



BASIC MANUAL TO RESTART THE ACTIVITY

PROTOCOL FOR CENTRAL SERVICES AND HOTELS

JUNE 2020 EDITION

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1.- Objectives

The objective of this manual is to establish the minimum guidelines to be followed to guarantee, above all, the safety of the people who work at BCL Hotel Group, as well as their guests.

This manual contains the minimum actions to apply, which will always be in any case, linked to the actions established by the health authorities.

The guidelines and protocols established in this manual seek to minimize the risk of Covid 19 infection in both guests and company employees, following this basic principles:

- Social distancing and / or PPE that minimize the risk of direct contagion between people.
- Provide the devices and means that promote frequent and adequate hand washing.
- Eliminate and reduce objects or surfaces shared between people that may be vehicles for transmission of the virus.
- Action plan in case of people with symptoms compatible with the disease.

2.- Plan responsables

This plan will be reviewed and updated by the Operations Committee as many times as necessary, either due to the establishment of new standards, due to changes in circumstances or due to the company's organizational needs.

3.- Plan development

3.1.- Internal measures

3.1.1.- Before going to work

- Any worker who shows symptoms of the disease or has been in contact with people who have been positive MUST NOT go to their workplace, immediately informing the company and the health authorities so that the appropriate controls are applied.
- Travel to work will preferably be done individually and if it is impossible to follow the guidelines established by the health authority.
- In case of going to work in public transport, you must change your clothes in the establishment using the changing rooms.

3.1.2 Organizational measures

- The company will guarantee the supply of Basic PPE for workers (these being basically masks, gloves and hydroalcoholic gels).
- The company will guarantee a shift structure that facilitates the minimum possible movements, always trying to maintain continuous shifts.
- The company will train and remember continuously, while supervising compliance with established standards.
- It will be an obligation on the part of all to comply with these regulations.

3.1.3.- Hygienic measures

- Access to the work center will be done ONLY through the staff entrance door.
- Workers will go directly, without any prior stop to the changing rooms.
- Before joining your job, you must comply and in this order:
 - Your clothes will be stored in the locker, preferably in a plastic bag without being aerated or shaken so that it does not have contact with your work clothes.
 - They will put on their work clothes (uniform and footwear) and the assigned PPE.
 - Hand hygiene will be carried out (washing with soap and water and disinfection with hydroalcoholic gel).
 - They will join their job position.
 - Once incorporated into their job, they will remain in it, without leaving it, except for basic needs and established breaks.
 - Every time they have to return to their job, they will carry out a hand and foot sanitation, as well as the replacement of the PPE.
 - Each worker will be responsible, both the one who leaves and the one who enters, to ensure the disinfection of the shared work tools (computers, desks, pens, etc.) following the established cleaning plan.
 - The maximum safety distance will be maintained whenever possible.
 - At the end of their working day, the uniforms will be kept in a plastic bag and taken home for washing with a temperature above 60 °.
- As basic measures of prevention of contagion, it will be followed by all the personnel:
 - Refrain from hugging, kissing, or shaking hands with clients as well as with colleagues.
 - Frequent hand washing, especially when entering work, after eating, smoking, coughing, touching your mouth, nose or eyes and as many times as possible.
 - Use the inside of the elbow to cover the mouth / nose when coughing or sneezing, or use disposable tissues and wash your hands afterward.
 - Avoid touching your mouth, nose and eyes.
 - Make proper use of PPE.
 - Refrain from going to work on suspicion of contagion.
 - Sanitize shared tools at the end of use or shift.

3.1.4.- Staff's relaxing areas and canteen

- Tables and chairs will be separated, always leaving the safety space between people.
- Disinfectant liquid and tissues both will be left next to the vending machines for each person to clean after use, as well as the chair and table area that they have used when leaving the staff dining room.
- Hydroalcoholic gel dispensers will be placed for disposal and use by all personnel.
- Shifts will be established to never exceed the maximum capacity of the spaces.

