the identified risks, will adapt the cleaning and disinfection plan of the different areas based on the impact of the necessary cleaning measures on the planning and organization of work and the characteristics of each establishment.

It has been taken into consideration:

### 2.1 FREQUENCY.

- ☑ The increase in cleaning and reworking frequencies, especially in the areas of greatest contact (surfaces, door knobs, sinks, taps, cranks, elevators, reception desk, doors, keys / room cards, telephones, remote controls, toilet flush handles, protection barriers, air conditioning control, dryer, time control devices, gym machines, railings, minibar, hangers, etc.). They will be cleaned at least 6 times in common areas
- ☑ Employee work areas will be disinfected at the end of their shift (reception desk, etc.)
- ☑ The cleaning carts will be disinfected at the end of the day.
- ☑ There will be a daily record of cleaning carried out in common areas by the cleaning staff.

### 2.2 VENTILATION.

- ☑ There will be daily ventilation in the areas of common use where there have been clients before each service (3 times a day), for a minimum of 5 minutes and in lounges 2 hours before - the cleaning person who attends the area will take care of open doors and/or windows.
- ☑ Ventilation will be carried out daily in rooms during cleaning tasks and a minimum of 5 min.

### 2.3 PRODUCTS.

The use of disinfecting cleaning products will be carried out:

- ☑ In safe conditions (protective equipment)
- ☑ With the proper training for handling such products
- ☑ Disinfectant products of assured efficacy will be used such as:
  - freshly prepared bleach dilution with cold water (chlorine concentration 1 g / L (1,000 ppm), prepared with 1:50 dilution - that is: 30 or 25 mL of bleach for every litre of water (depending on the concentration of bleach used \* 40 or 50 gr / L, respectively). \* See concentration on product label.
  - 62-71% ethanol or 0.5% hydrogen peroxide in one minute)
  - products validated as virucidal (see annex).
- ☑ Product safety data sheets will be available.

### 2.4 PROTECTION TEAMS.

The cleaning of rooms and common areas, as well as the collection of waste bins from areas of common use, must be carried out in safety conditions (the PRL report will be followed).

- ☉ Special protection will be kept during the cleaning process in the case of suspected or confirmed cases in the establishment (clients or workers) - (will attend to the PRL report).

### 3. ACTION PROTOCOLS – General guidelines

#### 3.1 CAPACITY

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The maximum capacities of the common areas will be defined and controlled, and informative posters will be exhibited. See Annex with information by areas and hotels.

#### 3.2 PERSONAL HYGIENE AND BREATHING

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Disinfectant gel dispensers will be located in transit places and in areas with a large influx of customers. See Annex with the list of locations by hotel

#### 3.3 MEASURES FOR RESTROOMS

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- The capacities for each toilet have been defined (so that the interpersonal distance of 1.5 m can be guaranteed). See Annex. Said information will be visible to the client and workers.
- It will be ensured that customers respect the safety distances (both inside and outside the toilet) through informative posters.
- The toilets (staff and clients) will have: soap dispenser, disinfectant dispenser, drying paper dispenser, and litter bin with lid and non-manual operation with bag inside. Individual use towels have been removed.
- The frequency of cleaning and disinfection of toilets (staff and customers) will be increased, they will be cleaned at least six times a day by cleaning staff. According to Order SND / 386/2020, of May 3.
- Paper, gel and soap dispensers should be cleaned regularly, depending on the level of use. Stocks of consumables will be reviewed and if necessary they will be replenished (disinfectant soap, paper towels ...).
- All these actions will be recorded on a control sheet located behind the door of said areas or will be filed by the Governor (depending on the area). See Annex

#### 3.4 MEASURES FOR LIFTS

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- Clients will be informed by posters of the need to comply with the rule of NOT SHARING THE ELEVATOR between people from different family units, unless it is possible to guarantee the separation of 1.5 m between them and that all occupants wear a mask (or in cases of people who may require assistance).
- At ES PRINCEP, to speed up the elevator service and prevent customers from sharing the elevator (due to its small size), it has been programmed so that it will not stop between floors when it is already occupied.
- The cleaning and disinfection by the housekeeping staff on duty will be increased (reinforcing the keypads (interior and on each floor). Due to the greater use of the stairs, the reinforcement in the revision of the handrails will be notably increased.



## 4. ACTION PROTOCOLS – Specific guidelines for departments

### 4.1 Measures for offices and rooms

- Cleaning and disinfection: daily, of the workplace and equipment.
- Shared equipment will be disinfected after use by the office staff: photocopiers, scanners, etc
- Ventilation: offices will be ventilated during cleaning processes, and whenever possible. At least 1 time / day - 5 min (for the first person to attend the office / office).
- Hydro alcoholic gel dispenser for staff and visitors
- Safe distance: the furniture will be relocated in order to guarantee it between people.
- Meetings: meetings where distances are not respected within closed spaces will be avoided.
- A record will be kept of all visits (and people with whom the visits have interacted) and their access will be limited if prevention measures such as: use of PPE's, keeping the safe distance or in the presence of symptoms on the part of them, cannot be respected. (whether worker, customer, supplier, commercial ...).
- Personnel must have masks in case they cannot maintain the interpersonal safety distance.
- There will be a wastebasket enabled with non-manual opening and plastic bag for the disposal of disposable tissues, gloves and masks, which will be removed by previously closing the bag.

### 4.2 MEASURES FOR RECEPTION AND CONCIERGE AREA

#### GENERAL GUIDELINES:

##### VISUAL CUSTOMER INFORMATION:

The following information will be exposed to customers, through the following channels: TV channel, brochure at Reception, web document:

☑ ICTE seal, once obtained

☑ Main measures in place for the prevention of COVID19 in our hotels, such as limitation of capacity, maintenance of safety distances, increased frequency of cleaning and disinfection in common areas, rigorous cleaning and disinfection protocol in the different areas of the hotel ( for example, rooms, toilets), use of specific chemical products with their description and certification, protection measures for our staff.

The information points of the hotel are made without contact, eliminating distribution points for brochures (self-service), folders. It will be only visual with systems that do not require contact of hands (QR, lecterns) or single use, which will be delivered by the reception staff.

##### CAPACITY:

The maximum capacity has been established respecting the 75% limitation regarding the maximum capacity (in our self-protection plan) and guaranteeing compliance with the interpersonal distance of 1.5 m between groups of people not staying in the same room.

See annex with the capacity established for each hotel.

The maximum capacity will be visually signaled and will be controlled for compliance by the reception staff.

##### INTER-PERSONAL DISTANCING:

The distance between:



- Client-client: Check-in / check-out area, lines will be marked on the ground every 1.5 meters.
- Client-employees: protective screens will be used.
- Employees-employees: work teams will be distanced and a mask will be used according to PRL when the distance cannot be maintained.

Monport	Employees will work at a distance of 1.5m from each other, with a computer each (which allows not to share the teams and maintain the inter-personal distance in the position).
La Pérgola	
Es Princep	

#### PERSONAL / RESPIRATORY HYGIENE:

There will be installed at the entrance to each hotel: hydro alcoholic gel dispenser, paper napkins and enabled wastebasket.

In common areas, informative posters will be established to promote the use of hydro alcoholic gel and frequent hand washing.

#### INSTRUCTIONS IN

#### THE SERVICE FOR THE PERSONNEL OF THE AREA:

##### • CUSTOMER SUPPORT:

- At the pre-check-in and arrival of clients:
- They will be informed of the conditions of service and preventive measures established
- Possibility of booking breakfast (type / schedule) and dinner - in Monport and La Pergola.
- Possibility of booking appointments in the Spa and Gym
- Possibility of booking appointments in tennis and paddle (in Monport and La Pergola.)
- Possibility of configuring the minibar - according to the hotel and occupation
- Various requests - towels, hangers, blankets, pillows, flowers, champagne
- The material exchanged with the client will be disinfected after use (eg, pens)
- Card payment will be encouraged - disinfect the POS and card payment machines after each use (a plastic film will be put on each shift for your protection).
- In case of money exchange, the receptionist must sanitize their hands with hydro alcoholic gel, before continuing with other tasks or touching objects).
- Shared equipment will be disinfected after use by personnel who have used it: photocopier, scanner, etc
- Disinfection of the counter area will be carried out after each client (and in their presence to see the process)
- Cards and keys used by clients: a container will be located to group them and that they will be disinfected later on in a single process. Special care should be taken to separate dirty cards / keys from those already disinfected. - It will be disinfected using a virucidal disinfectant product.
- If a card / key is reprogrammed, a new one will be used, asking the customer to deposit the faulty one in the card container.

