

SANITARY, HYGIENE AND SAFETY PROTOCOL

COVID-19



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Caloura Hotel Resort S.A.



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1- Introduction

This document, hereinafter referred to as COVID-19 SHSP (COVID-19 Sanitary, Hygiene and Safety Protocol) appears in the context of the global pandemic COVID-19 in order to inform and raise awareness among our Customers and Employees for the cleaning and sanitation procedures implemented and for the infection prevention and control measures adopted. With this, we intend to reinforce the trust in our services by those who visit us and guarantee their well-being and safety.

In preparing this protocol, we considered the rules and recommendations of the National Health Authority (GDS), the Regional Health Authority (DRS), the World Health Organization (WHO) and the Tourism of Portugal (Clean & Safe seal).

This Protocol may undergo changes due to the emergence of new legal obligations and the evolution of the pandemic itself.

2- COVID-19 Prevention and Control Measures at Facilities

2.1- Information Display

The existence of the COVID-19 SHSP is informed to Customers before their stay, with each booking confirmation, before check-in, in a bilingual (Portuguese and English) information flyer placed in the room and in information notices posted in public areas of the hotel.

The COVID-19 SHSP is available for consultation on the hotel's website www.calourahotel.com.

Basic precautions for prevention and infection control related to the Coronavirus COVID-19 are made known to Customers in a bilingual (Portuguese and English) information flyer placed in the room and in information notices posted in public areas of the hotel.

2.2- Sanitation and Hygiene Plan

- Reinforcement of cleaning and sanitation procedures, with increased use of disinfectants in rooms and in all public and service areas of the hotel.
- Frequent cleaning and disinfection of surfaces and objects of common use, namely service desks, furniture, elevator buttons and door handles.
- External disinfection of non-resident Customers' luggage with single-use cleaning wipes moistened with disinfectant.
- Frequent air renewal of closed spaces.
- Reinforcement of disinfection of air conditioning and ventilation systems by spraying existing grids.
- Reinforcement of cleaning and disinfection of utensils, equipment and surfaces in all food and dining spaces.
- In all food and dining spaces, the cleaning and disinfection of tables and chairs is ensured after each use.
- In the gym, sauna and tennis court, the cleaning and disinfection of surfaces and equipment is ensured after each use.
- In the gift shop the cleaning and disinfection of surfaces is ensured daily and after each use.
- The General Hygiene Plan, the Cleaning and disinfection records and the associated standard operational procedures are available in the COVID-19 Hygiene and Safety dossier, at the Reception.

2.3- Adequacy of Spaces and Services

Bedrooms:

- Reduction of room capacity to guarantee an interval between stays.
- Change of bed linen and towels according to DGS instructions.
- All bed linen and towels are machine washed separately and at high temperatures.
- Washing and disinfection of pillows between stays.
- Protection of TV controls with cling film.

Food and Dining Spaces:

- Reduced seating capacity to ensure the recommended social distancing.
- Replacement of buffet service with direct service to each table.
- Replacement of permanent menus in the restaurant for single use menus.
- New payment procedures in the food and dining spaces.

Public Areas:

- Reduction of the maximum capacity of sun loungers in the pool area to guarantee the recommended social distancing.
- Access to the gift shop limited to 1 person at a time.
- Exclusive use of the gym, sauna and tennis court with previous reservation required.
- Reduction of the maximum capacity of the conference room.

Isolation Room:

A space, room number 011 located on the ground floor east wing, was created to isolate people who can be detected as suspected or confirmed cases of COVID-19. The Isolation Room has natural ventilation, washable surfaces, a private bathroom equipped with a soap dispenser, paper towels and pedal waste container, waste bags, alcohol-based antiseptic solution, single-use disinfectant cleaning wipes, surgical masks and disposable gloves, thermometer, used clothes collection bags, telephone, chair, water and non-perishable food.

2.4- Hygiene Equipment

- Placement of alcohol gel dispensers in the various public and service areas.
- Placement of liquid soap dispensers and paper towels in all public and service WC facilities.
- Assignment of cleaning equipment such as bucket and mop to a single area, ensuring cleaning and disinfection at the end of each use.
- Exclusive use of a water vacuum on the floor of the access corridors to the rooms and on the restaurant floor.

