



Standard Rules and Procedures for Covid-19

1. Employees and protective equipment
2. Introduction of measures to departments

2.1. Employees and protective equipment

1. Employees by departments are divided into teams that are organized in such a way that in one team always work the same people and there is no interference of team employees.

2. Upon arrival at work, the team of employees goes through the regular prescribed procedure of coming to work every day, with additional measures that are applicable in situations while anti-epidemic measures are in force.

3. Prior to the arrival of employees in the shift, the corridors and locker rooms must be disinfected by the CRISIS TEAM.

4. Posters / reminders about basic hygiene practice and COVID 19 were placed in the locker rooms.

5. Upon arrival on duty, employees are obliged to perform hygienic hand washing, change into a clean work uniform, carefully store civilian goods in a designated cabinet and then perform hygienic hand washing once again. After that, they put on the prescribed protective equipment.

6. Employees of Amadria Park are obliged to wear protective equipment at their workplace if so prescribed by this SBA.

7. Upon arrival at the workplace, carry out quick hand disinfection, and in further work repeat the procedure in case of any leaving / returning from the workplace, going to the toilet, handling waste, sneezing, coughing, wiping the nose, performing cleaning procedures, etc.

8. When leaving their workplace, it is important that employees dispose of all worn protective equipment in a designated place or in a bin for such waste.

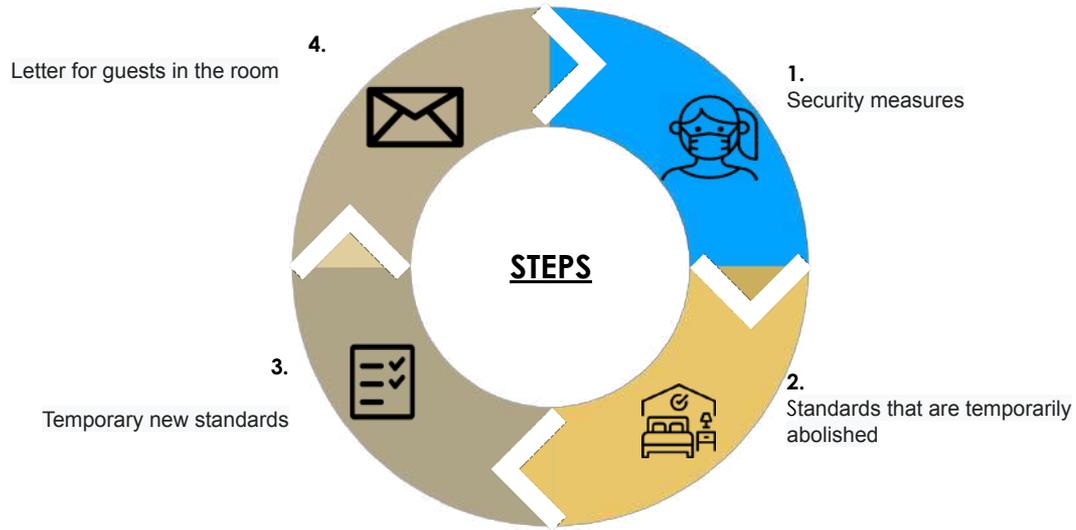
9. After leaving the workplace, employees must always be careful and responsible in their behavior to protect their health and the health of their families, friends and colleagues.



Content

- 1. Covid-19 - Front office**
- 2. Covid-19 - Housekeeping**
- 3. Covid-19 - Food and Beverage**
- 4. Covid-19 - Wellness**
- 5. Covid-19 - Outlets**
- 6. Covid-19 - Beach and pools**

