



"CLEAN & SAFE"

Procedures

▼ TRAINING TO ALL STAFF ▼



> **All Employees received specific information and/or training on:**

- > Internal protocol for the COVID-19 coronavirus outbreak.
- > How to comply with basic precautions for prevention and infection control in relation to the COVID-19 coronavirus outbreak, including the procedures:

_Hand hygiene: wash your hands frequently with soap and water for at least 20 seconds or use hand sanitizer that has at least 70° of alcohol, covering all surfaces of the hands and rubbing them until they are dry.

_Respiratory etiquette: cough or sneeze into the flexed forearm or use a tissue, which should then be immediately thrown away; Always wash your hands after coughing or sneezing and after blowing; Avoid touching the eyes, nose and mouth with your hands.

_Social conduct: change the frequency and form of contact between workers and between them and customers, avoiding (when possible) close contact, handshakes, kisses, shared jobs, face-to-face meetings and sharing of food, utensils, glasses and towels.

> How to comply with daily self-monitoring for evaluation of fever (body measure temperature and record the measurement value and time), check for cough or difficulty breathing.

> How to comply with the Directorate-General for Health guidelines for cleaning surfaces and treating clothes in establishments.

▼ INFORMATION TO ALL CUSTOMERS ▼



> **The following information is available to all customers:**

- > How to comply with basic precautions for prevention and infection control in relation to the COVID-19 coronavirus outbreak.
- > What is the internal protocol for the COVID-19 coronavirus outbreak.

▼ WE ENSURE ▼



> That there is always staff member at the service responsible for triggering the procedures in case of suspected infection (accompanying the person with symptoms to the isolation space, providing the necessary assistance and contacting the national health service).

> The decontamination of the isolation area whenever there are positive cases of infection and reinforcement of cleaning and disinfection whenever there are patients suspected of infection, mainly especially on surfaces that are frequently handled and most used by it, as indicated by Directorate-General for Health.

> The storage of waste produced by patients suspected of infection in a plastic bag that, after being closed (eg with a clamp), must be segregated and sent to a licensed operator for the management of hospital waste with biological risk.

▼ WE ENSURE ▼



- > Washing and disinfection, in accordance with the internal protocol, of the surfaces where employees and customers circulate, ensuring the control and prevention of infections and resistance to antimicrobials.
- > Cleaning surfaces and objects in common use several times a day (including counters, light and elevator switches, door handles, cabinet handles).
- > Preference will be given to wet cleaning, over dry cleaning and the use of vacuum cleaner.
- > The air renovation of rooms and enclosed spaces is done regularly.
- > The disinfection of the swimming pool or other equipment in SPAs / wellness areas (whenever they exist) is carried out as defined in an internal protocol.
- > The disinfection of the jacuzzi (whenever it exists) is done regularly with the emptying of all water followed by washing and disinfection; later it is filled with clean water and disinfected with chlorine in the appropriate amount, according to the internal protocol.
- > In the areas of restaurants and beverages, the reinforcement of the hygiene of utensils, equipment and surfaces and the direct manipulation of food by customers and employees is avoided as much as possible.

▼ WE HAVE ▼



- > Sufficient personal protective equipment for all workers.
- > Personal protective equipment available to customers (maximum capacity of the establishment).
- > Stock of single-use cleaning materials proportional to their dimensions, including single-use cleaning wipes moistened with disinfectant, bleach and 70° alcohol.
- > Dispensers of alcohol-based antiseptic solution or alcohol-based solution near the entry / exit points, and whenever applicable by floor, at the entrance to the restaurant, bar and common sanitary facilities.
- > Waste container with non-manual opening and plastic bag.
- > Place to isolate people who can be detected as suspicious cases or confirmed cases of COVID-19, which should preferably have natural ventilation, or mechanical ventilation system, and have smooth and washable coverings, bathroom, stock of cleaning materials. cleaning, surgical masks and disposable gloves, thermometer, autonomous waste container, waste bags, used clothes collection bags, kit with water and some non-perishable foods.
- > In the sanitary facilities equipment for washing hands with liquid soap and paper towels.

▼ THE CLEANING AND HYGIENE PROTOCOL GUARANTEES ▼



- > The definition of specific care for changing bedding and cleaning in rooms, privileging two spaced intervals and with adequate protection according to the internal protocol.
- > The removal of bed linen and towels without shaking or shaking it, rolling it outwards, without touching the body and transporting it directly to the washing machine.
- > Machine wash separately and at high temperatures for employees' uniforms and bed linen / towels (around 60°C).



Requirements that the Enterprise undertakes to fully comply with in order to maintain the "Clean & Safe" Stamp