



INTERNAL PROTOCOL

COVID-19 PREVENTION AND CONTINGENCY PLAN

QUALITY, ENVIRONMENT AND SAFETY DEPARTMENT

EDITION 15 - JANUARY 2022

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1 - PREVENTIVE ACTIVITIES

The NAU Hotels & Resorts Group has implemented an **Internal Protocol** of action, which includes a Prevention Plan and a COVID-19 Emergency Contingency Plan.

This Internal Protocol adheres to the guidelines established in current legislation in directives from the authorities, in particular the DGS [Portuguese General Directorate of Health] and in the manuals of good practice created by tourism, hotel and restaurant sector associations.

This Internal Protocol also includes the preventive Health and Safety good practice measures taken at the initiative of the NAU group in its various activities.

1.1 – General Procedures for the Prevention of Infection

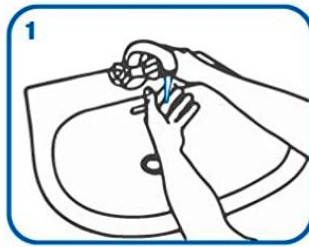
- Intensify hygiene measures with increased use of disinfectants in all common areas of the hotel and regular disinfection of the surfaces in common areas (lift buttons, door handles, staircase handrails);
- ▪ A mask must be worn inside the buildings;
- Create isolation rooms - all units of the NAU Group have established Isolation Rooms, for either clients or employees, which are identified below;
- Face-to-face meetings only where strictly necessary;
- Wherever possible, communicate with suppliers and employees by email or mobile phone;
- Keep areas well-ventilated.

1.2 – Basic Rules for Prevention

- Avoid close contact with people who have symptoms of respiratory illness;

Adopt good respiratory etiquette: cover nose and mouth when sneezing or coughing (with a tissue or your arm, never with your hands; dispose of the paper tissue in the bin afterwards);

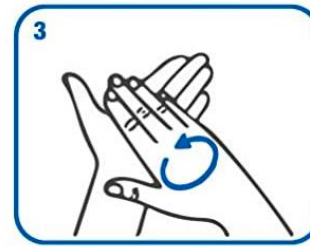
- Don't share food, utensils, cups and towels;
- Avoid touching your eyes, nose or mouth with dirty hands;
- **Handwashing**
 - Wash hands frequently with soap and water or use an alcohol-based solution;
 - The handwashing procedure must last for at least 20 seconds;
 - If you have just washed your hands, do not use them to touch the door handle directly; use your elbow or a paper towel to open the door;
 - Wash your hands every time you blow your nose, sneeze or cough;
 - Handwashing must always take precedence over the wearing of gloves.
 - The handwashing process should follow the stages below:



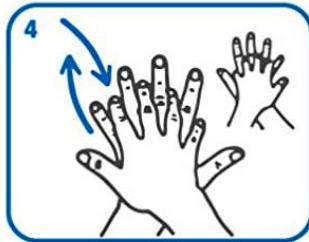
Wet hands with water



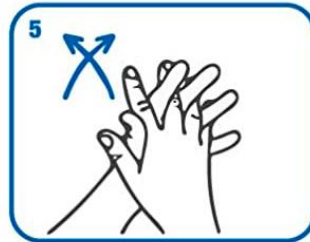
Apply enough soap to cover all hand surface



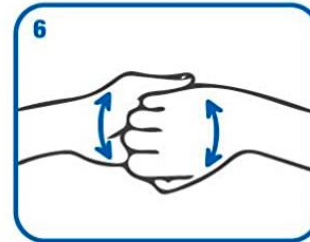
Rub hands palm to palm



Rub back of each hand with palm of other hand with fingers interlaced



Rub palm to palm with fingers interlaced



Rub with back of fingers to opposing palms with fingers interlaced



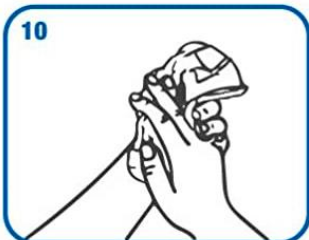
Rub each thumb clasped in opposite hand using a rotational movement



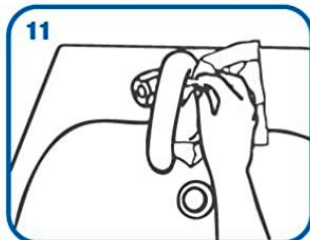
Rub tips of fingers in opposite palm in a circular motion



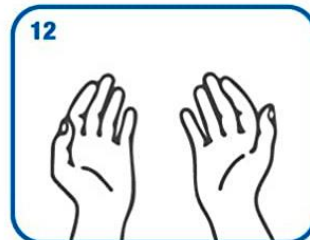
Rinse hands with water



Dry thoroughly with a single-use towel



Use towel to turn off faucet



Hand washing should take 15-30 seconds

When you have washed your hands, you can then disinfect them.









Disinfectant will not be effective if you do not clean your hands first. Cleaning is essential.

The products to use when cleaning and disinfecting hands are the following:

	Product name	Amount
HANDWASHING	Epicare 5C	Pure
DISINFECTING HANDS	Spirigel Complete	Pure
	Epicare DES	

1.3 - Cleaning Protocol for the Prevention of Infection

The table below summarises the cleaning protocol for the prevention of infection.

			Daily on bathrooms and bedrooms	Daily on bathrooms and public areas	Once a day on hard floors	Daily on kitchens	Daily on washable tables	Daily on lift buttons	Daily on door handles	Daily at reception desks and others	Daily on bedside tables, switches and tv remote control	Hands washed every 2 hours	Washed hands after each task	Food and drink area
HOUSEKEEPING & CAFETERIA	DIESIN CL				X									
HOUSEKEEPING	OASIS PRO 20 PREMIUM		X	X			X							
CAFETERIA	KITCHEN PRO DES					X								
HOUSEKEEPING	SIRAFAN SPEED (PURE)							X	X	X	X			X
ALL WORKERS	EPICARE DES (Hand disinfection)											X	X	
ALL WORKERS	EPICARE 5C (Hand washing)											X	X	
GUESTS	SPIRIGEL COMPLETE (Hand washing)											X		

If there is a need for intensified prevention, bathrooms should be cleaned with Oasis Pro 20 Premium.

Sirafan Speed, which is an alcohol-based disinfectant, is the product to be used on surfaces such as lift buttons, door handles, handrails, buffet areas etc. in common public areas (restaurants, bars, reception, kids club, lobbies, lifts). The use of this product is essential for efficacy of prevention, as it reduces the risk of contagion from touching contaminated surfaces.

Diesin and Kitchen Pro Des will continue to be used by when washing the Pantry.

Epicare 5C is the product indicated for handwashing. After washing, employees will have Epicare Des available to them for the disinfection of their hands.

Customers will have Spirigel Complete available to them in public areas (receptions, restaurants) for the disinfection of their hands.

Please note that Epicare Des and Spirigel Complete are identical in terms of their efficacy.

1.4 – General Rules of Staff Access and Circulation in the Workplace

Access and circulation measures have been adopted in order to ensure safety; these include the following:

- Employees must disinfect their hands every time they enter the premises from outside, using the alcoholic solution dispenser located at the Service Door.
- In order to avoid employees sharing pens, the following measures have been taken at the Signing-in Point:

- As a rule, each employee brings his or her own pen to sign, thereby eliminating the risk of infection at this point;

- As an exception to this rule, if someone does not have their own pen, they will have to use one which is provided at the entrance, and disinfect it immediately after they have used it. Security staff will ensure that the pen is disinfected

- All employees will have their temperature checked daily; no record will be kept of this. In the event that an employee is found to have a temperature which indicates a fever, ($\geq 38^{\circ}\text{C}$), the Hotel Manager must be contacted and the employee must be referred to the health services, as established in Chapter 3 – What to do in case of an emergency
- A minimum of one alcohol-based gel or alcohol solution dispenser must be provided per 100 m²;
- A mask must be worn inside the building;
- Greetings involving physical contact are prohibited;
- Wherever possible, keep internal doors open in order to minimise contact with handles and promote the free flow of natural ventilation through the premises;
- Rules of good respiratory etiquette issued by the General Directorate of Health are to be displayed in a visible location, and employees encouraged to comply with these rules;
- Avoid large gatherings of people, ensuring social distancing of at least 2 metres at all times;
- Movement should be limited as much as possible; contact should ideally be made over the phone, with employees only making face-to-face contact where absolutely necessary;
- Employees are prohibited from smoking in groups. The 2-metre distancing must be respected at all times.
- Until instructed otherwise, employees must not use the workplace address to receive personal deliveries from outside;

1.5 – Uniforms

Employees who wear uniforms must not enter the units with their uniform already on.

Uniforms may only be put on once they are inside the premises.

1.6 – Shower Rooms

In view of the current infection risk, the use of communal shower areas to wash or shave, either before or after work, is discouraged. The only exception to this rule is where there are trainee staff sleeping in bunk beds.

Employees should arrive at the workplace having already showered, and should only use the shower rooms for the purposes of changing into their uniforms.

Lockers available for the use of staff members have been reallocated and restricted in such a way as to ensure social distancing.

A maximum number of employees who can be in each shower room at any one time has been established.

1.7 – Personal Hygiene

All employees must comply with the following rules on personal hygiene:

- Personal jewellery must not be worn;
- Beards must be short and neat;
- Long hair must be tied back. Staff members working in the Kitchen and Pantry areas must wear caps;
- Nails must be kept short and clean.

1.8 – Schedules and Team Management

Work schedules should, wherever possible, be differentiated through staff rotation or to staggered schedules or mirror teams, in order to reduce the number of people working at the same time within the establishment.

Wherever possible, employees should work from home, insofar as their role permits.

Ideally, all meetings should take place via videocall or telephone.

1.9 – Use of Canteens

Hands must always be washed and disinfected using a touchless alcohol solution dispenser upon entering and leaving the canteen.

Social distancing of 2 metres must be maintained at all times when employees are taking breaks in the canteen.

Canteens may only be used at up to 50% capacity, and employees should only remain for the minimum time needed to eat their meal.

In order to ensure that canteen occupancy is correctly managed, without exceeding maximum levels of occupation as stated above, spaces will have to be reserved in advance; the details of this will be decided by all unit management teams, in order to ensure that the canteen can operate smoothly.

Canteen opening hours will be extended so that employees can use them in smaller concentrations at any given time.

Canteen use should be organised as follows, with due adaptation where necessary:



During staff mealtimes, there will be a permanent Kitchen employee ensuring that food is constantly plated and ready to serve. Serving implements will be replaced more frequently than usual.

Social distancing must be maintained while employees are queuing for food, with marks placed on the floor to this end.

Employees should not place their hands on the serving areas or any other contact areas.

During mealtimes, a Pantry employee will be permanently engaged to ensure that all necessary sanitisation measures are being carried out on a regular basis: serving areas, cutlery and crockery dispensers, the handles of windows, microwaves and fridges, using the appropriate cleaning product.