1. Covid-19 FRONT OFFICE

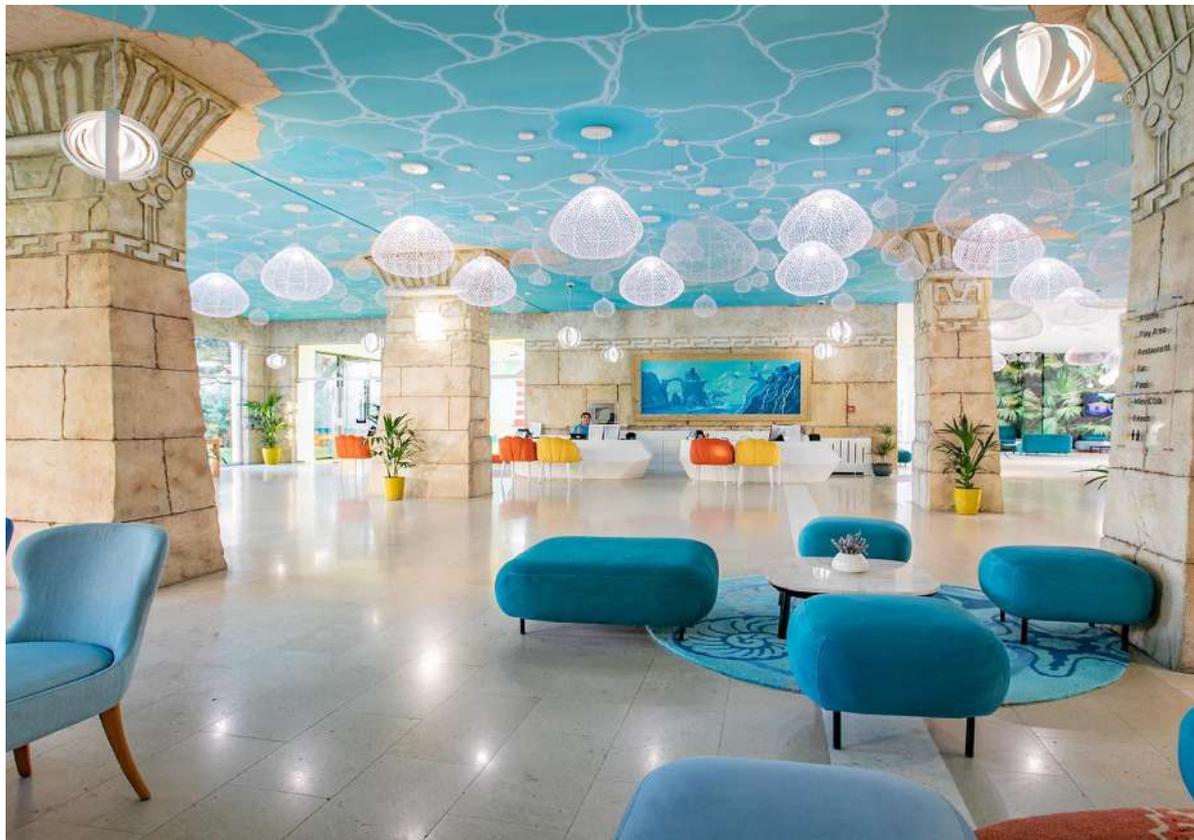


1. Security measures

1/2

1. A poster / reminder about basic hygiene practice and COVID 19 in different languages (at least in Croatian and English) has been placed at the entrance to the hotel.
2. There is a non-contact hand sanitizer next to the poster on a free-standing stand.
3. Hotel poles with a rope are placed next to the reception desk, which ensure a minimum distance and order in front of the reception desk and direct the arrival of guests for check-in and the departure of guests for check-out.
4. All reception staff are required to wear protective masks for which they are in charge. Masks are reusable and **MUST** be disinfected at the end of the shift and at the beginning of the next shift or are washable.

It is necessary to have disposable masks that can be given to guests who do not have them if they request them.



1. Security measures

2/2

5. Reception staff are required to disinfect the reception desk / desk behind each guest.

6. The following is displayed at the reception:

- ❖ house rules that include new procedures valid for Covid 19;
- ❖ instructions for communicating guests with the reception and GEX so that guests can use messages for any inquiries and requests;
- ❖ an inscription for the use of the elevator individually or within their groups / pairs.

7. Regular natural ventilation of the reception area and hotel lobby is carried out and the air conditioning is not turned on.

