

**SARNITE-SINEVA BEACH PLC**  
**HOTEL PRIMASOL SINEVA BEACH**

**WORK PLAN**  
**IN THE CONDITIONS OF COVID-19**

In connection with ensuring the safety of work in conditions of covid 19, we approve  
the following action plan.

**Main purposes of the plan**

1. Increasing the safety and protecting the health of the employees serving the guests of PRIMASOL SINEVA BEACH HOTEL.
2. Minimizing the risk of infecting guests and other outsiders, including suppliers;
3. Limiting the number of contacts on the territory of the hotel.

**Concrete actions in the following directions:**

1. Ensuring the safety of the staff;
2. Ensuring safety and security for the guests at the hotel;
3. Preventive procedures in case of suspected Coronavirus infection by an employee to another employee;
4. Procedures to be followed in case of suspected Coronavirus infection by a guest/guests.

**I. ENSURING THE SAFETY OF THE STAFF**

1. Creating working conditions, assuming compliance with the requirement for physical distance between employees and occupational safety in accordance with the applicable law.
2. To provide a physical distance of at least 1.5 m. between work places. The hotel should be equipped with personal protective equipment, including masks or helmets, gloves and hand sanitizers.
3. Recommendations for employees  Before starting work, immediately after coming to work, it is mandatory to wash your hands with soap and water.
  - a. Wear nose and mouth protection, preferably a protection helmet and protective gloves (depending on the specifics of the job) when performing your duties.
  - b. Keep a safe distance from the interlocutor and colleagues (minimum 1.5 meters is recommended).
  - c. Wash your hands regularly and thoroughly with soap and water according to the instructions and disinfect your hands with a disinfectant with virocidal or partial virocidal action. Disinfection is recommended when it is not possible to wash your hands.
  - d. Try not to touch the face, especially the lips, nose and eyes.
  - e. Keep workplaces clean and hygienic, especially after work. Be sure to disinfect contact surfaces such as telephone handset, keyboard and mouse, light switches or desks.
  - f. Regularly (several times a day) clean communal areas that guests come into contact with, such as front door handles, railings, countertops, chair backs, elevators, and more.
4. Regular ventilation of rooms with direct access to fresh air should be carried out, and it is recommended to increase the number of air exchanges per hour.
5. Limiting meetings and conferences indoors.
6. Obligation of the suppliers of the hotel to use personal protective equipment in accordance with issued orders and measures, in accordance with the current legislation.

## **II. PROVIDING SAFETY AND SECURITY FOR THE GUESTS AT THE PRIMASOL SINEVA BEACH HOTEL**

### **1. RECEPTION AREA**

- a. Arrival of guests - regulation and control of the flow of guests at the establishment and compliance with the requirement for physical distance.

b. Placing information boards for the maximum number of guests at the same time at the reception and keeping a physical distance of at least 1.5 m between the different families.

c. Placing dispensers with liquid hand disinfectants accessible to guests and employees in the premises of the establishment, in particular at the entrances, in the reception area, at the entrance of elevators, at the entrance to the open areas of the food and entertainment establishments and in the lobby to bathrooms, outdoor pool area.

## **2. RECEPTION**

### **2.1. Information and communication**

a. Receptionists should be sufficiently informed about COVID-19 so that they can perform their duties safely and professionally in order to prevent its possible spread at the establishment.

b. Informing all guests about the procedures of the hotel for security and safety, preventive measures applied in connection with the COVID-19 virus at the hotel.

c. Preparation and placement in a certain place (easy access) of the necessary telephone numbers of the regional health authorities, the medical institution with which the hotel has a service contract, emergency centers, pharmacies, etc. The reception must have them at any time.

### **2.2 Necessary equipment of the reception with a protection set**

- Disinfectant for cleaning surfaces;
- Hand sanitizer;
- Face masks/eye protection (individually or in combination, fprotective ace helmet, safety glasses). Sufficient additional face masks for the whole establishment (guests and staff).
- Gloves (disposable).
- Protective apron (disposable).
- Protective gown with long sleeves (recommended).
- waste bin with lid.
- plastic teller panels.

