

**COVID – 19, OPERATIONAL PROCEDURES HOTEL ZEFIR, SUMMER
SEASON 2020 (APPLICABLE FOR FURTHER CONTAGION)**



OVERVIEW

In December 2019, a group of pneumonia cases appeared in the city of Wuhan (China) with a common exposure in a wholesale market for seafood, fish and live animals.

On 1/7/2020 the Chinese authorities identified a new virus of the family Coronaviridae (coronavirus), which was later named SARS-CoV-2, as the cause of the outbreak. This virus is responsible for different clinical respiratory manifestations in humans, encompassed under the term COVID-19, ranging from manifestations similar to the common cold to severe pneumonia.

After these events, the virus spread rapidly throughout the world, which led to it being declared a pandemic on 03/11/2020 by the World Health Organization. The health alarm situation declared in many countries by the coronavirus pandemic has, in some cases, determined to take special measures in many areas, from those related to street cleaning, to actions in private homes where they have been affected, including cleaning and disinfection of residences for elderly people or places where many people can gather (supermarkets, pharmacies, ...).

These measures are aimed at eliminating or reducing the possible viral load and for this purpose, the present document on cleaning and disinfection is written, which may be revised as the scientific- technical information and the health situation evolve.

HEALTH & SANITATION GUIDELINES

EMPLOYEE'S RESPONSIBILITIES

Hotel Zefir employees are vital for an effective sanitation and health program. Hand washing, correct hygiene and frequent handwashing with soap is vital to help combat the spread of virus. All employees are instructed to wash their hands, or use sanitizer when a sink is not available, every 60 minutes (for 20-seconds) and after any of the following activities: using the restroom, sneezing, touching the face, blowing the nose, cleaning, sweeping, mopping, smoking, eating, drinking, going on break and before or after starting a shift.

COVID-19 TRAINING.

All employees will receive training on COVID-19 safety and sanitation protocols. Appropriate PPE will be worn by all employees based on their role and responsibilities and in adherence to state or local regulations and guidance. Training on how to properly use and dispose of all PPE will be mandatory. Every employee entering the resort will be provided a face shield and required to wear that face shield while on property. Gloves will be provided to employees whose responsibilities require them as determined by medical experts including housekeeping and public area attendants and security officers in direct contact with guests.

GENERAL HYGIENE MEASURES FOR ALL STAFF

1. Frequent hand washing: At least before eating, after sneezing, coughing, or blowing your nose, after using the bathroom, before handling food, after touching or cleaning surfaces that may be contaminated, and after using or sharing equipment such as machinery, computers, materials , etc.
2. Avoid touching your eyes, nose and mouth with your hands, as these facilitate their transmission
3. When coughing or sneezing, cover your mouth and nose with your elbow flexed
4. Use disposable tissues to eliminate secretions, and throw them away after using it
5. Try to keep a minimum preventive distance when possible
6. Temperature checks upon arrival on a daily basis to all staff
7. Report immediately to your superior in case of any symptom

HANDWASHING

Although various products can be used, hand washing can be classified according to whether ordinary soap or detergents are used, or whether products containing antimicrobial agents are used. Handwashing with regular soap kills the corona virus microorganisms and then allows them to be rinsed.

Washing hands with antimicrobial-containing products destroys or inhibits the growth of microorganisms. This process is known as chemical removal of microorganisms. Gloves are not a substitute for hand washing. Hands should be washed, even if gloves are worn, after touching any material potentially carrying an infectious agent.

Handwashing is the simplest and most important procedure to prevent infections. Handwashing is defined as a brief, vigorous scrubbing with soap of the entire surface of the hands, (for minimum of 20 seconds) followed by rinsing with a stream of water.

HYGIENIC FRICTION OF THE HANDS

Hygienic friction of the hands with different disinfecting solutions is a more effective process than washing them. It involves a disinfectant to destroy a substantial part of the transient flora on the hands. The technique involves rubbing 3 to 5 ml of a fast-acting antiseptic on both hands until it dries. Care must be taken to expose the substance over the entire surface of the hands and to open the interdigital spaces, rubbing the tips of the fingers on the palms moistened with the disinfectant.

Hygienic hand friction, especially with alcohol preparations, is superior to ordinary soap and water for safe hands after known or suspected contamination with potentially pathogenic microorganisms.

