

ESTORIL PLAGE, S.A.



Contingency plan

New Coronavirus - COVID-19

Procedures for prevention, control and vigilance

Preventive measures for resuming activity

Internal Protocol – Clean & Safe Establishment



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1. Objectives

The Contingency Plan of the Hotel Palácio Estoril aims to manage the impact of the current SARS-CoV-2 infection outbreak, the causal agent of COVID-19, on the company and on all those working there or those who are guests.

Following the guidelines of the General Directorate of Health (DGS) and based on the principles of prevention defined in the regime for the promotion of Health and Safety in the Workplace, the company has updated the Contingency Plan in force with a view to adopting preventive measures for the resumption of activity while safeguarding the health and safety of employees, guests and suppliers, in order to eliminate / reduce the likelihood of COVID-19 infection.

We have prepared the adoption of a set of measures aimed at preventing COVID-19 in the workplace / place of temporary residence that allow us to live and work in health, safety and well-being until there is a vaccine or other effective therapy for this disease.

This internal plan intends to prepare rapid and effective intervention in the case of suspicion or confirmation of infection of an employee / guest, allowing the containment of the virus and the minimum risk of contagion, as well as preparing alternatives in the case of urgent need to replace employees and / or suppliers affected, directly or indirectly, by COVID-19.

All employees should be aware of the Contingency Plan and act in accordance with the resolutions issued in this document.

This plan also aims to answer the following questions:

- How can we prevent contagion?
- What to prepare to deal with a possible case of infection of employee (s)?
- What to do in a situation where there is a suspected case of infection of one or more employees?

It is everyone's responsibility to comply with the procedures to guarantee the success of the Contingency Plan, assuming their share of responsibility in safeguarding public health.

It is up to each person to contribute towards the protection of us all.

This plan will remain in force for as long as the Directorate-General for Health (DGS) deems necessary, being updated with information and documentation made available by the competent bodies according to the evolution of the epidemiological situation of the new coronavirus.

2. Definition of Prevention Measures

☒ Hygiene measures

The company has circulated to employees a set of basic hand hygiene procedures and procedures of respiratory etiquette and social conduct.

The company has assured the supply of personal protective equipment for employees in order to constitute an internal strategic reserve of equipment, such as, for example, a stock of single-use cleaning materials, detergents and disinfectants, to ensure the best response to prevent the spread of the virus.

☒ Security Measures

Changes in working conditions or the way in which tasks are performed to reduce the duration, frequency and intensity of exposure to the virus, including:

- employees who work in these activities and / or tasks, may have a higher risk of infection (e.g. employees who have direct contact with the public), whenever social distancing is not possible (minimum 1.5 m, ideal 2 m). Physical barriers (e.g. acrylics) will be used between employees and the guest / general public.
- Changes in the periodicity and / or organization of workplaces shared by employees.
- Travel by employees to other countries with cases of active transmission sustained in the community will be suspended.

The company is also carrying out a set of structural changes to the workplace and taking preventive measures to eliminate or reduce the risk of exposure to the virus, namely:

- the placing of alcohol-based antiseptic solution (SABA) dispensers, next to the hotel entrance and exit points (clients and staff), next to the employee clocking system, at the entrance to the restaurant and bar, one on each floor next to the elevators, next to the entrances to the staff changing rooms and one in each cleaning cart, (taking into consideration that one is to be found on each floor);
 - taking the temperature of all those who enter through the service door, whether they are employees, external service providers, suppliers or visitors, by means of a forehead thermometer, in order to avoid body contact. If the body temperature is 38° or higher, the person cannot enter and a call to the SNS 24 line is activated as a preventive measure.
 - taking the temperature of all guests entering through the main entrance of the Hotel, using a forehead thermometer to avoid body contact. If the body temperature is 38° or higher, the person will be advised to call the SNS 24 line and the Hotel team should stay alert and monitor the progress of this contact.

