



PREVENTION MEASURES



MAY 2020



HOTEL SAN SEBASTIÁN



ARÁNZAZU HOTELES



Preventive measures

COVID19

We are preparing for the return to normal and, to this purpose, we have developed a Contingency Plan that includes all the actions that we are going to carry out to maintain the facilities in a perfect state of cleanliness and disinfection, with the aim of ensuring the health of our guests and employees at all times.

This Contingency Plan encompasses all actions for our customers and suppliers as prescribed by mandatory guidelines and recommendations from the Health Institutions that are listed in the Spanish Official Gazette of 9 May 2020. This Plan also includes a communication policy to be deployed through signs.





General measures

Contingency plan COVID-19 2020

- The use of face masks is mandatory throughout the hotel premises for both guests and staff.
- All our personnel enjoy the necessary health protection measures to carry out their task under the best hygienic conditions.
- Reduction of maximum capacities and common areas.
- Specific room cleaning plan.
- Limitation of the use of lifts.
- Temperature checks.
- Procedure signage.
- Provision of individual protection measures in transit areas and rooms
- Daily checks and cleaning of staff uniforms.
- Controlled use of toilets in common areas.
- We have removed the buffet breakfast and replaced it with a special breakfast.
- Periodic cleaning of more exposed surfaces.
- We have emptied the minibars.
- Protocols for action in case of possible infection.
- A specific safety committee will be set up to draft and follow up on this plan, with information for the representatives of the hotel workers.
- Contingency Committee, staff.





General rules for **all staff members**

- You will have at your disposal the appropriate information to carry out your job under the current conditions in all departments.
- Physical contact among employees is to be avoided at all times, and social distancing should be maintained.
- All employees who come into direct contact with guests are to wear masks that are appropriate for their usage time, and should disinfect their hands periodically. Employees who perform their tasks individually and away from guests may choose not to wear a mask, but must put it on immediately before entering areas where there is guest and/or employee traffic.
- Each department will have special bins to collect protective equipment waste.
- Generic use towelling fabric in changing rooms and showers is temporarily removed.
- Take special care when washing your hands and use hand sanitiser. This should be done repeatedly throughout the day.
- No common working implements, telephones, pens, etc. may be shared.
- Work clothes should never be mixed with uniforms, and appropriate steps should be taken to ensure this.
- All work clothes and shoes must be left inside the locker.
- Personal hygiene measures are mandatory:
 - Hand hygiene should be carried out very frequently (with soap or hand sanitiser), particularly after contact with people both inside and outside the organisation.
 - Wet your hands thoroughly with water.
 - Apply soap or gel, rubbing your hands between fingers and under nails.
 - Rinse with plenty of water.
 - Dry your hands with disposable cellulose.
 - Dispose of cellulose residues into a bin, preferably operated with a foot pedal.
 - Avoid contact with people who show signs of a respiratory condition, such as cough and sneezing.
 - Maintain social distancing with people showing symptoms of acute respiratory infection.



General rules for **all staff members**

- Cover your mouth with disposable cellulose when you cough and/or sneeze, then wash your hands.
- Avoid touching your nose, eyes and mouth whenever possible.
- Mobile phones are to remain in the lockers
- Changing room maximum capacity for women is 3 persons
- Changing room maximum capacity for men is 2 persons
- Changing rooms are to be cleaned and ventilated at least once a day
- Staff toilets must be cleaned after each use.
- The staff canteen is to be used by staff members according to a staggered schedule to ensure no more than three employees coincide at the same time, cleaned once a day, and materials should be checked after each use.
- Any food or condiments that could be shared are to be removed.
- No coffee shop or kitchen refrigerators may be used for staff food.

General rules for **all external personnel/suppliers**

- No external person/supplier will be allowed access to the facilities under any circumstances without the knowledge and prior permission of Hotel Management.
- Under no circumstances will any vehicle have access to the Hotel's garage, which is exclusively for the use of our guests.
- All orders for goods and services will be collected solely at a delivery point to be accessed through the garage door. Those orders whose nature requires they be delivered by hand, will be delivered in the same way and the person responsible for collecting them will do so at the same point. External personnel are not allowed to move within hotel facilities.
- Maintenance providers are subject to the same protocol.