- Delivery of a welcome (hygienic) kit to the client: disinfectant or gel wipe, mask, gloves. (Possibly in the room).

**AFTER EACH SHIFT:**

- Computer equipment and work supplies will be disinfected by post staff before and after each shift.

**VENTILATION:**

- Ventilation of the reception area (common areas) will be carried out 3 times a day, for at least 5 minutes. Especially before and after crowds (or arrival forecast - groups). These tasks will be carried out by floor staff during cleaning and by reception staff before and after groups.

**ROOM ASSIGNATION:**

- The rooms will be assigned guaranteeing the required hygiene and disinfection measures, once the exit cleaning and disinfection processes have been completed.
- It will be, whenever the occupation allows it, not to assign an exit room within 72 hours, and not to assign adjoining rooms.

**CONCIERGE AND ROOM SERVICE:**

- In the event that a bellboy service is available, our staff will have disposable gloves for the transfer of suitcases and hydro alcoholic gel, safely to the rooms. Later they will be discarded in bins with a lid and a non-manual system.
- Staff will not go in the same elevator together with the clients.
- If staff cannot respect the safe distance, they will wear a corresponding mask according to PRL.

**WELCOME DRINKS (this only applies at hotel ES PRINCEP)**

The process followed has been revised to reduce the risk of cross contamination, for this:

- Exposed glasses will be removed
- The dishes are cleaned and disinfected in the bar washing machine. Once cleaned, they will be deposited upside down in an area away from the entrance area.

The water service is maintained, but eliminating the self-service, the service will be offered by the concierge or the reception.

**LUGGAGE ROOM (Porter or receptionist)**

- Disinfection of the suitcases will be carried out before delivering them to the client with chemical products that cannot harm them, use on hands also if they have not been in contact with other suitcases.
- The person in charge will use hand sanitizing gel at all times.

**PARKING SERVICE (this only applies at hotel ES PRINCEP)**

- To avoid the risk, the vehicle parking service has been limited by our staff, reducing this service as much as possible.
- In the case of having to park customer vehicles, it will always be done individually, previously ventilating said vehicle if possible, gloves will be used and the windows will be kept lowered during use.

BICYCLE AND SKATEBOARD SERVICE FOR CUSTOMERS - see point: measures for bicycle service.

IN CASES OF SUSPECT / CONFIRMATION IN CLIENTS LODGED IN THE ESTABLISHMENT, CONSULT THE PROTOCOL TO BE FOLLOWED, INDICATED IN THE ANNEX. Although the instructions of the official authority will be followed at all times, notice will be given to management.

Each reception has a non-contact thermometer to take the client's temperature, if requested. This measurement will never be made through the screen that already alters the outcome. If the thermometer is provided to the customer, it will be thoroughly disinfected afterwards.

The reception staff will maintain a safe distance at all times and will wear the correct mask according to PRL.

#### 4.3 MEASURES FOR CLEANING AREA

Organisation of department:

- The hotel housekeeper will keep a daily record of the allocation of rooms to each worker and the type of cleaning assigned.
- During the assignment of jobs, preparation of service carts, etc. You must avoid crowding the waitresses in the area and allow to keep a social distance, the established capacity must be respected.

In "Es Princep" the Technical Services office / warehouse is also located in the laundry area. Therefore, it should be avoided to also coincide with the personnel of said department. Organisation will be carried out in briefing and assigning work in a wider area outside the laundry rooms to be able to incorporate distance measurements.

- The floor staff will not agree to provide service in the rooms if the client is in the room at the same time, with justified exceptions. The client will be informed of this requirement (Reception). In common areas, you must keep a safe distance from clients and other workers in the area.
- Cleaning staff will use the indicator PPE by the PRL service.
- In case of suspicion of cases, the housekeeper will give notice to the hotel director to contact the client. For the cleaning and disinfection of rooms linked to suspected or confirmed cases of COVID19, the procedure established by the health authorities will be followed - See annex. See annex with particularities in case of room cleaning with suspected cases or confirmed cases.
- The cleaning carts will be disinfected after the end of the day.
- Clean gloves will be used for each room (they can be sanitized with hydro alcoholic gel, as long as the glove is clean and is not damaged or broken). Sufficient gloves and disinfectant gel must be in the cart. In common areas they must be changed or sanitized frequently, and in case of a change of area.
- MANAGEMENT OF MATERIALS FOR EXTERNAL LAUNDRY:

The external laundry service, will guarantee that the service will reach the minimum required temperature of 60°C. The procedure followed for disinfecting textiles has been requested in writing, as well as the measures to avoid cross-contamination (clean / dirty) in its facilities and in transport.

Laundry will be brought in vehicles and all the targets will be received in a protected film, they are then removed as needed.

- USE OF INTERNAL LAUNDRY:

The internal laundry (washer / dryer) will be used to wash, clean and disinfect materials and other textiles (internally), occasionally it can be used to wash clients' clothes.

Washing cycles at > 60°C will be guaranteed or a textile disinfectant will be used (with proven virucidal efficacy - see list in annex).

Special care will be taken to avoid cross-contamination when handling dirty and clean textiles → disinfecting hands after each task and storing them clearly separated.

The client's clothing will be transported from the room to the laundry in a closed bag and once the service has ended (and avoiding any type of cross contamination with other textiles / objects / surfaces in the area), it will be returned to the room in a protective cover / bag. . For its handling the correct hand disinfection will be ensured.

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### CLEANING AND DISINFECTION IN COMMUNAL AREAS.

- Prior to the opening of the Monhotels establishments: it has planned the cleaning and disinfection of all areas of each establishment, using authorized and proven veridical products. The establishment will make a document certifying the process followed with a clear indication of all areas, date and time of completion, responsible for the processes and personnel who have participated.
- Ventilation, a process that will be essential and will be daily, which is why it is included in the cleaning plan. It will be reinforced in common areas during the process of cleaning and disinfecting areas.
- The frequency and depth will be increased in the cleaning and disinfection service of the different areas (including areas of greater contact, and areas of high influx: personnel and clients), using the appropriate individual protection equipment according to the level of risk and of the result of the occupational risk assessment (at least the use of a mask and gloves, according to the PRL report).
- Cleaning and disinfection products: those described in the annex will be used, as they are products with proven virucidal efficacy. The reusable cloths and equipment will be disinfected with a mechanical cycle of more than 60°C. Mops are for single use only.
- After each cleaning and disinfection process, the non-reusable materials used and the protective equipment used will be discarded in an authorized container (buckets with lids and non-manual opening), proceeding subsequently to hand washing. The bins enabled for this purpose in the common areas will be removed by previously closing the bag.
- Decorative elements in common areas have been reduced to reduce surfaces that customers can touch and to facilitate cleaning and disinfection tasks.
- See specific aspects for restrooms and lifts

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### CLEANING AND DISINFECTION – ROOMS (General measures)

- It is important to be receptive in case the possibility of a sick client is detected, who should immediately notify the housekeeper and in a discreet manner to the director.
- The decoration elements have been reduced.
- Decorative textiles will be reduced as much as possible.
- The paper information has been replaced by QR codes (directories)
- The rest will be served upon customer request, which will be delivered by floor staff.