Management Measures

The company, in order to maintain business continuity while safeguarding the health of employees and the community, has been preparing a set of measures which include:

- Identify priority activities developed by the company, which must continue during the pandemic. Consider the internal relocation of resources in order to maintain these activities.
- Identify company functions that may resort to alternative ways of working or performing tasks, namely through the use of teleworking, video meetings and teleconferences and remote access for clients.
- Implementation of more frequent cleaning actions for areas and objects.
- Prepare responses to guest needs during a pandemic, namely through:
 - Availability of rooms, which allow the development of teleworking, creating a separation of spaces with a good wi-fi network service.
 - the availability of online table and meal reservations, facilitating access and reducing waiting times as well as avoiding crowding at the entrance to restaurants.

3. Infection prevention and control measures

a) Infection prevention and control measures - Employees

Hand Hygiene

Wash your hands frequently with water and the available disinfectant products following the recommendations in place for proper hand washing. If you do not have disinfectant, use soap and water. Alternatively, you can use alcohol-based wipes.

Respiratory Social Etiquette

- Adopt respiratory etiquette measures: cover your nose and mouth when you sneeze or cough (with a tissue or with your arm, never with your hands) and throw the tissue in the trash/rubbish bin);
- Wash your hands whenever you blow your nose, sneeze or cough
- If your hands are not washed, avoid touching your eyes, nose and mouth.
- Always use a mask, when you are indoors or with other people and whose recommended distancing is not possible.

Personal Hygiene Conduct

Personal hygiene conduct measures should be adopted, which favour a more careful presentation, namely:

- Absence of personal adornments (bracelets, rings, necklaces, among others)
- Trimmed beard
- Hair tied back
- Short, clean nails
- Care with the use of makeup (using a mask may increase the risk of dermatological problems).

Objects (such as pens or others) and food should not be shared.

It will not be allowed to enter or leave the establishment wearing the uniform provided by the company.

Social Conduct

- Avoiding physical contact with people is essential, therefore, avoid greeting people with hugs, kisses or handshakes. Use of strategies should be encouraged such as:
 - video call meetings
 - reduce the number of employees per workstation
- Ensure that signs are followed (e.g. markings on the floor) and other information (e.g. posters) that indicate - safety distances.
- Avoid social gatherings (e.g. social groups or social events) which encourage crowds of people working for or outwith the company.
- Avoid public spaces that are closed-in and poorly ventilated.

Individual Protection, Information and Training.

At this stage when contagion is still active, the company has decreed **the mandatory use of the mask** at all times while within the Hotel's facilities.

When employees return to work, they will attend information / training sessions about:

- basic precautions for infection prevention and control
- the conduct to be followed while in the facilities, during the Pandemic period

- new procedures adopted by the company with regard to hygiene, cleaning and disinfection
- changes in the organization and development of tasks in order to prevent possible contamination
- The cleaning staff will be instructed by the suppliers in the use of cleaning products and made aware of the precautions to be taken in handling the products - safe methods of dilution and application, as well as personal protection during cleaning procedures .

Personal protective equipment (PPE's) must be used in addition to the previous measures. Employees have been provided with personal protective equipment adapted to the specifics of the functions performed and the risk of exposure, namely: gown and / or disposable apron to be worn over the uniform; liquid-resistant single-use gloves; surgical type mask and goggles for eye protection, among others.

Attached are the recommendations for the use of the respective PPE's.

With regard to the employees' uniforms, they must be washed and treated in the Hotel's laundry, at high temperatures, with a washing machine highlighted just for the professionals' uniforms. It is forbidden to take any type of staff uniforms away from the company's facilities.

Self-monitoring of symptoms

- It is important to watch for symptoms such as coughing or difficulty with breathing
- Employees should self-monitor symptoms of COVID-19 by taking their temperature (fever $\geq 38.0^{\circ}\text{C}$), or with the appearance of a persistent cough (or worsening of the usual cough), or breathing difficulties which are the common symptoms of COVID-19 . Self-monitoring of these symptoms (by the employee) makes it possible to identify suspected cases of COVID-19 and refer them to the respective health service.
- If you have flu symptoms, stay home, don't go to work, avoid places with too many people, keep a distance of at least one meter when talking to other people and call the SNS 24 line (808 24 24 24). If the advice is to stay at home, notify the Human Resources department.

b) Infection prevention and control measures - Facilities

☒ Hygiene Equipment

Dispensers of alcohol-based antiseptic solution (SABA) have been placed next to the hotel entrance / exit points

All toilet facilities have liquid soap for hand hygiene and wipes.