3- COVID-19 Prevention and Control Measures for Employees

3.1- Training

All Employees received specific training on:

- COVID-19 SHSP and the new Standard Operational Procedures.
- How to comply with basic precautions for prevention and infection control.
- How to comply with daily self-monitoring about the assessment of body temperature and surveillance of coughing and breathing difficulties.
- How to comply with DGS guidelines for surface cleaning and laundry treatment.

3.2- Personal Protective Equipment (PPE)

In the hotel there are the following PPE, in sufficient number for all Employees, depending on their function:

- Surgical mask
- Face shield
- Disposable gloves
- Protective goggles
- Protective gowns
- Shoe covers
- Cap

Each Employee is responsible for the correct use and care of their PPE, according to the training received under this protocol.

Employees' uniform is machine washed, in the hotel's Laundry, separately and at a temperature of 60°C or more.

3.3- Conduct

Self-Monitoring of Symptoms:

- Measure body temperature daily.
- Watch for cough symptoms and difficulty breathing.

Behaviors to adopt:

- Always wear a mask.
- Wear a face shield in public service.
- Wear gloves when tasks require it.
- Wash your hands frequently with soap and water for at least 20 seconds or use hand sanitizer.
- Have an appropriate respiratory conduct:
 - Cover your mouth and nose with a tissue or forearm when coughing or sneezing and put used tissues in the trash immediately.
 - Wash your hands whenever you cough, sneeze or after blowing your nose.
- Avoid touching the eyes, nose and mouth with your hands.
- Do not share personal objects.
- Do not use personal adornments.
- Wear hair up.
- Keep beard trimmed.
- Keep nails short and clean.
- Avoid using make-up.

Promote social distancing:

- Follow the procedure for individual entry and exit of Employees.
- Keep, whenever possible, 1-2 meters from other people, whether their Customers, other Employees or External visitors.
- Avoid any physical contact.
- Redistribute furniture in service areas (shared offices and cafeteria), to comply with the rules of social distancing.

- Reduce, whenever possible, the number of Employees per workplace.
- Schedule breaks and meals to avoid unnecessary contacts between Employees in the cafeteria.
- Assign a different time for the delivery of goods to each Supplier and limit their entry into the service area.
- Schedule technical assistance visits, to avoid hours of with more Customers, Employees, and other External visitors around.

4- COVID-19 Prevention and Control Measures for Customers

4.1- Personal Protective Equipment

Individual protection kits - **Safety Kits** - consisting of a mask, disposable gloves and disinfectant gel, are available and can be booked before arrival and placed in Guests room.

4.2- Conduct

The collaboration of all our Customers is essential to guarantee their safety while on our premises.

Behaviors to adopt:

- Electronic check-in.
- Check-out by email and online payment.
- The use of a mask in all social areas.
- Frequent hand hygiene.
- Maintaining 2 meters from other people.
- Reading the informative flyer in the rooms and the COVID-19 SHSP.
- Compliance with the recommendations given in the information notices posted in common areas.

5 - Procedures in case of suspected infection

There is always an Employee on duty responsible for triggering the procedures in case of suspected infection, accompanying the person with symptoms to the Isolation Room, providing the necessary assistance when contacting the national health service.

Following the DGS 'suggestions, the Isolation Room will be decontaminated whenever positive cases are registered, as well as the reinforcement of cleaning and disinfection procedures, whenever there are suspected cases of infection.

The waste produced by patients suspected of infection will be stored in a plastic bag that, after being closed, will be segregated and sent to a licensed operator for the management of hospital waste with biological risk.

6 – Our Team

	Name	Professional Category
SHSP Responsible	Katherine Ponte	General Manager
Human Resources and Purchase Department	Judite Cordeiro	Management Assistant
Operations Department	Marina Neto	Management Assistant
Maintenance Department	Isaque Almeida	Maintenance Manager
Food and Beverage Department	Teresina Medeiros	F&B Manager
Hygiene Department	Graça Pimentel	Housekeeping Leader

Protect yourself and others!

Thank you for choosing us.