8. It is forbidden for any employee to enter the guest room.



2. Standards that are temporarily abolished

Due to the implementation of Covid-19 security standards, the following are temporarily abolished:

1. Handshaking with the guest (standard in Lifestyle hotels) for respect of social distance.
2. A welcome drink that was served as a welcome to each guest during check-in.
3. VIP treatment in the room.
4. Bellboy luggage service for guests in the rooms due to the ban on entering the guest room during the stay.
5. Mini bar in the room.
6. Laundry service.



3. Temporary new standards

1/4

Standards temporarily introduced due to Covid-19 safety standards:

- 1.1. A disinfectant is available at the hotel entrance and reception.
- 1.2. During check-in, warn hotel guests to use the elevator only individually or within their groups / couples.
- 1.3. During the check-in explain to the guest that for his safety we have arranged for no one to enter the room. If he wants to enter, he is offered a form to enter the room to sign.
- 1.4. Instruct guests on the possibility of contacting the reception by e-mail or message (Direct communication channel).



3. Temporary new standards

2/4

1.5. Procedure in case of detection of Covid 19 infected guests:

When detecting the onset of symptoms in a guest or at the request of a guest who self-reports with suspected symptoms of

COVID 19, it is necessary to:

1. Inform the members of the management team who are obliged to inform the competent epidemiologist.
2. Advise a person suspected of COVID-19 to stay in a room with the door closed and offer a "medical kit".
3. Inform hotel staff not to enter a room where a person suspected of being infected with COVID 19.
4. Designate one person per shift to contact that guest, who is trained to handle protective equipment and the proper way to remove and dispose of such equipment after visiting that guest.
5. The guest under suspicion of infection is temporarily in isolation in the room, ie until the intervention of local health services.



3. Temporary new standards 3/4

6. Check the contacts of the guest (accompanying guest, employee who was in contact), which indicate a more extensive presentation and act in accordance with the recommendation of the competent epidemiologist.
7. Upon leaving the room where the person was infected or suspected of having COVID-19, special measures shall be taken in accordance with the Cleaning and Disinfection Action Plan.
8. As a precautionary measure, the packed items of that person are additionally stored in bags which are subsequently disinfected.
9. Guests not affected are persons considered to be at low risk. Ask them to monitor for themselves the symptoms of COVID 19 that include fever, cough or shortness of breath 14 days from the date of departure of the confirmed case and if they develop symptoms suggestive of COVID-19, ask them to self-isolate and contact local health services.
10. The management team shall draw up a record of the procedure carried out.



3. Temporary new standards 4/4

1.6. Procedure in case of detection of Covid 19 by employees:

1. Employees must have their temperature measured before starting work.
2. By signing the health declaration, employees are informed that they are obliged to report the onset of symptoms of COVID 19. They are also informed to stay at home and report to the competent epidemiological service, and it is important to inform their superior / employer.
3. If symptoms nevertheless occur in the workplace, the employee shall immediately report to his / her superior, who shall inform the crisis team and further to the epidemiologist on standby, and such employee shall be obliged to isolate himself / herself in the designated room / isolation.
4. Further treatment in cooperation with the epidemiological team depends on the survey and the number of contacts.



