

# Covid-19 Health Protocol

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# Strategic Alliance

CHATUR Hotels & Resorts and Quirón Prevención have collaborated to develop detailed guidelines in response to the Covid-19 illness. CHATUR Hotels have provided invaluable input from their operations experience, which combined with Quirón Prevención technical knowledge and experience, has resulted in a comprehensive set of procedures addressing all departments within CHATUR Hotels. The authors include recognised international experts.

## Methodology

We have adopted a risk-based approach for identifying hazards throughout the entire circuit flow of guests, staff and other visitors to CHATUR Hotels and Resorts. From this, control procedures will be applied, according to the risk level. These protocols aim to avoid the spread of illness, both from person to person and by way of the environment (e.g. touching surfaces). Therefore, social distancing and hygiene practices (personal and environmental) such as cleaning and disinfection, have been applied throughout the various stages, according to the risk level. All these procedures are known and shared by all our collaborators, through a constant and rigorous training process.

Operational feedback will also be key to any future fine tuning. We have also taken into account information from various sources including: WHO, PHE, CDC, ABTA, ICTE amongst others. These guidelines form the basis for the subsequent training and implementation programme.



With the firm conviction that caring for people begins with prevention, Quirónsalud, Spain's leading healthcare services company, in 2016 opts to purchase 4 of the leading companies in the health and safety sector. Frater Prevención, MC Prevención, Premap Prevención, Unipresalud.

On 1 July 2017, Quirón Prevención was created, an occupational risk prevention company in which more companies have confidence at an international level. We focus our efforts on fulfilling our mission to take care of companies, ensuring safety in their workplaces and the health of the people who work there.

We work not only to promote a culture of prevention within organisations, but also within society in general, because a preventive attitude goes beyond the working environment.



# Management

We have implemented management support guidelines for ensure:



## **The Crisis Management Team (CMT)**

The CMT is up and running (and adequately trained). Our consolidated CMT allows incidents to be managed quickly and a consequently quick and well-coordinated response.

## **Confinement Protocols**

An emergency plan has been designed which can be followed in case of an outbreak. In the event that a suspected or confirmed case of Covid-19 we have action plans ready to implement.

## **Medical Support**

Medical support is available if required. Not all destinations have the same resources, so we anticipate the needs of our guests should they become ill.

## **Logbook actions taken**

A logging system for actions taken, to demonstrate a duty of care. It is important to not only take action, but to also demonstrate it by way of a logging system which shows all actions taken.

## **Training Programme**

General staff training is in place regarding new protocols to prevent the spread of Covid19.

This training is in various stages:

INITIAL: containing basic information about the illness, personal hygiene, the use of PPE, and departmental procedures.

FOLLOW-UP: reinforces the basic points and any improvements made. Plus, follows up employees' concerns and needs.

## **Sickness Reporting**

Early symptom detection mechanisms for both guests and staff are in place to prevent the spread of infection and potential outbreaks. Implementation of this means we are prepared and can activate other control procedures without delay.

## **Staff Policies**

Enhanced staff policies have been implemented in three main areas: personal hygiene, social distancing and the use of PPE. We have looked sensitively at ways to protect staff from the risks of working with potentially infected guests.

## **Communication Plans**

Internal and external communication plans have been established to maintain lines of communication with both guests and employees in order to provide information adapted to their needs.



# General Measures

All clients, staff, suppliers and visitors who come to the hotel must comply with a series of measures according to the activity they carry out

- ✓ Hotel entrance clients/suppliers/staff: temperature taking, hand disinfection control.
- ✓ The implementation of preventative measures at the Hotel entrance include taking temperatures, controlling hand disinfection and giving masks to guests, visitors and social distancing.
- ✓ We distribute the rooms and capacities to ensure the distance between customers will be a minimum of 1.5 meters.
- ✓ Constant ventilation protocols have been reinforced.
- ✓ Cleaning and disinfection procedures are reinforced in work areas during and after each work shift.
- ✓ Hydroalcoholic gel dispensers are available throughout the area.
- ✓ Cleaning and disinfection procedures during and after each service have been improved.
- ✓ In addition, tables, chairs, hammocks and any other items will be disinfected after each client.
- ✓ All chemicals used are considered effective against COVID19.
- ✓ Personal hygiene: All staff wear gloves and masks.



## Receipt of goods

- ✓ No supplier will have access to the interior of the facilities.
- ✓ Wherever possible, products will not enter the hotel in the supplier's packaging but will firstly be transferred to the hotel's previously disinfected crates.
- ✓ Fruit and vegetables will be disinfected before being stored.
- ✓ External suppliers will be asked for details of all hygiene and safety measures that have been taken in relation to COVID-19. Regular compliance checks will be made. .