- Any item that may be requested by the client 'on request' will be removed from the room: extra pillows, extra blanket etc
- The bathroom trash can have a lid, double bag and non-manual operation. The trash can is removed from the rooms so that any handkerchief, mask, etc. Concentrate in a single trash can with a lid.
- The amenities that cannot be disinfected will be quarantined for 48 hours.
- The ironing service will be limited,
- The minibar will generally be empty in Monport and La pergola, and can be provided to the customer "on request". In Es Princep, the provision of this service will continue, disinfecting all the elements after each departure.

## PROCEDURE FOR CLEANING AND DISINFECTION IN ROOMS.

See annex with particularities in case of room cleaning with suspected cases or confirmed cases.

- During the service, the "Cleaning in progress" sign will be placed on the outside door knob, to prevent unexpected entry by customers.
- The disinfection of curtains and sofas will be carried out by steam or textile disinfectant. Or the room will be quarantined for 72 hours.
- The room will be ventilated for at least 15 minutes during cleaning and disinfection tasks.
- "New" / disinfected cloths will be used for each room, proceeding to separate them from the "clean" ones after use to allow subsequent disinfection.
- For the daily cleaning procedure, the service established to date will continue.
- The following considerations will be taken into account for the cleaning and disinfection of exit rooms:
  - Cleaning will be carried out from the cleanest area to the dirtiest area (ending with the bathrooms) and from the outside to the inside in the case of having a terrace. At least 2 cloths will be used (one of them exclusively for the bathroom).
  - The kitchen towels in the apartments will be changed for each client, and will be treated in the laundry (60°C process).

There will be a cleaning and disinfection of walls, floors, mirrors and windows, furniture, each with the appropriate chemical product for said surface (and that is in the annexed list of chemical products - with proven virucidal efficacy).

- The disinfection of curtains and sofas will be carried out by means of steam machines.
- Leftover toilet paper in the room will be removed and quarantined before reuse.
- Cleaning and disinfection will be carried out on surfaces that may be contacted, each with the appropriate chemical for that surface (and that is on the attached list of chemical products - with proven virucidal efficacy):
  - TV remote
  - Phone
  - Thermostat
  - Cabinet / door knobs
  - Automatic "do not disturb" / "clean the room" indications in Es Princep and in the poster in Monport and La Pergola



- Safe
- If amenities are supplied they will be for single use (packed and closed)
- Hair dryer
- Litter bins (with pedal and non-manual opening) only in the bathroom
- Coffee maker and articles - (Those that are not used will be discarded or quarantined for 72 hours or disinfected).
- Kitchenware, in apartments
- Glasses for bathrooms and use for coffee machines.
- Lamps (floor and wall lamps)
- All the elements of the minibar in the three hotels will be disinfected, prior to their new use, with disinfectant or steam.
- Hangers, bathrobes, curtains will be disinfected by steamers
- Interior furniture and terraces

In relation to white laundry, for the replacement of bed linen and towels will be established by the list of changes that the housekeeping delivers

- For withdrawal:

Shaking dirty textiles will be avoided

They will not be deposited on the floor of the room or bathroom and will be removed from the room in closed bags to the dirty laundry cart.

After handling dirty textiles, the staff will disinfect the gloves with hydro alcoholic gel / wash their hands and disinfect with the hydro alcoholic again (will follow the PRL report).

Special care will be taken not to contaminate the uniform.

Note: in Es Princep - a housekeeper opens the room and removes all the dirty laundry to then send it through the tunnel to a protected laundry bag that will be sealed shut.

- For its placement - the rooms will be made up with the clean laundry that will be placed only after cleaning and disinfecting the room.

#### 4.4 MEASURES FOR THE KITCHEN AREA / BUFFET SERVICE/ CAFETERIA/ RESTAURANT

Each establishment based on the updated HACCP system according to the COVID-19 context, will apply the criteria defined therein, and will increase the supervision of critical points.

Regarding the COVID19 context, the following will be taken into account:

##### PERSONAL / RESPIRATORY HYGIENE

- Dispensers of soap, hydro alcoholic gel and disposable paper will be located in each work area: Office, Kitchen and Washing.
- The sinks are all non-manually operated.

- Masks and gloves will be used according to the PRL report per position. HANDWASHING WILL BE PRIORITISED OVER THE USE OF GLOVES (with some exceptions) in relation to the use of gloves, they must be changed frequently (with subsequent hand washing). However, they can be sanitized (if they are not dirty or damaged)
- Gloves will be used to manipulate preparations that will not subsequently undergo a thermal process: pastry, salads and cold dishes. SPECIAL ATTENTION THAT GLOVES DO NOT INCREASE THE RISK OF CROSS CONTAMINATION.

#### CLEANING AND DISINFECTION - KITCHEN

- Before and after the day: the cooks will carry out all the disinfection protocols of their work area, and it will be registered.
- Disinfection will be carried out: knives, boards and work material, in each use, and cannot be exchanged; in the case of doing so, they will be previously disinfected.
- Surfaces: surface cleaning will be done with disposable paper prior to disinfecting it.
- All fruit and vegetables will be disinfected with bleach for sanitary use.
- The coppers, saucepans, pots etc will be cleaned and disinfected guaranteeing a correct process. Clean water, virucidal product, stored in a clean area as far away from the dirty area as possible.

#### WASHING EQUIPMENT

BEFORE the day - Stocks of products to be dosed will be reviewed. DURING the day -

- A full control of the temperature of the kitchen washing area will be carried out (greater than 80°C), by means of the sensor visualization (and a record of the measurement will be kept).
- The person in the washing train area will work with gloves that will be disinfected by applying hydroalcoholic gel, in each washing process and before the dishes, cleaning and changing gloves every so often (they will be discarded in containers with a lid)
- The cutlery will be disinfected and stored. Personnel carrying out this task must guarantee constant hand hygiene and wear a mask.

The cutlery must be protected when setting up the table

AT THE END OF THE DAY - All cars, work equipment, and garbage cans (with pedal system) will be cleaned and disinfected.

#### **BUFFET SERVICE – RESTAURANT:**

Buffet service at LA PERGOLA; In the other restaurants the service is à la carte, although in all the hotels the breakfast service will be assisted buffet (or served at the table according to occupancy).

#### **BUFFET TYPE SERVICE:**

The buffet service in an assisted way, with protection screens, to reduce handling and customer intervention and, ultimately, prevent the risk of contagion. This eliminates self-service.

In the areas where it serves our kitchen staff will be closed with transparent screens set up so that it can be seen by the client, and only our staff will have access.

Cooking service (will have a protective screen) will be assisted and served by the chefs: the preparation of the grilled products will be on the spot and, at the request of the client, the dishes will be completed with advanced products.



The bread display unit will be closed and the bread will be relocated together with the toasters in the buffet area assisted by our staff.

The waiters will pass the basic breakfast items with a tray according to the occupation.

#### CAPACITY:

A capacity has been established for each restaurant, taking into account the 75% capacity restriction (except in terraces) as long as the safety distance between diners can be guaranteed. See Annex

To guarantee the safe distance at the entrance, signs will be established while the client waits to be attended.

#### PERSONAL HYGIENE:

Disinfectant gel dispensers will be located at the entrance to the dining room, along with signs to guarantee their application by customers.

A supervisor will ensure that anyone accessing the dining room applies disinfectant solution.

Itineraries will be established to avoid the confluence of clients in the provision of the service, and entry and exit points

#### CLEANING AND DISINFECTION:

Between client and client, cleaning and disinfection of all contact surfaces (table, chair, tablecloth,) will be carried out.

After each service - during the deep cleaning, ventilation of the spaces will be carried out.

#### OPERATION OF THE SERVICE IN THE ROOM:

The elements, equipment in common use (cruets, salt shakers, oil cans, machines, etc.) and decorative elements that can guarantee that they are disinfected during service will be eliminated.

#### WORK TEAMS - room service

Room service personnel before changing clean / dirty tasks should carry out a hand wash.

#### ROOM SERVICE

At the time of the request by the client for Room Service, they will be informed of the following guidelines for the withdrawal of the service: the client will deposit the tray outside next to the door of the room, and may call Reception for its collection.