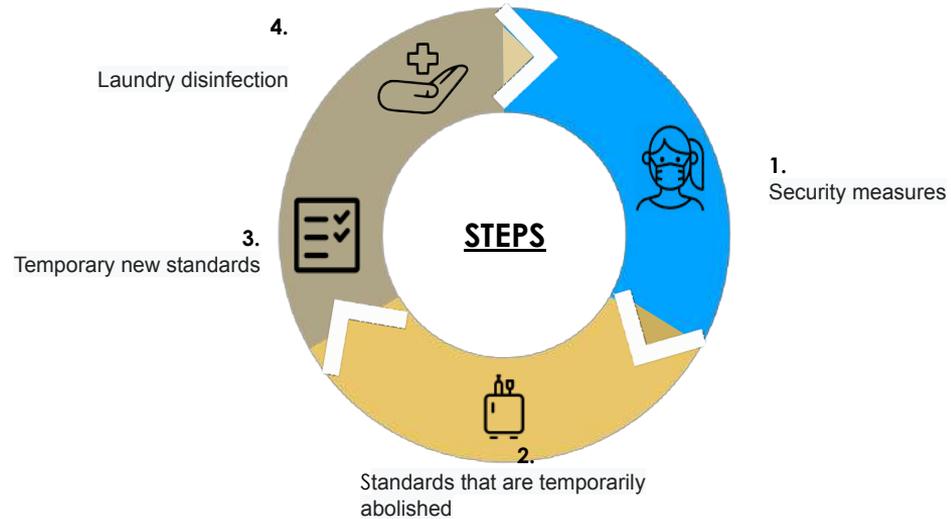


4. Letter for guests in the room

By letter to guests we explain all temporary measures we take to ensure maximum protection against infection and how to communicate with the reception / GEX before the arrival of guests.

Example letter:

2. Covid-19 HOUSEKEEPING



1. Security measures

1. All housekeeping employees are required to wear protective masks for which they are in charge and disposable gloves. Masks are reusable and **MUST** be disinfected at the end of the shift and at the beginning of the next shift or are washable.

2. It is forbidden to enter the guest's room, which is generally cleaned, and during the guest's stay in the room. Entry into the room during the guest's stay is only possible in the case of a signed Entry Form.

3. The disinfection team carries out disinfection measures with the ULV fogger before the general cleaning of the room and the maid enters the room.

The disinfection team is also in charge of the implementation of frequent disinfection of indoor public areas according to the Action Plan for Cleaning and Disinfection.

4. The control of the cleaning action plan is introduced, which is carried out by the head of the disinfection team through the documented filling in of the checklist.

5. Bags for dirty bedding and dirty towels are introduced.



2. Standards that are temporarily abolished

1. The following shall be abolished:

- daily cleaning,
- daily cleaning without change of bed linen,
- turn down service,

so that none of the staff would enter the room during their stay.

2. Entry into the room during the guest's stay is only possible in the case of a signed Entry Form.

3. Cleaning of rooms in pairs is abolished due to maintaining social distance.

4. Decorative pillows on the bed and sofas are removed.

5. All paper material in the rooms is abolished: maps, brochures, price lists.

6. The mini bar is removed.

7. The tea / coffee set, cups, glasses and utensils in the rooms are abolished.



3. Temporary new standards 1/3

1. Disinfection of the room

1.1 After the departure of the guest and before entering the maids, the employee of the disinfection team is the only one who can enter the room. An employee of the disinfection team enters the room in a protective suit and uses a ULV fogger in use.

The duration of disinfection with a ULV fogger lasts 5 minutes and the room must be disinfected of guests who have stayed.

1.2. After disinfecting the room with a ULV fogger, you put a sign on the door Disinfected after the guest - save for cleaning.

1.3. Mandatory room inspection is introduced for all rooms that have been cleaned by external maids and only after confirming that the inspection has been performed can the room be issued to the guest.

1.4. After checking rooms or rooms cleaned by hotel maids, put a sign on the door "Your room has been disinfected".



3. Temporary new standards 2/3

4. If the guest requests an additional towel or cosmetics, the maid will knock and hand the guest the requested or leave in a bag on the door.
5. A hand sanitizer / disinfectant wipe is placed on the bedside table / table in the room.

2. Disinfection of public area

- 2.1 Employees of the disinfection team perform disinfection according to the disinfection action plan with confirmation of activities through the application.
- 2.2 Employees use the label during disinfection in toilets and life: Disinfection in progress.



4. Laundry disinfection 1/2

4.1 The laundry works in one shift. After the shift, the complete laundry area is disinfected.

Dirty laundry

4.2. The organization of taking over and distribution of laundry from the facilities is done by transport carts which are marked with red ribbons (dirty laundry). They are taken by truck to the laundry to the laundry room.

4.3. Dirty laundry that is brought in is isolated in the part of the laundry where the employees assigned to work on receiving goods and filling washing machines work.

4.4. Employees in the dirty part of the laundry must have disposable protective gloves, protective face masks, goggles and disposable long-sleeved aprons.



4. Laundry disinfection 2/2

4.5. An employee who receives and manipulates dirty laundry after putting the laundry in the washing machine no longer participates in other processes.