At the end of each sitting and before the next sitting begins, this Pantry employee must clean each chair and table used with the appropriate sanitising product, which should be always available and used in the correct amounts.

In order to avoid contact, cutlery and napkins will be individually wrapped prior to meal times by the employee responsible. These will then be handed directly to each canteen user by the Service employee.

Glasses will be kept upside down on trays which will enable them to be picked up one at a time, such as the baskets which are used in the dishwasher or similar items which allow for minimal contact.

All packages brought in from outside must be properly sanitised before being placed there, and should be removed immediately and kept in an appropriate place for their subsequent use and new disinfecting.

1.10 – Vending Machines, Coffee Machines and Water Dispensers

Vending machines, coffee machines and water dispensers are used frequently by many employees, and as such they are infection risk sites.

Therefore, the following preventive measures should be taken:

- Wash hands correctly and/or disinfect hands before and after using automatic vending machines, and before and after eating food products (wash with soap and water for at least 20 seconds).
- Use a paper towel or similar item when operating the machine; this should be thrown in the rubbish bin afterwards.
- Adopt good respiratory etiquette (cough into your forearm/arm or into a paper towel) and avoid touching your nose, eyes or mouth while using the machine.
- Comply with social distancing rules, maintaining a distance of at least 2 metres (in the queue while you are waiting to use the machine or while consuming food products).
- Do not buy items from the vending machines for other people to consume. There should be no sharing of food.
- Move away from the machine before consuming the food products obtained in order to avoid groups forming.

1.11 – Use of Toilet Facilities

All toilet facilities are equipped with the appropriate detergent products for washing, and paper towels for drying the hands.

All toilet facilities display the leaflet from the General Directorate of Health, showing the correct way to wash hands.

It is recommended that toilet lids are closed before flushing in order to minimise the release of small droplets and droplet residue into the air.

Ventilation systems in toilet facilities are kept permanently switched on to ensure that a negative pressure is created.

1.12 – Use of Service Vehicles

It should be recommended that the internal air of vehicles be changed.

All occupants of the vehicle must wash and disinfect their hands before getting in;

All occupants of the vehicle must wear masks, except where the driver is travelling alone.

They should also avoid touching any part of the inside of the car unless strictly necessary;

Vehicles being used by the company must be disinfected with alcohol wipes after each use and before getting out of the vehicle, with special attention to the following contact points and any other area which may have been touched:

- Steering wheel;
- Steering wheel knobs;
- Gearstick;
- Hand brake;
- Radio;
- Dashboard;
- Interior and exterior door handles;
- Seatbelt;
- Rear view mirror.

1.13 – Use of Lifts

As they are closed spaces, lifts are areas of risk.

There are alcohol gel dispensers in all lift lobbies, both customer and service, on each floor.

The use of lifts is conditional upon the capacity of each individual lift. These temporary maximum capacities are identified in each unit, by means of appropriate signage in the area.

Service lifts may only be used when employees are required to transport products or materials necessary for the functioning of the establishment.

Employees should not use lifts other than in these circumstances, including when entering and leaving work, and must use the stairs instead.

1.14 – Ventilation

Ensure appropriate ventilation in all areas to guarantee natural airing of the workplace; keeping windows and doors open wherever possible.

If natural ventilation is not possible, it should be ensured that the ventilation system is working effectively, and that it is clean and well-maintained; the following is recommended:

- Keep areas well ventilated (at least 6 air changes per hour);
- Where a forced-air ventilation system is being used, make sure that the air is taken directly from outside, and that the air recirculation function is not activated;
- From time to time, clean and disinfect the ventilation and air conditioning systems;
- Ensure that the dehumidifier function of the ventilation system and air conditioning is switched off.

Do not use recirculated air

Particles of the virus in return pipes can also re-enter the building when air treatment units (ATUs) are equipped with mixing sections which use part of the air, recirculating it. It is recommended that centralised recirculation of air is avoided during the SARS-CoV-2 outbreak: the mixing section regulators should be closed, either through the technical management system for the building or manually. This should be the chosen option even though it can lead to problems due to lower capacity to cool or heat the building, because it is more important to prevent contamination and protect public health than to ensure the correct temperature.

Some air treatment units (ATUs) may have mixing sections equipped with air return filters. This should not, however, be a reason to keep the mixing section regulators open, as these filters have standard efficacy, not HEPA, and as such are not effective in removing particles containing the virus.

Wherever possible, dedicated local systems which incorporate terminal units, such as fan coil units, which recirculate the interior air, should be switched off in order to prevent the reintroduction of air containing the virus into the rooms (particularly when the rooms are used by more than one person). These units have filters only for large particles, and would be practically unable to filter out particles containing the virus. If it is not possible to switch them off, these units should be included in the cleaning process, as they could collect particles in the same way as the other surfaces in the rooms.

Use windows more for airing spaces

The general recommendation is to keep away from crowded, badly ventilated spaces. In buildings without mechanical ventilation systems, the use of operable windows is actively recommended (even more so than usual, despite any thermal discomfort this may cause).

Allowing air to come in through the window is, in these cases, the only way of increasing rates of air renewal. For example, windows can be opened for around 15 minutes when a room is entered (particularly if it was previously occupied by others). In buildings with mechanical ventilation, the flow of air obtained by opening windows can also be used to increase the ventilation rate.

Opening windows in toilet facilities with natural or mechanical ventilation may give rise to the flow of contaminated air currents from the toilet to other areas; that is, it may have the opposite to the desired effect. In such cases, windows should be kept closed. If there is no appropriate ventilation system in the toilet facilities, and it is not possible to enable air flow through the windows, it is important to keep windows open in other spaces, in order to achieve a cross flow of air through the building.

Increase the intake and extraction of air

In buildings with mechanical ventilation, it is recommended that operating periods for ventilation systems should be extended. Timers should be changed so that the systems switch on a couple of hours earlier, and switch off a couple of hours later than usual. The best solution is actually to keep ventilation on 24 hours a day, possibly at lower flow (but not switched off) when people are not there. As it is spring, with minimal need for either heating or cooling, the above recommendation will not entail a great rise in electricity consumption, and will also help to remove the virus to outside of the building and remove any particles which may be left on surfaces.

The general recommendation is to supply as much exterior air as is reasonably possible. The key parameter is the amount of new air provided per person. If staff numbers are reduced in a given area as a result of changes in the work carried out there, it should be ensured that remaining employees are not concentrated in smaller areas of work; the space between them should be maintained or extended in such a way as to improve the cleansing effect obtained from ventilation.

1.15 – Prevention in Accommodation Units

The NAU Hotels & Resorts Group policy is that an interval of 24 hours should be allowed between the check-out of one guest and the check-in of the next person, so that the accommodation unit can be sufficiently ventilated and the full sanitisation procedure can be carried out.

All non-essential items are removed from the accommodation units.

2- SPECIFIC PREVENTION RULES BY DEPARTMENT

2.1 – Reservations

Contact customers by phone or email to confirm reservations and other details.

Establish a first contact with the customer in order to confirm the reservation, and to check dates and number of people. Take this opportunity to provide the customer with a brief summary of the measures adopted by the Unit, so that when they arrive at reception they will already be familiar with these measures (such as how check-in is done, what they will be provided with and what will be available to them in terms of service, documents and protective equipment).

Provide customers with information on how to avoid direct contact when paying for the reservation (bank transfer, Multibank, credit card).

Tell customers about the new measures which have been implemented with regard to check-in times.

Ask all customers for their reservation details.

Obtain obligatory check-in information for all people included on the reservation in advance (Google Forms, e-mail, telephone number).

Provide customers with information on the standards of hygiene adopted by the Unit.

Tell customers about the measures adopted by the unit to ensure sanitisation of the area (by phone, creation of a website section link to information on the topic, where the measures adopted can be seen, preparation of a document explaining the unit's mode of action which can then be sent to the customer by email).

2.2 – Reception

Customer service can be seen as a risk activity, in view of the direct contact with customers and with cash and bank cards. Therefore, the following preventive measures are taken:

In accordance with the law in force, access to NAU Hotels & Resorts Group units depends on all persons over 12 years of age presenting:

- a) An EU COVID Digital Certificate;
- b) A proof of vaccination proving that the vaccination scheme has been completed at least 14 days ago; or
- c) Proof of a laboratory test with a negative result, which test must comply with the following requirements:
 - i) Nucleic acid amplification test (TAAN), commonly known as PCR, within the 72 hours prior to its submission;
 - ii) Rapid antigen test (TRAg), verified by a certified entity, within 24 hours prior to its submission;
- d) Self-test carried out on site under supervision.

Clients are provided with detailed information prior to checking in. The pre-check-in procedure is carried out immediately after confirmation of the reservation; it is done electronically rather than face-to-face. When pre-check-in is done, the customer is provided with information on the business and its activities. Information on the prevention of COVID-19 is also provided.

Different areas are designated for check-in and check-out, in order to create separate queues. In exceptional circumstances where check-in and check-out are at different times, this separation rule will be relaxed if necessary, to avoid the concentration of customers in the area.

All customer service counters have transparent plastic screens to protect both customer and employee from the risk of transmission.

A minimum distance of 2 metres, marked out on the floor with tape or separated by a stall, is established between the farthest point to which a customer can go and the employee on reception.

In addition, there are marks on the floor to indicate the two-metre distances that should be kept between any customers who may be waiting in the queue.

Customer waiting areas have been reorganised in order to hold only one third of their normal capacity.

Signs have been placed on customer service desks asking customers to respect social distancing when being dealt with, for the wellbeing of all parties.

As well as the preventive measures already mentioned with regard to collective protection and the changes in the way physical space is used, any person who enters the hotel will have to wear

a mask as individual protection. Therefore, reception staff will be wearing masks, and customers will have to do likewise. On checking-in, each customer is provided with a kit containing a mask, a pair of gloves and some alcohol wipes. If a customer enters the unit without a mask on, the porter will immediately give them a kit.

Pens used by customers, room keys, ATMs, APTs, POS machines and counters are disinfected immediately after use by each customer, in the presence of the customer. All frequently-touched surfaces are disinfected regularly.

Wherever possible, contact-free payment is encouraged - contactless card payment, payment by mobile phone (e.g. MB WAY), or transfer. Customers are asked not to pay in cash. This information is displayed to the public.

All customers will have their temperature taken at check-in.

2.3 – Luggage Service

Immediately before and after helping each customer, porters will disinfect their hands.

The porters will then disinfect the handles of all cases.

If a customer enters the unit without a mask on, the porter will immediately give them a kit.

2.4 - Valet parking

Immediately before and after providing each Valet Parking service, porters will disinfect their hands.

Where the Valet Parking service is provided, porters will disinfect the following points of frequent contact immediately before and after each use, together with any other surface they may have touched:

- Client's keys;
- Steering wheel;
- Steering wheel knobs;
- Gearstick;
- Hand brake;
- Radio;
- Dashboard;
- Interior and exterior door handles;
- Seatbelt;
- Rear view mirror.

