



## Health and Safety Regulations

R: 05

### in terms of COVID-19

EN ISO 9001:2015/HACCP

Date:01.05.2020

We, Duni Royal Resort team, have been offering a high quality world level product for more than 20 years, striving to develop and improve the supply and services for our guests every passing year.

The first priority for us is the health and safety of our employees, our guests and our business partners.

Good conditions and optimal safety are one of the primary concerns of our team, as health and safety, together with product quality and environmental protection are an integral aspect of our responsibilities. As well as to ensure safe and healthy work of our employees. The management policy of Duni Royal Resort is aimed at continuous improvement of working conditions in accordance with Bulgarian and European legislation, achieving ever-increasing staff satisfaction with the work activity.

That is why we have reviewed, improved and strengthened our policies and procedures for hygiene, cleaning and disinfection, complying with all requirements and recommendations of the Bulgarian government, the World Health Organization (WHO) and our international business partners.

#### **GENERAL TERMS:**

- All employees must strictly comply with health and safety requirements set by the World Health Organization, the Ministry of Health, the Operational Headquarters, the Ministry of Interior and the Internal Regulations of DUNI AD.
- All responsible persons must conduct a health and safety briefing at COVID-19, after which the instruction booklet must be filled in and signed by all instructed employees.
- To observe strict personal hygiene: wash your hands regularly with soap and water or use an alcohol-based disinfectant after sneezing, coughing, before eating and cooking, after visiting WC.
- To avoid touching the face, mouth, nose and eyes.
- To avoid shaking hands.
- Avoid contact with colleagues, in case the specifics of the job do not require it.
- To practice social distancing - maintaining a distance of at least 1.5 m among colleagues.



## Health and Safety Regulations

R: 05

### in terms of COVID-19

EN ISO 9001:2015/HACCP

Date:01.05.2020

- Use of personal protective equipment such as masks, gloves, goggles, helmets, etc.
- Places where many people work or eat must be decontaminated and disinfected.
- Public meetings are organized or attended only when absolutely necessary.

#### **ANTI-EPIDEMIC MEASURES:**

##### **Reception and Hotel part:**

- Observation of social distance, when staying in the hotel lobby.
- Welcoming guests by employees with personal protective equipment.
- Accommodation and check-out of the hotel only two people at the same time or one family.
- Only two people at at the same time or one family should enter the elevators.
- Unnecessary items, such as advertising materials, etc., will be removed from the guest rooms. Personal protective equipment - masks / helmets and gloves - are provided for the service staff. Additional training is carried out about all standards and procedures for cleaning and disinfection by a representative of Ecolab, according to the training plan. Strict hand washing protocols and daily health screening are followed.
  - Improved deep cleaning and disinfection protocols will be implemented in hotel guest rooms, according to Ecolab hygiene plans, developed after the spread of COVID-19 pandemic, using EPA-approved virus-killing products.
  - Ongoing daily disinfection of the most frequently touched areas by the guests in the rooms, such as light switches, door handles, TV remote controls, desks, telephones, faucets, sinks, etc. will be performed.
  - After check out of customers from hotel rooms, more intensive cleaning and disinfection measures will be carried out in the rooms. Windows and doors will be open for a longer time.
  - Guests can be sure that their rooms will have the highest standards of cleanliness.

##### **Public areas, beach, pools and facilities:**



## Health and Safety Regulations

R: 05

### in terms of COVID-19

EN ISO 9001:2015/HACCP

Date:01.05.2020

- Signs will remind our guests to observe social distance. Hand sanitization stations will be provided in front of the entrances and areas with high traffic of people, such as reception, elevators, swimming pools, beach, fitness center, bars and restaurants, playgrounds. Regular inspections will be carried out to ensure the proper functioning of the soap and disinfectant dispensers.
- The frequency of cleaning public areas will be increased. All contact surfaces in the public areas such as door handles, elevator buttons, railings, reception desks, public toilets will be disinfected hourly.
- Sunbeds and tables around the pools and the beach will be disinfected regularly, and every evening the beach area and the pools will be thoroughly cleaned and disinfected.
- Beach towels will be distributed from towel stations against beach cards, which will be disinfected daily. According to epidemic safety measures, towel stations will also have hand sanitizer.
- Several times a day: playgrounds and children's clubs and gym will be closed for basic cleaning and disinfection. The number of guests there will be limited. These areas will also be thoroughly cleaned and disinfected every night, according to Ecolab's hygiene plans.
- In the Laundry areas, workers will wear masks and gloves, keeping their distance. Washing programs will be at least 60 degrees, with addition of Ecolab detergent and disinfectants
  - Basic disinfection will be performed every night on all alleys and benches in the resort, the amphitheater, the checkpoints, the main security entrances, etc.