Clean laundry

4.6. Workers in the clean part of the laundry must wear disposable protective gloves and protective masks.

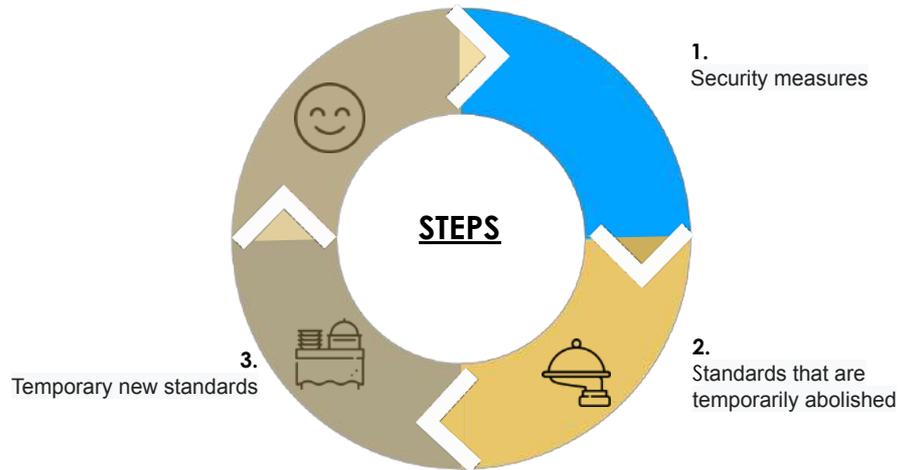
4.7. Workers who handle only clean laundry must disinfect the handles and doors of the washing machine before removing the goods from the washing machine, and then follow further processes that are standard.

4.8. Workers must make sure that they send clean goods to the facilities packed and stacked in transport trolleys with a blue belt (for clean laundry) and that the truck is pre-disinfected before loading these trolleys.





3. Covid-19 FOOD & BEVERAGE



1. Security measures

1. At the entrance to the restaurant there is a poster / section on basic hygiene practice and COVID 19 in different languages (minimum in Croatian and English).
2. There is a non-contact hand sanitizer next to the poster on a free-standing stand.
3. The on-duty staff directs the guest to the table.
4. All employees of restaurants and bars are obliged to wear protective masks for which they are in charge. Masks are reusable and **MUST** be disinfected at the end of the shift and at the beginning of the shift or are washable.
5. All restaurant and bar employees are required to wear disposable gloves and use hand sanitizers.
6. In order to respect the social distances of the guests, they are moved away at a distance of 1.5 m in order to respect the distance.
7. All hot and cold meals may only be issued by kitchen staff with kitchen stations that are protected or made by preventative rope posts so that the guest cannot come into direct contact with the food.



2. Standards that are temporarily abolished

1. Self-service of guests with direct contact with food is abolished, except when the food is packaged.
2. Self-service of guests on the coffee machine is abolished, but an employee is introduced who will make coffee according to the wishes of the guests and issue coffee to the guests.
3. They are abolished on all tables, where possible: tablecloths, tablecloths, coasters.
4. Napkins are removed and paper napkins are introduced.



3. Temporary new standards

1. Mandatory disinfection of guests' hands is introduced when entering the restaurant with a contactless disinfection device.
2. Disinfection of the table, table and chairs is introduced (depending on the material) after the departure of the guest, and before the arrival of the next.
3. The waiter will disinfect the hands after disinfecting the table and chairs.
4. When the guest sits down at the table, he is brought a cutlery folded in a napkin.
5. At the guest's request, spices are brought to him.
6. At the beginning, each guest is served a cover according to the defined menu.



4. Covid-19 WELLNESS

1.
Security measures



2.
Standards that are
temporarily abolished



STEPS

3.

Temporary new standards



1. Security measures

1. At the entrance to the Wellness there is a poster / reminder about basic hygiene practice and COVID 19 in different languages (minimum in Croatian and English).
2. There is a non-contact hand sanitizer next to the poster on a free-standing stand.
3. All employees of the wellness center are obliged to wear protective masks for which they are in charge. Masks are reusable and **MUST** be disinfected at the end of the shift and at the beginning of the next shift or are washable.
4. Hotel poles with a rope are placed next to the reception desk, which ensure a minimum distance and order in front of the reception desk and directing the arrival and departure of guests.
5. The receptionist in the wellness center is obliged to disinfect the reception desk / table after each guest.