Reception Department

The department's tasks will be carried out according to the following guidelines:

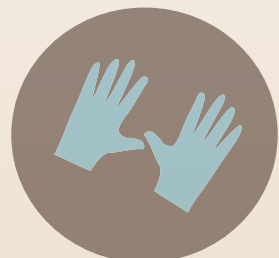
- Removal from surfaces of any objects that guests might touch.
- Installation of screens at reception desks to separate and protect during daily dealings with guests.
- All customer service counters and those that require intensive direct communication with guests will be equipped with protective screens, to be disinfected at least twice per shift; and such disinfection shall be recorded.
- The surfaces that support these screens are also to be disinfected.
- All employees in the department will be provided with all required protective measures, masks, gels, etc.
- It is mandatory that hands be disinfected, preferably with hand sanitiser, before entering or exiting changing rooms.
- In the changing rooms, there will be a single collection point for waste PPE.
- Individual workstations should be arranged with personal tools for private use.
- As far as possible all employees shall use personal tools. In those cases where tools are passed on at shift change, they will have to be disinfected.
- When employees and guests coincide in the same place, social distancing should be maintained between them.
- The department will have suitable temperature and other checking devices.
- Employees will clock in and out using a personal record sheet.





Reception Department

- The department will have protective items such as hand sanitizer and face masks for the exclusive use of guests.
- The premises will be suitably signposted to ensure guests maintain social distancing while moving through them.
- The maximum capacities of common areas adjoining the department will be limited, as well as the use of the lift, depending on the number of customers.
- In the interior areas, employees will also move respecting social distancing and the use of the service lifts is limited to one person per trip.
- Uniforms should be washed following Health Authority recommendations, i.e., daily at 60 °C. Should a uniform not be washable at that temperature for whatever reason, it should be disinfected by spraying an alcohol-based sanitising solution.
- Staff is to be trained in the use of PPE and this will be recorded.





Signage Procedure

- Social distancing strips
- Information document in rooms
- Lift document
- Common area document
- Breakfast document
- Separation screens
- Sanitiser dispensers





Reception and Customer Service Service Procedure

In order to ensure compliance with safety standards for our customers and employees at all times, control and protection items, partitions and delimited separation areas will be set up in order to enforce social distancing.

All items provided to clients for registration, pens, etc., must be disinfected before further use.

All POS terminals must be disinfected after use in case of previous contact.

Card payments will be recommended in order to prevent possible infection.

All customer service counter surfaces should be disinfected regularly.

Customer service counters will have sanitiser and/or cellulose dispensers

The keys to the rooms will be used only once and guests are to be told where they must deposit them. They are to be disinfected prior to further use.

Coinciding with the end of each shift, all working items will be disinfected, and this will be recorded.

- Telephones.
- Pens.
- Copiers.
- Keyboards.
- Screens.
- Safes.
- Button panels.
- And, in general, any multi-purpose surface.

As a first sanitising measure, a disinfectant mat will be placed at the entrance of the hotel.

Both the transport of luggage and the handling of vehicles will be exclusively carried out by guests. In those cases where it is necessary for employees to carry out these tasks, they must have their hands protected with gloves at all times, in addition to the mandatory mask, and they will wash their hands afterwards.

The Department has a non-contact thermometer to take such temperature measurements as are considered appropriate.

The temperature of each guest will be recorded during check-in (voluntary) as well as their Health Declaration form.



Reception and Customer Service Service Procedure

Maximum capacities

- Reception zone 1 client counter 3 persons
- Reception zone 2 client back area 8 persons
- Reception interior zone for staff 2 persons

The allocation of rooms will be carried out ensuring the required hygienic and disinfection measures have been carried out and approved by the staff manager.

Special care should be taken when allocating rooms, taking into account guest requirements (whenever possible) to avoid switching rooms at check-in or later because the room did not meet the guest's requirements. Switching a room after the guest has entered it means it will have to be cleaned and disinfected again.





Breakfast Department

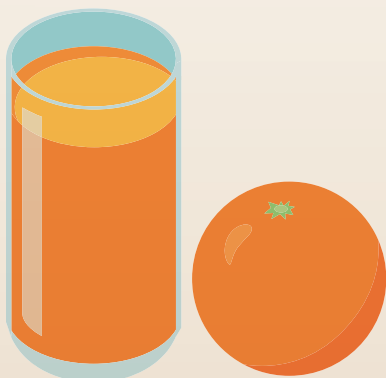
Service Procedure

Breakfast

Until further modification of the health regulations, the Breakfast Buffet is temporarily suspended and will be replaced by a standard breakfast in order to reduce as much as possible the handling of items to be consumed by customers.