The current recommendation of the infection committee is for the use HMI SCRUB AL

EXTRAORDINARY MEASURES

All staff working close to guests will use standard face shields and latex gloves at any

time, such as: Housekeeping, kitchen, bars & restaurants, reception & guest relations, animation team, life guards, security, gardeners and maintenance (other employees discretionary).

All hires will be requested to have a medical check before incorporation.

Extra info will be displayed in all information boards around the hotel.

Antibacterial solution dispensers will be installed on the hotels main entrance, entrance of the two restaurants.

Minimum sunbeds separation space of 2 meters (two sunbeds and one umbrella).

Seats capacity will be reduced in restaurants' terraces, (min 1.5m distance from chair to chair.) Only outside sitting in restaurants is allowed. Food will be covered by glass and tourists will have no contact with the food on the buffet tables.

Animation games & performances will be developed according to minimum covid-19 safe & healthy standards.

Access will be restricted to a maximum number of guests in restaurants, shop (4 guests), Lobby bar south terrace (60 Guests), Lobby bar North terrace (56 guests) Main Restaurant north terrace (74 Guests), Main restaurant south terrace (100 guests)

Rooms should be unoccupied for a minimum of 24 hrs. between new reservations for a proper disinfection to take place

HOUSE KEEPING

The most important thing is to detect the hotel's hot areas and increase its cleanliness, in addition to maintaining the stipulated safety distance between clients and workers. Common sense, responsibility and solidarity are paramount in order to stop the virus.

Aligned with standard cleaning procedures extra disinfection will be developed in critic places & surfaces with high flow of guests, such as:

- Occupied rooms.
- Common areas toilettes* (standard cleaning plus disinfection of all handles and dispensers, doors & door frames, faucets and boards in general) Done every hour.
- Main entrances and exit doors* (hotel entrance, accesses to wings and different facilities such as: bars & restaurants, shops etc.)
- General floor cleaning* will be performed with DANEX SANISPRAY. 1:50 (20ml to 1 liter of water)

*applicable to all staff/internal areas.

CLEANING & SANITIZING PROTOCOL

- a) Carts, trolleys and equipment to be sanitized at the start and end of each shift
- b) Guest linen will be delivered and removed from guest rooms in single use sealed bags
- c) All items stored on shelves in the Housekeeping locker rooms are placed in bags and not exposed to the open air when not in use
- d) Back of house restrooms will be sanitized at least once every four hours
- e) House phones, in unsupervised/controlled areas, to be removed

ROOM CLEANING SPECIFIC PROCEDURE

BEDS

Guests beds require careful cleaning and disinfection. Before starting the cleaning, remove the clothes from the bed, wrapping them towards the center to avoid producing aerosols, and bag them in order to avoid any risk during transportation. It should always be verified that there are no guest's items wrapped in the clothing. Cleaning of headboard and of any other built in piece of the bed is done with a cloth impregnated with disinfecting solution.

In routine cleaning (disinfection) HMI UNI S (antibacterial solution, 1:200 5ml to 1 liter of water) are recommended to use. In case the bed shows biological fluid dirt, it is recommended to use a high level disinfection; HMI TABIDEZ 56 (1 tablet to 10 liters of water).

W.C.

The cleaning process begins with washing the walls, the sink, any surface, the shower knobs and the door with a sponge impregnated with a disinfecting solution. DANEX SANISPRAY. 1:50 (20ml to 1 liter of water)

Before starting to wash the toilet, it is recommended to empty the water from the tank at least once. Subsequently, the disinfecting solution (DANEX SANISPRAY. 1:50 20ml to 1 liter of water)

should be spread on all the surfaces of the toilet, starting from the outside, the base, the back area, the pipes and the hinges.

The grooves in the bathroom slabs, valves and stopper are narrowed with a small brush. Then the inside of the cup and the area under the cup are shaken. At the end, release the tank again and dry the outside of the cup.

The floor is washed with a brush and disinfectant solution; (DANEX SANISPRAY. 1:50 20ml to 1 liter of water). The mirror is cleaned with a wet mop impregnated with a disinfecting solution, drains are verified to be clear, the bathroom toiletries and a label indicating that the W.C. is already disinfected are placed and a new bag is put in the trash bin

CURTAINS

Before cleaning starts, adjust the window and stretch the curtains. Shake by wiping evenly from top to bottom with a feather duster, remove and wash if any dirt spot is detected.