3.2.- Measures taken to restart the activity at our establishments

3.2.1.- Reception

- Reliable information of the implemented and mandatory measures will be given to guests at the check-in. The information mechanisms that health authorities establish in case of detection of cases in the area or in the establishment itself will be used, as well as the specific preventive measures that must be established in case of detecting compatible symptoms. Informative posters will be placed with the established measures and standards that must be complied with by customers.
- Detection of people with symptoms compatible with the disease. The reception staff will know the action protocol when detecting a person affected or suspected of being affected by Covid 19.
- The telephone numbers of health and emergency centers and of private doctors and hospitals will be available to request assistance or health information in the event of any possible incident.
- Gel or disinfectant solution, disposable tissues and trash cans with a pedal-operated lid will be available at the reception. Regarding the supply of masks, it will be followed the provisions of the Prevention Service.
- The front desk must be cleaned and disinfected frequently, avoiding excessive elements that can be handled by customers. We will follow the established cleaning plan.
- Efforts will be made to establish a physical separation between the receptionist and the guest by placing a methacrylate screen or similar material. In any case, the safety distance between colleagues and between guests will always be maintained. The distances on the ground will be marked by stickers and, if necessary, the customer service points will be increased (separation of the check-in and check-out point ...).
- After exchanging objects between guests and workers, (such as payment cards, tickets, pens, etc.) a hand disinfection will be performed. Sharing pens will be avoided.
- Placement of a container with disinfectant liquid to deposit the used keys / keycards.
- The capacity will be indicated in the reception hall.
- It will be made an analysis of the use of technological tools for both check-in and check-out options
- Payment by card, contactless, ... will be encouraged.
- The collection of guest packages by reception staff will be avoided as far as possible, ensuring that the material is collected by the guest himself.
- Eliminate or reduce as much as possible decorative material that may affect the spread of the virus such as cushions, carpets, etc.
- Access to the storage will be only held by reception staff and will be delimited by the distance marks on the floor, there will be a sprayer of approved and recommended product that the receptionist will use to disinfect the suitcase before accessing.

3.2.2.- Technical and maintenance services

Despite being an outsourced service, the company will be notified of the measures to be followed, detailing the periodicity of the revisions of those elements of the installation that may

have the greatest influence on hygiene conditions to ensure that they work in optimal conditions.

- As in drinking water systems, prior to reopening, all facilities will undergo the cleaning and disinfection processes set forth in the Hosbec protocol of "Commissioning of water facilities in preparation for reopening" .
- Dishwasher. Its operation must be checked to ensure that the temperatures to be reached (> 80°C in the rinse) and the dosage of chemical products are correct. A daily record of the temperatures of the equipment that has a thermometer will be kept.
- Air conditioning system. It is recommended to keep the air conditioning in an ambient temperature between 23 - 25°C, ensuring sufficient air renewal. The air conditioning system should be checked and specially the cleaning of filters. All actions related to cleaning and changing filters must be included in the documented maintenance plan.
- The correct operation of the ventilation, air renewal and dehumidification equipment of the indoor pools will also be checked.
- The gym must be ventilated 2 hours before use.
- Operation of soap dispensers, disinfectant gel, disposable paper, etc. Its operation must be reviewed at least daily, proceeding to repair or replace those equipments that present faults. The registration of these actions must be completed and followed in the established plan.
- The operation and cleanliness of toilets and toilet taps must also be monitored.
- 2 controls per day of residual disinfectant and pH must be carried out in swimming pools and spas, one before opening to the public and the other at the time of maximum use, and the purification circuit must be kept running 24 hours a day.
- For all operations that may pose potential risks of infection, such as changing filters, etc., all the indicated PPEs (gloves, protective masks, glasses or face shield) will be used.
- Special attention will be paid to the disinfection of the elements.
- In case of need to access to occupied rooms, gloves and masks will be used. Disposable gloves (if no other safety gloves are required) will be removed after use. In the event that the client is present, it is recommended to maintain the indicated social distance of 2 meters or to indicate to the client the need for mask placement.
- In case of coordinating work with external companies, all preventive and hygienic measures will be adopted with external personnel, such as those indicated in this document.

3.2.3 Restaurant, Bars and Kitchen

- We will have a defined flow of customers in the restaurant, where we will have an entrance door and an exit door. Signs will be placed on the floor, with adhesive tape or similar, to ensure that the 2 m are respected in places where it is foreseeable that there may be queues (buffet, show cooking, vending and coffee machines, microwaves, self-service ...)
- We have established flow routes for dirty materials with possible contamination, and a service route where we will transport the clean and disinfected material, in order to ensure that the dirty material does not cross the clean one.