### **2.3 Measures for physical distancing, hand hygiene and respiratory hygiene**

- Physical distance - keeping a distance of at least 1.5 m.

- Registration at the reception max 2 guests or members of one family. To use of dividers to control those waiting in the lobby.
- Limiting the stay of the guest at the reception to a minimum. To use e-mail, WhatsApp and others.
- Hand hygiene - regular and thorough cleaning of hands by rubbing with hand sanitizer with virus-killing or partial virus-killing action or washing with soap and water. Avoid touching eyes, nose and mouth before washing. Hand disinfection is also required after exchanging items (money, personal documents, credit cards) with guests. Observance of respiratory hygiene.
- Encourage the use of an electronic card instead of paying in cash.

### **3. LOBBY AREA**

- Seating area – the distance between tables to be at least 1.5 m. Grouping of guests in the lobby is not allowed.
- Physical distancing - the guest should keep a distance while waiting in line to check-in or check-out.
- Guest elevators - restriction on use to a max 2 persons.
- Regulating the crowding of many people in the lobby, especially during peak hours of arrival and departure of guests, temporary signage and organization of the process to avoid crowding.

### **4. GUEST ROOMS/ CHAMBERMAID PREMISES / HOUSEHOLD**

#### **4.1 Cleaning and disinfection**

The application of enhanced and special measures for cleaning and disinfection in the communal areas (toilets, halls, corridors, elevators, etc.) and the provision of appropriate disinfectants (biocides) and detergents as a general preventive measure during the epidemic with COVID -19. Particular attention should be paid to the disinfection of frequently touched contact surfaces - door handles, elevator buttons, handrails, light switches, doorknobs, chairs and armrests and flat surfaces, including counter tops in work rooms and dining rooms etc. Doors and windows, if possible, should be left open longer during the day. Maintaining the required distance between the staff and the guests (minimum 2 meters).

- Ongoing disinfection, at least once an hour, of shared toilets, elevators, reception (after each guest), door handles, handrails, handknobs, telephones, computer keyboards and other frequently touched surfaces.
- Precise dosing of professional detergents.
- After each guest it is recommended to routinely clean the room and disinfect all contact surfaces (including chair backs), equipment (eg remote controls) and bathroom and thoroughly ventilate the room or after cleaning the room.

- Chambermaids and other cleaning staff must be equipped and use a disposable mask, gloves.
- Systematic ventilation of all rooms at the hotel and the communal areas.

**Surveillance for sick guests** - staff should inform the management or reception if likely of persons with acute respiratory illness.

**Availability of personal protective materials** – Providing a sufficient amount of face masks both for the guests and for the employees to be stored at the hotel. The hotel must provide at least 10% more face masks than the maximum capacity of guests and emergency staff.

**Hygiene inspection** - to keep a "Register of hygienic and disinfection activities performed and measures taken and corrective actions", in which information on the conducted activities is recorded in detail (such as date and time, disinfectant used, by whom, where, etc.).

**Recommendations for cleaning and disinfection of premises or specific areas at the hotel in case of exposure to COVID-19** - the following should apply to rooms or specific areas in case of exposure to COVID-19:

- Clean any surfaces regularly, e.g. toilets, sinks and bathtubs and disinfect them with biocidal product with virocidal or partial virocidal action according to the manufacturer's instructions for use.
- All contact surfaces are also subject to disinfection, e.g. telephone, remote control equipment, door handles, elevator buttons, etc.
- When possible, use only disposable cleaning materials. Discard cleaning materials made from towels and absorbent materials, e.g. mops and wipes. Where appropriate, disinfect them with sodium hypochlorite solution with a disinfectant (biocide) according to the manufacturer's instructions before using them in other rooms.
- Textiles, linen and clothing should be placed in specially marked laundry bags and handled carefully to prevent dust from rising and subsequent potential contamination of surrounding surfaces or people. Instructions for laundry must be given: washing with hot water (thermo-disinfection) and detergent at a water temperature of 90°C for at least 20 minutes.
- Wash with lukewarm water at a temperature of 40-60 ° C with suitable disinfectants (biocides), e.g. those containing sodium hypochlorite in an appropriate concentration (chemo-thermodisinfection).
- All items used should be carefully treated appropriately to reduce the risk of potential transmission. Disposable items (hand towels, gloves, masks, etc.) should be placed in a container with a lid and disposed of in accordance with the site's action plan and the national waste management regulations.
- The establishment should have sufficient hand and surface disinfectants.
- All rooms and communal areas should be ventilated daily.