WINDOWS

The place where most dirt enters buildings and rooms is through the windows; If the glass and window frames are kept clean, the cleaning time inside the hotel decreases.

A rag is placed between the bucket and the floor to prevent a water ring from forming. Wash with a sponge impregnated with a disinfecting solution, its cleaning begins starting at the top, with horizontal movements, until reaching the bottom. Then the dirt is removed with a damp cloth achieving full transparency in the glass sheet.

Dry the window frames.

It is not convenient to clean the windows when the sun reflects directly on them; they dry too quickly and the glass gets stained.

FURNITURE AND CHAIRS

To clean furniture and chairs, wipe the surface and the bottom, use a dry cloth to clean any shoe rubbings.

Wash with disinfectant solution (HMI UNI S 1:200 5 ml to 1 liter of water) and scrub sticky stains caused by hands, food, etc., by using a damp cloth. Then wipe with a dry cloth to avoid deterioration of the material of the chairs and furniture.

At the end, put the furniture back in its place. When stains appear on upholstered furniture, it is recommended not to rub the surface, but to use the adequate steam vacuum machine.

Laundry

Laundry is only do be by a government certified service. Bed sheets and towels are to be washed at min. of 60 degrees and antibacterial detergent is to be used.

CLEANING OPERATIONS IN COMMON AREAS

Circulation areas in hotels are places where most of the time there is a flow of

people; therefore, they need more attention from the people responsible for cleaning. Public restrooms, hallways, stairways, waiting rooms, offices, and other hotel facilities are included within these areas. While cleaning in areas where the floor is wet, it is recommended to put up an eye-catching portable notice "Walk with caution, wet floor", which alerts people to the risk of slipping.

PUBLIC TOILETS

The objective is to keep the site hygienic, disinfected and pleasant. Cleaning is done on an hour basis. These sites require constant review throughout the day. It is recommended to wash the walls, urinals and the toilet with a solution of DANEX SANISPRAY. 1:50 20ml to 1 liter of water. Then dry them with a well-drained cloth and leave no visible marks.

Collect the bags from the garbage containers and dispose of them as ordinary waste. Wash and dry the garbage cans and put the indicated bag back on. Mop the floor with bleach solution, including the area where the toilet is located. Install toilet paper if necessary and check the soap dispenser.

Disinfect all handles, frames, dispensers, faucets and any surface likely to be touched

ELEVATORS

An employee will be present to sanitize the button panels at regular intervals, at least once per hour. (Use HMI UNI S 1:200 5 ml to 1 liter of water)

Signage will be posted to explain the current procedures. No more than four guests will be permitted per elevator in the new elevators, only 2 guests in the old elevator.

STAIRS

It is the responsibility of the cleaning staff to keep the stairs free of obstacles and in a perfect state of cleanliness to achieve everyone's safety. Handrails should be cleaned with a wet mop with a disinfectant solution every hour. (HMI UNI S 1:200 5 ml to 1 liter of water) Mop the stairs with DANEX SANISPRAY 1:50 (20ML. TO 1 LITER OF WATER) being careful not to water the area too much and leave warning "wet floor" signs.

LOBBY AND SEATING AREAS

Mop the floor with bleach solution around chairs and tables, use the "cleaning clubcar" for the rest of the areas. Check rubbish around cushions and remove any chair, pillow or similar when stained.

Use a mop with a disinfectant solution to wash armrests and any decoration susceptible to be touched.

Use the same procedure as in "ROOM CLEANING SPECIFIC

PROCEDURE”/”windows” for cleaning any window, glass or sliding door.

RECEPTION & GUEST RELATIONS

CLEANING & SANITIZING PROTOCOL

- a) Sanitize all guest touch points after each transaction including Credit Card Devices, pens and registration countertops
- b) Room key cards to be sanitized before stocking
- c) Offices, Call Centers, Registration Desks to be deep cleaned and sanitized upon a shift change.

GENERAL

Service will be provided as usual, with main exemptions during the check in & check out process. See trough barriers of min 1 metre will be placed upon reception.

Employees to use separate counters and have individual stations to eliminate shared equipment. Maximum of two employees at counter

When multiple arrivals guests will be allowed to enter the hotel by three “rooms”(2 different reservations and no more than 10 people), two will be serviced in the reception desk (during night time, low flow of guests in the common areas, arriving guests may wait inside following the Standard preventive distance).

In no case more than 2 guests (during check in or other) will be attended at the same time on the reception or guests relations desk.