- The tables will preferably be set up from one to four people, with the maximum group capacity of 10 people.
- The tables will be arranged in such a way that the distances between the backrest from chair to chair, from one table to another is a minimum of one meter.
- Customers will move around the buffet along the lines marked on the floor that indicate where they should go so that the chefs serve them the different dishes.
- If necessary, the restaurant services will be divided into two shifts, with which we guarantee the maximum capacity allowed and avoid crowds, we have capacity limits in each one of them and through a list it will be checked that these capacities are met. The reception department will be in charge of assigning these shifts at Check In to customers.
- Between each shift, it will be closed for 30 minutes to clean and disinfect the entire restaurant and set up the tables. Cleaning and disinfection of surfaces, dispensing machines, door knobs, buffet counters, etc. is carried out, and in general, any surface that may have been touched by hands following the cleaning protocols established for this purpose.
- The dining room service staff will inform customers of the need to disinfect their hands with disinfectant gel at the entrance and exit of the dining room.
- At the entrances to the bar and lounges, the use of disinfectant gel will also be encouraged.
- We will have the waiters divided into two correctly identified groups:
 - a. **CLEAN WAITERS** (handles only clean material, beverage service, set up tables, replace clean material)
 - b. **DIRTY WAITERS** (handles all dirty material, collects all material used by clients and disinfects tables, chairs, etc. before they go back,)
- In buffets, direct manipulation by customers of food and equipment will be avoided, facilitating service to customers to minimize self-service. Gloves and masks will be recommended. The smallest possible number of foods will be exposed, including single-serving condiments.
- Service staff will wear a mask and disposable gloves.
- You must maintain adequate hygiene with frequent hand washing and disinfection.
- Card payment or room charge will be promoted to be paid at check out.
- If possible, it is advisable to keep a distance of two meters from any client or person.
- All dishes, cutlery and glassware must be washed and disinfected in the dishwasher, including those that have not been used, but have been in contact with customers' hands.
- The use of the same tablecloths or tablecloth savers with different clients is forbidden.
- Tablecloths and napkins must be washed industrially.
- It is necessary to ventilate the living rooms and dining rooms after each service, opening the windows.
- The expected capacities of each room will be respected to the maximum, advising a density of approximately 4 people per 10 m².
- Reduce or eliminate from the tables any decorative element that cannot be disinfected between clients. The reduction or elimination of baskets with sugar, sweeteners, etc. will be analyzed.
- The collection of orders will be carried out respecting the distance of 2 meters.

- Efforts will be made to collect the dishes in the absence of customers at the table or at the end of it.
- Surfaces (tables, chairs, bar areas) will be disinfected conveniently after each service and use.
- Work equipment (POS, trays, etc.) will be disinfected frequently.
- Unpacked snacks will be avoided in bars. No food, dishes or supplements that may be shared or touched by customers will be exposed.
- The Room Service will always be carried out with PPE (mask and gloves) by the waiter. All tableware material (including trays and hoods) will be sanitized after use by dishwasher or equivalent.
- In kitchens, equipment and tools (knives, cutting boards, etc.) will be used individually, as far as possible, without being shared. If they are used by different people, they will be cleaned and disinfected after use. Social distancing will be maintained, as far as possible. It is a must to use mask.

3.2.4 Cleaning team

- There will be 2 daily shifts of cleaning service in common areas. All products approved and recommended / mandatory by health authorities will be used. We will establish a circuit that encompasses all the areas through which both guests and staff circulate (revolving door, entrance hall, elevators emphasizing keypads and handles, common toilets, exit doors to the terrace, bars and restaurant prior to opening of the services, changing rooms and canteen) that must be completed twice during the shift.
- Particular attention will be paid to objects that are frequently handled such as cranks, buttons, handrails, elevators, switches, etc.
- Daily disinfection of the pool hammocks, chill out furniture and tables and chairs on the terraces of the bars will be carried out. This disinfection will be done early in the morning, prior to opening these areas to customers.
- All rooms and common areas must be ventilated daily.
- In cleaning carts, disposable gel or sanitizing solution, handkerchiefs and gloves, aprons and trash bags will be available.
- The time without room use between one client and another will be evaluated.
- Textiles in the room that are not washed between client clients (except curtains) should be removed as far as possible.
- The bathroom wastebasket must have a lid, bag and non-manual operation.
- Blankets and pillows in closets must be protected.
- The specific cleaning and disinfection procedures indicated by the company will be followed. (to check if there are any new official recommendations or protocols)
- Proper cleaning and disinfection must be ensured, recording this performance.
- The material that is removed from the rooms should be placed in bags. This manipulation will also be carried out with gloves.
- Cleaning procedures will be established to avoid cross contamination (put clean clothes only after cleaning and disinfection).
- Define and coordinate actions with the laundry for the management of dirty laundry.
- Value in amenities the presence of disinfecting gel and / or disinfecting wipes for the guest.
- Take precautions to wash the uniformity by doing it at a minimum temperature of 60 °C.