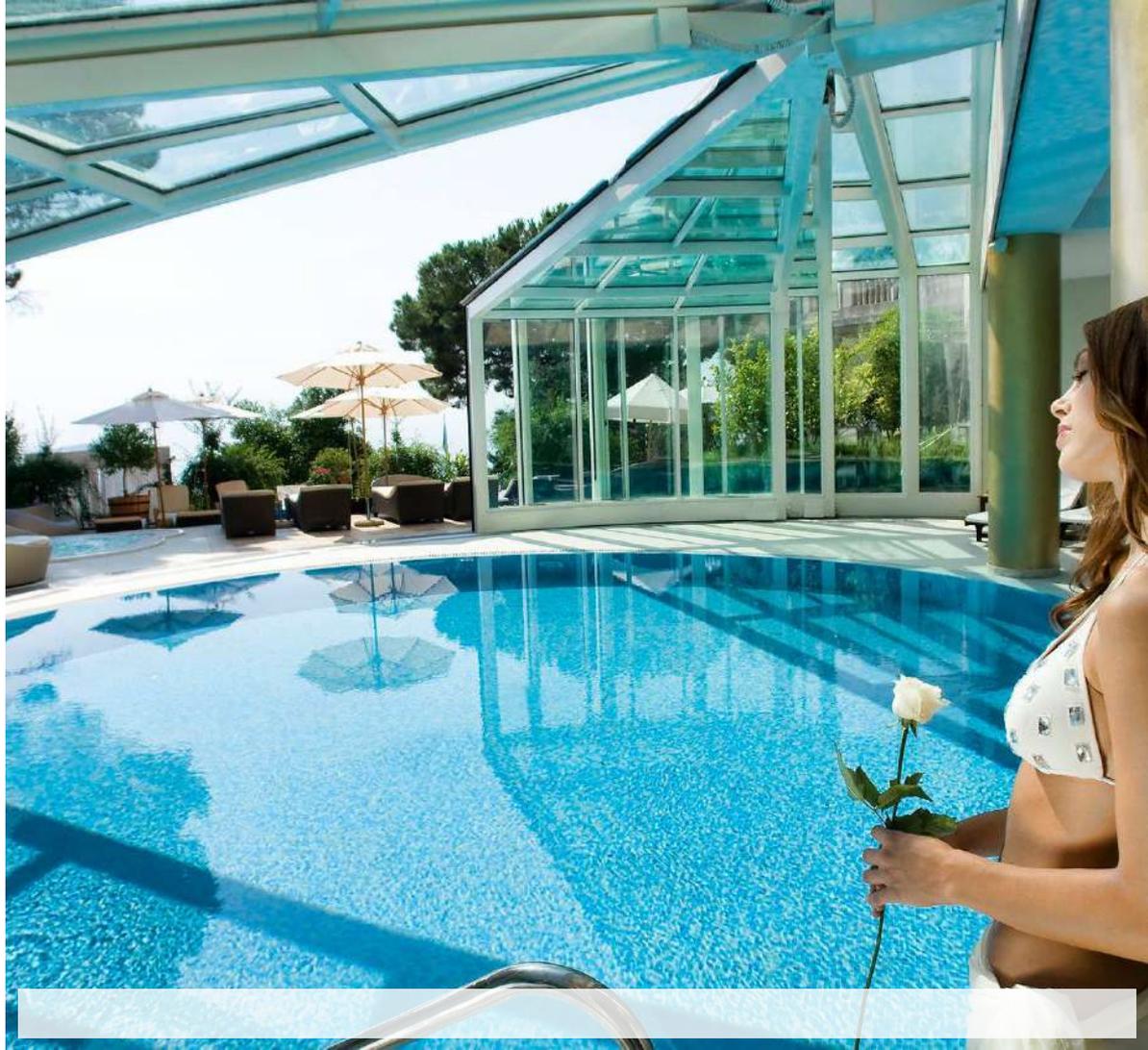


1. Security measures

6. Employees who perform treatments on the face or body of guests and are in direct contact with the guest during the treatment must use disposable protective face masks that are changed after each treatment.