2.5 – Transfer Services

The following preventive measures are taken for transfer services:

- Ideally, use coaches rather than the 9-seater minibuses;
- It is recommended that the internal air of vehicles be changed;
- Wash and disinfect hands before getting into the vehicle;
- All clients should disinfect their hands before getting into the vehicle;
- Masks must be worn by all occupants;
- The driver and clients should avoid touching points inside the vehicle, other than where strictly necessary.
- Vehicles used for transfers and coaches in the service of the company are disinfected with alcohol wipes after each use and before getting out of the vehicle, at the following points of frequent contact and any other area which may have been touched:
 - Steering wheel;
 - Steering wheel knobs;
 - Gearstick;
 - Hand brake;
 - Radio;
 - Dashboard;
 - Interior and exterior door handles;
 - Seatbelt;
 - Rear view mirror.

2.6 – Housekeeping – Cleaning of Areas

Housekeeping procedures have been re-thought and intensified in order to ensure compliance with legal guidance from the authorities and good practice recommended by sector associations.

2.6.1 – Identification of high-risk surfaces and areas

The surfaces with the greatest risk of transmission are those which are touched frequently; that is, surfaces which are held or touched many times, by many people, over the course of the day.

Frequently-touched surfaces will be cleaned at least 6 times daily; it may be necessary to increase this frequency (depending on the flow).

Examples of these surfaces are:

- **Door handles;**
- **Light switches;**
- **Telephones, tablets and computer keyboards, especially where they are used by many people;**
- **Lift buttons,**
- **Taps and cistern levers in toilet facilities;**
- **Tables, counter tops, seats, hand rails;**
- **Toys in children’s playrooms in public spaces;**
- **Money, among others.**

Areas seen as being high risk for transmission between people include:

- **Isolation areas;**
- **Accommodation units;**
- **Restaurant areas;**
- **Food preparation areas;**
- **Public toilets;**
- **Customer service areas.**

2.6.2 – Cleaning techniques

Wet vacuum cleaners have been acquired so that more effective wet cleaning can be carried out.

Cleaning is done from top to bottom, and from the cleanest areas to the dirtiest:

- i. Walls and ceiling;
- ii. Surfaces above the floor (benches, tables, chairs, handrails, etc.);
- iii. Existing equipment in the areas;
- iv. Toilets;
- v. Floor - this is the last thing to be cleaned.

2.6.3 – Cleaning Materials

There are different cleaning materials (for exclusive use), depending on the level of risk in the areas to be cleaned.

Cloths used for cleaning are single use and disposable (use and throw away).

They are colour coded for each area, depending on the level of risk:

- Benches, tables, chairs, restaurant banquettes and cabinets, among other things - **blue**;
- Dining tables and food preparation areas - **green**;

Toilets:

- Cloth for cleaning the washbasin only - **yellow**;
- Cloth for cleaning the toilet - **red**;

There is no need for a cloth to be used in the inner part of the toilet bowl, as this will be brushed with its own toilet brush and disinfectant-based detergent.

As the bucket and mop for the floor are used again, they must be cleaned and disinfected after each use.

Buckets and mops used in toilets are not used in areas used for the preparation or consumption of food, or in other public spaces.

2.6.4 – Frequency of cleaning

To speed up the cleaning process, frequently-touched surfaces are cleaned with disinfectant-based detergent; that is, a product which contains both detergent and disinfectant (2 in 1).

Frequently-touched surfaces must be cleaned at least 6 times a day, but it may be necessary to increase this frequency.

Restaurant areas are cleaned quickly after one customer leaves and another enters to use the same table. Door handles should be cleaned more often (around once every hour).

The **floor** is washed at least twice daily, in the following way: wash with hot water and ordinary detergent, followed by disinfection with bleach-and-water solution.

Toilets are cleaned at least 3 times per day, using a product that contains both detergent and disinfectant

Special attention is given to the Kids Clubs and other areas where children could be playing.

2.6.5 – Cleaning and Disinfectant Products

Cleaning and disinfectant products used in the different units of the NAU Group are acquired from specialised suppliers.

Data Sheets and Safety Information Sheets are held for the products included in the Cleaning Plans.

Manufacturers' instructions are adhered to, as are the instructions on the product labels and the Safety Information leaflets.

Chemical products are correctly labelled, dated and kept in their original packaging.

Chemical products are stored away from areas where food is handled, in a closed area and out of the reach of children or people with special needs.

The most commonly used disinfectants are:

- Household bleach (sodium hypochlorite) with at least 5% free chlorine in its original form
- 70% alcohol.

Fast-acting disinfectant products such as disinfectant wipes are also used and provided in their own dispenser (enabling them to be taken out one at a time without contamination of the entire packet). These wipes are to be used on one surface only, and must not be reused on several surfaces, as this encourages the spread of contaminating agents. Use a new wipe for each surface and dispose of in the rubbish bin after use. Do not dry the surface after using the disinfectant wipe, as the surface needs to remain wet for a few minutes before drying in order to be effective.

Metallic parts of surfaces, or areas which are not compatible with bleach, are disinfected with 70% alcohol or another compatible product, in order to avoid corrosion or damage.

When using bleach or similar products, windows are opened in order to allow the flow and renewal of air; this also helps surfaces to dry faster.

2.6.6 – Use of Personal Protective Equipment by cleaning staff

Cleaning staff who work in areas for the preparation and consumption of food are not the same ones who clean the bathrooms.

Cleaning staff in these areas wear:

- A waterproof gown, or a waterproof apron on top of their uniform;
- A closely fitting surgical mask.
- Disinfectant-resistant disposable gloves

A clean uniform is worn every day together with special shoes which are worn only for cleaning; the uniform is washed every day at work, preferably in a machine with hot wash and disinfectant cycle; it must not be taken home to be washed by the employees;

2.6.7 – Cleaning and Disinfecting Toilets

Different cloths are used for the washbasins and surrounding areas and for the outside of the toilet bowls.

The following sequence is carried out:

- Start by cleaning the washbasins (taps first, then the sink itself) and surrounding surfaces;
- Clean the baby-changing stations;
- Clean the toilets;
- Clean the floor.

To clean the toilet:

- Inside: clean the inside of the toilet bowl with just the brush:
 - If there are any urine or faeces in the toilet bowl, flush first;
 - Do not pour bleach or any product containing ammonia onto urine, as this can cause a gaseous reaction which could be harmful to your health;
 - Apply the disinfectant-based detergent; leave to act for at least 5 minutes;

- Scrub well with the toilet brush;
- Flush the toilet with the brush still in the toilet bowl so that this is cleaned as well;
- Flush again.
- Outside part of the toilet:
 - Pour detergent/disinfectant over the upper part of the toilet bowl and spread over the seat and lid;
 - Rub with the cloth: the seat and lid first, and only after this move to the outer part of the toilet bowl (top and sides);
 - Use the cloth to wipe with just water;
 - Leave to dry;
 - Clean and disinfect the cistern lever. This can also be disinfected with 70°-80° alcohol.

At the end of the cleaning procedure, use a cloth to wipe the taps with disinfectant.

Do not forget to clean the bathroom door handles frequently.

2.6.8 – Baby Changing Stations in Public Toilets

The surfaces of the baby-changing station are fully covered in plastic (without tears or openings).

Cleaning staff who clean the baby-changing stations carry out the following sequence:

- First, clean and disinfect the plastic cover on both sides, clean and disinfect the mattress from the top downwards and leave in a horizontal position to dry naturally;
- Then, wash and disinfect the top part of the baby-changing station, followed by the side parts and front, then use a cloth to wipe down with 70% alcohol alone (because this has a faster action), or leave to dry naturally. This area can also be cleaned and disinfected with compatible disinfectant wipes.

2.6.9 – Furniture and Toys in Public Areas for Children

Plastic or rubber toys should be washed in water and detergent and, if possible, wiped down with 70° alcohol.

If possible, wash and disinfect toys in a machine; items which cannot be washed at high temperatures but which can be washed in a normal washing machine should be washed at low temperatures (cold or tepid) and then undergo a final disinfectant cycle with a compatible

product; check manufacturer's instructions to ensure that the machine is used at the correct temperature;

Toys which cannot be washed in the machine, but which can be immersed in water, should be washed in a recipient specifically for that purpose, with a compatible detergent and disinfectant solution; leave this to act for 5 minutes, rinse with water alone and dry, preferably in a machine if the item will tolerate the heat;

Toys which cannot be immersed in water and have to be cleaned manually should be avoided in public areas. However, if there are such toys in the area, wipe them all over with a disinfectant wipe. Alternatively, use a cloth with 70° alcohol only, or a well-wrung cloth containing a bleach solution (one measure of bleach to 200 equal measures of water). Then use a cloth to wipe down with water alone and leave to dry naturally;

Ideally, toys should be dried in a machine wherever possible.

2.6.10 – Cleaning and disinfecting surfaces which contain blood or other body fluids

Surfaces which contain blood or other body fluids (urine, faeces etc.) must be cleaned and disinfected in the following way:

- Wearing resistant gloves, a waterproof apron and protective goggles, absorb as much as possible of the spill with paper towels, so as not to spread the liquid around;
- Apply a solution of 1 part bleach to 9 parts water;
- Leave this to act for at least 10 minutes; cover the affected area with paper towels so that people don't tread on it and place the 'cleaning in process' warning sign in the area;
- Wash the area with ordinary detergent and water; rinse with water alone and leave to dry.

2.7 – Housekeeping – Room Cleaning

2.7.1 - Protection of employees responsible for maintaining client accommodation

Employees who have contact with the bed linen or the room of a suspected or confirmed case, and employees carrying out the cleaning in hotels and accommodation, do not run unnecessary risk as long as they comply with the recommended protection measures and ensure that their exposure to the risk of transmission is controlled. However, the risk of transmission is a real possibility in the event of an accident, or if the recommended protective measures are not fully complied with.

All staff responsible for looking after client accommodation have had training and are protected with the appropriate personal protective equipment.

Each operation has two different teams defined (at two time-spaced points of intervention):

- One for the removal of clothes and residues;
- Another to do the cleaning and make up the beds.

Teams responsible for dealing with the bed linen and cleaning the rooms will be more exposed to the risk of aerosols and, as a result, should take special care to protect themselves with the appropriate protective equipment (PPE):

- FFP2 mask;
- Protective goggles;
- Plastic apron over uniform and gloves (preferentially disposable and made of nitrile).

The personal protective equipment (PPE) and uniform are different, depending on the type of intervention or task and on the risk of exposure.

Uniforms worn by the Housekeeping team, as is the case with all other departments of the NAU Hotels & Resorts Groups units, are never washed at home, always in special washing machines designed specifically to wash staff uniforms at high temperatures.

2.7.2 - Changing linen in the rooms and cleaning and disinfecting the premises

Given that involvement in the changing of bed linen will generate aerosols, the two activities - changing linen and cleaning - should be separated.