☒ Cleaning and disinfecting surfaces / objects in public areas

All surfaces can be contagious. However, the risk of this contagion varies depending on the frequency of handling, touch or use.

We favour the use of cleaning equipment for single use only which must be disposed of after use.

In the restaurant areas, the table is cleaned and disinfected whenever a guest leaves and before another guest arrives, using disinfectant spray and disposable wipes. The cleaning of utensils, equipment and surfaces has also been reinforced. The handling of food by guests and employees must be avoided. Guests' cutlery should be packed in disposable paper sachets.

In the pool area, the cleaning and disinfection of sunbeds and respective cushions is ensured with disinfectant spray and disposable wipes whenever one guest leaves and a new guest arrives.

When transporting clients, the vehicles have been adapted with an acrylic separator dividing the space between the driver and the guests. The vehicle's disinfection procedure is carried out after each trip using a disinfectant spray, with a period of a 10-minute interval between transporting different guests.

Reorganization of Areas and Circuits

To promote social distancing, we have placed signs (marks on the floor) to maintain the proper distance, 2 meters, in areas where a concentration of guests may arise, such as in customer service areas, counters, public areas and access to vehicles for activities outside the facilities.

Signs were also placed to indicate the positioning of the sun loungers in the area surrounding the pool, offering loungers in pairs, with a minimum distance of 2 meters between the other loungers.

Acrylic separators were also placed at the counters to safeguard the distance between employees and guests / the general public.

The staff cafeteria will open for longer periods to avoid the crowding of employees in the same area. Signs have been placed on the floor, to remind staff of the social distancing that must be maintained.

The dining area has been reorganized, with notices of intervals to be kept between seats, as well as a reduction in the number of chairs available.

Cutlery must be provided in paper envelopes or wrapped in film to prevent contagion.

Also, the **Hotel's Restaurants and Bars** should have the area configured to guarantee a distance of at least 2 meters between non-cohabiting guests as should passageways and access areas. The maximum capacity of these areas has been reduced by about 50% in all dining and drinking areas, including outdoor spaces.

The accesses and passageways are duly identified by circuits, maintaining the appropriate distancing between people circulating and, in the restaurants and bars, seated customers.

Changes in the layout of tables and chairs which may compromise the distances predefined by DGS are not allowed.

The menus have also been adapted, with food being served already plated to reduce the length of stay and the proximity between guests and employees. The buffets are unavailable at this stage.

c) Infection prevention and control measures – Guests

Signage and information

The current contingency plan is made known to the guest when the reservation is made and is also available for consultation during the guest's stay. Before the arrival date, a pre-check-in form will be sent to guests which must be completed "online" beforehand to minimize personal contact at the reception desk.

Information leaflets are also made available to employees and guests with instructions on how to prevent and control any infection caused by COVID-19.

During this pandemic period, some changes have been made to the organization of services. The rules for remaining in the public areas, printed in different languages, will be made available to all guests, namely: alternative mealtimes, the need to book meals in advance and pre-booking for the use of the gym or SPA.

The hotel's accommodation capacity has also been reduced during this phase.

On the day of the guests' departure, the rooms will be cleaned, sanitised and disinfected and will only be occupied again from the following day.

Self-monitoring of symptoms

- Guests should be encouraged to self-monitor symptoms of COVID-19 infection, by taking their temperature (carried out at the entrance of the establishment), or by being aware of the onset of a persistent cough or difficulty in breathing, common symptoms of COVID-19 .

- If you have flu symptoms you should avoid crowded areas and places, keep a distance of at least one meter when talking to other people and call the SNS 24 health line (808 24 24 24). If the advice is to stay in the hotel, please notify the Reception / Concierge.