7. Workers of wellness in the workplace must use disposable protective gloves that must be changed after the end of each treatment. They must regularly use the hand washes and disinfectants available to them.

8. When admitting a guest to the treatment room, it is mandatory to disinfect his hands in front of him and put on new disposable massage gloves.



2. Standards that are temporarily abolished

1. The manicure and pedicure services are canceled.
 2. The wellness bar is closed.
 3. Indoor fitness is abolished.
4. The welcome drink, water and fruit that stood for the guest are abolished.
5. The possibility of the guest to see the wellness is temporarily canceled. We immediately direct the guest to the ordered treatment.
6. The service of using the steam sauna and aroma sauna is abolished.
7. The use of cosmetic testers in the store is abolished.



3. Temporary new standards

1. For all treatments as well as the use of the pool, a reservation is required in order to properly implement disinfection measures.

Treatment rooms - in addition to the regular procedures of cleaning the room after the farewell of the guest, the therapist carries out disinfection measures with a quick disinfectant based on alcohol and paper towels. The required time for cleaning and additional disinfection of the space is 25 min.

Indoor pools - provide mandatory ventilation and limit the number of bathers so that they are 1.5 meters away. At the beach there are organized units with deck chairs consisting of two deck chairs, and the distance between the units is 1.5 m.

The level of disinfectant in the bath water must be maintained at the upper permissible level, 1.02 mg Cl / L.

Outdoor fitness / gym location - as an alternative to the indoor fitness center, there is an "outdoor gym" available within the sports center.



3. Temporary new standards

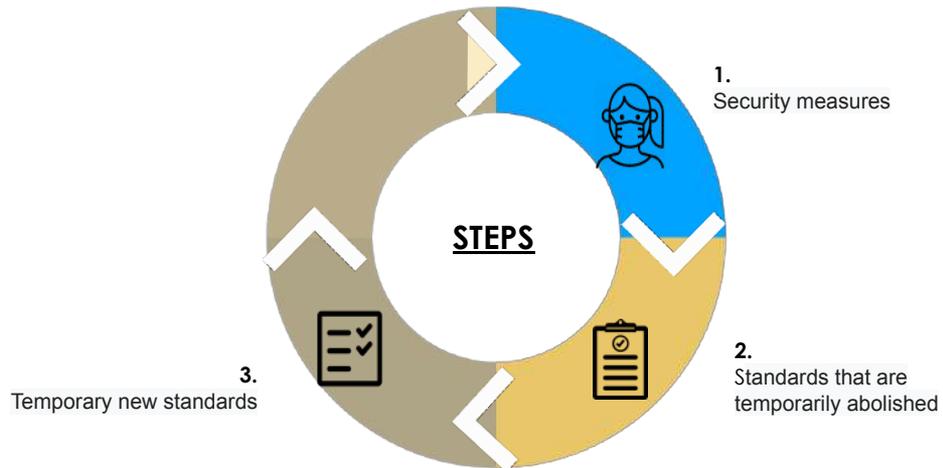
Wardrobe space - if we use disposable towels and bathrobes, we will place a laundry bin in the wardrobe to dispose of used goods.

If classic towels and bathrobes are used, the procedure is to give the guest a locker key that has been previously disinfected, explain to him to put all the used goods in the same locker and return the key to the reception. After the guest has left, the wellness worker (or wellness cleaner), using protective equipment, opens the locker, properly disposes of the used goods in the laundry bag and disinfects the used locker and bench.