## **5. FOOD AND BEVERAGE AREAS**

### **5.1. Hygienic conditions and cleanliness**

- Improving the hygienic conditions in the hotel and the application of cleaning and disinfection measures in all working areas of the restaurant (buffets; open areas of restaurants; kitchens, etc.) as a general preventive measure during the whole COVID-19 epidemic, especially on the items that are often touched, such as tables, chairs, porcelain, cutlery, spices, etc..

### **5.2. Organization of meals**

- Meals are provided only in the open areas of the hotel's restaurant.

- Buffet meals arranged behind a transparent barrier and its provision is carried out by an employee equipped with a mask and gloves. Self-service and direct contact of the guests with the food is not allowed.

- One-way movement of guests system.

- Adaptation and organization of the space in the open areas of the hotel and the service regime with hours, according to the rules of WHO and the Minister of Health.

- Placing the tables with outdoor seats in a way that provides a distance of not less than 1.5 m between them and not more than 4 people per table or per family, according to the instructions of the Minister of Health.

### **5.3. Vending machines for drinks**

- Machines for coffee, water, beverages, etc., especially parts in contact with the hands of guests, must be disinfected and cleaned after each service or to be used with disposable gloves

## **6. ENTERTAINMENT AND SPORTS AREAS**

- The operation and use of the pool is under strict hygienic control

- The staff servicing the pool shall observe the compliance of safety rules and the physical distance between the visitors.

- Providing a stationary disinfection dispenser in the area around the pool.
- Providing a disinfection dispenser for the entertainment team and guests.
- Each guest should disinfect their hands when joining the activities.
  
- Entertainment activities shall be organized outdoors in compliance with the requirements for physical distance.
  
- The animation shall be organized only outdoors in compliance with the requirement for physical distance in its implementation.
- Additional information shall be indicated on the entertainment information board.
- The use of fitness centers and gyms is allowed, if the establishments are occupied by no more than 10 people for group activities and no more than 1 person per 4 sq.m. area, ensuring physical distance between the persons doing sport.

## **7. ACTIVITIES, RELATED TO TECHNICAL SUPPORT AND SERVICE**

### **7.1 Equipment and dishwashing facilities**

Ensure proper operation of dishwashing equipment, in particular operating temperatures, as well as the correct dose of detergents and disinfectants according to the manufacturer's instructions.

### **7.2 Air-conditioning installation**

The proper functioning of the ventilation equipment and air exchange in the premises should be checked and ensured. At the establishments where the air-conditioning system operates, to ensure its regular prevention, as well as the regular cleaning and disinfection of the filters.

### **7.3 Dispensers**

Regular inspections must be carried out to ensure the proper functioning of dispensers for detergents and disinfectants, dispensers for disposable paper towels and other similar devices. Defective devices must be repaired or replaced quickly. Hand sanitizer dosing devices should be installed in various areas of the hotel, including public toilets used by guests and staff, and other areas (e.g. lounges, restaurants and bars).

It is recommended to install contactless dispensers.

### **7.4 Cleaning and disinfection**

It is recommended to clean and disinfect all engineering rooms and points of contact of the equipment before returning the building to normal operation.

### **7.5 Guest rooms**

If there has been no accommodation in the guest room for 30 days or more, it is necessary to carry out prevention and check for its full use.