## Laundry

- ✓ Two designated groups of staff. One group to work exclusively with dirty clothes and the other to work exclusively with clean clothes.
- ✓ Different route circuits have been designated for dirty and clean textiles avoid any kind of cross-interaction.
- ✓ Clothes will be washed with ozone and detergent, and then dried at a temperature above 60°C. Sheets, towels and other similar elements are folded at a temperature of 150°C.

## Reception

- ✓ The implementation of web checkin, in hotels where this is possible.
- ✓ Using the mobile app as an information tool for all the hotel's communal areas, to avoid information in paper form or flyers being exchanged.
- ✓ Screens installed at the Reception desk
- ✓ Room allocation criteria to ensure social distancing.
- ✓ Tape and markings will be installed to ensure correct distancing when queuing at the reception

## SPA, fitness & piscinas

- ✓ SPA: Guests will have to make an appointment and will need to attend alone.
- ✓ A disposable protector will be used on beds and other items used during each guest's treatment.
- ✓ Gym: The mandatory use of a towel on all sports equipment.
- ✓ To disinfect the equipment, there will be manual dispensers of disinfectant and disposable paper.
- ✓ Swimming pools: Sunbeds will be 2 meters away.
- ✓ Sunbeds will be cleaned and disinfected every day.
- ✓ A strict protocol for changing towels has been implemented.

## Maintenance

- ✓ Protocols for constant ventilation with natural air have been reinforced. An air purification system will be installed in closed areas.
- ✓ Air conditioning maintenance in rooms and common areas to include a weekly disinfection of filters.
- ✓ Strict supervision of dishwashing, laundry and other washing and disinfection equipment.
- ✓ Water systems (pools, spa, domestic and irrigation water) are monitored constantly.

## Kitchen

- ✓ •HACCP is strictly implemented and monitored and reinforced personal hygiene procedures have been implemented, including the use of gloves, masks and hand washing, at most every 30 minutes.
- ✓ • The number of dishes placed on the buffet will be adjusted to the number required. Single-dose, packaged products and individual portions will be provided for some meals with more regular restocking.
- ✓ • Depending on the buffet option, all serving utensils (tongs, serving spoons, etc.) will be changed every 30 minutes and replaced with new disinfected ones.
- ✓ • At Show cooking stations food shall be prepared in reasonable quantities to avoid queues forming, but also always avoiding food piling up.

## Restaurant

- ✓ Breakfast, Lunch and Dinner Hours will be extended.
- ✓ An information panel, located at the restaurant entry, will display access rules for guests to read before they enter.
- ✓ Staff will manage entry to the restaurant and show guests to their allocated table.
- ✓ There will be clear directions to show the one-way tour of the restaurant, buffets and show cooking stations.
- ✓ A disposable paper tablecloth will be placed on tables and changed after each guest. A sealed disposable paper envelope will be placed on the tables containing a Knife, Fork, dessert spoon and serviette.
- ✓ Tables and chairs (surfaces and sides) and any items left on the table, will be disinfected after each guest.

## Bar

- ✓ Screens will be installed on the bar counter.
- ✓ The drinks menu will be printed on posters
- ✓ Drinks will be served exclusively from the Bar to the guest
- ✓ Tables and chairs (surfaces and sides) and any items left on the table, will be disinfected after each guest.

## Entertainment

- ✓ • Activities will be carried out whilst maintaining social distancing, limiting capacities, keeping materials sanitised and having disinfectant gel available.
- ✓ • All materials (toys, utensils, games, etc.) will be disinfected before and after each activity with a disinfectant product effective against COVID19.
- ✓ • Before beginning an activity, all participants will be reminded of hygiene and safety measures.
- ✓ • Activities for children will be adapted to maintain social distancing and capacities will be reduced.
- ✓ • There will be no adult or teenage sports activities involving physical contact.



## Housekeeping

- ✓ Reinforced personal hygiene procedures have been implemented including gloves and masks for all staff.
- ✓ Enhanced cleaning and disinfection procedures for cleaning each room, with special attention paid to hand contact areas (Railings, handles, tv/ac remote controls, minibar, etc...)
- ✓ Communal indoor and outdoor areas will be cleaned and disinfected every hour, with special attention paid to hand contact areas (Railings and handrails, elevator buttons, etc...).
- ✓ Some items removed from rooms. Amenities now include a hand sanitiser dispenser and hygienic bags.

## Staff transfer

- ✓ • Preventative measures to be taken, depending on the employee's mode of transport.
- ✓ • The implementation of enhanced rules for the cleaning and disinfection of company buses.
- ✓ • The creation of additional hygiene rules upon arrival at hotel facilities

## Shops

- ✓ • All products will be sanitised before leaving the warehouse.
- ✓ • Exchanges or returns will be stored for 72 hours and sanitised.
- ✓ • Payment by credit card will be encouraged.
- ✓ • Enhanced cleaning and disinfection procedures reinforced for cleaning whilst open and after they close.