Likewise, all types of services provided by the Restaurant Department are temporarily suspended. Therefore, the restaurant, bars and kitchen will remain closed and the premises will be disinfected at least once a week.

- Service personnel will have appropriate protective items at all times, whether the service is offered in a function room or in the bedroom, in which case service personnel will leave the tray at the door of the room.
 - Direct contact between guests and employees is to be avoided at all times.
 - The delivery and collection of trays will take place at the room door.
- In the case of service in a function room or coffee shop, all common use items, such as salt shakers, cruets, sugar trays, etc. shall be removed.
 - An effort will be made to use all the components of the breakfast set, in an individualised way, and it may be necessary to resort pastry and bakery units in plastic packaging.
- All reusable service items are to be treated at the appropriate temperature for complete disinfection.
 - All service materials must be washed in accordance to instructions at a single washing point and transported safely to the food processing centre after washing.
 - Contact with tableware should be exclusively with nitrile gloves and appropriate protective measures.





Breakfast

- As far as possible, all the items comprising the standard breakfast should be individualised and duly protected.
- All waste is to be treated in the same way and concentrated at a single point for further treatment.
- Cleaning and disinfection

- Once the service is over, all tableware provided with the service must be washed and disinfected, including that which was not used but could have been in contact with the customers.

- Tablecloths and napkins should be treated in the same way as the rest of the hotel linen and cleaned by an industrial laundry service. Disposable cellulose should be used whenever possible.

- Once the service is over, rooms should be well ventilated.

- Once the service is over, all common surfaces, dispensing machines, coffee machines, door knobs, counters, etc., as well as any surface that may have been touched by hands, should be cleaned and disinfected.



Restaurant Department

- Delivery is to be made without entering the room, except in exceptional cases where the guest requires it.
- If the staff member needs to enter the room, the use of gloves and face mask is mandatory and social distancing should be maintained at all times.
- Guests will be informed about how to proceed for the removal of the service, which shall be collected when the guest calls.
- All material used in this service is to be suitably disinfected.



Floor Department Service Procedure

The department's tasks will be carried out according to the following guidelines:

- All employees in the department will be provided with all required protective measures, masks, gels, etc.
- When employees and guests coincide in the same place, a suitable distance will be maintained between them.
- The department will have protective items such as hand sanitizer and face masks for the exclusive use of guests.
- In the interior areas, employees will also move respecting social distancing and the use of the service lifts is limited to one person per trip, including any tools used for their work.
- Uniforms should be washed following Health Authority recommendations, i.e., daily at 60 °C. Should a uniform not be washable at that temperature for whatever reason, it should be disinfected by other means.
- Staff will be trained in the use of PPE and this will be recorded.
- Personnel assigned to this department will not carry out their work within the rooms while there are guests in them. In those cases where it is strictly necessary, they will do so following the rules regarding contact and social distancing between people.
 - Hotel management will design the cleaning protocol.
- All personnel in this department will use masks for their own protection (changed daily) and gloves (changes after cleaning each room).
- In those cases where there is a subcontractor to carry out work in this department, the same measures will be required and documented.
 - Room cleaning will be carried out following the same rules as for hotel staff and will be subject to the same controls.
- The cleaning and disinfection protocol will be visibly posted in all service rooms on all floors.



Room cleaning

After rooms have been used by guests, they will be cleaned and disinfected as per the specifications of the new cleaning manual drafted by Hotel Management. When these tasks are subcontracted to external contractors, the same protocol will be applied.