### **III. PREVENTIVE PROCEDURES AT THE ESTABLISHMENT: IN CASE OF SUSPECTED CORONAVIRUS INFECTION OF EMPLOYEES/STAFF**

- Obligation to acquaint the hotel staff with regard to the introduced protocol related to COVID-19 (transmission of the most important instructions and obligations in this regard).
- Employees and staff of the hotel should be instructed that in case of symptoms such as fever, cough, difficulty breathing, sore throat, runny nose, fatigue, muscle aches, etc. they should not come to work, they should stay at home and contact their personal doctor by phone, and in the absence of one to contact the Regional Health Inspectorate and in case of deterioration of their health to call 112 and inform that they may be infected with coronavirus.
- It is recommended to follow the information of the Regional Health Inspectorate and the Minister of Health, available on the official website, as well as the applicable legislation.
- In case of symptoms suggestive of coronavirus infection of an employee who performs his/her duties at work, he/she should be immediately removed from work, isolated and, depending on their condition, sent back home by individual transport or call the Emergency Medical Center team. The employee should wait for the transport in a certain room, where it is possible to temporarily isolate himself/herself from other people.
- It is recommended to determine the area in which the employee has resided and to carry out cleaning and disinfection in it.
- Strictly follow the prescriptions and recommendations of the state health control bodies.

### **IV. PROCEDURES IN CASE OF SUSPECTED CORONAVIRUS INFECTION OF A GUEST AT THE ESTABLISHMENT**

- In case of clear signs of illness such as constant cough, discomfort, difficulty breathing, fever, sore throat, runny nose, fatigue, muscle aches, etc. the guest shall be isolated and notified to the management, the doctor at the site or the medical institution with which the site has a service contract, the Regional Health Inspectorate or the Center for emergency medical care.
  - a. Provide the tourist with a mask, separate him from the other tourists and provide an opportunity to be examined by a doctor in a pre-designated room;
  - b. Appoint one person to take care of the guest who is concerned until the arrival of the health workers, but not different employees.
  - c. Start standard precautions for the designated person, including hand hygiene and the use of personal protective equipment, eye protection, an apron, a protective apron (disposable), or a complete long-sleeved apron (recommended) and gloves;



- d. Strictly follow the instructions and recommendations of the doctor at the establishment or the health workers of the medical institution with which the establishment has a service contract, the Regional Health Inspectorate or the Emergency Medical Center.
- e. After isolation/transportation of the guest, cleaning and disinfection shall be performed in the places where he has resided.

## **V. SUPPLIERS OF GOODS AND SERVICES AT THE PRIMASOL SINEVA BEACH HOTEL**

Special precautions must be observed during the delivery of goods in the AE/FEE. Drivers transporting and delivering goods and services must wear PPE (mask and gloves) while making the delivery. Before entering a specific area of the establishment, the temperature of the outsiders should be measured.

## **RECOMMENDATIONS FOR CLEANING AND DISINFECTION OF PREMISES OR SPECIFIC AREAS AT THE HOTEL IN CASE OF EXPOSURE TO COVID-19**

The following should apply to rooms or specific areas in case of exposure to COVID-19:

- Clean any surfaces regularly, e.g. toilets, sinks and bathtubs and disinfect them with biocidal product with virocidal or partial virocidal action according to the manufacturer's instructions for use.
- All contact surfaces are also subject to disinfection, e.g. telephone, remote control equipment, door handles, elevator buttons, etc.
- When possible, use only disposable cleaning materials. Discard cleaning materials made from towels and absorbent materials, e.g. mops and wipes. Where appropriate, disinfect them with sodium hypochlorite solution with a disinfectant (biocide) according to the manufacturer's instructions before using them in other rooms.
- Textiles, linen and clothing should be placed in specially marked laundry bags and handled carefully to prevent dust from rising and subsequent potential contamination of surrounding surfaces or people. Instructions for laundry must be given: washing with hot water (thermo-disinfection) and detergent at a water temperature of 90°C for at least 20 minutes;
- Wash with lukewarm water at a temperature of 40-60 ° C with suitable disinfectants (biocides), e.g. those containing sodium hypochlorite in an appropriate concentration (chemo-thermodisinfection).
- All items used should be carefully treated appropriately to reduce the risk of potential transmission. Disposable items (hand towels, gloves, masks, etc.) should be

placed in a container with a lid and disposed of in accordance with the site's action plan and the national waste management regulations.

- The establishment should have sufficient hand and surface disinfectants.
- All rooms and communal areas should be ventilated daily.