

Luna

HOTELS & RESORTS

INTERNAL PROTOCOL

Procedures



SCOPE AND OBJECTIVES:

- I- This document discloses the essential points of the Internal Protocol for Coronavirus Disease (COVID-19) established for the units of the "Luna Hotels & Resorts Group" (Luna Group), which aims to create internal procedures and disclose its implementation by all Employees and Guests, regarding the prevention and control measures of this infection, in accordance with the recommendations of DGS - Directorate-General for Health to avoid contamination of spaces with SARS-CoV-2 (new coronavirus).
- II- "Luna Hotels & Resorts Group" is committed to protecting the health and safety of its employees and guests, and also has an important role to play in limiting the negative impact of this outbreak on the community, has been granted the "Clean & Safe" seal issued by Turismo de Portugal, thereby certifying that the required protection and safety measures are implemented, and its' hotels are considered " **HEALTHY & SAFE**".
- III- Committed to guaranteeing the security and trust of our clients, "Luna Hotels & Resorts Group" complemented its certification, proceeding with the disinfection by nebulization of all public areas and rooms of its hotels, thus guaranteeing its hygiene by a specialized and certified company, being awarded the "**Dark Code**" guarantee seal.
- IV- For preventive measures, the COVID-19 test was included in the admission exams of all employees prior to reopening of the Hotels.
- V- This document was prepared based on the guidelines of the *Direção Geral da Saúde* (DGS - Directorate-General for Health), requirements defined by *Turismo de Portugal* and recommendations of the *Autoridade para as Condições do Trabalho*.

This Internal Protocol aims to minimize and safeguard the risks of spreading through the Covid-19 virus.

1 PREVENTION PROCEDURES

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1. PREVENTION PROCEDURES

1.1 IN THE FACILITIES

1.1.1 Signalling and information

- Whenever a reservation is confirmed, a copy of this Internal Protocol related to the COVID-19 coronavirus outbreak should be sent to the Client.
- We have information available and distributed in the Hotel, as well as inside the rooms, with rules on how to comply with the basic precautions for infection prevention and control of the COVID-19 coronavirus outbreak.

1.1.2 Hygiene plan

- The washing and disinfection of surfaces where employees and customers circulate comply with the guidelines of the DGS- Directorate-General for Health and in accordance with this internal protocol, ensuring the control and prevention of infections and resistance to antimicrobials.
- The cleaning of surfaces and objects in common areas (including counters, light and elevator switches, door handles, cabinet handles) is carried out several times a day.
- Wet cleaning is preferred over dry cleaning and to using a vacuum cleaner.
- Air renovation of rooms and enclosed spaces is done regularly.
- The disinfection of the pool or other equipment in SPA's / wellness areas is according to DGS- Directorate-General for Health guidelines.
- The jacuzzi is disinfected regularly by emptying all the water followed by washing and disinfection with specific products; later it is filled with clean water and disinfected with adequate amount of chlorine.
- In the areas of food & beverage, we reinforce the hygiene of utensils, equipment and surfaces; direct handling of food by customers and employees should be avoided as much as possible.
- In the restaurant / cafeteria areas, effective cleaning and hygiene must be ensured when one customer leaves and another occupies the same table.
- The bucket and mop for the floor are usually reusable, so it must be ensured that these equipments are cleaned and disinfected at the end of each use. The bucket and mop must be distinguished by area. For example: the bucket and mop used in bathrooms, should not be used in eating areas or in other public spaces.
- For the floor, washing must be carried out with hot water and common detergent, followed by disinfection with a bleach solution diluted in water. It is advisable that the cleaning frequency is at least twice a day.
- In sanitary facilities, washing should preferably be carried out with a product that contains detergent and disinfectant in its composition because it is easier to apply and disinfect. It is advisable to clean the floor at least 3 times a day.
- The spaces where children can be playing, cleaning must be reinforced several times a day.

1.1.3 Adequacy of the selected area for isolation

- There is a specific area to isolate people who can be detected as suspicious cases or confirmed cases of COVID-19, which should preferably have natural ventilation or a mechanical ventilation system, and have smooth and washable coverings, bathroom, stock of cleaning materials, surgical masks and disposable gloves, thermometer, autonomous waste container, waste bags, used clothes' collection bags, kit with water and some non-perishable foods.

1.1.4 Adequacy of accommodation units

- A specific procedure is defined for changing bed linen and cleaning in the rooms, carried out in two stages with spaced intervals and with adequate protection according to the internal protocol.
- The removal of bed linen and towels is done without shaking or shaking it, rolling it from the outside in, without touching the body and transporting it directly to the washing machine.
- The washing of bed linen / towels is done separately in the machine and at high temperatures (around 60°C).
- Washing and disinfecting the cushions whenever the customer checks-out.
- Cleaning of TV and air conditioning controls.

1.1.5 Sanitation equipment

- There are dispensers of antiseptic alcohol-based solution or alcohol-based solution near the entry / exit points, and whenever applicable by floor, at the entrance to the restaurant, bar and common sanitary facilities.
- There is liquid soap for hand washing and paper towels in all sanitary facilities.

1.2 FOR EMPLOYEES

1.2.1 Training

- All Employees received information and/ or specific training on:
 - The internal protocol for the COVID-19 coronavirus outbreak
 - How to comply with basic infection prevention and control precautions for the COVID-19 coronavirus outbreak, including the procedures:
 - Hand hygiene: wash your hands frequently with soap and water for at least 20 seconds or use hand sanitizer that has at least 70% of alcohol, covering all surfaces of the hands and rubbing them until they are dry.
 - Respiratory etiquette: cough or sneeze into the flared forearm or use a tissue, which should then be immediately thrown away; always wash your hands after coughing or sneezing and after blowing; avoid touching the eyes, nose and mouth with your hands.
 - Social conduct: change the frequency and form of contact between workers and between them and customers, avoiding (when possible) close contact, handshakes, kisses, shared jobs, face-to-face meetings and food sharing, utensils, glasses and towels.
- How to perform daily self-monitoring to assess fever, check for cough or difficulty breathing.
- How to comply with the guidelines of the *Direção Geral da Saúde* for cleaning surfaces and treating clothes in establishments.