- Although it is not clearly defined, the use of textiles, carpets, additional cushions, plays, etc. should be minimised as much as possible.
 - The bathroom waste bin must have an external bag and a foot pedal.
 - Additional items, such as blankets, pillows, etc., must be protected in the wardrobes and, when this is not possible, they will be removed from the rooms and guests always informed of their availability on request.
 - This is also the case of minibar products, which will be removed.
 - All room items must be disinfected after guests leave, particularly hair dryers, hangers if they are not sealed and, above all, all types of surfaces, worktops, tables, bedside tables, bathroom vanities, etc.
 - In order to concentrate all the waste in one place, there will be a single waste bin in each room. It should be pedal-operated, fitted with an individual bag and located in the bathroom.
 - Steps should be taken to prevent clean and dirty laundry from coming into contact.
- **Procedure for rooms with a potentially infected client (to be applied only in extreme cases and under particular conditions).**
- All hotel staff who have to enter a room with a potentially infected client should wear gowns, masks and gloves, and wash their hands as soon as they leave the room, maintaining a safe distance of two metres between people at all times.
 - The cleaning trolley should never enter the room.
 - If bedding needs to be replaced, it should be put inside a closed bag and tagged, and the industrial laundry service should be warned so it can be suitably treated.
 - All disposable material used by the guest should be put in an individual closed bag to be removed from the room for subsequent disposal.
 - Always use disposable paper for cleaning surfaces.
 - Once the client leaves this room, a total disinfection must be carried, with a sodium hypochlorite solution in a concentration of 1/1000 (25 cc of bleach per litre of water).
 - Pay special attention to the cleaning and disinfection of toilets and contact surfaces, such as handles, remote controls, telephones, air conditioning controls, switches, hair dryers, etc.



Room and Table Linen

The following procedure should be agreed with the laundry service:

- A certificate of cleanliness is required and should be documented.
- A certificate will be required for products used in washing.
- All dirty laundry should be collected exclusively in trolleys, and it can never be placed on other items or surfaces.
- Both towelling and flat fabrics must be properly identified.
- When the clean clothes are delivered, they must be properly identified and packaged. Any delivery that is not properly packed should be rejected.
- Linen that is torn or in poor condition should be subjected to the same procedure. Linen should always be in its storage space in service rooms or in a trolley; never on the floor or on any other surface.
- The use of gloves by the staff is mandatory for handling linen, particularly dirty linen.
- Rooms cannot be entered without proper protection, mask and gloves.



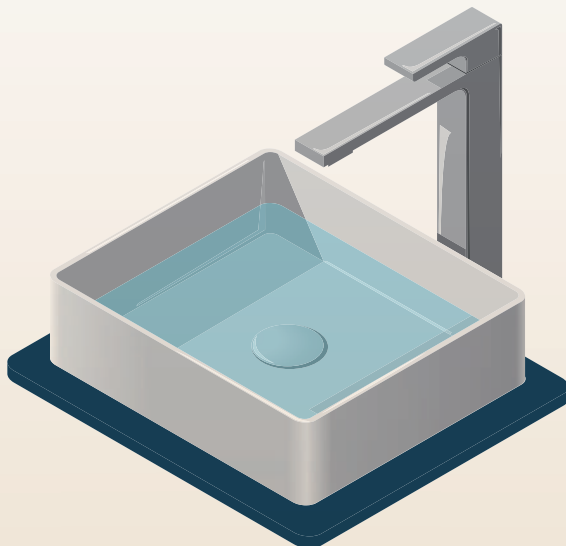


Common Areas, Toilets

Service Procedure

All common areas and areas where there is intensive guest traffic should be fitted with individual disinfection means, like hand sanitiser, and maximum capacity should be monitored and enforced by reception staff.

- All towelling is to be removed from toilets.
- Cellulose should be used exclusively.
- There should be only one pedal-operated waste bin in common toilets, with the exception of the sanitary bins.
- Toilets are to be cleaned at least six times a day, and each cleaning recorded.
- Suitable ventilation should take place once a day, preferably at night and also recorded.
- Toilets and other common areas will be provided with relevant signage with recommendations to that effect.





Common Areas, Gym, Business Centre, Restaurant

Service Procedure

Common areas are, for the time being outside this procedure and will remain closed, at least until the deployment of the rest of the measures and the indications of the health authorities in this respect are verified.

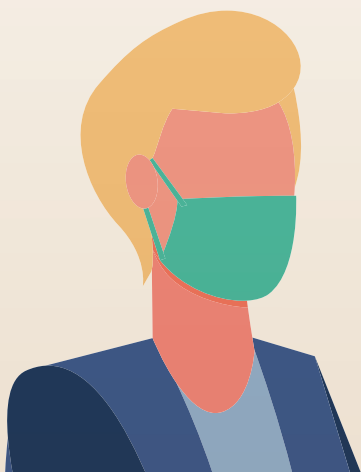
- The hotel will provide information the facilities and services available to guests by posting signs, both in common areas and in the rooms.