It has been determined that a period of 2-3 hours should be left between these two tasks:

- Removal of sheets, bed linen and towels;
- Cleaning of the accommodation units (floor and surfaces).

Staff responsible for removing bed clothes and carrying out the cleaning use the following PPE:

- Gown;
- Non-sterile gloves;
- Protective goggles;
- FFP2-type protective respiratory mask.

2.7.3 - Sequence of Tasks

When removing bed linen and towels, the following rules should be observed:

- Enter the room and open the windows to air the room;
- If the customer is vacating the unit, at which point the final clean of the accommodation unit is done, as many items as possible are removed from the unit for disinfection before cleaning commences. Items which cannot be removed are sanitised and disinfected in the room;
- Remove the bedclothes smoothly, without shaking and without holding the bed linen against the body;
- Make a 'package' with the dirty bed linen, in such a way that the part which was in contact with the person remains on the inside of the package, that is, rolling it up from the outside to the inside;
- Do not hold the bed linen against the body;
- Wait for 20 minutes, leaving the room to air.
- After this period, a team will enter the room to do the cleaning, put clean linen on the bed and replace the towels and consumable items.
- In the specific case of Apartments and Villas, these two tasks can be divided:
 - One member of the team starts the cleaning of the room with the furniture, bed,
 - While the other deals with the kitchenette area: washing dishes, cleaning cupboards, kitchen equipment and surfaces in that area.
- Next, the bathroom is cleaned and finally the floor of the room, towards the main door.
- Leave surfaces to dry and only then put new linen on the bed and replace the towels and consumable items.

- Establish a waiting time between completion of the cleaning and replacement of the bed linen and consumables, leaving the room to air for at least 2 hours. Only after this can another client enter the room safely.

2.7.4 – Washing linen

As short a time as possible should pass between the removal of linen from an accommodation unit and its transportation to be washed.

Linen should be washed at the hottest temperature possible (depending on heat resistance) – heat disinfectant cycle (at least 60°C for 30 minutes, or between 80 and 90°C, with 10 minutes of heat contact with the bed linen);

If the linen cannot be washed at hot temperatures, it must be machine washed at between 30-40°C with a final disinfection cycle in the machine, using a disinfectant which is appropriate for this type of linen and compatible with the machine.

Pillows are cleaned every time a new customer takes the unit.

2.7.5 - Maintenance of environmental surfaces

The coronavirus (SARS-CoV-2) can probably survive for hours on dry surfaces and for up to 6 days on wet surfaces.

Wet cleaning is always preferable to dry cleaning.

Do not use a vacuum cleaner to clean floors.

It is not appropriate to use a vacuum cleaner because this causes droplets, in which the virus may be contained, to move around in the air and transforms them into aerosols.

Staff responsible for cleaning floors and surfaces must be equipped with:

- A waterproof gown or plastic apron to wear over their uniform,
- Liquid-resistant disposable gloves,
- Surgical mask.

The following procedure must be followed for the double cleaning of floors and surfaces:

- a) Clean surfaces from top to bottom and from the cleanest areas towards the dirtiest areas;
- b) Use different and exclusive disposable cleaning cloths for the bedroom area and the bathroom area;

c) The bucket and mop for cleaning the bathroom must be different to the bucket and mop used in the bedroom;

d) To clean surfaces: common detergents can be used;

e) To disinfect surfaces: the World Health Organisation (WHO) recommends the use of:

- Bleach (sodium hypochlorite solution) at a concentration of at least 5% free chlorine, and
- 70° alcohol, for metallic or other surfaces, which are not compatible with bleach, in order to avoid damage or corrosion.

2.7.6 - Cleaning and Disinfecting Surfaces:

If blood, respiratory secretions or other body fluids are present:

- Absorb the liquids with a paper towel;
- Apply bleach diluted in water at a proportion of 1 part bleach to 9 parts water;
- Leave for 10 minutes to take effect;
- Wipe the area with water and detergent;
- Rinse with hot water alone; and
- Leave to dry;

A mask must be worn when diluting and applying the bleach; open windows to allow ventilation of the area.

For common disinfection of surfaces:

- Wash first with water and detergent;
- Apply bleach diluted in water in the following proportion: one part bleach to 49 equal parts water; leave for 10 minutes for the bleach to take effect;
- Rinse with hot water alone and leave to dry on its own;

Sanitary installations are washed and disinfected with a mixed cleaning product containing both detergent and disinfectant, as this is easier to apply and faster-acting;

Furniture and some equipment can be disinfected after cleaning, with wet wipes containing disinfectant or 70° alcohol.

Clean the furniture in the room first;

If there is a kitchen or kitchenette, the crockery is washed at a high temperature in the machine; clean and disinfect wardrobes, work surfaces, table and chairs, not forgetting to disinfect the handles of the wardrobe and the doors; then clean and disinfect the tap, the toilet and the plughole.

Walls are cleaned to arm height.

Some decorative and other items have been removed from the accommodation unit, as they are understood as not being essential in the current climate.

Curtains and other essential items in the accommodation units are cleaned between customers.

Clean the furniture;

Bathrooms:

Clean the bathroom, starting with taps, washbasins and plugholes, then move on to the furniture, followed by the bath or shower, toilet and bidet;

Repeat the same procedure for the shower room, not forgetting to clean the shower well, unscrew the shower head and clean and disinfect it.

Toilet:

- Apply the product containing both detergent and disinfectant to the inside and the outside of the toilet;
- Leave the product on for 10 minutes to have the desired effect;
- Scrub well with the toilet brush;
- Flush the toilet with the brush still inside the toilet bowl so that this is cleaned as well;
- Leave the toilet brush to drain;
- Wash and disinfect the toilet brush holder.

External part of the toilet:

With another clean disposable cloth, wash the external part of the toilet, starting with the lid (the least dirty part), followed by the top part of the toilet and all of the exterior parts with the same detergent/disinfectant; then rinse with hot water alone and leave to dry.

Floor

Finally, wash the floor of the premises.

Open the windows in the area and leave the floor to dry on its own.

Toilets are cleaned at least three times a day, depending on how often they are used.

Ideally, this should be done with single-use, disposable cleaning cloths.

Separate equipment should be used to clean the toilet (including mop and bucket).

Different colour cloths are used to clean the washbasins and the toilets.

The inside of the toilet bowl does not need a cloth; it can be cleaned with its own brush.

It is recommended that toilet lids are closed before flushing in order to minimise the release of small droplets and droplet residue into the air.

2.8 – Company Store

The delivery of merchandise is scheduled for specific times of the day. Staggered time slots during the day are allocated to the different suppliers. In order to optimise the delivery schedule, suppliers are contacted in advance by phone or email.

All suppliers or visitors must disinfect their hands using the alcohol solution dispenser at the service door of the building.

Information is visible to all visitors about the obligatory nature of wearing a protective mask.

All suppliers' temperatures will be checked; no record will be kept of this. In the event that the temperature indicates the presence of a fever, they must be referred to the health services.

Entry will not be allowed for anyone who:

- is not wearing a mask;
- does not disinfect their hands;
- and/or has a temperature of $\geq 38^{\circ}\text{C}$.

The area for receiving merchandise is appropriately delimited and marked out.

Suppliers will have to await authorisation and abide by indications established for the unloading of goods.

Suppliers may not go from the merchandise unloading area into the unit.

The merchandise will then be received by a store room employee, who will seek to keep contact with the supplier to a minimum.

Store room employees must wash and disinfect their hands correctly before and after receiving any products;

As far as possible, any procedures involving physical interaction, such as signing on receipt of goods, will be eliminated, and alternative forms of communication will be adopted (confirmation emails, photos of delivery and so on). Where this is not practicable, a way of enabling the sanitisation of hands at the location must be found.

Suppliers are notified in advance that we are not accepting paper invoices or receipts. These documents must be sent in electronic format.

Ideally, meetings with suppliers will take place by video conference or phone, in order to avoid groups of people and physical contact.

Where a face-to-face meeting is unavoidable, as well as being scheduled in advance, the 2-metre physical distancing rule must be adhered to.

Meetings should be held for as short a time as possible, and with one hour intervals between them, in order to allow the room to be cleaned, disinfected and ventilated between meetings.

In areas of the store room where it is anticipated that interaction with suppliers will take place, a protective plastic screen is installed.

Of the various products received by the company store rooms, food products are of particular importance, in view of the need to adhere to food safety guidelines. The quality and safety of raw materials also depends on the procedures adopted during the process of receiving/acquiring the food products. Therefore, the following measures are taken:

- The schedule for receiving food products is organised in such a way as to not coincide with periods of higher work volume, and to avoid the receipt of food products from different suppliers all at the same time;
- Food products are checked for hygiene and healthiness at the moment of their receipt/acquisition;
- Products are taken out of boxes and their exterior packaging removed (secondary or tertiary packaging) before being stored;
- Food products are stored as quickly as possible; particularly products which require refrigerating or freezing, in order not to interrupt the cold chain;
- An appropriate supply of the correct containers for disposal of rubbish and other waste is ensured, in order to enable good waste management.

2.9 – Kitchen

COVID-19 prevention procedures maintained in the Kitchen Departments of the various units of the NAU Group are based on existing and consolidated HACCP procedures, with their requirement being reinforced.

Although it has not been confirmed that the virus can be transmitted in food, good hygiene and food safety practice has been reinforced and is complied with at every stage of preparation, with special attention to the importance of hand washing and the correct handling and storage of food and its preparation.

Employees in the kitchen and pantry must not wear gloves or aprons at the following times:

- when on meal breaks;
- when on smoking breaks;
- when going to the toilet.

People who handle food have special training and are regularly checked to ensure that they comply with the highest standards of personal hygiene:

- Short, clean nails without any nail varnish;
- Cap covering their hair;
- No beard - if they do have a beard, it must be short and neat.

Facial piercings, rings, earrings, bracelets or other accessories may not be worn when working in the food preparation area.

No personal objects may be brought into the food preparation areas.

There are non-manually activated washbasins situated throughout the food preparation areas, which are destined exclusively for the washing of hands, together with soap, disinfectant and disposable paper towels.

All employees who handle food are instructed to wash their hands regularly throughout the day and always in the following situations:

- When entering a food preparation area;
- After touching hair, ears, nose or mouth;
- After going to the toilet;
- After touching raw food, including raw eggs;
- After touching rubbish bins or bags;
- After sneezing or coughing;
- After handling chemical substances;
- After eating, drinking or smoking.

Employees' toilets also provide facilities for washing hands with soap and water, and drying hands with disposable paper towels.

Anyone who enters the production area (including maintenance staff and visitors), will have to use clean, appropriate protective clothing for exclusive use in this area for as long as they remain there (disposable visitor kits).

Wherever possible, keep at a 2-metre distance from other employees.

As a general rule, a mask should be used correctly during the entire time spent working in a space with multiple people, respecting conditions of hygiene and safety when putting on, wearing and removing the mask.

The wearing of a mask does not remove the need for other preventive measures, such as the recommended physical distancing, which should be maintained.