Use of Personal Protective Equipment (PPE's).

- The use of the mask is mandatory in all public areas of the hotel, including restaurants and bars. In the outdoor areas, terraces, garden and pool, as well as in the bedrooms, this rule does not apply.

- If the guest does not bring a mask when checking in, they must request one at the Reception.

- Protection kits containing mask, gloves and disinfectant gel, as well as pre-packed masks, are available for purchase in the hotel Shop.

Social Conduct

- Leaflets are available which promote the procedures of social distancing to be adopted, with a view to preventing infection by COVID-19

- Rules for access to and permanence in public areas have been defined, namely:

- Restaurants: will work with different mealtimes and by pre-booking

- SPA and Gym: they will be open with limited occupancy and subject to prior booking

- During the pandemic period, the alteration of the configuration of public areas, as well as the disposition of furniture in these areas (such as sun loungers by the pool), by guests is not authorized, considering that they were positioned in order to respect the social distancing, indicated by the DGS;

- We are implementing an online Check-In and Digital Order system to facilitate the booking process for various services.

4. Those Responsible for implementing the Plan

The coordination of the Contingency Plan at Hotel Palácio is the responsibility of Mr. Corrêa de Barros, in his capacity of Director General (correa.barros@hotelestorilpalacio.pt). In his absence, Mr. Guedes de Sousa is responsible, as Deputy Director (guedes.sousa@hotelestorilpalacio.pt).

The Human Resources Officer, Dr. Sandra Ferreira, will monitor the Coordination and Implementation of the Contingency Plan (sandra.ferreira@hotelestorilpalacio.pt).

Any action within the scope of the plan must be promptly communicated to the coordinator, who will make the necessary communication with the authorities (Health Services, DGS), as well as with the occupational physician.

7 Designation of Responsibility for setting in motion procedures in suspected cases:

In each shift an employee (Duty Manager) will be identified who will be responsible for setting in motion the procedures in case of suspected infection:

- Accompany the person with symptoms to the Isolation Room
- Provide the necessary assistance
- Establish the contact link with the National Health Service line SNS 24 (808 24 24 24).

7 Members of the Contingency Plan and respective responsibilities

The following table summarizes the levels of responsibility of all participating members in the plan.

Intervenor	Responsibility
Administration	Validates the present Contingency Plan
General Director	Approves and is responsible for the Coordination of the present plan.
Deputy Director	Responsible for coordination of the Contingency Plan in the absence of the General Director
Consultant for HACCP	Implements and coordinates with all teams in the application of the plan. Suggests changes to the plan. Maintains compliance with good practices in food handling, through the correct application of HACCP standards.
Sales and Marketing	Disclose the Contingency Plan Make known the rules for the operation of services, such as the need for prior reservation of meals, gym, SPA

Intervenor	Responsability
Human Resources	<p>Follow the guidelines and recommendations issued by the authorities</p> <p>Responsible for introducing any necessary changes</p> <p>Coordinate information and training actions for employees</p> <p>Inform the Occupational Physician whenever there is a suspicious case and later confirmation or not of the disease</p> <p>Disclosure of the Company's Contingency Plan to all employees.</p>
Technical Services Director	<p>Coordinate the treatments of the Pool, as defined on page. 17</p>
Housekeeper	<p>Coordinate the teams for the two interventions to be carried out in the guests' rooms: 1st to remove linen and towels and the 2nd to clean and change beds, at two different times and with spacing between interventions (2 to 3 hours).</p> <p>Coordinate the cleaning of the Isolation Room and replacement of listed products which should be available in this area.</p>
Purchasing and Procurement	<p>Guarantee stocks of all necessary products and equipment defined in this plan:</p> <ul style="list-style-type: none"> - personal protective equipment (PPE's) for workers, in order to constitute an internal strategic reserve for this equipment: disposable gowns and aprons; non-sterile disposable and nitrile gloves; protective goggles; visors; respiratory masks of type FFP2; type II surgical masks; washable masks for professional use; caps; disposable shoe covers. - single-use cleaning materials, especially cleaning cloths, single-use cleaning wipes moistened with disinfectant, disinfectant spray - alcohol-based antiseptic solution (SABA) - liquid soap - forehead thermometers. - plastic bags for dirty laundry in rooms. - raw materials necessary to keep the hotel operating and to satisfy the basic needs of the guests. <p>Timetable goods deliveries by creating schedules with intervals between different suppliers</p>