Common Areas: Lifts

Service Procedure

The following guidelines are defined for these:

- The use of both main and secondary lifts will be limited to one person at a time or, preferably, the members of a single family unit, using masks in all cases.
- Lifts will display the necessary information inside and outside.
- Keys or similar objects should be used to press the buttons.
- Railings, wall plates, mirrors, etc. should not be touched.
- Security measures are to be maintained at all times when entering the lifts.





Common Areas, Events and Meetings

Service Procedure

Deberán respetarse las distancias de seguridad y en caso contrario será obligatorio el uso de la mascarilla en grupos no familiares.

No se dispondrá en el montaje de los salones, material para reuniones, papel, bolígrafos, etc, salvo petición expresa del cliente en cuyo caso dicho material deberá estar debidamente higienizado.

Common Areas, Cleaning Department

Service Procedureo

In this Department, in addition to existing indications specified in our quality system, special emphasis will be placed on the following:

- Increased cleaning in areas that are particularly sensitive due to intensive use:
 - Button panels.
 - Counters.
 - Handles.
 - Railings.
 - Supports.
 - Hangers.
 - Tables.
 - Bedside tables.
 - Vanity units.
 - Staircase handrails.
 - Magnetic keys for staff use.
 - rays.
 - elephones.
 - Bathroom fittings.
 - All types of remote controls.

- All products used for disinfecting common and/or interior areas are to be registered and documented.
 - Products used for cleaning and disinfection must be approved by the competent authority.

- Working utensils should be disinfected at the end of each shift, and documented records maintained.



Maintenance Department

Service Procedure

In this Department, in addition to existing indications specified in our quality system, the following actions will be carried out:

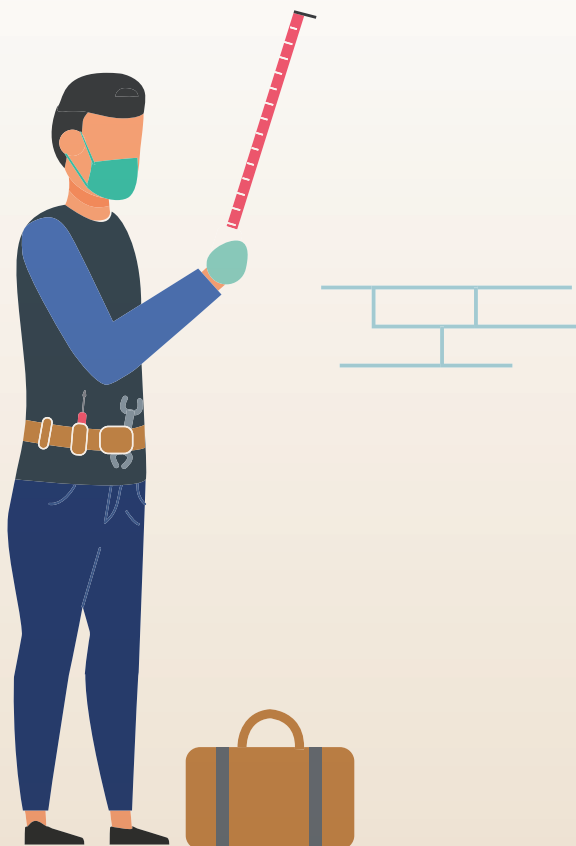
- All actions that require external service must comply with the following specifications:
 - The hotel should be exclusively entered through the garage, with prior knowledge and permission from Hotel Management.
- Vehicles from other companies are not allowed to access the premises unless strictly necessary, in which case the vehicle number plate, company, passengers and materials are to be recorded.
 - No vehicles are allowed inside the hotel garage.
- Employees will not be able to access the hotel car park with their vehicles.
 - All external personnel accessing our facilities must have the appropriate PPE to carry out their work, this being the responsibility of the contractor.
- When entering our facilities, the name of the company, personnel and the PPE they are wearing to carry out their tasks will be recorded.
 - In those cases where it is necessary to perform tasks inside bedrooms, such tasks may never be carried out in the presence of guests, and external personnel must comply with recommended social distancing measures.
 - A record should be kept when external employees enter and exit the premises, indicating their full name, the company name and reason for the visit, together with the date.
 - This document will be filed daily at reception.
 - In the case of technical visits by public administration personnel, the same measures shall apply, both regarding control and means of protection.
 - Their visit should be recorded in the same way as for maintenance personnel coming to carry out tasks within our facilities.
 - Under no circumstances will the hotel provide PPE to external personnel.
 - The movement of such personnel within the hotel premises shall be controlled by the hotel