Training is given in regard to the use of disposable gloves, and employees undertake to abide by the following rules:

- Wearing gloves for the preparation and handling of food does not replace the need for correct and frequent hand washing;
- Employees must not use their bare hands to touch food which has been prepared and is ready to eat, and must use the appropriate utensils, such as napkins, spatulas, tongs, disposable gloves or other equipment for its distribution;
- They should not keep the same gloves on when moving from a dirty area to a clean area. The gloves should be replaced before they move on;
- A pair of gloves may only be worn to carry out one task, and must be replaced if they are damaged or if the employee moves to another task. If an employee is undertaking the same task continuously, gloves should be replaced every four hours or whenever necessary;
- The use of gloves is strictly controlled to avoid them becoming a vehicle of cross contamination.

Good hygiene practice is ensured during the preparation of food by the kitchen staff, these are inherent to the HACCP system and include:

- Keeping raw and cooked foods separate;
- Using different equipment and utensils, such as knives and cutting boards, for raw foods and cooked foods;
- Keeping food in closed packets or recipients, so that there is no contact between raw and cooked foods;
- Cooking food well, preferably at temperatures greater than 75°C, particularly meat, eggs and fish;

- In the case of meat, ensuring that no contact is made with the juices;
- Defrosting frozen food in the fridge rather than at room temperature;
- Preparing cold dishes as quickly as possible;
- Not leaving cooked food at room temperature for more than two hours;
- Quickly refrigerating cooked and/or perishable food (ideally below 5°C);
- Keeping cooked foods warm (over 60°C) until they are served. This is particularly relevant to establishments which need to organise their meal services over several settings.
- Washing fruit and vegetables well (prolonged washing under abundant running water; leafy vegetables should be washed one leaf at a time), particularly if they are going to be eaten raw. Where necessary, disinfecting with the appropriate products.

2.10 – Pantry

The highest standards of cleanliness and disinfection are promoted in food preparation areas.

Cleaning Plans are maintained, which include, among other things, the following information:

- A detailed description of everything that has to be cleaned;
 - The frequency with which they should be cleaned;
 - Chemical products to be used in each case;
 - How they should be cleaned;
- and which cleaning equipment or instruments should be used.

The schedule is established in such a way that all areas, equipment, utensils, and so on are cleaned as often as possible.

Frequently-touched surfaces are sanitised at least 6 times a day.

Chemical products used to clean food-preparation surfaces or wash hands are obtained from authorised suppliers and used strictly in accordance with instructions regarding application and dilution.

Chemical products used in food-preparation areas are correctly labelled.

Chemical products can only be put into smaller packaging where such packaging has been provided by the supplier and is specifically designed for the product, with the placement of a label identifying its content.

Chemical products used for cleaning are stored as far away as possible from foods and are kept closed.

Surfaces which are in contact with hands and foods must be cleaned at least two times per shift. However, care should be taken to ensure that these areas are consistently kept clean, following the 'clean as you work' principal.

All recipients, utensils, knives etc. used in food preparation areas are always clean and disinfected before use.

Facilities and equipment are regularly deep-cleaned.

Crockery used by customers, as well as that used by employees at meal times, is washed at a high temperature (80-90°C) in the dishwasher with detergent.

Cleaning equipment (mops, buckets, brooms etc.) must be clean whenever they are used. This equipment must be kept as far as possible from food. Cleaning tools and equipment are not made from wood or other porous materials.

The correct procedures for sanitising crockery and glasses are displayed on posters next to dishwashing machines.

2.11 – Restaurants

The measures adopted in accordance with current regulations are identified below.

2.11.1 – Restaurants – Company Rules

Preventive and protective measures are taken with regard to customers and employees in restaurant areas.

The first line of measures taken was a reorganisation of spaces, activities and working methods.

The use of outside space for customers, such as the terrace, and take away and delivery services, take precedence.

As a rule, hotels in the NAU Group require customers to make table reservations in advance.

In restaurants where buffet service is still offered, customers will no longer be able to serve their own food. Employees will take customers' orders and bring the food they request from the buffet table to the customer's table.

A 2-metre limit is defined at reception desks at the entrance to the restaurants. This shows the closest the customer can get to the employee who is serving them. This distance is marked out with tape on the floor, or roped off.

To avoid overcrowding in the queue, customers are encouraged to keep a distance of at least 2 metres from each another. There are marks on the floor to indicate where they should stand while they wait to come in. There are also signs and information to help ensure that customers respect this distance.

Specific routes to and from toilets are established, so that the appropriate distance can be maintained between people walking around and those seated at the tables.

Hand sanitizer dispensers are provided at locations near to the entrance of the establishment, together with useful and explanatory information.

Employee and customer toilets provide facilities for handwashing with soap and water, and drying hands with disposable paper towels. Hand dryers which produce jets of air and single-use fabric towels are no longer being used.

The correct cleaning and disinfecting of surfaces is ensured, as established by Guidance 014/2020 - Cleaning and Disinfection of Public Service Establishments, or similar guidance from the General Directorate of Health. Cleaning Plans have been intensified to include:

- i. Disinfection at least six times a day of all high-contact areas (e.g. door handles, washbasin taps, tables, benches, chairs, hand rails etc.), using the appropriate detergents;
- ii. Disinfection after each use of critical equipment (such as automatic payment terminals and individual menus) using the appropriate detergents;

iii. Cleaning of toilets at least three times a day using a product that contains detergent and disinfectant (2 in 1);

iv. Changing tablecloths and sanitising tables with recommended products after each customer, if tablecloths are still being used.

All decorative items have been removed from tables.

Traditional menus have been replaced with menus which do not need to be handled by customers, thereby eliminating possible risk of infection. It has been decided that digital technology will be used to this end, with all menus being presented via QR codes as well as being affixed to notice boards at the entrance to the outlets.

Ensure good ventilation and frequent changing of air in the restaurant areas. Wherever possible, this will be achieved with natural ventilation - opening doors and windows. Where air conditioning is used, it should only be used in extraction mode and never in air recirculation mode. The equipment should be correctly maintained (disinfected by a certified method).

As always, compliance with measures set out in the HACCP is ensured, with stringent auditing procedures frequently being carried out.

The ice machine and scoop are cleaned regularly; this is then recorded in the cleaning and disinfecting log book. The handle of the scoop should not come into contact with the ice.

As all customers will come into contact with objects and surfaces at the service points of the bars and restaurants, frequent disinfection of pens, card terminals, APT and POS machines and counters is carried out.

2.11.2 - Restaurants - Rules for Employees

To optimise risk reduction and prevention, employees are given training to ensure that they:

- Are aware of the measures contained in the Contingency Plan and know how to act before a suspected case of COVID-19;
- Comply with safety recommendations and inform the company or relevant authorities of any situations whereby the implemented measures have not been complied with, which could result in a risk to public health;
- Comply with hand hygiene and respiratory etiquette measures as recommended by the General Directorate of Health;
- Sanitise their hands between customers;
- Wear a mask correctly during working hours, respecting hygiene and safety conditions when putting on, wearing and removing the mask. Think about whether they need to change the mask. They are aware that wearing a mask does not remove the need for

other preventive measures, such as the recommended physical distancing, which must be maintained;

- Place all glasses, plates, cutlery and other utensils on the table in the presence of the customer who is going to use them, ensuring that they are clean and wrapped.

2.11.3- Restaurants – Rules for Customers

To help limit transmission of COVID-19, all customers are asked to comply with the following measures:

- Sanitise hands with alcohol-based solution or soap and water upon entering and leaving the establishment (hands should ideally be washed with soap and water before eating);

- Comply with respiratory etiquette measures;

- Always wear a mask when using the take away services inside the establishments, always wearing it in the correct way and in accordance with the recommendations of the General Directorate of Health;

- Avoid touching surfaces and objects unnecessarily;

- Ideally, pay using a method which does not involve any kind of physical contact between the employee and the customer, by using a contactless automatic payment terminal, mobile phone (e.g. MB WAY), or transfer. Do not pay in cash. This information is displayed to the public and is also on the menus.

Customers are informed that, if they show any signs or symptoms of COVID-19, they must not enter public spaces.

2.11.4 - Specific Preventive Measures for Buffets

Buffet and food dispensers adhere to the following conditions:

- Social distancing must be maintained while people are in the queue;

- Products will still be available from the buffet area.

- The food in the buffet area must be kept in protected equipment (with a lid, door, shelf etc.), so as to ensure that respiratory droplets, hairs, dust etc. do not fall onto the food. This equipment, as it is high-contact, must be disinfected at regular intervals.

- Products provided from vending machines, such as coffee and soft drinks, being cleaned and disinfected after each service period and at least six times daily;

- The period in which meals are available has been extended in order to allow for a lower number of customers to be in the respective locations at a given time;
- Alcohol-based antiseptic solution is available at the entrance to the dining room at the entrance of the buffet lines. Each time a client enters the line has to disinfect his hands.

2.11.5 – Takeaway

The employee responsible for delivering the meal/food, in the same way as all others, will wear a protective mask and wash his or her hands frequently using water and alcohol-based antiseptic solution and disinfectant.

Safe physical distance is ensured between employees and customers.

As with all NAU Group restaurant services, customers are encouraged to make payment, where possible, in a way that doesn't require physical contact between them and the employee; this can be via contactless automatic payment terminal, mobile phone (e.g. MB WAY), or transfer. Cash payments are discouraged. This information is displayed to the public and is also shown on the menus.

The employee washes his or her hands with water and alcohol-based antiseptic solution between customers, and always before and after payment is made.

Every time a payment is made using the Automatic Payment Terminal (APT), the machine is disinfected using disinfectant wipes or solution.

Utensils and containers which come into contact with the food are used solely for this purpose and ensure that food is kept in hygienic conditions.

All packaging used to contain food must bear the statement 'fit for food use' or a symbol (glass and fork).

2.11.6 – Delivery

The delivery driver responsible for delivering the meal/food to the accommodation units, in the same way as others, will wear a mask when collecting and delivering orders.

The delivery driver will sanitise their hands:

- every time they enter the establishment to collect an order;
- before and after delivering each order;
- after processing each payment.

The delivery driver will then disinfect with alcohol wipes, after each use and before getting out of the vehicle, the following contact points and any other area which may have been touched:

- Steering wheel;
- Steering wheel knobs;
- Dashboard;
- Buggy seat;
- Service mobile;
- Accessories used to transport the orders.

Customers are encouraged to make payment with methods that do not require physical contact between them and the delivery person, such as contactless cards, mobile phone (e.g. MB WAY), or transfer. Cash payments are discouraged. This information is displayed to the public and is also on the menus.

Every time a payment is made using the Automatic Payment Terminal (APT), the machine is disinfected using disinfectant wipes;

Guidelines for delivery drivers are affixed to collection points, together with the general recommendations issued by the General Directorate of Health.

Vehicles and/or containers which are used are kept in good condition, clean and disinfected, in order to protect the food contained therein from contamination.