Intervenor	Responsability
Direct Management	As soon as you become aware of a suspected or confirmed case, you should notify the Plan Coordinator and the Person Responsible for Human Resources.
House-keeping staff by floors	Comply with defined procedures (p. 21)
Area cleaning teams	Comply with defined procedures
Any worker who suspects he / she has the disease	Inform the direct manager (preferably by phone) Contact the Contingency Plan Coordinator or alternatively the person responsible for the shift and go to the Isolation Room In the room, contact the SNS 24 line (808 24 24 24) Continue with the defined procedure (p. 14)
Occupational physician	Carry out the steps laid down by law.

Isolation Room

An “isolation” area has been defined to separate one or more people who can be considered as suspected or confirmed cases of COVID-19. This aims to prevent others from being exposed and / or infected. The main purpose of the isolation room is to avoid the spread of the transmissible disease in the hotel and in the community.

Isolation Rooms	Equipament
<p>Hotel</p> <p>- Room n.º 23 (Beside the elevator on the lower ground floor)</p> <p>If necessary, another area may be defined.</p>	<ul style="list-style-type: none"> - Telephone and emergency contact list - Table and chair, easily sanitized - Bottled water and some food - Garbage container (with non-manual opening and plastic bag) - Alcohol-based antiseptic solution (available inside and at the entrance of this area) - Disposable gloves - Mask - Thermometer - Access to WC, which should be restricted

The room(s) should be aired regularly by opening windows to renew the air and the door(s) should remain closed.

5. Procedure for action with suspected and confirmed cases

In case of suspected COVID-19 infection, follow the recommendations to prevent possible contagion:

- If the employee is at home, he/she must establish contact with the SNS 24 line (808 24 24 24)
- If the employee is arriving to work, advice must be given to return home and establish contact with the SNS 24 line (808 24 24 24), after which Human Resources must be notified.
- If the employee is on duty, he must inform his direct superior, or the Plan Coordinator, of the situation and go to the isolation area, where he/she will establish contact with the SNS 24 line (808 24 24 24).

Any employee who provides assistance should wear the appropriate PPE (gloves, mask, visor or goggles, disposable gown and foot covers), whenever they are in contact with the suspected case.

Disinfection of the areas where the suspected case was previously held should be carried out:

- in the case of an employee: isolate and disinfect the workplace
- in the case of a guest: isolate and disinfect the public areas where the guest may have passed through

Inform people who have been in contact with the suspected case to keep vigilant and reinforce this in case of suspicious signs or symptoms.

If the suspect case is a guest, he must inform the designated Person in Charge of his situation and go to the isolation area, where contact should be made with the SNS 24 line (808 24 24 24).

After evaluation, the SNS 24 informs the Employee / Guest:

- If it is not a suspected case of COVID-19: define the procedures appropriate to the clinical situation of the employee / guest
- If it is a suspected case of COVID-19: the SNS 24 contacts the Physician Support Line (LAM), of the Directorate-General for Health, to validate the suspicion. From this validation the result can be:

- If Suspected Not Validated, the case is closed for COVID-19. The SNS 24 defines the usual procedures and appropriate to the clinical situation of the employee / guest. The employee informs the Hotel Director of the non-validation, who in turn informs Human Resources.
- If Suspected Validated, the DGS activates INEM, INSA and the Regional Health Authority, starting an epidemiological investigation and contact management (tracing). The direct superior of the employee informs the Contingency Plan Coordinator of the existence of a validated suspect case.