1.2.2 Personal protection equipment

- All employees according to their role must wear: mask, gloves, visor, gown or apron, cap, shoe covers.
- Employees' uniforms are washed separately in the machine and at high temperatures (around 60°C).

1.2.3 Designation of person in charge

- We have an employee on duty, who is responsible for triggering the procedures in case a person displays symptoms of COVID-19 infection, bring them to the isolation space, provide assistance and make medical assistance available or informing the national health service.
- The person in charge for complying with the rules of prevention / action and / or warning in case of suspected infection is the general manager of the unit.

1.2.4 Conduct

- Daily self-monitoring to assess fever, cough or difficulty breathing.
- Behaviours to be adopted by the staff:
 - Keep the distance between employees and customers and avoid physical contact, including handshakes.
 - Not entering or leaving the establishments with the establishment's uniform.
 - Keep the hair up.
 - The excessive use of personal ornaments (bracelets, threads, rings, etc.) is not recommended.
 - At the staff entrance, have a damp mat to clean the sole of the shoes and regularly change that mat.
 - Staggered meal breaks to avoid encounters in staff / dining areas.
- Cleaning professionals are familiar with the products to be used (detergents and disinfectants), as well as the precautions to be taken when handling, diluting and applying them in safe conditions, as well as protecting themselves during cleaning procedures and how to guarantee good ventilation during cleaning and disinfection.

1.2.5 Inventory of cleaning and sanitizing materials

- Inventory of cleaning materials for single use proportional to the size of the unit, including cleaning wipes for single use moistened with disinfectant, bleach and alcohol at 70°.
- Dispensers or refills of alcohol-based antiseptic solution or alcohol-based solution.
- Waste container with non-manual opening and plastic bag.
- Equipment or refills for hand washing with liquid soap and paper towels.

1.2.6 Shifts

- Definition of service schedules and / or shifts with a reduction in the simultaneous number of employees - *The creation of teams may allow greater control of safety and hygiene rules.*
- Definition of rules / phasing of acts of cleaning of accommodation units.

1.3 FOR CUSTOMERS

1.3.1 Personal protection equipment

- Individual protection equipment is available for sale to customers, namely individual protection kits with a mask, disinfectant gel and gloves, which may include a visor or others.

1.3.2 Conduct

- Respect the simple and clear rules for staying in common spaces, namely the different meal times, access to the gym, SPA, swimming pool, accessible to all customers.
- The client must also pay attention to possible symptoms, such as fever, cough or difficulty to breath.
- Should any of these symptoms manifest, the client should remain in his room and call the hotel's front desk asking to call SNS24 (808 24 24 24), who will assess the situation and contact the *Local Health Authority* in order to take the appropriate procedures and respecting the guidelines of the *Direcção Geral da Saúde*.
- The client must not leave the hotel – he must strictly adopt all recommended practices in this protocol and have a responsible behaviour for the prevention and mitigation of the Covid-19 pandemic.
- The client should not go to the health centre, to a private clinic or to the hospital emergency services.
- The client must wait not only for the instructions of the health professionals who will assist him, but also the clinical decision.

2. PROCEDURES IN CASE OF SUSPECTED INFECTION

2.1 ACTION PLAN

- The hotel director is responsible for monitoring any situation or suspected case of infection, and must provide and activate the preventive measures and contingency plan, isolating the person in the isolation space, providing the necessary assistance and contacting the *Serviço Nacional de Saúde*.

2.2 DECONTAMINATION OF THE ISOLATION AREA

- The decontamination of the isolation area is carried out whenever there are positive cases of infection as well as the reinforcement of cleaning and disinfection whenever there are patients suspected of infection, mainly on surfaces frequently handled and most used, as indicated by *Direcção Geral da Saúde*.
- The storage of waste produced by patients suspected of infection is carried out in a plastic bag that, after being closed, is segregated and sent to the licensed operator for the management of hospital waste with biological risk.
- The occurrence records will be made in accordance with Annex I.

3. INTERNAL MANAGEMENT:

3.1 FUNCTION:

- There is an internal management person, responsible for the supervision and management of internal rules and procedures, for compliance with security measures, inventory of individual equipment and regular cleaning of areas.
- The internal management is made up of the unit director and those responsible for each department.

4. CONTACTS:

Unit Director:

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Luna Miramar – Sr. Alexandre Vieira – 966 787 388

Luna Solaqua – Sr^a. Ana Costa – 962 749 253

Luna Hotel da Oura – Sr^a. Ana Vieira – 968 467 863

Luna Olympus – Sr^a. Nélia Gago – 961 769 391

Luna Esperança Centro – Sr^a. Tânia Evaristo – 966 779 847

Luna Fátima Centro & Luna Hotel Turismo de Abrantes – Sr. António Onofre – 924 113 095

Luna Hotel dos Carqueijais – Sr. Rui Abrantes – 962 124 159

Luna Chalets da Montanha & Luna Hotel Serra da Estrela – Sr. Carlos Santos – 926 790 994

Luna Hotel de Tábuas – Sr. Carlos Santos – 926 790 994

Luna Arcos Hotel – Sr^a. Helena Azevedo – 914 498 594

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