The cargo box and/or containers in the vehicles are only used to carry food.

All food is transported in thermally insulated bags or cases, with the exception of bread, dry cakes, dried fruit, fruit and root vegetables.

2.12 – SPAs

With the set of rules we intend to guarantee that SPAs will have the highest safety possible, with the comfort of always.

Spa entrance

Rules for entry to the spa are implemented in accordance with social distancing measures defined by the health authorities.

These rules are affixed at the entrance to the spa.

Reception

At the entrance to the spa reception, where the customer can see them, alcoholic gel dispensers are installed, together with pedal-operated waste bins.

All decorative items and rugs have temporarily been removed, using only items that are strictly necessary to create a welcoming atmosphere.

State and limit the maximum number of customers in the reception area, swimming pools and gyms.

Customers are informed of the maximum number of people who can use the infrastructure, including common areas (swimming pool, Turkish bath, sauna etc.); implementing systems to control the number of people in circulation at any one time.

If necessary, demarcation of the physical space for customers will be made, with the use of physical dividers or marks on the floor.

If possible, divide the reception area into two different areas: one side for check-in, and the other for check-out.

A transparent plastic screen has been put up at the customer service desk.

Remove all welcome drinks on offer, or replace them with individual versions.

Assess the need to remove or withdraw equipment.

Take down the treatment list and all other materials which are not strictly necessary for the purpose of customer service.

Remove any products which could be within customers' reach, such as testers and glorifiers (special stands for products).

Remove product brochures, promotional flyers, magazines and books.

Changing rooms/shower rooms

State and limit the maximum number of customers (check-in and check-out).

State and limit the number of lockers available for customers' use in order to ensure social distancing; keep all lockers locked.

Replace dispensers (shampoo, conditioner, shower gel, body lotion, etc.) with individual vanity kits that must be placed inside lockers.

Remove combs, hairbrushes, make-up remover wipes, cotton buds and other similar items, which must be available at the customers' request.

Replace fabric towels with paper dispensers for cleaning hands. Alternatively, automatic driers may be installed, although the impact of noise from these in the SPA must be assessed.

Apply the above measures to facilities for customers with reduced mobility.

Treatment Rooms

Install gel sanitiser dispensers and pedal-operated lidded refuse containers where they are visible to the customer.

Remove couch liners or any towels that are not necessary for treatments, to facilitate cleaning and disinfection following use by the customer.

Assess the need for the turndown service between treatments, with particular emphasis on the handling of used towels, which must go directly to the laundry.

In manicure, pedicure or epilation SPA rooms, sterilisation equipment must be identified and visible to the customer.

Relaxation Room

State and limit the maximum number of customers (check-in and check-out).

Reduce the number of loungers to ensure customers practice social distancing.

Install gel sanitiser dispensers and pedal-operated lidded refuse containers where they are visible to the customer.

Remove all self-service drinks/snack dispensers.

Remove product brochures, promotional flyers, magazines and books.

Communal Areas

Assess the need to remove furniture and chairs in order to ensure that access is unimpeded.

If possible, implement separate paths for customers and members of staff.

Wet Zone

Establish rules for the use of all equipment in terms of occupancy and duration of use.

A maximum of 10 minutes of individual use is recommended for equipment contained in cabins, and particularly saunas, steam rooms, sensory showers, etc.

Gym

Move items of equipment apart to ensure social distancing.

Install gel sanitiser dispensers and pedal-operated lidded refuse containers where they are visible to the customer.

Post information instructing the customer to always clean and disinfect equipment before and after use.

It is recommended that customers wear a mask while using the gym.

Lock unsupervised rooms for group use (yoga, stretching, etc.).

Specify an area for personal training with an instructor.

Staff Room/Pantry

Redefine maximum occupancy.

Reorganise furniture and rest areas to achieve better distancing.

Install sanitiser gel dispensers and pedal-operated lidded refuse containers where they are visible to the customer.

Laundry

Please put towels directly into laundry bags, do not use any intermediate container.

Towels must be counted while wearing gloves and a mask.

Technical Area

Ensure and improve levels of cleanliness and disinfection of all technical systems of items of equipment.

With the assistance of equipment installers:

- Increase the frequency of sanitisation cycles;
- Increase air circulation inside cabins: saunas, steam rooms, sensory showers, etc..

Spa and Service Operation - General Recommendations

Ensure that there is sufficient PPEs for the entire SPA team every day.

Ensure that the cleaning and sanitisation protocol for facilities has been completed before going into operation.

Customer Check-in

All receptionists must wear a protective mask.

Customers should be asked to disinfect their hands prior to arrival.

If there is no online check-in, the consultation sheet must be completed by the receptionist and signed by the customer once complete (provide separate pens for this purpose, for the sole use of customers).

Use of Shower Rooms and Changing Rooms

It is prohibited for guests to use communal shower rooms.

It is recommended that the customer uses the shower in his or her own room after using the facilities (SPA/swimming pool).

Only non-residents may use changing rooms, since guests must come to the SPA dressed in a robe.

There should be more signage relating to washing and sanitising hands in the vicinity of washbasins.

SPA Treatments

Customer hospitality - greeting - must be reviewed, if necessary.

Explain sanitisation procedures to the customer during the treatment.

The therapist should disinfect the treatment bed's face hole by placing a freshly laundered towel on the headrest and explaining all sanitisation procedures that he or she is carrying out in front of the customer.

Before commencing treatment and when this ends, the therapist must wash his or her hands in front of the customer.

Suggest that the customer washes/sanitises his/her hands prior to the treatment.

Adapt established technical protocols, particularly with regard to contact with the eyes, nose and mouth.

All therapists must wear a protective mask throughout the treatment.

Increase the level of protection of therapists when carrying out facial treatments, specifically through the use of masks.

Sterilising equipment should be made visible and sanitisers used must be in front of the customer in manicure/pedicure SPA rooms.

The roll-on must be opened in front of the customer in depilation rooms, with 1 roll-on provided per customer. All utensils (tweezers, scissors, etc.) should be sterilised in front of the customer.

On completion of the treatment, used towels must be folded inwards without shaking them, and be placed straight in the laundry bag.

The therapist must sanitise the room between treatments, using the procedure to be established for each type of treatment, including any equipment/apparatus that has been used.

If possible, alternate rooms to be used so as to air them.

Tea ceremony

Advise the customer of any changes made and use disposable supplies preferably.

Customer Check-out

Payments should be made by charging them to the room, in the case of guests, and by ATM payment - preferably contactless - in the case of non-residents. The keypad must be disinfected whenever it has been used.

Locker keys or access cards must be placed in a container suitable for sanitisation.

Following check-out, the counter should be disinfected along with everything that the customer has used.

2.13 - Swimming Pools

It is recommended that the rules of common sense be followed in the use of swimming pools, including washing feet and showering before entering the pool.

The groups of sun loungers of the different AUs are 2m apart, as are those of parasols.

Sun loungers are disinfected immediately after use by each customer.

Cards for exchanging wet towels for fresh towels are plasticised to allow them to be disinfected; this is always carried out between customers.

Cleaning and disinfection of the swimming pool and jacuzzi areas are carried out more frequently.

Water disinfection products suited to the current situation are used.

All employees wear masks.

The employee who receives used towels disinfects his/her hands after receiving each towel.

2.14 - Events

2.14.1 - General Events

Events are currently permitted as long as they comply with the laws in force and as defined in DGS guidelines, the applicability of which to the NAU Group is discussed below.

The access to events of any nature, as well as shows, depends on the presentation, by all participants

- (a) presentation of an EU COVID Digital Certificate;
- b) Proof of vaccination proving that the vaccination scheme has been completed at least 14 days ago; or
- c) Proof of a laboratory test with a negative result, which test must comply with the following requirements
 - i) Nucleic acid amplification test (TAAN), commonly known as PCR, within the 72 hours prior to its submission;
 - ii) Rapid antigen test (TRAg), verified by a certified entity, within 24 hours prior to its submission;
- d) Self-test carried out on site under supervision.

Access to:

- Large-scale events;
- Sporting events,
- Events that do not have assigned seats;
- events implying mobility of persons through several spaces; or
- Events taking place in temporary or improvised indoor or outdoor enclosures depend on
 - a) The presentation of the EU COVID Digital Certificate in the modalities of test or recovery certificate;
 - b) Proof of a laboratory test with a negative result, and this test must meet the following requisites
 - i) Nucleic acid amplification test (NAT), commonly known as PCR, within the 72 hours prior to its submission
 - ii) Rapid antigen test (TRAg), verified by a certified entity, within 24 hours prior to its submission;

2.14.2 - Family Events

In events of family nature, the access rules mentioned above in 2.14.1 - General Events are applied.

2.14.3 - Corporate Events

Corporate events taking place in NAU Hotels & Resorts Group premises must observe the following rules:

- a) Both the organisers of and participants at corporate events and third parties should wear a mask or visor whenever they are in an enclosed space, pursuant to paragraph 3 of article 14 of the Resolution of the Council of Ministers (RCM), except when they are speaking at the meeting or eating, in accordance with the DGS guidelines for catering and similar spaces, referred to in article 17 of the RCM;
- b) People must remain at the event only for the necessary time;
- c) Whenever possible, specific entry and exit routes should be established, using separate doors or entrances;
- d) Organisers must ensure the frequent cleaning and sanitisation of spaces, equipment, objects and surfaces that are touched often;
- e) Organisers must ensure the cleaning and sanitisation of surfaces before and after each use or interaction by users of the equipment, objects, surfaces, products and utensils that come into direct contact with participants;
- f) Organisers should, as far as possible, discourage people from touching products and equipment;
- g) Organisers should endeavour to ensure hand sanitisers are available for the use of participants at all entrances and exits as well as at suitable locations for sanitisation inside, in accordance with the layout of each space;
- h) Customer service stations or stands should be equipped with protective screens;
- i) Preference should be given to advance ticket purchase by electronic means and to contactless electronic payments by bank card or similar;
- j) Where applicable, the maintenance of ventilation systems must be ensured, guaranteeing they operate without recirculating air
- k) Managers, supervisors and owners of spaces and establishments must make every effort to:
 - i) Carry out a balanced management of public access, in compliance with the provisions of the previous paragraphs;
 - ii) Monitor public access refusals in order to avoid, as far as possible, the concentration of people at entrances to or within establishments;

At corporate exhibition-type events

a) An access control mechanism should be established to ensure the allocation of space accessible to the public does not exceed an indicative maximum occupancy of 0.05 people per square metre, excluding organisers and other staff involved in the organisation;

b) Measures must be taken to ensure a minimum distance of two metres.