Maintenance Department

Service Procedure

- Repairs in rooms with guests who are potentially ill and who remain inside the room.
- Both internal and external personnel must be protected with suitable masks, safety goggles, gloves and aprons or gowns, which are to be disposed of when they exit of the room, and they will subsequently disinfect their hands.
- For the duration of this work, guests present in the room must keep their masks on.
- Checking of disinfection equipment.
- The operation of soap, hand sanitiser, paper towel, and other dispensers should be checked at least once a day, and any defective equipment should be repaired or replaced.
- Toilets and taps located in common areas should also be checked.





Service Procedure

Dealing with a potentially infected guest or employee

When any type of infection can be detected or foreseen, both guests and employees are to follow these guidelines:



**Osakidetza
Health Board
900 203 050**

- The regional health authorities should be immediately notified by calling the **Osakidetza Health Board 900203050**.
- The potentially infected person should be immediately isolated until the health authorities indicate the best course of action.
 - The potentially infected person should be kept totally isolated from the rest of the clients and staff. If they are in a room, we will have to wait for Health Department protocols before attending to them or carrying out maintenance. If it is necessary for this person to remain within the facilities, this will be under the orders of the health authority.
 - Avoid contact with or closeness to other people.
 - Keep mask, safety goggles and nitrile gloves on at all times.
- As a preventive measure, the actions of the potentially infected person over their last hours in the hotel should be traced, noting down possible contacts, areas where they circulated, etc.
- Should the person turn out to be a positive case, once they have been evacuated, any areas where they may have been should be thoroughly disinfected, both inside and outside. The room should be sealed off for a period of 72 hours.
- In the case of guests, the room should be thoroughly disinfected.
- In the case of employees, and as a preventive measure, changing rooms should be closed off until they are completely disinfected.



Waste Treatment

Service Procedure

In addition to existing indications specified in our quality manual, the following guidelines should be strictly followed:

- All waste from each floor should be concentrated in one place.
 - All waste collection bags should be properly closed.
 - Waste cleaning products with special disposable requirements should be collected in a separate bag.
 - All handling must be done exclusively with protective gloves (nitrile type).
 - When a service concludes, particularly on floors/cleaning department, no waste may be left in trolleys or carts.
 - Trolleys and carts are to be disinfected at the end of service and before starting a new one.
- A single person will be in charge of their collection and transport, and this person must be properly protected with the necessary PPE.
- All bags in each department must be left properly closed
- At the end of each day, no uncollected bag should remain anywhere in the hotel.
- Storage and disposal of waste to be carried out on a daily basis and recorded.





Contingency committee

It is responsible for drafting, communicating and verifying the protocols defined in this document. It will remain in effect as determined by the guidelines of the health authorities.

Members

This Committee is comprised of the following people:

- Mr. Emiliano SORDO - Committee Chair
- Mr. Antonio Ezquerro - Committee Technician
- Mr. Jose Julián Arrizabalaga - Committee Technician.

Functions

- **Committee Chair:**
The Chair designs the contingency plan for the Hotel San Sebastian. He checks compliance with the Contingency Plan through visits to the workplaces.
- **Technician:**
Technicians implement the Contingency Plan in the assigned Hotel.

Contingency Plan Name

This Contingency Plan summarises the set of new protocols and instructions that come to modify normal operation in the Company, so that it can be operated in the best possible conditions.

It is based on an analysis and evaluation of the risks arising from the new situation and, once carried out, it allows us to obtain a “snapshot” of the situation in order to carry out a number of basic actions that will allow us to face the current situation and any possible incidents.

This Contingency Plan is motivated by the emergency declared with the COVID-19 pandemic (SARS-CoV-2) and will be operational until the health authorities determine otherwise.



HOTEL SAN SEBASTIÁN



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