

Safe Establishment Program

**Your peace of mind,
our goal!**

SAFETY AND HEALTH PROTOCOL



SAFETY AND HEALTH PROTOCOL

At **Estival Group** we know that the health and well-being of our customers and employees is the most important thing. That's why we've created this manual where you'll find information about our protocols of action.

Our protocols have been created by Estival Group professionals in collaboration with the audit company **Bio9000**, an international company with more than 25 years of experience in the strategic consulting sector, to implement corporate protocols of preventive action, designed following the recommendations of WHO, ICTE and other competent authorities.

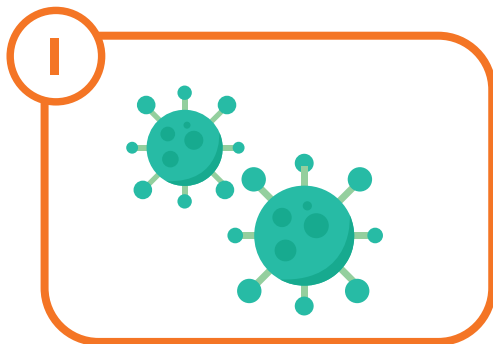
This document is the property of **Estival Group**. The dissemination and/or copying of all or part of the content without the prior consent of the owner company is prohibited.



Your tranquility, our goal!

SAFE ESTABLISHMENT PROGRAM

The Safe **Establishment Programme** has been specifically adapted for the reopening of tourist establishments within the framework of the current Covid-19 pandemic and supported by **four key axes**:



1
PROTOCOL OF PREVENTION AND CONTROL AGAINST COVID-19.



2
SPECIFIC TRAINING ADAPTED TO STAFF IN RELATION TO COVID-19.



3
VERIFICATION OF DISINFECTION PROCESSES. MICROBIOLOGICAL TESTING.



4
VERIFICATION AUDITS. CONFORMITY CERTIFICATION ISSUE.

PROCESSES AND MEASURES TAKEN

- **TRAINING.** Training of our entire team in the new protocols.
- **AUDITS.** Verification of the successful implementation of the new protocols.
- **PROTECTIVE EQUIPMENT.** In order to carry out all established protocols.
- **HAND SANITISER GEL.** Available to our customers and employees.
- **SAFETY DISTANCE.** Control and improvement of the safety distance.

Safe Establishment Program



Staff

- We are training and equipping our workers with personal protective equipment (PPEs).
- We will carry out preventive control tests to our employees, in accordance with the requirement or health regulations in force at all times.
- We will take the body temperature daily to all our employees.
- Social estrangement measures.



Reception

- In the Hotels, we will implement an online pre-check-in service for bookings made through our web portal www.estivalgroup.com
- Installation of screens and/or other measures of social estrangement between customers and employees.
- Additional hygiene measures in reception spaces.
- Installation of marks on the floor to ensure a minimum separation of safety.
- In all our hotels, the magnetic cards in the rooms will be disinfected prior to delivery.
- Prioritisation of the contactless credit card payment system.



Rooms

- Use of cleaning products with virucidal effect, recommended specifically for disinfection of COVID 19.
- Disinfection of rooms prior to the arrival of new guests.
- Increase in the disinfection frequency of the surfaces with the highest contact, such as switches, knobs, doors and taps.
- In all our hotels, a hygienic kit with a mask and hydroalcoholic gel will be deposited in each room.
- Washing of clothes and textiles with special temperature programs and products with virucidal action that guarantee maximum hygiene.
- Cleaning staff will wear face masks at all times and will perform glove changes after each room.
- Our staff will carry out hand hygiene before and after cleaning a room.



Children's areas

They can only be opened if allowed by the health authority.

- Limitation of capacity to the legal maximum.
- Installation of hand sanitiser dispensers.
- Informative posters.
- Ventilation in closed spaces for 2 hours before occupation.
- Disinfection of the room at the end of the shift.
- Suspension of childcare.



Common areas

- We reinforce the cleaning workforce and significantly increase the cleaning frequency.
- We limit the capacity in certain areas to guarantee the safety distance.
- We will make available to our clients hydroalcoholic gel in the common areas.
- Daily ventilation of all the common zones before its occupation.
- There will be informative posters showing the norms and preventive measures of self-protection.
- At the hotels, the bins must have a non-manually operated opening and have a double inner bag inside.



Restaurants, terraces, bars and buffets

- We sterilise dishes and cutlery through cleaning practices and products recommended by health authorities.
- At the hotels, we implement a buffet service adapted to current regulations at all times with a significant increase in products served in single-dose.
- Hydrogel hand disinfection will be mandatory at the restaurant entrance.
- We will make available to our customers digitised letters with a QR code to prevent tampering in bars and restaurants.
- A safety distance will be kept between tables and the capacity will be limited according to the criteria established by the health authorities.
- At the hotels, it is obligatory to use plastic gloves and a mask in the Buffet and show cooking areas that are kept in self-service.
- We will disinfect each table before the use of another client with the recommended products.
- At the hotels we offer the possibility of enjoying 4 types of breakfast in the room through the take away service or room service (supplement).



Swimming Pools and animation

- Limited capacity in the pool area
- Installation of hand sanitiser dispensers on the perimeter.
- Suspension of the use of playground equipment such as inflatable balls in swimming pools
- Disinfection of the deckchairs periodically.
- Placement of informative posters.
- Verification of the proper functioning of swimming pool water treatment systems
- Analysis of the water in swimming pools in the laboratory.
- We will adapt the leisure and entertainment offer to comply with the preventive security measures set by the health authorities.