



HEALTH AND SAFETY PLAN

SOCIAL DISTANCING

- We have limited the hotel's occupancy rate;
- We organize service processes with available signage to keep the two meter distance between the customer and the employee whenever possible;
- We reduced the maximum capacity in each elevator, in the bar and restaurant, in the lobby, in the SPA pool and the number of pool beds that are properly spaced;
- In the rooms, tidying and cleaning operations are mandatory without the presence of the customer. If you feel more comfortable, you can skip daily cleaning during your stay;
- In the restaurant, the meal service works with a shift system, and the guest must pre-book the desired time, being placed only in the presence of the customer, with the cleaning of tables and chairs between each use;
- In the restaurant, we substituted the breakfast buffet for a service with Menu, in shifts and with previously scheduled time;
- We inhibit the use of the sauna and Turkish bath;
- The gym is subject to reserve and limited capacity, with equipment cleaning between uses;
- Massages are subject to reservations and limited capacity, with hygiene between uses;
- We inhibit the use of the meeting room.

PERSONAL PROTECTIVE EQUIPMENT

- Our employees are equipped with protective mask and gloves according to their service;
- Cleaning service employees are equipped with , masks, gloves, and caps;
- We provide temperature measurement to all employees and customers;
- We advise all customers to use gloves and a protective mask, which are also available in kits for purchase at the reception if necessary.

EVERYONE'S SAFETY IS OUR PRIORITY!

NOTE: THIS PLAN MAY BE CHANGED IN RELATION TO THE EVOLUTION OF PANDEMIA OR NEW OBLIGATIONS IMPOSED BY LAW



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CLEANING AND DISINFECTION

- We provide customers with disinfectant gel for use in the different social areas of the hotel (reception, elevators, bar, restaurant, spa, swimming pool, floors and sanitary facilities);
- All equipment (pens, payment terminals, etc.) are properly disinfected after each use;
- We intensified the cleaning and disinfection of surfaces, contact areas and shared equipment, using cleaning products with antiviral action;
- In the restaurant and drinks area, we reinforce the cleaning of utensils and avoid direct handling of food by customers and employees as much as possible;
- We maintain a strict cleaning and disinfection of all water, air conditioning and ventilation systems;
- We guarantee the occupancy of the room only after an extended period, after the departure of a customer.

INSULATION PLACE

- We have a place to isolate people detected as suspected cases or confirmed cases of COVID-19, with natural ventilation or mechanical ventilation, and with smooth and washable coverings, bathroom, stock of cleaning materials, surgical masks and disposable gloves, thermometer, autonomous waste container, waste bags, used clothes collection bags, kit with water and some non-perishable foods;
- We will always have a collaborator responsible for triggering the procedures in case of suspected infection, to accompany the person with symptoms to the isolation space, provide the necessary assistance and contact the National Health Service;
- Following the suggestions of the DGS, we will proceed to decontaminate the isolation area whenever there are positive cases and to reinforce the cleaning and disinfection procedures whenever there are suspicious cases;
- The storage of waste produced by patients or suspected of infection in a plastic bag that, after being closed, will be segregated and sent to a licensed operator for the management of medical waste with biological risk.

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OUR TEAMS

All employees received specific training on:

- Internal protocol related to the COVID-19 outbreak;
- How to comply with basic precautions for prevention and infection control in relation to the outbreak of COVID-19, including hand hygiene procedures, respiratory etiquette and social conduct;
- How to comply with daily self-monitoring to assess fever, check for cough or difficulty breathing;
- How to comply with the guidelines of the General Health Directorate (DGS) for cleaning surfaces and treating clothes.

OUR GUESTS

The collaboration of our guests will be essential to guarantee maximum security during the stay, so we recommend:

- The use of protective masks for circulation in social areas;
- Hand hygiene, using our gel alcohol dispensers for this purpose;
- Maintaining a minimum safety distance of 2 meters from other guests and employees whenever possible;
- Check in and check out online whenever possible;
- The prior reservation of breakfast, lunch, dinner, gym, swimming pool and spa services;
- Reading the internal protocol regarding the outbreak of COVID-19 and complying with the basic precautions for preventing and controlling infection caused by the new coronavirus;
- If needed, kits are available for sale with a mask, gloves and alcohol gel;

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SELO "CLEAN & SAFE"

ACCOMMODATION | Requirements to comply with

▼ TRAINING FOR ALL EMPLOYEES ▼



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

- > Internal rules relating to the COVID-19 coronavirus outbreak.
- > How to take basic precautions to prevent and control infection relating to the COVID-19 coronavirus outbreak, including the following procedures:

_Hand disinfection: wash hands frequently with soap and water for at least 20 seconds, or use hand disinfectant containing at least 70° alcohol, covering all surfaces of the hands and rubbing them until dry.