3.2.5 Áreas de Recreo y Zonas Comunes/Actividades.

- Priority will be given to carrying out activities in open spaces. The closed spaces (Spa and Gym) must be ventilated 2h before opening.
- The capacity will be limited according to the regulations indicated in the Hosbec Guide and provided that social distances are guaranteed.
- Unless exclusively members of the same family or who share a room participate in the activity, the safety distance of 2m must be respected or a mask must be worn.
- If shared objects are used, they must be disinfected after each use and after finishing the activity.
- A more frequent program of cleaning and disinfection of recreational areas, games, facilities, etc. will be maintained.
- The pool hammocks will be numbered and will be assigned to customers upon reservation at the reception (free service and with a ticket with the hammock number that they must keep during the stay). Only pool towels provided by the establishment may be used (by means of a refundable deposit).
- Couch areas, etc. will be disinfected daily more frequently.
- After using the facilities (Gym, Spa, games ...) each user must sanitize their hands and at the end of the activity will disinfect all the objects used with appropriate materials (hydroalcoholic gels or disinfecting wipes).

3.2.6 Zonas de Almacenes / Economatos

- In all cases, the provisions of the HACCP system must be complied with.
- As far as possible, there must be a space for receiving goods, physically separated from the rest of the areas. Delivery staff must remain in this reception area.
- Hydroalcoholic gel must be made available for providers to disinfect their hands upon entering and wear a mask.

In this separate space:

- Secondary and tertiary packaging of received goods must be eliminated. -
- Disinfection must be carried out on those primary packages that have been in contact with the outside during the supply process.
- After receiving and / or handling packages / orders, the area should be cleaned and disinfected, and staff should wash their hands with soap and water for 40s.

3.3 Plan de acción en caso de personas con síntomas compatibles

In the slightest doubt that a person (guest or employee) suffers symptoms compatible with the COVID-19 disease, this situation will be reported so that the specific protocol for it is applied.

If an employee reports symptoms consistent with the disease:

- You should be kept in home isolation until the health services assess your situation and determine the measures to follow.
- Preventive disinfection of the workplace and objects in its environment that could be shared with other employees will be carried out.
- If the positive is confirmed, although it is the responsibility of the health authorities to investigate the contacts with this person and communicate the preventive measures to be applied to the establishment and / or affected persons, if this does not happen it will be the establishment itself that communicates this situation to the contacts closer (mainly companions) of the risk of contagion and who must remain on active surveillance of symptoms (cough, fever, respiratory distress ...)

If a customer reports symptoms consistent with the disease:

- Isolation will be requested in the room / accommodation unit until instructions are received from the health services.
- The situation will be communicated to the guides in the case of an organized trip.
- Health care (telephone or in person) will be provided in the room, in coordination with the guides if appropriate.
- Ensure (support if necessary) that there is a medical assessment regarding COVID-19.
- All the departments of the hotel or tourist accommodation, especially those that may require access to the room (cleaning, maintenance, and restoration / room services), will be informed of the isolation situation of the room so that the specific action protocols are applied .
- Those means that the client may require in relation to the disease will be provided: body thermometer, prescribed medication ...
- As long as there is no negative confirmation, the person will remain in home isolation and will apply the rules established by the Ministry of Health for home isolation:
 - Do not leave the room
 - Extreme hygiene standards
 - Use of surgical masks in the presence of others in the room
- In case of positive confirmation, the possibility of transferring the guest to a hospital center or private home will be studied under the security conditions established by the health authorities for these transfer cases. If this is not possible, an action protocol will be established in collaboration with the health authorities according to the specific case.

If the guest (confirmed or suspected of having COVID-19) is no longer at the property:

- If possible, the room will be locked for at least a week
- It will be applied, previous use, specific protocol for cleaning the room of infected people

Servicios de limpieza, mantenimiento y alimentación

It is not recommended that any employee access the affected accommodation units, either for cleaning or maintenance tasks. In any case, there should be a record of all people entering or leaving the accommodation unit.

The necessary means will be provided to the guests (or caregivers) to carry out the cleaning tasks themselves.

In any case, when accessing accommodation with infected or suspicious people, these people will be required to use a mask.

Conditioning of the accommodation unit

The affected person will be provided with the necessary means to carry out self-isolation in the best conditions of comfort and safety:

- As much as possible, you will be provided with telephone, internet and TV access in the room.
- It will have natural ventilation to the outside. Air recirculation systems within the housing unit, whether central or individual systems (fan coils), will be disconnected.
- You will have hand soap, gel and disinfecting wipes, as well as a trash can with a lid and garbage bags, and plastic cups.
- Bleach, paper, and cleaning materials will be available for the bathroom and other surfaces.
- To facilitate cleaning and disinfection, it is recommended to remove all expendable furniture and textiles from the accommodation unit.