In corporate events such as conferences, seminars, lectures or similar that are held in auditoriums, concert halls, amphitheatres, congress halls or similar, the following rules must be observed:

a) Seating must be organised with a gap between people from different households, with alternating rows of unoccupied seats;

b) Where there is a stage or podium, there must be at least two metres between it and the first row of spectators, with the participants on stage avoiding contact with each other

2.14.4 – Events of Cultural Nature

The organisation of events of a cultural nature is based on the following rules:

- The entrances and exits in the spaces or enclosures, whenever feasible, shall have their own separate and controlled circuits, avoiding the agglomeration of people and the formation of queues, through circuit signs and physical markings of distance (vertical or floor markings, for example), as well as passage bottleneck.

- If necessary, staggered entrance and visiting time limits may be established, adapted to the size of the space or cultural equipment, in order to avoid the concentration of people inside and at the entrance, namely by reinforcing the surveillance of the different spaces.

- Ensure that all staff and users have face masks on, under the terms of DGS guideline 011/2021, when entering, during the event and when leaving. It must also be ensured that it is available for those present during the event, if necessary.

- At the venue, there must be sufficient appropriate containers for the deposit of disposable face masks and handkerchiefs.

- At the entrances, exits and strategic points of the event venue, whenever applicable, the infection prevention and control measures to be complied with must be visibly posted, namely

(a) Self-monitoring of symptoms, with abstention from participation if there are symptoms suggestive of COVID-19;

b) Signs on the circulation circuits, rules of access and use

c) Physical distance between people in their mobility, avoiding crowds;

d) Correct use of face mask, by people over 10 years old, placed at all times;

e) Compliance with respiratory etiquette measures and abstention from contact in the presence of symptoms suggestive of COVID-19, in accordance with DGS Norms 004/2020 and 020/2020;

f) Hand washing or disinfection.

- At the end of the event, the exit must be phased and controlled by attendants, respecting the order by sectors and rows of places, in order to avoid agglomerations of people and queues, fractioning the exit of the same.

- Whenever possible and applicable, spectators should be encouraged to book seats in advance.

- Ensure dispensers for hand disinfectant¹ located at the entrance of the space or equipment and in other convenient and accessible places.

- Ensure proper cleaning and disinfection of all surfaces in the establishment, using appropriate products¹ in accordance with DGS Guideline 014/2020.

- In any enclosure where events are held in an enclosed environment, good ventilation of the spaces must be ensured, preferably with natural ventilation, by opening doors or windows. Mechanical air ventilation (HVAC system - Heating, Ventilation and Air Conditioning) may also be used. In these cases, adequate cleaning and maintenance must be guaranteed, in accordance with the manufacturer's recommendations, and the renewal of air in enclosed spaces by frequent ventilation and/or by the mechanical ventilation systems themselves² (when this functionality is available).

- Catering and beverage establishments, integrated in cultural spaces, should follow the applicable DGS Guideline 023/2020.

- The fixed capacity of the venue of the cultural event, when it does not have individual seats, must be subject to joint determination between the entity licensing the capacity, the Health Authority territorially competent and the Security Forces - PSP or GNR of the territory.

- In cases of municipal licensing of temporary or improvised indoor or outdoor venues, the capacity is fixed under the terms of Ordinance no. 1532/2008, of 29th December.

- Without prejudice to the provisions of DGS Guideline no. 014/2021 - Large venues, access to events of a cultural nature that are held indoors, outdoors or outside fixed venues depends on the presentation by the participants of

(a) EU Digital Certificate COVID under the terms of Decree-Law no. 54 -A/2021, of 25 June;

b) Proof of vaccination attesting the complete vaccination scheme, for at least 14 days, with a vaccine against COVID -19 according to the dispatch foreseen in no. 2 of article 5 of Decree-Law no. 54 -A/2021, of 25 June; or

c) Proof of a laboratory test with a negative result, in accordance with the requirements foreseen in subparagraphs i) or ii), as applicable, of paragraph b) of no. 1 of article 4 of Decree-Law no. 54-A/2021, of 25 June.

d) Self-test carried out on site under supervision.

17. To have an Operational Plan for the verification of the EU COVID Digital Certificate or the proof of a negative test in relation to the public and employees present, and to guarantee the presence of assistants in the place of the event in sufficient number, for the fulfilment of that plan.

18. Body temperature measurements by non-invasive means may be taken at site access control.

19. Users of these spaces and equipment with symptoms compatible with COVID-19 should be banned from using them; decree-Law no. 54-A/2021, of 25 June;

2.15 – Golf

Golf is currently permitted by law; however, it remains necessary to comply with all legal obligations and with DGS guidelines.

The measures adopted by the NAU Hotels & Resorts Group to ensure compliance with all current regulations are identified below.

2.15.1 - Operation of Club Houses/Gold Shops/Restaurants/Bars/Buggy Bars/Office and Storage Areas (Golf Storage)

All courses have established, communicated and advertised widely and locally a set of protective measures adopted according to the specificities and architectural constraints of each space and use duly marked circulation routes to facilitate the access and presence of different types of users.

Measures to ensure a minimum distance of two metres between people (players and employees) are adopted in all areas, making it feasible for users to remain for as long as strictly necessary to request and consequently receive the service and/or purchase products;

Although face-to-face customer service is maintained, it is supported by the online pre-booking of reservations or purchase of services and products;

No cash payments are to be made. Preference is given to online prepayment or payments to be made are restricted to debit and/or credit card only;

These recommendations are made known to all members and visitors when reserving tee times and are posted in a clearly visible location in the clubhouse;

Use of the golf club storage service has been temporarily suspended. A period of time has been set for the individual collection of golf bags by members/subscribers or passing golfers; they are now obliged to transport their golf bag, trolley, etc. individually from and to their home after playing;

Toilet facilities remain open and are inspected and disinfected several times each day. Players are advised to pay particular care and attention to their own hygiene and in particular to disinfecting their hands at these facilities;

Changing rooms/locker rooms remain closed temporarily.

Golf course facilities are opened only to players; any non-golfing companions or visitors are not permitted to access or use them.

2.15.2 - Rules of Behaviour to be Adopted by Golfers

Players must not travel to a golf course if they are complying with any type of quarantine, belong to a "Group Identified as being at Risk", suspect that they have or actually have symptoms of Coronavirus infection, have been diagnosed with COVID-19 or even if they have symptoms of or have been diagnosed with flu, a cold, tuberculosis, asthma or other respiratory diseases that may "mask" symptoms of COVID-19.

Only players who have booked their tee time at least 24 hours beforehand and have received confirmation of booking (online, email or telephone booking systems) are permitted to access the course and play. No bookings should be accepted at the counter;

Players must access the golf course no more than 30 minutes before their teeing-off time and go to the starting tee at least 5 minutes before to avoid crowding in one place;

Children under 14 years of age will only be authorised to play when accompanied by their parents or responsible family members;

On accessing the clubhouse facilities, each player should already be wearing golf clothing and shoes insofar as possible, in order to avoid the use of changing rooms/locker rooms;

It is compulsory for players to wear a mask whilst inside the clubhouse and they must disinfect their hands as often as possible using their own products or those supplied for this purpose by the course;

Each tee time/teeing-off shall involve a maximum of 4 players. The minimum interval between tee times should be 9-10 minutes. At tees where, due to their characteristics, there may be a greater tendency for groups to gather, there will be reinforced signage in order to guarantee full respect for the social distancing rules;

Each player should transport and use his/her own golf bag during the game, always use his/her own tees and balls, not using or touching equipment belonging to their playing partner. It is recommended that golf courses do not provide or hire out golf bags and shoes to players wishing to obtain these;

During play, players must respect "social distancing" rules, remaining at least 2m apart at all times;

Each player must use his/her own score card to record his/her number of strokes and those of his/her partner; it is not permitted to exchange cards;

Each player is responsible for repairing his/her divots at tees and on fairways, as well as pitchmarks on greens;

The golf course must remove rakes from bunkers. Each player shall be responsible for smoothing out marks from playing in bunkers using his/her golf club or shoes;

On greens, the flag must always remain in the respective cup and it is not permitted to remove or hold the flag. Each course must provide a solution allowing balls to be easily removed from (or not to enter) the hole;

In the case of water hazards, each player must be responsible for recovering the ball and cleaning it, without the help of his/her partner;

Once the game has ended, the two players must greet one another whilst observing the rules of "social distancing", must immediately leave the green and in no case compare, exchange or hand over score cards;

Once the game has ended, players are not permitted to clean golf clubs, trolleys or shoes using the course's facilities and all equipment must be taken away and cleaned away from said facilities;

2.15.3 - Golf course management regulations

Play on the course must always be organised and managed so as to ensure that players can benefit from the "golfing experience" in absolute safety and complying with "social distancing" restrictions and regulations. Along the way, the necessary conditions and facilities must be provided to allow players to periodically disinfect their hands.

The practice area available to each player on the driving range and in chipping, pitching or putting areas must be delimited and appropriately marked so that players are at all times at least 2m apart. Under no circumstances may more than 10 players at one time be at the driving range or 5 players at one time on the chipping, pitching and putting greens;

Practice balls must be made available to each player in appropriate buckets and ball machines must be disconnected;

Waste bins, benches and ball washers must be temporarily removed or, if this is not possible, sealed or covered to prevent being used. It would be desirable for each player to be given a paper bag to collect all waste and litter generated during play (e.g. damaged tees, boxes of balls, tins, etc.);

Toilets along the way may remain open for use, provided that conditions of hygiene are guaranteed for users and that they are disinfected several times each day;

The course may make available or hire out buggies and trolleys to players, provided that it makes it possible or is in a position to fully disinfect them after use on each occasion. If this occurs, each player must rent his/her own buggy and two players will not be allowed to share a buggy under any condition.

2.16 - Administrative Activities

The rules of social distancing must be met, namely:

- To maintain the maximum possible number of employees engaged in administrative activities by working remotely, provided that this working method does not affect business.
- To ensure a minimum distance between individuals of two metres;
- Whenever possible, to reconfigure the layout of movable equipment so as to facilitate compliance with minimum safe distancing;
- To remove unnecessary physical items from potential contact;
- Tables must be arranged so that the back of a chair is more than one metre from the back of other chairs;
- Whenever possible and whenever it is not possible to respect safe distancing, acrylic partitions must be installed between desks.

3- WHAT TO DO IN CASE OF AN EMERGENCY

If infection by COVID-19 is suspected within the establishment, follow these recommendations to prevent the spread of the disease:

3.1 – General Procedures in the event of Suspected Infection

1. Provide the patient (if COVID-19 is suspected) with a surgical mask, if their clinical condition allows. The patient must put on the mask himself/herself.
2. Isolate the person in the rooms designated for this purpose and maintain contact from a distance.
3. The patient should call the **Saúde 24** line immediately **(808 24 24 24)**.
4. Provide those involved with the appropriate personal protective equipment (PPE) (gloves, masks, disposable gowns, disposable overshoes).
5. Make arrangements for the premises to be disinfected.
 - If the affected person is an employee, isolate and disinfect the workplace.
 - If he or she is a customer, isolate and disinfect communal areas where they have been.
6. Tell everyone who may have been in contact with the infected person to be vigilant and report any suspicious signs or symptoms.