_Breath etiquette: cough or sneeze into your bent forearm or use a tissue, which must then be binned immediately; always disinfect your hands every time you cough or sneeze and after blowing your nose; avoid touching your eyes, nose and mouth with your hands.

_Social behaviour: change the frequency and form of contact between employees and between employees and customers, avoiding (where possible) close contact, handshakes, kisses, shared work stations, physical meetings and shared meals, utensils, cups and towels.

> How to self-check daily for fever (take body temperature twice a day and record the reading and time of check), check for coughing or difficulty in breathing.

> How to comply with Directorate General for Health guidelines for cleaning surfaces and dealing with clothing at work premises.

▼ INFORMATION TO ALL CUSTOMERS ▼



> The following information is available to all customers:

- > How to take basic precautions to prevent and control infection relating to the COVID-19 coronavirus outbreak.
- > Internal rules relating to the COVID-19 coronavirus outbreak.

▼ THE SERVICE ORGANISATION ENSURES ▼



> There will always be an employee responsible for following the necessary procedures in the event of a suspected case (including escorting the person to the isolation area, providing the necessary assistance and asking them to contact Directorate General for Health.

> In accordance with Directorate General for Health recommendations the isolation area will always be decontaminated after a positive or suspected case of infection, in particular frequently touched surfaces.

> The storage of waste produced by those suspected of infection will be placed in plastic bags, sealed with ties and then be disposed by a licensed provider that deals with the management of hospital bio-hazardous materials.

> Daily self-assessment aimed at measuring fever (measuring temperature twice daily and recording the value and time) and check if your colleagues have a cough or breathing difficulties.

▼ THE ESTABLISHMENT ASSURES ▼



- > All surfaces where people, employees and clients have contact are washed and disinfected in accordance to our internal protocol, ensuring the control and prevention of infections and antimicrobial resistance.
- > All surfaces and objects liable to be touched are cleaned several times a day (including light and lift switches, door knobs, cupboard handles).
- > Preference will be given to damp cleaning, as opposed to the use of a duster or vacuum cleaner.
- > Enclosed offices and spaces shall be aired regularly.
- > The disinfection of the swimming pool, or other equipment in SPAs / wellness areas (where applicable) will continue as a standard procedure, water will be replaced and chlorination will continue as defined in our internal protocol.
- > The disinfection of the jacuzzi (where applicable) is done regularly by replacing all the water followed by sterilisation with an adequate quantity of chlorine, in accordance with internal protocol.
- > Where food is served an increase in the cleaning of utensils, equipment and surfaces and avoidance of direct handling of food by clients and employees will be implemented.

▼ THE ESTABLISHMENT HAS ▼



- > Personal Protection Equipment (PPE) in sufficient numbers, for all our employees.
- > PPE available to all our clients (maximum capacity of the establishment).
- > Single use cleaning materials in stock proportional to our requirements, including disinfectant wipes, bleach and 70° alcohol.
- > Alcohol based antiseptic or alcohol based solution dispensers, at each floor, near entrances/exits and at the entrance of the restaurants, bars and shared toilet facilities.
- > Non-manual waste collection bin.
- > A room to isolate people suspected or infected with the COVID-19 virus, preferably with natural ventilation or a mechanical ventilation system, with washable outer coverings, bathroom, stocked with cleaning materials, surgical masks and disposable gloves, thermometer, handsfree waste bin, bin bags, bags for used clothing, a supply of water and non-perishable food.
- > Liquid soap and paper towels should be available in the toilets.

▼ THE INTERNAL PROTOCOL FOR CLEANING AND SANITATION ENSURES ▼



- > The definition of specific care for changing bed linen and cleaning in the rooms, carried out in two stages with spaced intervals and with adequate protection according to the internal protocol.
- > The removal of bed linen and towels is performed without shaking, rolling it from the outside in, avoiding contact with the body and taking it directly to the washing machine.
- > The washing of bed linen/towels and employees uniforms will be done separately and at high temperatures (around 60°C).



Requirements that the Accommodation ensures that fulfils all the requirements of the Clean & Safe Stamp.