

REGULATIONS FOR WORK IN HELENA RESORT IN CONDITIONS OF COVID-19 PANDEMIC

The measures described in this document are characterized as guidelines for operation of Helena Resort Hotel Complex and the attached dining and entertainment establishments in conditions of risk of COVID-19, in accordance with the instructions and recommendations of the World Health Organization (WHO), "Operation guidelines for accommodation, dining and entertainment establishments in conditions of risk of COVID-19" by the Ministry of Tourism and the European Centre for Disease Prevention and Control (ECDPC).

The guidelines can be updated according to the development and the spread of COVID-19 in the country. The guidelines are in 4 directions:

- I. Ensuring the safety of the employees
- II. Ensuring the safety of the guests
- III. Preventive procedures in case of doubt for COVID-19 infection of an employee
- IV. Procedures in case of doubt for COVID-19 infection of guests

- **Hygiene check** - implementation of initial basic check and follow-up regular audits. Keeping records of the hygienic and disinfection operations, the carried out measures and corrective actions, in which records the information for the taken measures is stored in detail (date and time, used disinfectant, employee, place, etc.) (Annex 1)
- Providing a sufficient amount of face masks both for the guests and the employees, those masks being stored by the Hotel Manager
- Presence of sufficient thermometers for guests and employees
- Information policy of guests and staff

- Each of the employees is familiar with his/her duties according to the hotel's operation plan.

- Information boards with key messages to the guests and the employees are present at the site, containing basic hygienic practices and information for the COVID-19 virus in different languages.

- Instructions for proper hand washing, face mask and gloves usage are placed in the sanitary and hygienic premises.

- Up to date list with staff contacts, important and emergency telephone numbers is present at the reception desk.

- The management on site carries out a preliminary briefing to all employees for observance of sanitary and hygienic measures, as well as regular information meetings for the taken anti-epidemic measures in the country.

- The hotel manager controls the hygiene in the hotel and observes if the rules for

physical distance between staff and guests are followed.

I. Ensuring the safety of the employees:

1. The hotel has created working conditions that require compliance with the requirements for physical distance between the employees, and the occupational safety in accordance to the current legislation.
2. Reduction of the number of employees that use simultaneously common hotel parts such as dressing rooms, canteens, break rooms, etc. These rooms are to be used on a schedule, as the number of people is consistent with the ability a physical distance of at least 1.5 meters to be observed. The site is supplied with personal protective equipment - face masks, gloves and hand sanitizer.
3. Before starting work, each employee is required to wash his/her hands with soap and water.
4. Each employee wears personal protective equipment.
5. Each employee keeps a safe distance of at least 1.5 m between interlocutors and colleagues.
6. Each employee is obliged to wash hands regularly and thoroughly with soap and water in accordance with the instructions and to use hand sanitizer with virucidal or partially virucidal action. The disinfection is recommended when washing hands is not possible.
7. Employees are encouraged not to touch their faces.
8. Employees are obliged to keep their working places clean and hygienic, especially after shift ends by disinfecting all contact surfaces - for example phones, keyboards, computer mouse, keys, desks, etc.
9. Regular cleaning of common parts which the guests get in contact with - for example reception desk, elevators, railings, handles, buttons, chairs, etc.
10. Restriction of meetings and sessions indoors, or organizing these meetings in places with open windows, keeping a safe distance which is recommended by the health authorities. If possible all communication is to be lead by phone or e-mail.
11. A special attention is dedicated to employees that are 60 years or older or those with chronic diseases. Their contact with guests is to be restricted.
12. All suppliers are obliged to use personal protective equipment in accordance with the issued decrees and measures and in compliance to the current legislation.

II. Ensuring the safety of the guests:

Reception area and desk

Ensuring the safety and security of the guests at the site:

1. Guests arrival - regulation and control of the flow of guests at the site and compliance with the requirements for physical distancing - if possible a separate entrance and exit is to be created in order to avoid mixing of the flows.
2. Placing in a visible spot in front of the entrance of the site and at the reception of information about the maximum number of guests who can simultaneously stay in a certain part of the hotel, as well as information that a physical distance of at least 1.5 m is mandatory between the members of each different family.
3. Placement of hand sanitizer dispenser machines, which are available to the guests and employees at the premises on site, especially at the entrance area, reception zone, elevators entrances, at the entrances of the open areas of the dining and entertainment establishments, restrooms, pools, etc.

Reception

1. The reception employees are well informed about COVID-19 so that they can perform their duties safely and professionally and are able to prevent the possible spread of COVID-19 at the site.
2. Informing all real and potential guests about the procedures and the hotel policy for security and safety, as well as the preventive measures that are applied in connection with the COVID-19 virus.
3. All employees are familiar with the room occupancy policy of the hotel when it comes to accompanying persons in case of suspicion for COVID-19. This is done in compliance with the rules for the protection of personal data of the guests.
4. Placing on a certain place of all necessary phone numbers - regional health authorities, medical center / medical person, with whom the hotel has a service contract, emergency centers, pharmacies, etc. The reception staff has access to the above information at all times.
5. The reception desk is equipped with a safety kit that includes:
 - Disinfectant and / or surface cleaning wipes
 - Hand sanitizer
 - Face masks for all everyone on site (guests and employees)
 - Disposable hand gloves
 - Protective apron for single use
 - Waste bin with a lid

6. Transparent barriers are placed on the reception desk in order to protect the workers
7. Despite the fact that guests are probably aware of these measures, it is necessary that they are reminded of this information at the reception in an appropriate manner.