As far as possible, rooms will be reassigned as isolated from other guests as possible.

Cleaning procedure for rooms / accommodation units with people infected or suspected of being infected by COVID-19

In the event (recommended) that the cleaning is carried out by the guest or caregiver himself, he will be provided with means and instructions to do so from the Ministry of Health.

However, at least once a week, the establishment's staff will clean the accommodation unit following the protocol described above for cleaning after check-out.

In any case, the access of cleaning personnel to sick or suspected rooms will be made in maximum security conditions against COVID-19:

- Use of disposable or washable protective clothing (gowns, gloves and a hygienic mask)
- A separation of 2 meters will be maintained with respect to the affected people
- The cleaning trolley will not enter the affected accommodation unit
- The appropriate cleaning and disinfection protocols equivalent to those applied at the check-out of clients will be used.
- Any material used in cleaning (cloths, mops, brushes ...) will be discarded or disinfected after use, and all detergent or disinfectant solutions that may have been used will be renewed
- In addition, in this task, the PPE will be used (gloves, hygienic mask, hat and disposable apron), and hydroalcoholic gel will be provided for use at the end of the task and the PPE must be removed. And in case of tasks that generate splashes, wear glasses or screens (eye protection) and waterproof aprons.

- Disposable PPE will be disposed of hygienically (closed plastic bag) at the end of the task, reusable PPE will be disinfected properly.
- Personnel performing this task should receive additional training in this regard. The first time it is executed it will be supervised by someone responsible (governess, management ...).

Once the affected guest leaves the establishment:

- The housing unit, once cleaned, will be locked for use for at least one week.
- In case of not being able to meet this deadline, it will undergo professional disinfection by a company authorized for this purpose, including cleaning of filters of the air conditioning equipment.

Gestión de ropa de cama y toallas

Dirty bedding and towels will be placed by the guest in a plastic bag for this purpose and will be closed so that the staff of the establishment removes it and replaces it with clean clothes (in case of the caretaker or an employee of the establishment who remove this clothing, you should do it with gloves, apron and sanitary mask for single use, and avoid shaking or shaking this clothing).

The personnel of the establishment in charge of collecting the clothes will put it in a second bag specifically identified as contaminated material so that it can be handled by the laundry services with the appropriate PPE (hygienic mask and gloves) when it is removed from the bag.

The washing of the clothes will be done in a cycle of hot water of at least 60°C.

Gestión de residuos

The remains of garbage (wipes, gloves, handkerchiefs and other contaminated objects) will be disposed of by the guest in garbage bags (bag 1). To remove them, gloves will be used with which the bag will be closed and placed in a second bag (bag 2) along with the gloves and other waste generated in the accommodation unit, which will be left next to the exit door (but inside) on the day and time agreed with the establishment.

The personnel of the establishment in charge of their collection will handle them with gloves, disposing them in a third bag (bag 3) and they will be discarded in the waste container.

Reparaciones en las unidades de alojamiento

To access the accommodation units that require repairs with sick clients who remain inside, maintenance personnel must protect themselves with the correct use of a hygienic mask, gowns and gloves (and goggles if splashes can occur), which they will be discarded at the exit of the accommodation unit and their hands will be washed or disinfected later.

In addition, touching the mouth / nose / eyes will be avoided at all times, and if the patient is in the room, a distance greater than two meters will be maintained.

Servicio de alimentos y bebidas

All guests who stay in their accommodation in conditions of isolation due to risk of contagion will be provided with food / beverage service taking into account:

- That the food, deposited on a tray on a cart, is outside the accommodation and the guest is advised to pick it up at the door (the cart must not enter). When finished, you must leave it outside the room.
- Dirty dishes and tray will be handled with gloves, which will be discarded after use and washed (dishes and tray) in a dishwasher.

Normas para la persona acompañante

In the event that the affected person lives with another person in the same accommodation unit (companion), this person will be declared "close contact" and the following rules will apply:

- As far as possible, an alternative accommodation unit will be offered to this caregiver, as close as possible to the first.
- To the extent possible, the accompanying person should remain self-isolated. If you go out (buy food, medicine or other essential needs), you must use a mask.
- The accompanying person will be provided, in their language, with the rules for home management of COVID-19 from the Ministry of Health.