##### ✓ SERVING service

- The waiter will use gloves when entering the room.
- The waiter will use a mask if he cannot maintain a safe distance from the customer.

##### ✓ WITHDRAWAL service

- The waiter will use gloves to withdraw the service.
- The trays, hoods and other dishes will be sanitized in a dishwasher.

#### BARS

- Dispensers: Hydro alcoholic gel and supporting signage will be placed at the entrances and at points of greatest influx inside these areas.
- Furniture: Part of the furniture will be removed to create a more spacious environment and limit the influx.
- Capacity: See table with the capacity established in each area, which will be exposed to the client.

- The physical cards on the tables will be replaced by QR codes.
- In the event that the client does not have a mobile phone, there will be letters that will be disinfected after each use.
- The card payment system will be promoted.
- Disinfection: after each use: tablecloths, all surfaces, PDA and POS equipment.
- Bar service is not allowed in an initial phase, if service is resumed, the distance between stools will be maintained and the beverage / ice preparation areas will be protected with screens.

#### 4.5 MEASURES FOR HOUSEKEEPING

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- Coordination of action plans will be carried out with supplier companies.
- There will be greater control and establishment of requirements for suppliers.
- Gloves and mask will be used to receive the merchandise, and there will be no possibility of contact between supplier and kitchen staff.
- The goods reception area will be separated from the warehouses. Clearly limited
- In the merchandise reception area, there will be a disinfectant mat enabled for the supplier's footwear, in addition to hydro alcoholic gel that must be applied.
- The outer packaging of the merchandise will be eliminated and will be discarded in its recycling containers; special care will be taken to preserve the labelling of the products for their traceability. The frozen packages can be disinfected by spraying alcohol (quickly without breaking the cold chain), thus avoiding the removal of the outer packaging and loss of traceability information.
- A 48-hour quarantine of products received that do not require an emergency will be kept (but will be previously disinfected before entering the warehouses (soda boxes, cans ...))

After receipt and handling by the person assigned, the contaminated area (counter, forklift, trolley, etc.) will be thoroughly cleaned and disinfected by spraying.

- There will be an area where staff can deposit delivery notes, guaranteeing interpersonal distances and reducing the possibility of physical contact (items such as pens, stamps, etc. will not be shared).

#### 4.6 MEASURES FOR MAINTANENCE

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- HYDRO ALCOHOLIC GEL: located in SSTT areas.
- EPI's: they will use EPI's according to PRL.
- ACCESS TO ROOMS: The maintenance staff will enter the rooms when the client is not in the room, except for a just cause, following the following protocol:
  - ✓ Maintenance personnel will make use of the defined personal protection equipment (will comply with the PRL report), masks and gloves.
  - ✓ If the client is in the room because his presence is necessary, the interpersonal distance of 1.5 meters must be maintained, and in any case make use of the mask, and urge the client to also use a mask.

✓ Once the assistance or repair is finished, the staff must disinfect their hands with the assigned hydro alcoholic gel bottle, if the room is an exit room they must disinfect the areas that they have contacted and inform the housekeeper.

• **CLEANING AND DISINFECTION OF EQUIPMENT** a counter will be established in the workshop for the disinfection of used tools: tools and materials, which will be carried out exhaustively.

If the equipment is shared during the shift, it will be disinfected after each use.

• **SUPPLIER MANAGEMENT** any physical contact with the supplier will be avoided, delivery notes will be located at a single point.

Visits by companies outside the department will be controlled (registration), indicating which technician (s) have accompanied them.

It will ensure compliance by the supplier of the hygienic and preventive measures COVID (use of masks, hand hygiene, personal distance,)

If the provider shows symptoms, they will not be allowed access and will contact the address for follow-up.

• **MANAGEMENT OF THE HUMAN CONSUMPTION WATER SYSTEM / LEGIONELLA PREVENTION / POOL MAINTENANCE:**

According to a note published by the Ministry of Health (04/06/20) today, there is consensus among different scientific organizations, such as the WHO, the ECDC / CDC and the EPA, that the SARSCoV-2 virus has not been detected in waters for human consumption and waters for recreational use when they are treated with at least filtration and disinfection; These treatments eliminate or inactivate the coronavirus.

- Disinfectant level in water according to current Legionella Prevention regulations RD140 / 2003, RD865 / 2003 and UNE100030: 2017; and RD742 / 2013 Pools. It is recommended to keep it close to the maximum for each installation.

- Maintenance will continue to carry out the preventive and control measures established in this regard.

- Before opening and due to the prolonged closing period, cleaning and disinfection tasks will be carried out to reduce the risk of Legionella Prevention and guarantee a correct hygienic-sanitary condition of the swimming pool water.

- Prior to opening, an analysis of each pool will be carried out according to RD 742/2013.

• **PREVENTIVE MAINTENANCE PLAN**

The periodicity of the revisions of those elements of the installation that have the greatest influence on hygiene conditions will be extreme, to guarantee that they work in optimal conditions, for example:

- **AIR CONDITIONING SYSTEM**

The air conditioning system is centralized with fan coils

Specifically, the air conditioning system will be reviewed periodically, especially filter cleaning (twice a year).

Due to the fact that fan coil units involve some risk on the filters, the following principles have been established:

- Increase the frequency from 1 to 2 times a year for the cleaning and disinfection of fan coils, cleaning of the trays and filters. Keep records at all times.

- PPE's: all the PPE's indicated for changing filters, etc. (gloves, masks, glasses or face shield) will be used.

The air conditioning will be maintained in an ambient temperature between 23-25°C.

- **DISHWASHING EQUIPMENT**

Before opening, SSTT will verify the correct operation of ALL the dishwashing equipment located in the different catering service areas.

It will be guaranteed that they all operate at 80°C or more in the rinse cycle.

In the event that one does not have a digital or analogue sensor, which allows correct service verification of the operation of the equipment by the restoration staff, SSTT will proceed to install indicator probes.

The parts that may be produced in this equipment in relation to the rinse temperature should be treated as a priority.

- PROCEDURE FOR CLEANING BICYCLES AND SKATEBOARDS FOR CUSTOMERS - see point: measures for bicycle service.

#### 4.7 MEASURES FOR POOL AREAS

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- WATER: the risk of the presence of coronaviruses is not directly related to the operation of swimming pools. Although it is recommended to be strict in complying with the regulations that affect these facilities (RD.742 / 2013), in particular to control the level of biocide, trying to keep it as close as possible to the maximum legal limit to ensure good disinfection.

- SAFETY DISTANCE: The hammocks and sunbeds will be placed ensuring the safe distance is met. A capacity will also be established inside the glass.

- TOWEL SERVICE:

✓ The towel will be delivered to the client by the person who manages the pool areas (lifeguard / waiter) and will deposit the used towels received by the client, in a laundry cage, for treatment.

Sun loungers or pool beds

✓ SSTT: areas will reduce their number according to the safe distances - see number per hotel in annex

✓ SSTT: First thing in the morning they will be cleaned and disinfected

✓ Lifeguard / Personal Bar: will disinfect after each client.

#### 4.8 MEASURES FOR THE SPA

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Our establishments have a SPA in Es Princep and En Monport / La pergola.

##### CAPACITY

- The maximum capacities have been defined (see annex) and the residence time will be calculated, guaranteeing that it will be respected by prior reservation.
- The sauna and Turkish bath can only be used by a family unit / room, and will be disinfected prior to use by new clients.
- In the glass areas (including hydrotherapy pool and Jacuzzis) capacity will be established in the water (3 m2) per person (they will be exposed through posters), the safe distance must be respected, except with users in the same room.

It is recommended to establish itineraries to avoid the confluence of clients at specific points

Work will be done under reservation to guarantee safety gaps and distances

##### INFORMATION

- At the entrance you will be informed of the rules of use of the SPA, updated for the prevention of transmission of COVID19, such as hand hygiene when entering, no access if you have symptoms compatible with COVID19, regarding the safe distance etc
- To reduce the documentation and papers, there will be QR or electronic means to show the service letter (there will also be some on paper in case it is necessary for a client).