In the situation of a Suspected Validated case:

- The sick employee must remain in the “isolation” area (with a surgical mask, if his/her clinical condition allows), until the arrival of the INEM team, activated by DGS, which ensures transportation to the referenced Hospital, where biological samples will be collected for laboratory tests;
- The access of other employees to the “isolation” area is forbidden (except for employees designated to provide assistance, changing their PPE’s immediately afterwards).
- Additional movement to other areas of the Suspected Validated Case within the company's premises should be avoided.
- In situations where the employee with symptoms needs to be assisted (e.g. difficulty in walking), assistance will be provided by a first responder or in their absence by the Direct Superior. They must use a surgical mask and disposable gloves, protective glasses and must follow the basic infection control precautions regarding hand hygiene, after contact with the patient.
- Whenever possible, ensure the safety distance (greater than 1 meter) from the patient.

Upon confirmation of laboratory results, the DGS informs the Regional Health Authority, which in turn informs the Local Health Authority.

The Local Health Authority informs the Plan Coordinator of the results of the laboratory tests and:

- **If the Case is not confirmed**, it is closed for COVID-19, with the usual company procedures being applied, including cleaning and disinfection.

- **If the Case is confirmed**, the “isolation” area must be closed down until the decontamination (cleaning and disinfection) is validated by the Local Health Authority. This closure can only be lifted by the Health Authority.

In case of suspicion of a sick guest or suspicion of being ill with COVID-19 in the hotel, it is recommended that:

- The sick person must not leave the hotel. They must stay in their room and call the Hotel Porter’s Desk (dialling 1 on the room phone), so that the desk can call SNS 24 (808 24 24 24), who will assess the case and contact the Local Health Authority;

- The sick person should not go to the Health Centre, to a private doctor’s surgery or to the hospital emergency department.

- Wait for the instructions of the health professionals who will give assistance and await the clinical decision.

- If the hotel has a mask, you should give the person a surgical mask, teaching them how to put it on and adjust it well to the face.

- The Local Health Authority may choose to send the person to the referenced Hospital in the area or not, depending on the patient's clinical situation.

- In suspected cases of COVID-19, cleaning and laundry staff must wait for the result of the laboratory diagnosis to confirm or not the diagnosis, before starting the procedures of removing laundry and cleaning the room.

Reinforcement of cleaning and disinfection

In suspected cases, the cleaning and disinfection of surfaces / objects / areas should be reinforced:

- frequently handled areas

- areas most used by the employee/ guest who is suspected of having contracted the infection

- areas most likely to be contaminated

Special attention in the case of a confirmed patient

Cleaning and disinfection of the patient's workplace (including materials and equipment used by the patient), or of the bedroom, if the patient is a guest.

Collect the waste (bags) from the containers of the places where the patient was, put the bag in a second bag and close tightly.

Identify and separate waste until it is sent to a licensed operator for the management of hospital waste with biological risk.

If the validated case has recently used the **pool**, the surfaces of that pool where people circulate, must be washed and disinfected. The cleaning and disinfection of the pool must be carried out with the usual procedure, replacing the water and proceeding to chlorination as recommended by DGS.

In the event of a **Confirmed Case of infection by COVID-19**, active surveillance procedures for close contacts should be put in place (tracing), relating to the onset of symptoms.

6. Cleaning and disinfection of facilities and equipment

The company has already implemented a Cleaning and Sanitation Plan. With the current pandemic, the procedures and the frequency of cleaning the facilities have been intensified, with regular disinfection, mainly on the handled surfaces - door handles, handrails, elevator buttons , desks and counters, bank card terminals, as well as all taps, soap / disinfectant dispensers and towel dispensers, among others.

Cleaning frequency

The cleaning of surfaces of frequent touch is carried out with wet wipes with disinfectant-based detergent, or disinfectant spray with disposable wipes, both 2 in 1. These surfaces are cleaned 6 times a day.

- In **catering** areas, this rapid cleaning must be carried out after one guest leaves and before another guest sits at the same table. The door handles must be cleaned more frequently (about once an hour) and the floor is washed with a detergent and liquid disinfectant, 2 in 1, specific for food areas, with a cleaning frequency of twice a day.

- Toilet facilities are washed three times per day with an easily applied sanitizing detergent.