For the check out process, guests with extra charges will be encouraged to proceed the evening before their departure, and in case multiple check out the guest relation department will support.

A security officer will greet each visitor to the resort. Visitors will be screened and asked to use hand sanitizer and to wear a mask (which will be provided by the hotel). Appropriate signage will also be prominently displayed outlining proper mask usage and current physical distancing practices in use throughout the hotel. The counter must be cleaned and disinfected frequently, (with HMI SCRUB AL) avoiding excessive elements that customers can manipulate. It is also important that a disinfecting gel or solution is available if there is no bathroom nearby. After exchanging objects between client and worker (credit card, banknotes, pens ...) a hand disinfection will be carried out, even if working with gloves. At the reception you must have emergency telephone numbers to request assistance or health information for any client who may be ill. In addition, the client should be recommended to stay in the room until the medical visit and will be provided with a surgical mask, if we have one, which must be worn whenever someone enters the room.

Guest should be given disinfectant wet wipes in order to clean their baggage prior to entering the room.

Animation

Animation is to be done only in the areas outside of the hotel building. (garden, or terraces) No contact sports are to be allowed, (football or Volleyball) until further notice. All equipment used have to be disinfected with HMI UNI S (5ml to 1 litre) after each use. If guests use the equipment, then they have to be disinfected after each use.

ENGINEERING

CLEANING & SANITIZING PROTOCOL

a) Carts, phones, tools, trolleys and other equipment to be sanitized at the start and end of each shift.

SPECIFIC TECHNICAL MAINTENANCE SERVICES (Aligned with standards).

Dishwasher: The operation of all dishwashers must be checked, so that the temperatures to be reached are correct (greater than 80° in the rinse) and the dosage of chemical products.

Dispensers: The operation of soap, disinfectant gel, and disposable paper dispensers should be checked daily ... proceeding to repair or replace equipment that has 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 of 23-26 degrees, ensuring sufficient air renewal. Extra checks and filters cleaning will be implemented.

Repair in rooms: To access rooms that require repairs, maintenance personnel must protect themselves with personal protective equipment (PPE), which consists of face shield, gloves and lab coat. In addition, we reiterate, the client must wear the mask while the worker remains in the room.

BARS & RESTAURANTS

CLEANING & SANITIZING PROTOCOL

- a) Service stations, service carts, beverage stations, counters, handrails and trays to be sanitized at least once per hour and logged by a manager
- b) POS terminals to be assigned to a single server where possible and sanitized between each user and before and after each shift. If multiple servers are assigned to a POS terminal, servers will sanitize their hands after each use
- c) Dining tables, bar tops, stools and chairs to be sanitized after each use

- d) Condiments to be served in single use containers (either disposable or washed after each use
- e) Check presenters, votives, pens and all other reusable guest contact items to be either sanitized after each use or single use
- f) Menus to be single use and/or disposable
- g) Use single use disposable or non-porous placemats that can be machine washed and sanitized after each use
- h) Sanitize trays (all types) and tray stands sanitized after each use
- i) Storage containers to be sanitized before and after each use
- j) Food preparation stations to be sanitized at least once per hour
- k) Kitchens to be deep cleaned and sanitized at least once per day
- l) Food and beverage items being prepared to be transferred to other employees using contactless methods (leaving on expediting tables, conveyors, etc.)
- m) No people to be sited inside the bars or restaurants, only on terraces.
- n) Guests should not handle coffee machines or beverage stations, only employees should handle them.

ASSISTED BUFFET

The proposed measure with the greatest impact is transformation into an assisted buffet using anti-fog screens, which comply with regulations current in terms of measures and situation, throughout the buffet, served by the buffet staff and who prevent the customer from taking the food, with the exception of individual plated presentations and covered single-dose units that will be accessible by the client.

a) Single-serve or covered single-dose (cold hot)

The pods are already present in many buffets, especially for desserts, salads and others cold foods. We recommend the use of covered monodoze and the incorporation of hot foods to this presentation.