#### PERSONAL HYGIENE

- The client will be instructed to take a shower, after using the thermal circuit.
- The courtesy food or drink service will be withdrawn, if it is not served individually to the client. In case of use of tableware if it is not disposable, it must be sanitized (> 60°C or virucidal disinfectant).

#### CONTROL OF CROSS CONTAMINATION

- The staff at the spa reception will comply with the same requirements established for the hotel reception: hand disinfection after contact with objects exchanged with the client / POS / Service letters / there will be a hydro alcoholic gel dispenser.
- Sun loungers will be assigned, and they will be disinfected before use by another client.
- The towels used will be deposited by clients in authorized baskets (with a bag). Staff will remove them avoiding contamination between dirty / clean and deposit in the laundry cart.
- Clean towels will be delivered by the SPA staff, or they will be inside the assigned locker (changing rooms in Monport / La Pergola).

For the massage service, products that may have been in contact with another client will not be used, the mixtures will be made fresh for each client. The pallets and other supplies will be cleaned and disinfected after each client (or they will be single use)

#### CLEANING AND DISINFECTION

- Cleaning staff will clean daily and disinfect the area, more frequently in locker rooms and toilets (these at least 6 times a day).
- The reception staff will continuously (after each customer) disinfect the service desk (as well as the equipment / objects touched during the process). At the end of your shift (or after each use - if the equipment is shared) the computer equipment will be disinfected
- Between client and client:
  - The SPA staff will carry out the cleaning and disinfection of the environment in the sauna and steam room and of the (assigned) sun loungers and lockers (which cannot be reassigned without being previously disinfected).
  - The agenda will be organized so that cleaning and disinfection tasks can be carried out more frequently on: handrails for access to the glass areas, button panels for showers, door knobs.
  - The masseur will disinfect the massage tables and supplies, as well as the surfaces with which the client (including cabin shower buttons) or areas where their clothes may have contacted.

#### PPE -

All SPA staff will use PPE's appropriate to the service provided. (External company: PRL coordination). In case of facial massage - eye protection should also be used.  
Protective partitions will be installed at the reception.



## 4.9 MEASURES FOR THE GYM

Our establishments have a gym in Es Princep and En Monport / La pergola.

### **CAPACITY - SAFE DISTANCE**

- A permitted capacity has been defined for each one and its compliance will be guaranteed by prior reservation and registration at reception. Attendance record will be kept (with date and time).
- The machines have been distanced from each other, to guarantee the safe distance.

### **INFORMATION**

- At the entrance, the gym's rules of use will be informed, updated for the prevention of transmission of COVID19, such as hand hygiene when entering, use of towels on the equipment, disinfection of the equipment after each use, no access in case of having symptoms compatible with COVID19 etc

### **PERSONAL HYGIENE**

- Each client will have their own towel (which will be given to them by personnel who attend the service, or they will be available in their room).
- At the entrance there will be hand sanitizing gel
- A basket with a lid, a non-manual opening, and a plastic bag to deposit disposable gloves, masks and tissues will be located.
- Locker rooms exclusively for the gym, hand washing signs, litter bins
- The water bottles that were available to customers have been removed and hand delivered upon request by the staff who attend the gym.

### **GROUP ACTIVITIES**

- In case of group activities, for the Monport / La pergola gym, the safe distance between the participants (and with the monitor) will be taken into account. Outdoor activities will be prioritised. In no case will they be developed by sharing objects / equipment between the participants (or they will be previously disinfected by the monitor).

### **CLEANING AND DISINFECTION**

- The client will have a sprayer and blotting paper to disinfect the surfaces of the machines before and after using them.
- Between client and client: all the elements of the gym (weights, fitness balls, dumbbells, etc.) will be disinfected or these will be removed (if the client does not carry out the disinfection).
- Between collective classes a period without activity will be ensured that allows the correct cleaning and disinfection of the area and equipment. At this time it will ventilate the area.
- The monitor will proceed to clean and disinfect the GYM, as part of its daily work plan, reviewing it several times a day. At this time it will ventilate the area.

## 4.10 MEASURES FOR THE CHILDRENS AREA – MINICLUB (MONPORT)

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### **CAPACITY**

- The maximum capacity will be defined and it will be guaranteed to be respected by prior reservation.
- Respect for the maintenance of safety distances between users should be encouraged. In the mini club there is access control and in the playground it will disinfect each user before use.

### **INFORMATION**

- The Regulation with the Rules of Use will be updated and located in a visible place.

### **PERSONAL HYGIENE**

- Hydro alcoholic gel dispensers will be provided in children's play areas, in order to ensure adequate personal hygiene in addition to frequent hand washing and / or disinfection.

### **CLEANING AND DISINFECTION**

- The frequency of cleaning and disinfection in these areas for children will be increased, making special reinforcement on all surfaces that may be contacted.
- Cleaning and disinfection: will be intensified by personnel, in the play area, swings and utensils that can be used.

## 4.11 MEASURES FOR ENTERTAINMENT

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Reservations and Capacity: At the Reception, the client will be able to sign up for the entertainment activities they want (they will attend to what is determined by the current regulatory framework, capacity, possibility of opening the activity, etc.)

- Entertainer: there will be an assigned person in charge of each group.
- Seats: the facilitator of the activity will attend to guarantee the adequate capacity respecting the safe distance. If there is high demand, it will be extended to two shifts per activity.

✓ Outdoors: gardens, swimming pool area (interpersonal distances will be attended): night shows (all seated - no dancing due to not being able to respect safe distances), yoga and Pilates.

✓ MiniClub (seating will be attended).

- Meeting point: it will be established in an exterior and wide place.

Disinfection stations: it will be available in activity and recreational areas, points to apply hydro alcoholic gel.

- Start and end of activities: participants will be encouraged to clean their hands as soon as they enter.
- After each use: the animator will have cleaning and disinfection kits for all the material used is sanitized.



#### 4.12 MEASURES FOR EVENTS

- For the celebration of events, the following will be taken into account:
  - • The areas in which events can be held will be defined, based on the risk analysis carried out; will be developed according to the regulations issued by the competent authority at all times in accordance with the correct capacity and protection measures, including breaks, during the service and at the end.
  - • They will be designed in such a way that they can control the maximum capacity and respect the minimum safety distances between people on arrival, during breaks, in food and drink services, and at the end of it. In case the safe distance could not be ensured, masks would be used. A record should be kept of all attendees in order to be contacted by the health authorities if necessary.
  - • 2 hours before the space to be used will be ventilated.
  - • And the distribution of material in meetings (paper, pen, water, etc.) will be managed correctly.
- • The staff will make use of the PPE's according to the PRL report

#### 4.13 MEASURES FOR BICYCLE AND SCOOTER SERVICE:

The service is contracted from Reception to the department and the return is communicated from the Lobby, defining the following preventive measures in relation to the cleaning and disinfection process:

- AFTER USE, each bike kit (helmet, padlock, key): each of the elements of the KIT will be disinfected by the receptionist.
- AFTER USE, BICYCLE and SKATEBOARDS will be disinfected by the Staff/ Reception Department (depending on availability), then will deliver it to the next client.  
For said disinfection it will be a product with virucidal efficacy.

For delivery and collection, hands will be disinfected by washing or sanitizing with hydro alcoholic glove gel (if these are clean and not damaged).

#### 4.14 MEASURES FOR THE GARDEN AREA

Precautions will be taken when carrying out work that does not allow being individual, making use of personal protective equipment according to PRL. → If it is an external company, they must be asked to comply with the hygienic measures against COVID and they will require the same compliance as an own worker.

The equipment if shared will be disinfected after each use and in any case at the end of the day.

The service will have a point for frequent hand washing, properly equipped.

If leaf blowers are used, they will not be used in the presence (or close proximity) of customers or workers.