The **Kids Club** should be cleaned more times during the day.

Cleaning and disinfection products

The company has the technical data sheets for all products listed in the hygiene plan, with the manufacturer's instructions. Instructions on product labels and safety data sheets are complied with. The chemical products are properly labelled, unopened and preserved in their original packaging. They are stored in an appropriate closed place, properly identified as such on the outside.

☒ Use of personal protective equipment by cleaning staff:

In this phase of possible spread of the virus, cleaning professionals use the following PPE's:

- Smock or waterproof apron, worn over the uniform
- A simple mask well-adjusted to the face, which should be changed whenever it becomes damp (minimum 4-6 hours);
- Gloves resistant to non-reusable disinfectants
- Use of a clean uniform every day and suitable footwear for cleaning only

☒ Cleaning and disinfecting surfaces in public areas

The surfaces are washed with water and disinfectant detergent. The surfaces are then rinsed with hot water and allowed to air dry or are polished with a dry cloth for an extra shine.

The cleaning of floors and public areas is carried out with a vacuum cleaner with a water tank and washed with specific products.

For the disinfection of surfaces: products used are Oxivir Plus spray, and Dry Wipes (wipes moistened with disinfectant for the quick cleaning of some surfaces of frequent touch) for metal or other surfaces to avoid corrosion or damage.

Sanitary facilities

Use different cloths for the washbasins and the areas around them and for the outside of the toilet pans, following the sequence:

- Start by cleaning the washbasins First the taps and only after the washbasin) and surfaces around them
- Clean the diaper (nappy) changers
- Clean the toilets
- Clean the floor

- Toilet cleaning:

- **Inside part of the toilet:**

- clean the inside of the toilet with the toilet brush only:
 - If there is urine or faeces, flush the toilet first
 - Do not pour bleach or product with ammonia into the urine, as it causes a gas reaction that is harmful to health
 - Apply the detergent product with a disinfectant base; leave to act for at least 5 minutes
 - Rub well inside with the toilet brush
 - Flush the toilet with the toilet brush still inside the toilet so that it is also clean
 - Flush the toilet again.

- **Outside part of the toilet:**

- spread the detergent / disinfectant on the rim of the toilet pan and over the seat and lid
 - rub with the cloth: first the seat and lid and only then, the outside of the toilet (on the top and on the sides)
 - wipe with water only and allow to air dry
 - clean and disinfect the flush button, with 70° alcohol

- At the end of cleaning, go over the taps again with a cloth dampened with disinfectant
- clean the bathroom door handles frequently.

Baby changing facilities in public toilets

The surfaces must have an intact covered plastic cover (without tears or cracks)

The cleaning professional who cleans the facilities should:

- first clean and disinfect the plastic cover on both sides, wash and disinfect the mattress from top to bottom and let it air dry in a horizontal position
- wash and disinfect the top of the changing unit then the sides and front and finally wipe with a cloth with only 70% alcohol

Kids Club furniture and toys to be enjoyed by the children

At the opening of the Kids Club, the section is cleaned, as well as all toys, before daily use.

Plastic or rubber toys that could be put into a child's mouth are washed with water and detergent and wiped with alcohol at 70°. The remaining toys that can be washed and disinfected in the machine are washed in the washing machine, whenever possible, at high temperatures, according to the manufacturer's instructions.

Toys that cannot be washed and disinfected in a machine are washed in a specific recipient for this purpose with a compatible detergent and disinfectant solution, left to act for 5 minutes and then rinsed only with water, and preferably machine-dried if they tolerate heat.

Food preparation and preparation areas

The cleaning materials are specific to these areas and follow the rules defined by the legislation in force, namely: there are different cleaning cloths for:

- countertops and utensils
- for tables, chairs and other furniture
- specific material for the floor

The detergents and disinfectants used are products that do not contaminate food. It is prohibited to use disinfectant spray in areas where food is being prepared or on display.