- Physical distance - at least 1.5 m
- Check in at the reception of more than 2 people at the same time is not allowed, except for members of a single family
- The duration of stay at the reception desk is to be limited to a minimum
- Hand hygiene - hands are to be cleaned regularly and thoroughly with hand sanitizer with virucidal or partially virucidal action or washed with soap and water. Contact with eyes, nose, mouth is to be avoided before hand wash. Hand disinfection is necessary after object exchange (money, IDs, credit/debit cards) between staff and guests. Respiratory hygiene is to be observed. Disinfection of contact surfaces after each guest is to be performed.

8. The receptionists must inform the management in case of people with acute respiratory syndromes or symptoms which are similar to those of COVID-19. In case that a guest complains of the above mentioned symptoms, the receptionist must call Dr. Katov and follow his instructions.

9. Due to the threat of COVID-19 infection, delivering luggage to the rooms is upon guests' request only.

10. In cases of symptoms, which suggest COVID-19 infection of an employee who is at his work place, the latter must be immediately removed from work, isolated and depending on his/her condition sent back home with individual transportation or an ambulance. The employee must wait in a separate room, where he can be temporarily isolated from other people. It is recommended that the zone where the employee has worked / stayed is determined, disinfected and cleaned.

11. A container is provided, where guests can place their used key cards, so they can be disinfected before being used again from the next guest.

12. The POS terminals must also be cleaned after each use. It is recommended that all card payments are contact less

Lobby area

1. Seating zone - there are separate seating areas outdoors, outside the lobby, which are at least 1.5 m from each other. Grouping of people in the lobby is not allowed.

2. Physical distance - the guest keeps a distance while waiting on line to check in or check out

3. Guest elevators - a minimum number of people is to be observed - maximum 2 people or the members of a single family.

4. Grouping of people at the lobby is to be regulated, especially in peak hours during check in and check out.

Procedures in case of doubt for COVID-19 infection of guests on site

In case of clear signs of illness such as constant cough, discomfort, impaired breathing, elevated temperature, sore throat, runny nose, fatigue, muscle pain, etc., the guest must be isolated and the manager and the doctor on site are to be informed.

1. A face mask is given to the tourist, he/she is separated from the other guests and an opportunity is provided for the guest to be attended by a doctor in a pre-detached room.
2. A single employee is taking care of the guest by the time the medical staff arrives. Multiple employees are not allowed to have contact with the guest.
3. Standard precautions are followed for the employee who is taking care of the guest such as hand hygiene and use of personal protective equipment - eye protection, apron.
4. The instructions of the doctor on site are to be followed precisely.

After the guest is isolated or transported, cleaning and disinfection is made at all places which the guest has visited.

Recommendations for reception staff:

1. Before starting work, immediately after arriving at the work place, wash your hands with soap and water.
2. Wear face mask and protective gloves when doing your duties.
3. Keep a safe distance of at least 1.5 m between interlocutors and colleagues.
4. Wash your hands regularly and thoroughly with soap and water according to the instructions and use hand sanitizer with virucidal or partially virucidal action.
5. Try not to touch your face, especially lips, nose and eyes
6. Keep your work places clean and hygienic, especially after the shift is over. Do not forget to disinfect the contact surfaces such as phones, mouse and keyboard, keys and desks.

Restaurants and Bars

1. Initial staff training and acquaintance with the work requirements in connection to the epidemiological situation in the country. After the training a report is made and each employee fills in name and signs
2. Daily check of the health of the staff before work. The health status is recorded in a table.
3. Providing a sufficient quantity of protective equipment and control of their proper use (face masks, protective helms, gloves, disinfectants).
4. Proper separation of the work places with aim to keep a physical distance between all parties involved from 1.5 to 2 m.
5. Monitoring and enhanced measures for cleaning and disinfection of the common areas and contact surfaces two times per hour.
6. Placement of special entrance insoles for disinfection of shoes
7. Providing space for a one way flow and keeping a distance of 1.5 to 2 m
8. Preparation and strict monitoring of all documents for cleaning, disinfection, temperature of the vehicles used for delivery of food products. The delivery personnel must wear protective equipment.
9. Preparing a zone for disinfection of the incoming packaged products, goods and materials upon their receipt.
10. Preparation of a documented plan and schedule for disinfection of buffets used for serving food.
11. Guest self-service on the buffets with food and drinks is not to be allowed.
12. The food must be protected with transparent panels
13. Feeding takes place only on open ares with a distance between the tables 2 meters. The guests must be no more than 4 people on 1 table.
14. Disinfection of contact surfaces (tables, chairs, utensils) after each guest.