## 5. REFERENCES

Boib nº 112 - June 20, 2020. Agreement of the Governing Council of June 19, 2020, by which the PLAN OF EXCEPTIONAL MEASURES OF PREVENTION, CONTAINMENT AND COORDINATION is approved to face the health crisis caused by COVID-19 , once phase 3 of the plan for the transition to a new normality has been completed.

- Guidelines and recommendations for the reduction of contagion by the SARS-CoV-2 coronavirus prepared by ICTE and published by the Ministry of Health and converted into UNE standards.

The series of Specifications UNE 0066, Measures for the reduction of contagion by the SARS-CoV-2 coronavirus is made up of 21 parts, of which the following are considered to have (or may have) application for our establishments:

- Part 1: Spas. Guidelines and recommendations.
- Part 2: Hotels and tourist apartments. Guidelines and recommendations.
- Part 5: Restoration services. Guidelines and recommendations.
- Part 14: Night entertainment. Guidelines and recommendations.
- Part 19: MICE sector (Meetings, Incentives, Conferences and Exhibitions). Guidelines and recommendations.
- Action procedure for occupational risk prevention services against exposure to COVID-19. Ministry of Health, Consumption and Social Welfare (2020).
- Guide to good practices for establishments and workers in the tourism sector. Ministry of Industry, Commerce and Tourism (2020).
- Guide to good practices for establishments and workers in the commercial sector. Ministry of Industry, Commerce and Tourism (2020).
- Procedure for occupational risk prevention services. Ministry of Health (2020), and "Learn to take off disposable gloves without risks", Collegiate Organization of Nursing (2020)

## 6. ANNEXES

### 6.1 – Definition of capacities in each área.

After the evaluation of the capacity allowed in the self-protection manual, the revision of the requirements regarding capacity restriction, and after the calculation to allow a safe distance of 1.5 m between people, the most restrictive criteria has been established.

#### **PERSONNEL (established capacity)**

	Es princep	Monport	La Pérgola
Staff dining room	6	6	
Changing rooms	2	3	3
Laundry	---	2	
Electrical intake room/ mains	3	2	1
Bursary	3	1	
Hairdressing storage	-	1	
Offices	3	2	

### COMMUNAL AREAS (Established capacity)

- A maximum capacity of 75% of the capacity is established, which allows maintaining the interpersonal distance of 1.5 m.
- For the terraces there is no capacity limit, as long as it can be ensured that the arrangement of the tables follows the interpersonal safe distance of 1.5 m.
- The number of hammocks and sunbeds indicated is the one that allows the interpersonal distance of 1.5 m (between users of different rooms), they have been placed in groups of 2.

### Es princep

AREA	PERMITTED CAPACITY		AREA	PERMITTED CAPACITY
Reception	6		Mura	58
Distribution	15		Gremium	28
Meeting rooms	9		Bala Roja	22
Gym	3		Bar Almaq	132
SPA	6		Bathrooms Almaq	1
Pool	10		Downstairs bathrooms	3 (ladies) 2 (gentlemen) 1 (disabled)
Nº of sunbeds	40			

### COMMUNAL AREAS (Established capacity)

A maximum capacity of 75% of the capacity is established, which allows maintaining the interpersonal distance of 1.5 m.

- For terraces there is no capacity limit, as long as it can be ensured that the arrangement of the tables ensures the interpersonal safety distance of 1.5 m.
- The number of hammocks has been reduced allowing the interpersonal distance of 1.5 m (between users of different rooms), they have been placed in groups of 2.

### Monport Hotel & SPA // Aparthotel La pérpola

AREA	Permitted capacity		AREA	Permitted capacity
Reception	47		Pool bathroom	1

Distribution	16	Miniclub	6
Reception SPA	4	Large pool MP	250 depending on D53/95 168 (3m2 - covid)
Massage cabins	1 per cabin	Childrens pool MP	14 depending on D53/95 9 (3m2 - covid)
Hydro massage therapy	1	Heated pool MP	28 depending on D53/95 18 (3m2 - covid)
Vichy shower	1	Spa pool MP	9 depending on D53/95 6 (3m2 - covid)
Beauty area	1	Large outdoor pool LP	250 depending on D53/95 168 (3m2 - covid)
Hairdressing	2	Villa pool LP	25 depending on D53/95 16 (3m2 - covid)
Gym		Heated pool LP	15 depending on D53/95 10 (3m2 - covid)
Staff dining	7	Gentlemen's bathroom	
Bar		Ladies bathroom	

## 6.3 – Action protocol for case detection

### 3.a Notification in case of detection

***Side note: In the first instance follow all instruction from an authorised medical source***

When checking in the information provided to the client, it is indicated that in case of suspicion of symptoms compatible with covid19, please communicate with the establishment by telephone from your room to reduce the risk of contagion to our staff and others clients.

Each reception will have a non-contact thermometer to take the customer's temperature, if requested. This measurement will never be made through the screen that already alters the measurement. If the thermometer is provided to the customer, it will be thoroughly disinfected. Note: The reception staff will maintain a safe distance at all times and will wear a mask established according to PRL.

#### TRANSMISSION OF INFORMATION AND COMMUNICATION WITH THE CLIENT.

✓ The head of the department that receives the communication from the client that presents symptoms compatible with COVID19 (either in reception, room, other areas ... or via telephone) must immediately (and discreetly) transfer this information to management (or the person designated in their absence).

✓ The management of the establishment (or delegated person) will contact the client to inform them that they are implementing the protocol and that they will contact them again after speaking with the medical services.

✓ The management of the establishment (or delegated person) will contact the medical services and follow the instructions (if the client requests it, the information will be provided with the medical assistance telephone numbers). Subsequently, they will transmit the instructions given and comment on the protocol established by the competent authority.

Note: Hotel staff will NOT enter the room to provide this information (contact will be made by phone).

✓ A surgical mask will be provided to both said client and their companions, if they do not have it. It will be necessary to leave the room to be attended by medical services.

✓ A registry will be opened to follow up on this incident, collecting all the data in relation to the personnel or clients that may have contacted the affected client, as well as activities in which they have been able to participate and that the establishment is aware of. Day of entry, number of companions, location of the affected person's room and other information that may be required by the competent authority. The goal is to allow narrow case tracking.

✓ The coordinator of the corporate committee will be immediately informed of all the information related to this case or suspicion.

### **3.b In the case of a suspicious or confirmed customer should be accommodated at the establishment.**

In the event that customers confirmed with COVID19 have to be accommodated in the establishment, THE INSTRUCTIONS OF THE SANITARY AUTHORITIES WILL BE RESPECTED at all times.

A meeting of the corporate committee and the hotel will be convened in order to review the steps to be followed with all those involved and to detect aspects that are likely to be improved, such as, among others:

- define who will contact the client, which person / s are allowed access to the room (limiting the number of exposed workers), and check that they have the PPE defined in the PRL report for these circumstances.
- repeat training of personnel in handling PPE's that will be involved in contact with the client
- analyse the need for a communication plan and define the information flows.
- o Based on building trust, communicating from the beginning (at the scale deemed necessary), with transparency and planning the information.
- o The requirements of the competent authority must always be followed, carried out in consensus with the health authority (and the tour operator, if necessary).
- o Appoint a spokesperson (if necessary).
- The cleaning programs for ALL spaces will be reviewed, increasing frequencies in areas deemed necessary.



- The ventilation / aeration of common spaces and rooms will be increased.
- The protocols for the prevention of risks of cross contamination will be reviewed (especially in the area of the cleaning department (rooms and common areas), as well as the other departments in their operations.

Rooms have been (initially) established to ensure better isolation from other customers:

List of room / s intended to be used in case of isolation	
Area	Room number
Monport	5001
La pérgola	Block 6 (6006, 6007, 6008)
Es princep	101

Note: as usual within our preventive system, those rooms of little use will be included in the preventive plan with weekly drains of all the taps in the block, because their use is not foreseen (except for necessity). It will be registered in the Legionella prevention system.

These rooms will be conditioned in such a way as to make cleaning as quick and easy as possible, eliminating decorative objects. It is recommended to have disposable cups for cleaning / mouthwash.