Cleaning instructions:

- Wash the surfaces first with water and detergent
- Then, spread the bleach solution evenly over the surfaces
- Leave the bleach to act on the surfaces for at least 10 minutes
- read the manufacturer / supplier's instructions.
- Then rinse the surfaces with only hot water and allow to air dry.

Cleaning and disinfecting surfaces in the isolation area where there has been a suspected or confirmed COVID-19 person

- Wait at least 20 minutes after the sick person, or anyone suspected of being sick, leaves the isolation / quarantine area and only then start cleaning procedures in safety.
- Prepare the bleach solution or equivalent with an original concentration of 5% or more of free chlorine
- Wash the surfaces first with water and detergent
- Then, spread the bleach solution evenly over the surfaces
- Leave the bleach to act on the surfaces for at least 10 minutes
- Then rinse the surfaces with only hot water and allow to air dry.

In the disinfection of isolation areas and / or in large areas where it is assumed that COVID 19 cases or possible dissemination may have occurred, we use the hydrogen peroxide steam disinfection method. This disinfection is done after the previous cleaning and can only be carried out in an empty area (with no one present).

7. Specific procedures in the Housekeeping service

Protection of professionals responsible for maintaining guest accommodation at the hotel

- Employees who take care of the bed linen or bedroom of a suspected or confirmed case and employees who carry out cleaning at the hotel, provided they comply with the recommended protection measures and ensure control of exposure to the risk of transmission, are not at unnecessary risk. However, the risk of transmission can nevertheless be real in the event of an accident or if the recommended protective measures are not fully complied with.

- Given that the changing of bed linen generates aerosols, we separate the cleaning of the rooms into two different teams. One for the removal of bed linen and towels and the other for cleaning and making up beds, at two different times, with a gap of at least 2-3 hours, between removing sheets and bedding and towels and cleaning floors and surfaces.

- We defined two different teams: one for removing bed linen and towels and the other for cleaning and making up beds, in two spaced intervals

- The 1st team that proceeds to remove the bedding and perform the cleaning must be equipped with the following PPE's: disposable gown, non-sterile gloves, protective glasses and a respiratory protection mask of the type FFP2, and must proceed with the following guidelines:

- Remove without shaking or shaking
- roll inwards
- make a package
- put it in a bag and close it without touching the body
- put the dirty laundry in the room in a plastic bag and close it tightly
- pack the clothes and put them in an impermeable bag, close it tightly and take it to the outsourced laundry cart
- Remove trash/rubbish from the room

- The 2nd team that carries out the cleaning, disinfection and replacement of bedding and towels must be equipped with the following PPE's: waterproof smock, or plastic apron over the uniform, liquid resistant gloves for single use, surgical type mask, and must proceed with the following guidelines:

- Cleaning of countertops, tables, boilers, cauldrons, among others, using disinfectant spray and wiping down with a disposable cloth
- Cleaning of toilet facilities, using colour-coded cleaning cloths, namely:

- For cleaning toilets (exterior) colour red
- For cleaning wash basins colour yellow
- Interior of the toilet pans, does not require cloths (clean using the toilet brush itself)
- After changing the bedding and towels in the room of the suspect or sick person with COVID-19, it is advisable to wait a while (latency period) before cleaning the room.
- The laundry service for rooms and restaurant linen is outsourced. The linen is carefully packed in a waterproof bag, tightly closed and later collected by the laundry company.

Cleaning and Disinfection of Surfaces:

If blood, respiratory secretions or other organic liquids are present, absorb the liquids with absorbent paper; apply the bleach or equivalent diluted in water in the proportion of one measure of bleach or equivalent, to 9 equal measures of water; leave to act for 10 minutes; wash down the area with water and detergent; rinse only with hot water and allow to air dry; use a mask when diluting and applying bleach or equivalent; open the windows to ventilate the area.

8. Abbreviations

INEM – Instituto Nacional de Emergência Médica (National Institute of Medical Emergency)

DGS – Direção Geral de Saúde (General Directorate of Health)

9. Bibliography

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Document prepared and updated by Sandra Ferreira, Responsible for HR and Eduardo Gonçalves, Consultant to HACCP

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