5. Covid-19 OUTLETS

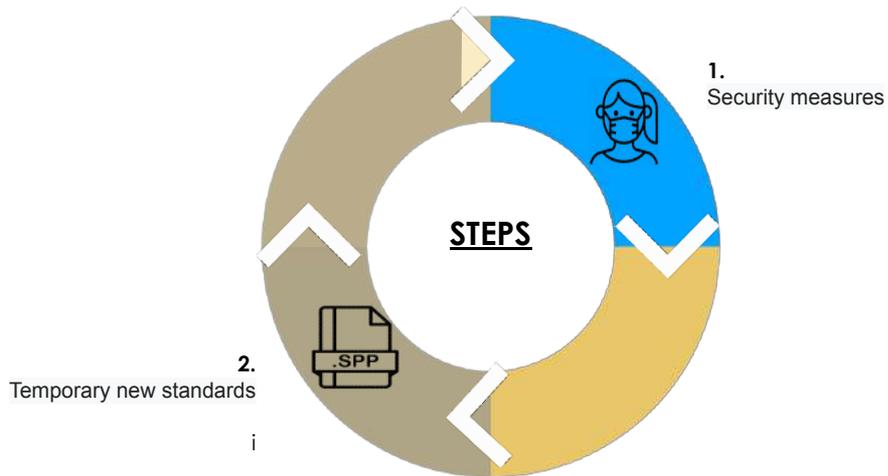


1. Security measures

1. A poster / reminder on basic hygiene practice and COVID 19 in different languages (at least in Croatian and English) has been placed at the entrance to souvenir shops / stores / supermarkets.
2. There is a non-contact hand sanitizer next to the poster on a free-standing stand.
3. The sales area of souvenir shops / stores / supermarkets can enter 15 customers per 100m². Depending on the area of the space, the number of customers is regulated.
4. Employees of souvenir shops / stores / supermarkets are obliged to wear protective masks for which they are in charge and disposable gloves. Masks are reusable and **MUST** be disinfected at the end of the shift and at the beginning of the next shift or are washable.
5. Disinfectant for surfaces is available to employees and they disinfect workbenches, pos-devices and other surfaces at every opportunity.
6. "Lines / markings" are placed next to the toll booth, which restrict access to the counter and ensure a minimum distance.



6. Covid-19 BEACH AND POOLS



1. Security measures 1/2

1. One entrance and one exit to the beach and swimming pools are organized.

2. Posters / reminders on basic hygiene practice and COVID 19 in different languages (at least in Croatian and English) have been placed at the entrance to the beach and at the entrance to the swimming pool.

3. Within the beach and swimming pools, groups of deck chairs are organized in such a way that we have units consisting of two deck chairs, tables and umbrellas, which takes up about 5m², and the distance between the units is at least 1.5 m.

4. Measures are taken to disinfect all deck chairs, tables and umbrella stands after the guest leaves the beach. The crisis team performs disinfection on the beaches once a day, and at the swimming pools after the departure of the guest - depending on the change of guests, several times a day.

5. An additional sign on the obligation to take a shower before entering the pool has been placed and displayed at the swimming pools.



1. Security measures 2/2

6. The employee at the pool is obliged to wear the protective mask for which he is in charge and disposable gloves. The mask is reusable and **MUST** be disinfected at the end of the shift and at the beginning of the next shift or is washable.
7. The employee at the pool assigns disposable towels or classic towels to the guests, is responsible for disposing of used towels and further distribution to the laundry in the correct manner.
8. The employee at the pool is obliged to monitor the entrance / exit from the swimming pool and take care that the inventory is disinfected before re-use.
After the disinfection, a mark is placed that the inventory of the bathing unit has been disinfected.
9. Serving food and drinks at the swimming pools is done in accordance with the offer of the pool bar and the same rules apply as in the section RESTAURANTS AND BARS.
10. Waiters keep the distance as much as possible when addressing the guest. During work in the restaurant / bar, they are obliged to wear protective masks, disposable protective gloves and perform regular hand disinfection.



2. Temporary new standards

1. Regulation of the entrance / exit to the swimming pool is introduced. After the capacity is full, a new guest enters the swimming pool when one of the previous guests leaves the swimming pool and after the free deck chairs are disinfected.
2. A reduced capacity of the number of bathers is introduced in order for the organizational units with deckchairs to be adequately distributed on the bathing area, while respecting the required distance of at least 1.5 m.
3. Swimmers in the pool must maintain a distance of 1.5 m when swimming.