It will be necessary to develop cheaper materials and stronger than porcelain, mud and cast iron that they hold the heat to more than 80° to be able to serve hot food in individual dishes or monodoze.

b) Enhancement of personalized show cooking

We recommend enhancing the show cooking, applying it not only to the fish plates and meat, but also to finished pasta, paellas, kebabs, woks, etc., customizing for each client the cooking point, the rooms and the accompaniments, offering a better service and enhancing the customer experience.

c) Queue line dividers will be arranged around all bars (such as self service areas in airports) with information boards about minimum distance to keep, 1.5m, also indicating entry and exit.

d) Entry

Unlike a bacterium that can reproduce, the virus needs to transmit through a vector (in this case person to person), entering from the outside for contagion. Therefore, the experts agree that they must be extreme the measures taken at the entrance, such as:

Communication to customers of hygiene measures through posters and screens
-Cleaning control with hydro alcoholic gels for hands and mobiles from customers, dispensed automatically without contact or by an employee.

e) Restaurant

Guests are not to be seated inside the restaurant, disinfection and cleaning of self-service machines, daily inspection of dining room air conditioning and aerate the room after each service.

Seats on the restaurants' terraces will be reduced to grant 2 meters space between each table (no more than four clients in 10 square meters, tables with capacity over 6 people should be replaced for smaller ones).

Queue line dividers will be arranged around all buffet & drinks area.

-Approximated amount of seats with new distribution:

Main restaurant: 174 Guests (If needed, the terrace can be extended into the pool terrace where an additional 100 seats can be placed)

*Shifts may apply according to the demand.

On the other hand, all dishes, cutlery and glassware must be washed and disinfected in the dishwasher, minimum 80 degrees, including those that have not been used, but have been in contact with customers' hands, or single use cutlery may be disposed in individual sealed packages for the guests which prefers this option.

Overall it is recommended the use of disposable tablecloths and single-use utensils (such as single-dose containers in disposable containers).

Every table and chair may be disinfected after each use with HMI RODA (1:200 5ml to 1 liter of water)

CONTROL AND ESTABLISHMENT OF REQUIREMENTS FOR FOOD PROVIDERS

Aligned with general standards there will be greater interest in ensuring compliance with health regulations in facilities, and changes will be requested in the packaging and transport systems for the adaptation to the new work systems detailed below:

Improvements in merchandise reception flows:

A "dirty area" will be set up to receive goods and it will be the only area to access for the provider. Before accessing this area, hand washing will be necessary, as well as the soles of shoes (using automatic brushes or carpets).

This access will be controlled by a person from the staff.

Depending on the type of merchandise, the following procedures will be followed:

a) frozen and deep-frozen: Will be stored after sanitizing hands, soles

b) preserves: they will be deposited in the dirty area and the store responsible will unpack it, separating the cardboard and will disinfect with HMI RODA (1:200 5ml to 1liter of water)

c) fresh (meat, fish and vegetables): assigned employees will change packaging, They will sanitize, label and store in the fridges

PRODUCTION AND HANDLING (Aligned with standards)

Stricter compliance with HACCP is envisaged, recommending the digitization of control and measurement systems, especially in relation to:

- traceability
- food reception
- defrost (time and camera)
- cold room handling (unlabeled and without drainer)
- production systems (use of the deep freezer blast chiller)
- crockery sanitizing systems
- wearing a hat
- use of uniforms and shoes only inside the hotel

BEST PRACTICES

1. Wear Gloves Properly

The improper use of gloves spreads dangerous bacteria. In addition, cleaning crews must wash their hands after removing gloves.

2. Focus on High-Touch Areas

The hotel manager should direct staff to focus on the most-touched surfaces. These include beds, handrails, doorknobs, phones, and remote controls in guests' rooms. Since more people have touched these areas, there is a greater likelihood of dangerous bacteria.

3. Work from Clean to Dirty Areas

One of the biggest mistakes in modern commercial cleaning is starting from the dirtiest places, usually the restroom, and moving to cleaner parts of the facility. There are so many chances to spread disease-causing soils from a bathroom or kitchen when mops and rags are part of the cleaning system.

4. Dispose of Contaminated Materials Safely

Knowing how and where to dispose of soiled surfaces and solutions should be considered as important as the cleaning system. Whether you have soiled linens, dirty cleaning fluids, or others, make sure there is no chance for contamination during removal. No-touch cleaning makes disposal of dirty cleaning fluids easier than ever.

5. Minimize Chemical Content

Abrasive chemicals can irritate guests' nasal passages and harm the skin of cleaning

workers and hotel staff.

6. Don't wear gloves when you use computers and/or any gadgets that are shared all around. The gloves you might be using might have been through a lot and the least you want is to spread the bacteria to other hospital staff.