It will be placed:

- A disinfectant gel and hand soap.
- a basket with a bag (near the exit of the room) for the client to deposit dirty textiles at that point - towels / sheets)  
\* if this point is carried out by floor staff, the basket will not be necessary)
- a wastebasket with lid and pedal (and double bag) for the customer to deposit disposable tissues, masks and gloves inside.

### **3.b.1 Room and food service in rooms.**

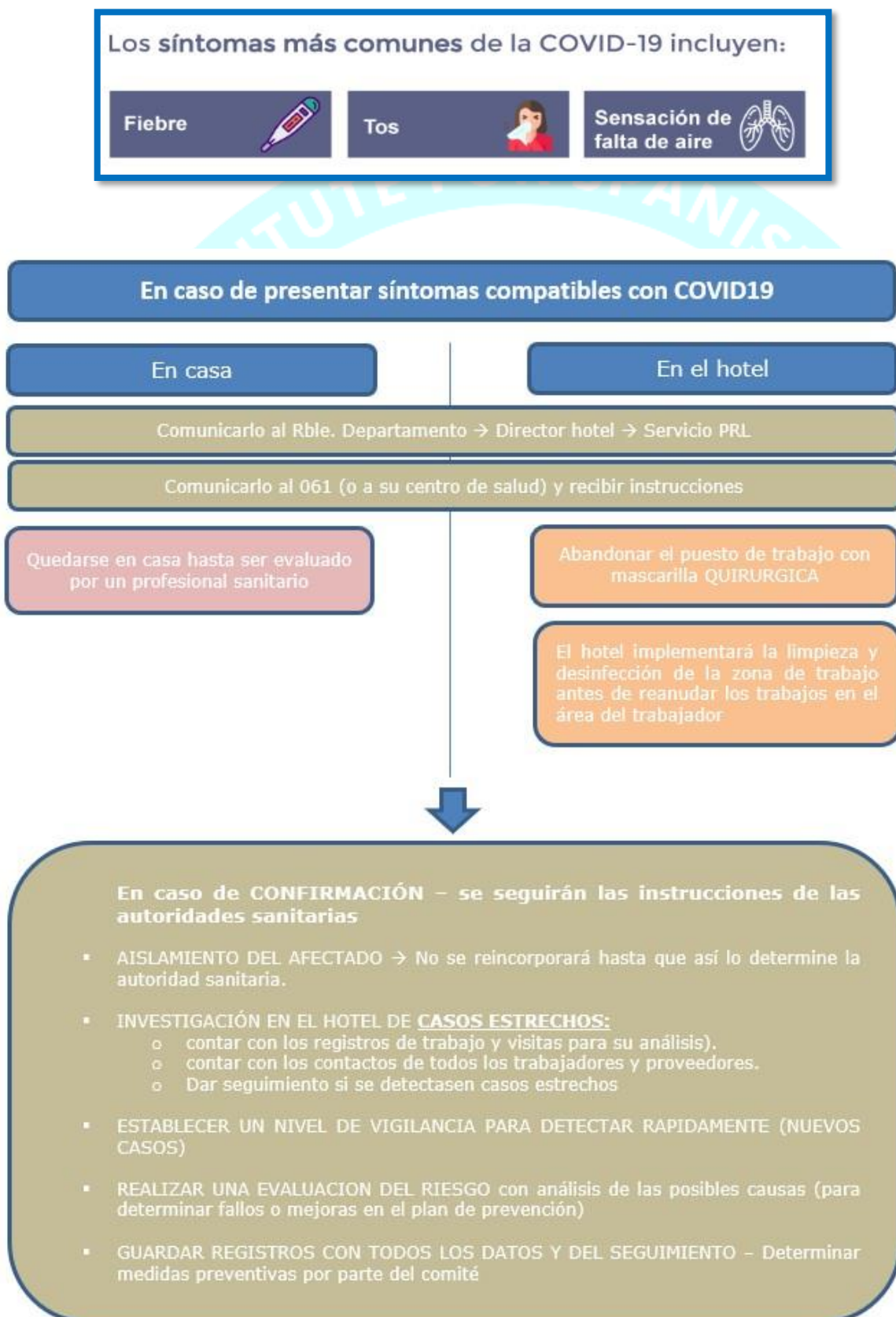
- ☉ A food service will be provided for the occupants of the room in isolation.
- ☉ The personnel that provide this service will carry the PPE indicated by PRL, although they will leave the tray outside the room. You must maintain the safety distance at all times and in any case it will be a brief contact.
- ☉ The client will give notice when it is finished and will take out of the room when instructed to avoid being outside unattended, again the person who provides the service must maintain a safe distance at all times and in any case will be a brief contact. In addition, you must wear gloves and wash your hands after completing the service.
- ☉ If you use a car to provide the service, it must be properly disinfected before it can be used again.
- ☉ Personnel must take special care not to touch their face or uniform during the process.
- ☉ The plates and cutlery can be washed in the washing train, with a rinsing phase higher than 80°C.

### **3.b.2 Room cleaning service (with client or after departure)**

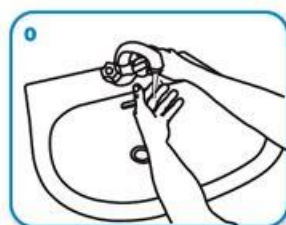
- ☐ The personnel that provide this service will carry the PPE indicated by PRL, provided for this situation.
- ☐ The cleaning cart will not enter the room.
- ☐ If the client has removed the bedding and towels and deposited them in the basket enabled at the entrance, the staff will proceed to close the bag and remove it from the room. The laundry should be warned for its hygienic handling, that is, not to shake the dirty clothes and avoiding direct contact with the skin. The materials will be washed by machine at 60-90°C.

- ☑ If it is the cleaning staff who must remove the bedding and towels, they should be put in a closed bag and separated from the rest, handling them in a hygienic way, that is, do not shake the dirty clothes and avoid direct contact with the skin .
- ☑ The disposable material used by the sick person (handkerchiefs, masks, glasses etc) will be disposed of by the client in a bag located in a wastebasket enabled with a pedal and lid. This bag will be closed by the cleaning staff once they have collected everything that can be removed from the room. This bag will be placed in a second bag, where the PPE used by the cleaning staff will be placed (once the service is finished). Said bag will be closed and may be disposed of together with the rest of the establishment's garbage.
- ☑ Cleaning with the client in the room should be done requesting the use of a surgical mask and that they maintain social distance at all times.
- ☑ The process must be carried out with official products and quickly, to be in the room for the shortest possible time.
- ☑ When the sick client leaves the room permanently:
  - o All PPE indicated by PRL will also be used for this situation.
  - o you have to remove and replace all the toilet facilities (amenities, toilet paper rolls, ...) and discard them.
  - o Carry out an adequate cleaning and subsequent disinfection with freshly prepared sodium hypochlorite solution (1000 ppm) or with the virucidal product from the list of chemical products. Special attention on all contact surfaces (same as an exit room) and the bathroom.
  - o Disposable products will be used to clean this room. Those that cannot be discarded will be scrupulously disinfected before allowing a new use.
  - o If deemed necessary, the disinfection service can be contracted from an external company authorized by ROESB.

## 6.4 Action protocol when detecting cases or suspicion among staff



## 6.6 WHO recommendations for handwashing



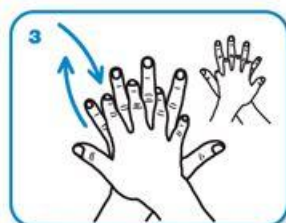
Wet hands with water



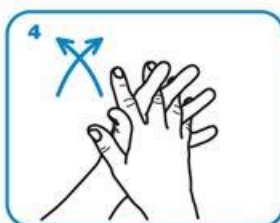
apply enough soap to cover all  
hand surfaces.