#### Animation:

- Observance of social distance when conducting sports activities and outdoor games.
- Disinfection of sports equipment and materials before and after use.
- Complete disinfection of the kid's club.
- Organizing more activities, games and outdoor sports events.
- Observance of social distance during the evening animation program, beach and pool parties, show programs, dance evenings, etc.



## Health and Safety Regulations

R: 05

### in terms of COVID-19

EN ISO 9001:2015/HACCP

Date:01.05.2020

#### Restaurants and bars:

- Ecolab hand sanitizers will be installed at the entrances of all sites.
- Modifications will be made in the food and beverage service: In the main restaurants the food will be distributed by our employees at different food stations, observing the rules of social distance and safety. The buffets will be divided by transparent partitions and the guest will only be able to indicate the specific dish they want.
- In order to comply with the measures for social distancing and to prevent big groups of people in the main restaurants during the meals, time zones will be determined for breakfast, lunch and dinner, according to some rules (room number or hotel floor).
- The one-way direction flow for guests to pass the buffet, as well as the observance of social distance, will be marked with signs, stickers and limiters.
- The dishes offered at the show cooking stations will be increased. The rich variety of food and drinks offered will be maintained.
- In A-la-carte restaurants all epidemic requirements will be observed and their service capacity will be increased to the possible maximum.
- There will be no self-service stations in restaurants and bars. Guests will be able to use the room service - chargable.
- Basic cleaning and disinfection will be performed before and after each meal in the trade hall and current disinfection of all contact surfaces (sideboards, door handles, tables, chairs, high chairs, partitions) according to the hygiene plans of Ecolab, which will be registered in checklists for restaurants and bars.
  - Restaurants and bars will work with reduced capacity, to provide necessary space and socially remote environment among the tables, as required, and after each guest will be disinfected.
- The service staff in all bars and restaurants will be provided with personal protective equipment - masks / helmets and gloves. Additional training will be provided about all standards and procedures for cleaning and disinfection by an Ecolab representative, according to the training plan, including strict hand washing protocols, daily health screening and temperature checks.



## Health and Safety Regulations

R: 05

### in terms of COVID-19

EN ISO 9001:2015/HACCP

Date:01.05.2020

- Only Ecolab products with the relevant permits, certificates and safety info sheets will be used in the approved register of cleaning and disinfecting preparations in the food establishments.
- All suppliers of food, consumables and services will be admitted to the hotel after registration in the “form for external visitors”, complying with all anti-epidemic requirements.
- We strive to continuously increase the level of safety of the offered food and beverages by researching, studying and analyzing all potential dangers related to the production, storage and realization of culinary products. All known information about potential dangers, including COVID 19, to improve the properties of the culinary products, are studied and used incl. world experience and new discoveries in the knowledge of the emergence of dangers.
- We have highly qualified, specialized and motivated staff. We strive for every employee to realize the importance of their actions in terms of safety of manufactured and offered products to protect the health of our guests.
- Intensified implementation of all procedures of the already integrated food quality and safety management system in accordance with the requirements of EN ISO 9001: 2015 and the HACCP system, developing new working procedures and mandatory training in terms of guidelines and information from different health organizations such as the World Health Organization (WHO), the Centers for Disease Control and Prevention (CDC) and local public health authorities.

Senior management encourages the maintenance of a company policy that accepts the health and safety of staff and guests of the resort as an integral part of management philosophy and is committed to providing adequate resources to achieve the purpose – realization of quality, as well as safe and healthy conditions.

Date: .....

CEO: .....