Housekeeping

1. Periodical trainings are carried out regarding the dosage and use of disinfectants, as well as the zones for their use.
2. Stronger measures for cleaning and disinfection are applied for the common areas and the rooms in the hotel. Disinfecting and cleaning products are used for the above purpose.
3. The professional cleaning products are dosed precisely.
4. Room cleaning is performed after a “Please, clean my room” sign is used by the guest (upon request).
4. After check out during the cleaning of the room, a disinfection is performed in the bathroom and all contact surfaces (doors, door handles, window handles, remote control, phones, wooden furniture, minibar, outlets, terrace furniture, etc.)
5. If the guest requests daily cleaning, the room disinfection is carried out every two days
6. Disinfection of common areas of the complex:
 - Toilets - once every hour (new check list)
 - Elevators
 - Door handles
 - Flat surfaces
 - Under the foyers
 - Terraces - railings, chairs, tables
 - ATM machine
 - Sunbeds, umbrellas and tables around the pool
 - Open kids playground
 - Fitness room

The collection, temporary storage and transfer of used linen and towels, along with the receiving and storage of clean linen and towels is carried out in strict compliance with the regulatory requirements and recommendations.

Employees are required to:

- Follow the plan for disinfection on the territory of the complex
- Keep a distance from the guests - minimum 2 m (when possible)
- Keep good personal hygiene. Frequent and thorough hand wash and disinfection
- Use face masks in all indoor areas of the complex
- Daily treatment of work clothes
- Inform the management or reception in case of a guest with acute respiratory disease

Zones for Entertainment and Sport

Cleaning / Disinfection

- The operation and use of the pool as a separate site is allowed
- The staff working at the pool observes that all safety rules and distance between the visitors are followed
- Disinfecting machine is provided for the animation team
- Each guest must disinfect his/her hands before joining any animation activities. All entertainment activities are organized outdoors and the requirements for a physical distance are followed.

SPA Centre

The SPA center is temporarily closed, except for the fitness. No more than 5 people are allowed at the same time, keeping a distance between each other 2 m. The SPA center will function normally after the Ministry of Health issues a new decree, considering the epidemiological situation.

Technical Support

● **Dish-washing equipment and facilities**

Correct operation of the dish-washing equipment is secured, in particular the operating temperatures, as well as the correct dosage of the products for cleaning and disinfection, according to the instructions of the manufacturer.

● **Air conditioning**

The correct operation of the equipment for ventilation and air exchange has been checked

● **Dispensers**

Regular checks are performed, so that the correct operation of the dispensers for cleaning products, disinfectants, paper and towels, etc. is guaranteed. The devices that do not function properly are renewed or repaired. Dispensers for hand sanitizer are installed in different parts of the hotel, including the public zones, which are used both from the guests and the employees. A part of the dispensers are contact less.

● **Cleaning and disinfection**

All engineering facilities and equipment surfaces have been cleaned and disinfected prior to opening the building for normal operation.

Conference rooms and events

Events are organized only outdoors. The conference rooms in Helena Park and Helena Sands will be used after the Ministry of Health issues a new decree, considering the epidemiological situation.

III. Preventive procedures in doubt of COVID-19 infection of an employee

- All employees are advised that in case of symptoms such as high temperature, cough, breathing difficulty, sore throat, runny nose, fatigue, muscle pain, etc, they are not supposed to come to work, but stay at home and contact a GP. In case of deteriorating health and lack of GP, the employee is supposed to call the Regional Health Inspectorate or 112 and inform them that infection with COVID-19 is possible.

- All information from the Regional Health Inspectorate and the Ministry of Health is followed daily and is accessible on their official web site.

- In case of symptoms, which suggest COVID-19 infection of an employee who is at the work place, the latter must be immediately removed from work, isolated and depending on his/her condition sent back home with individual transportation or an ambulance. The employee must wait in a separate room, where he/she can be temporarily isolated from other people.

- the zone where the employee has worked / stayed is to be determined, disinfected and cleaned.

- the instructions and recommendations of the Regional Health Inspectorate are to be followed strictly.

IV. Procedures in doubt of COVID-19 infection of a guest

- in case of symptoms such as high temperature, cough, breathing difficulty, sore throat, runny nose, fatigue, muscle pain, etc, the guest is immediately isolated, the management is informed and the doctor on site is called (dr. Katov - 0893366268)

- the guest are isolated in pre-defined rooms

* for Helena Park 2130, situated very close to the doctor's office. In case of an increased number of infected guests all rooms in this area are to be isolated.

* for Helena Sands - 1347 - situated in area 3X. In case of an increased number of

infected guests, area 3X is to be isolated.

- the tourist is given a face mask, he/she is separated from other guests in the pre-defined room and is immediately checked by a doctor

- a single employee is taking care of the guest by the time the medical staff arrives. Multiples employees are not allowed to have contact with the guest.

- standard precautions are followed for the employee who is taking care of the guest such as hand hygiene and use of personal protective equipment - eye protection, apron

- the instructions of the doctor on site / medical center are to be followed precisely

- after the guest is isolated or transported, cleaning and disinfection is carried out at all places which the guest has visited.

Approved: Maksim Solakov
(General Manager)