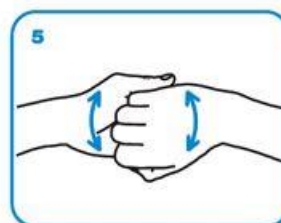
Rub hands palm to palm



right palm over left dorsum  
with interlaced fingers  
and vice versa



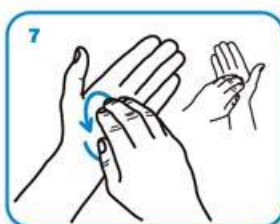
palm to palm with fingers  
interlaced



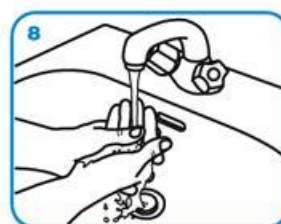
backs of fingers to opposing  
palms with fingers interlocked



rotational rubbing of left thumb  
clasped in right palm  
and vice versa



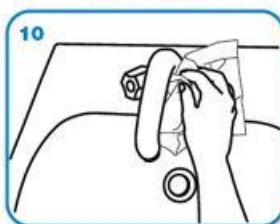
rotational rubbing, backwards  
and forwards with clasped  
fingers of right hand in left  
palm and vice versa.



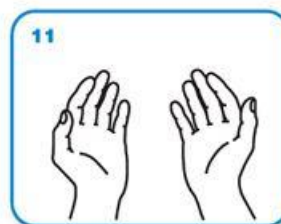
Rinse hands with water



dry thoroughly with a single  
use towel



use towel to turn off faucet



...and your hands are safe.



## 6.7 – Proper use of PPE's: Masks

Based on the resolution of April 23, from the general secretary of industry and small and medium-sized companies, reference to personal protective equipment in the context of the health crisis caused by COVID-19, if a team does not have EU certificate of the notified body (together with the manufacturer's declaration of conformity and the other information requested on the product / packaging for CE marking), in order to be supplied / marketed on an exceptional basis, you must have a temporary authorisation by the corresponding market surveillance authority (point 2 of the first section of the resolution)

In general, the recommendation is to use disposable PPE, or if not, they can be disinfected after use, following the manufacturer's recommendations.

PPE must be chosen in such a way that maximum protection is guaranteed with minimum discomfort for the user and for this it is very important to choose the size, design or size that adequately adapts to each person.

The correct placement of the PPE is essential to avoid possible routes of entry of the biological agent, equally important is the removal of the same PPE to avoid contact with the contaminated areas and/ or dispersal of the infectious agent.

PPE must be disposed of safely, in closed bags to be disposed of in the waste container (not the recycling container)

### Masks

The recommended masks in work environments in the context of the current epidemic of COVID-19 are hygienic (non-reusable, manufactured according to UNE 0064-1 and with a limited use of 4 hours, or reusable, manufactured according to UNE0065, and which must be washed at 60°C after a period of similar use)

You can also make use of surgical masks (UNE-EN 146983: 2019) although these are preferably reserved for infected personnel or those with symptoms compatible with COVID-19

In any case, and as a general rule, it will be necessary to use masks at all times except in pool areas, and on terraces when you are eating food or drink.

In the event of accessing areas with the presence of infected persons, respiratory protection masks (Type FPII or FFPII) must be used except if there is no approach within two meters. Dual masks may also be used, which must comply with both the EPI and the PS (Medical Device) legislation.

In no case should the front of the mask be touched with the hands during use, and removed. The mask will also not be left on the forehead, neck or kept in the pocket between one use and another.

## Mascarillas higiénicas en población general

La mayoría de las personas adquieren la COVID-19 de otras personas con síntomas. Sin embargo, cada vez hay más evidencia del papel que tienen en la transmisión del virus las personas sin síntomas o con síntomas leves. Por ello, el uso de mascarillas higiénicas en la población general en algunas circunstancias podría colaborar en la disminución de la transmisión del virus.

Esto es así, sólo si se hace un uso correcto y asociado a las medidas de prevención y se cumplen las medidas para reducir la transmisión comunitaria:



Una mascarilla higiénica es un producto no sanitario que cubre la boca, nariz y barbilla provisto de una sujeción a cabeza u orejas

Se han publicado las especificaciones técnicas UNE para fabricar mascarillas higiénicas:

- Reutilizables (población adulto e infantil)
- No reutilizables (población adulto e infantil)

¿A QUIÉN se recomienda su uso?

A la población general sana



¿CUÁNDO se recomienda su uso?

- Cuando no es posible mantener la distancia de seguridad en el trabajo, en la compra, en espacios cerrados o en la calle.
- Cuando se utiliza el transporte público.



Haz un uso correcto para no generar más riesgo:

- Lávate las manos antes de ponerla.
- Durante todo el tiempo la mascarilla debe cubrir la boca, nariz y barbilla. Es importante que se ajuste a tu cara.
- Evita tocar la mascarilla mientras la llevas puesta.
- Por cuestiones de comodidad e higiene, se recomienda no usar la mascarilla por un tiempo superior a 4 horas. En caso de que se humedezca o deteriore por el uso, se recomienda sustituirla por otra. No reutilices las mascarillas a no ser que se indique que son reutilizables.
- Para quitarte la mascarilla, hazlo por la parte de atrás, sin tocar la parte frontal, deséchala en un cubo cerrado y lávate las manos.
- Las mascarillas reutilizables se deben lavar conforme a las instrucciones del fabricante.

21 abril 2020

Consulta fuentes oficiales para informarte  
[www.mscbs.gob.es](http://www.mscbs.gob.es)  
@sanidadgob

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PARAMOS  
UNIDOS



## 6.8 – Proper use of PPE's: Gloves

### Gloves

Protective gloves must comply with EN-ISO 374.5: 2016. It is recommended that they be made of vinyl or nitrile, but other more resistant materials can be used if the activity to be carried out requires it. Gloves must have a CE marking. Gloves can create a false sense of protection, therefore, this mean hygiene before and after use is very important, especially if potentially contaminated surfaces have been touched.

Gloves should be changed as often as indicated according to use and following the manufacturer's instructions. In any case, you can apply sanitiser on them to lengthen their use, but at any sign of deterioration (perforation, tear, etc.) they must be replaced

The correct way to remove gloves without contaminating your hands is by following these steps:



*Procedimiento para los servicios de prevención de riesgos laborales*



*(Ministerio de Sanidad, 2020)  
(Organización Colegial de Enfermería, 2020)*



## 6.9 – List of authorized virucidal products

### Official list of products:

[https://www.mscbs.gob.es/profesionales/saludPublica/ccayes/alertasActual/nCov-China/documentos/Listado\\_virucidas.pdf](https://www.mscbs.gob.es/profesionales/saludPublica/ccayes/alertasActual/nCov-China/documentos/Listado_virucidas.pdf)

### List of products used:

Hotel	PRODUCT	Department	Use	Review of compliance for official requirements
ALL	CONPACK DESINFECTANT PLUS	ALL	Individual teams, Work surfaces Tables, backs, bars, ... surfaces buffets, doorknobs, ... (spray application)	ok
			Materials in rooms and common zones (spray application)	ok
ALL	SODIUM HIPOCLORITE	Kitchen and appartments	Aplicación puntual mediante bayeta	Ok – check dosage 1000 ppm (general) / 5000 ppm

**Hidroalcohólico liquid:**

Hotel	PRODUCT	Department	Use	Review of compliance for official requirements
ALL	SOAP H50 [QUIMIDEX PROFESSIONAL]	ALL	Disinfection of hands	ok



## 6.10 – List of locations of authorised bins, dosage of hydro alcoholic gel and disposable tissues.

### *List of locations of authorized bins, dosage of hydro alcoholic gel and disposable tissues.*

Area	Department	Es princep	Monport	La pérgola
Hall entrance of hotel	Cleaning	1	1	1
Restaurant entrance	F&B	1	1	1
Snack bar and pool entrance	F&B	1	1	1
Lift access	Cleaning	1	1	1
Staff area and Spa	SPA	1	1	--
Miniclub entrance	Miniclub	--	1	--
Gym	Gym	--	1	--

## Annex 11 – Record sheets