3.2 – Procedure in the event of Suspected Infection of Employees

1 - Employees who develop signs or symptoms suggestive of COVID-19 should not go to their place of work and should call SNS 24 (808 24 24 24) or other telephone lines created specifically for this purpose, and follow the instructions given.

2- Any employee with signs and symptoms of COVID-19 and an epidemiological link, or who identifies an employee in the company meeting criteria corresponding to the definition of a suspected case, should inform their immediate superior (preferably by phone) and go to the 'isolation' area indicated in the Contingency Plan.

3- His/her immediate superior should then immediately contact the Safety Coordinator;

4- Once in the isolation area, the sick employee (where COVID-19 is suspected) should call SNS 24 (808 24 24 24);

5- The SNS-24 health professional will ask the sick employee about the signs and symptoms and epidemiological link that are compatible with a suspected case of COVID-19. Following assessment, SNS 24 informs the employee.

6- Following assessment, if SNS 24 lets the employee know that his or her case is **not confirmed**, the employee lets the safety coordinator know and the latter must then inform the occupational health doctor in charge.

7- Following assessment, if SNS 24 informs the employee that his or hers is a **confirmed case**:

- the Directorate-General of Health [DGS] informs the National Institute of Medical Emergency [Instituto Nacional de Emergência Médica - INEM], Dr Ricardo Jorge National, the Institute of Health [Instituto Nacional de Saúde] and the Regional Health Authority, initiating epidemiological investigation and contact tracing and management;

- The employee's direct superior will inform the employer that there a suspected case has been confirmed within the company.

- Any worker who takes ill must remain in the isolation area (wearing a surgical mask, if their clinical condition permits), to await instructions from and the clinical decision of the attending healthcare professionals;
- Other employees are forbidden from accessing the "isolation" area (except for those employees designated to provide assistance);
- The "isolation" area must remain out of bounds until confirmation of its decontamination (cleaning and disinfection) by the Local Health Authority. This prohibition can only be lifted by the Health Authority.
- The rules applicable to the Monitoring of Close Contacts set out under point 2.13 must be followed.

3.3 – Procedure in the event of Suspected Infection of Customers

- 1- The sick person may not leave the hotel.
- 2- Any customer with signs and symptoms of COVID-19 and an epidemiological link, or who identifies another customer meeting criteria compatible with the definition of a suspected case, must inform reception by phone.
- 3- They must not go to a health centre, private doctor's office or the hospital emergency department;
- 4- If the Client is in his or her accommodation unit when the report is made, he or she must remain in the room, which will serve as an Isolation Room.
- 5- If, however, the client is not in his or her accommodation unit, he or she must be moved to the Isolation Room mentioned under point 2.4.
- 6- If the suspected case is a customer, the hotel must call SNS 24 (808 24 24 24);
- 7- Await instructions from the health professionals who will attend to him or her and await the clinical decision.
- 8- The SNS 24 health professional will ask questions concerning the signs and symptoms and epidemiological links that are compatible with a suspected case of COVID-19. Following assessment, SNS 24 will report back regarding confirmation or non-confirmation.
- 9- Following assessment, if SNS 24 reports **non-confirmation**, the company must inform the customer that the case has not been confirmed.
- 10- Following assessment, if SNS 24 reports **confirmation**, the DGS contacts the INEM, Dr Ricardo Jorge, the National Institute of Health and the Regional Health Authority, initiating epidemiological investigation and contact tracing and management.
- 11- Any customer who takes ill must remain in the isolation area (wearing a surgical mask, if their clinical condition permits), to await instructions from and the clinical decision of the attending healthcare professionals;
- 12- The isolation area is out of bounds to other customers or employees (except for those employees who have been designated to provide assistance);
- 13- The isolation area must remain out of bounds until confirmation has been received of its decontamination (cleaning and disinfecting) by the Local Health Authority. This prohibition can only be lifted by the Health Authority.
- 14- The rules applicable to the Monitoring of Close Contacts set out under point 2.13 must be followed.

3.4 – Isolation Room

All Units of the NAU Group have set aside areas for use as Isolation Rooms, where necessary, while awaiting confirmation of the case by the DGS and subsequent transportation by the INEM.

The Isolation Rooms provided for by the NAU Group are as follows:

UNIT	ISOLATION ROOM
Salgados Palace	Room 225
Salgados Palm Village	Suite 1123 A
Salgados Dunas Suites	Salgados Dunas Suites Apartment 2100
Salgados Vila das Lagoas	
Salgados Golf Course	Conference Room
São Rafael Atlântico	Room 326
São Rafael Suites	Room 011
Morgado Golf & Country Club	MGC Room 7110
Morgado e Álamos Golf	
Salema Beach Village	Client shower rooms, next to the Snack-Bar
Governor's Palace	SPA beauty treatment room
Lago Montargil & Villas	Azinheira Room
HEAD OFFICE	Meeting room located next to the entrance hall of the office

These Isolation Rooms have the following features:

- Natural and/or mechanical ventilation system;
- Smooth, washable surfaces;
- Toilet for the sole use of the Isolation Room, located either inside it or in its immediate vicinity;

Isolation Rooms are equipped with:

- Phone;
- Chair or couch;
- Kit including water and some non-perishable foods;
- Waste container (with non-manual opening and plastic bag);
- Alcohol-based antiseptic solution (available inside and at the entrance to this area);

- Paper towels and disposable disinfectant wipes;
- Surgical mask(s);
- Disposable gloves;
- Thermometer;
- Bags for collecting dirty clothes.

These products are stored in the respective supply store and reserved for emergency use.

3.5 - Levels of responsibility of everyone involved in the Plan

The following table summarises the levels of responsibility of everyone involved in the Plan







INVOLVED PARTY	RESPONSIBILITY
Management	Validate this Contingency Plan, which is applicable to the entire NAU Group
Department of Quality, Environment and Safety	Follow guidelines and recommendations issued by the authorities
	Follow the internal Contingency Plan, adhering to these guidelines and recommendations and adapting them to the specific features of each unit
	Coordinate with all teams regarding the implementation of this plan
	Give the necessary information, training and practice sessions on COVID-19 to all groups of employees in the various areas of the hotel or accommodation, and information on how to comply with basic precautions for preventing and controlling the spread of the disease;
	Give information, training and practice sessions to Housekeepers and Teams designated to remove bedding and make up beds with fresh linen; and to carry out cleaning
Management of Purchases and Supply Stores	<p>Guarantee stocks of all necessary products and materials, as defined in this Contingency Plan:</p> <ul style="list-style-type: none"> - Kit including water and some non-perishable foods; - Waste container (with non-manual opening and plastic bag); - Bags for collecting dirty clothes. <p>- Alcohol-based antiseptic solution;</p> <p>- Stocks of single-use cleaning materials (cleaning cloths, disposable disinfectant wipes);</p> <p>- Bleach, 70^o alcohol, alcohol-based antiseptic solution and all chemical products indicated under points 1.3 and 2.6.</p> <ul style="list-style-type: none"> - Visitor kits; - Surgical mask(s); - Disposable gloves; - Thermometer; - Personal Protective Equipment for changing bed linen and cleaning and disinfection of facilities: <ul style="list-style-type: none"> - Gowns, - Nonsterile disposable nitrile gloves, - Protective goggles, - FFP2 face masks.
Reception and other departments involving contact with the Client	If any client informs you that they are showing signs of the disease, contact the Duty Manager immediately.
Duty Manager	In the event of suspected cases, inform the Unit Manager and Management immediately
	Contact Security to arrange for the Isolation Room to be opened, where applicable

	Contact General Housekeeping to ensure the removal of any non-washable items from the Isolation Room, if this room is not out-of-order, and place the products and equipment listed as forming part of the Isolation Rooms therein
	Accompany the customer or employee suspected of having the disease to the Isolation Room
	Call the Saúde 24 line if a customer is suspected of having the disease
Any employee who is suspected of having the disease	Informs his or her immediate superior (preferably by phone).
	Goes to the isolation room, as indicated in the Contingency Plan.
	Once inside the isolation room, calls SNS 24 (808 24 24 24);
	Following assessment of the case by SNS 24, the employee must inform his or her superior whether or not the suspected case has been confirmed.
The superior of any employee who is suspected of having the disease	Immediately contacts the Unit Manager, Security Coordinator and Human Resources Manager as soon as he or she learns of the suspected case
	Immediately contacts the Unit Manager, Security Coordinator and Human Resources Manager as soon as he or she learns of confirmation or otherwise of the suspected case.
The Human Resources Manager	Informs the Occupational Health Doctor whenever there is a suspected case and as soon as he or she learns of confirmation or otherwise of the suspected case
The Occupational Health Doctor	Takes the steps set out in the law on Occupational Medicine
	Maintains contact with the DGS regarding case in question
General Housekeeping	Coordinates the removal of any non-washable materials from the Isolation Room, if this room is not out-of-order
	Coordinates the placement of products and equipment listed as forming part of the Isolation Room
	Coordinates the work of the designated team to remove bed clothes and make up beds with fresh linen; and for carrying out cleaning
Teams designated to remove bed linen and make up beds with fresh linen	Complies with points 2.8 to 2.12, under the coordination of the General Housekeeper
Designates teams to carry out cleaning	Complies with points 2.8 to 2.12, under the coordination of the General Housekeeper
The Technical Services and Maintenance Manager	Coordinates the treatment of swimming pools and spas, in accordance with point 2.7
The Swimming Pool Maintenance Technician	Carries out the treatment of swimming pools and spas, in accordance with point 2.7 and under the coordination of the Technical Services and Maintenance Manager

3.6 - Sanitisation Protocol for Emergency Situations

In the event of an emergency, the following sanitisation protocol must be implemented and all action taken must be recorded in the Emergency Cleaning Log.

- * Wait at least 20 minutes after the sick person, or person suspected of being sick, leaves the isolation/quarantine area before starting cleaning procedures under safe conditions;
- * Prepare the bleach solution (sodium hypochlorite) at the original concentration of 5% or above of free chlorine. The bleach must be diluted at the point when it is used. The diluted solution must be at the strength of 0.1%, in the ratio of 1 part bleach to 49 equal parts of water;
- * First wash surfaces with water and detergent;
- * Next, spread the bleach solution uniformly over surfaces;
- * Leave the bleach to act for at least 10 minutes on surfaces - read the manufacturer/supplier's instructions. .This stage is vital;
- * Next, rinse surfaces using just hot water;
- * Leave to dry.

			Casas de Banho quartos diário	Casas de Banho áreas Publicas cada 2 horas	Pavimentos Duros 1 X Dia	Cozinha diariamente	Mesas Laváveis cada 2 horas	Elevadores botões cada 2 horas	Maçanetas Portas cada 2 horas	Balcões recepção e vários cada 2 horas	Cómodas, interruptores, comando TV diário	Mãos Lavadas cada 2 horas	Mãos Lavadas após cada tarefa	Louça utilizada pelo doente após - mergulhar em recipiente 30 min.)	Zonas comidas e Bebidas	
HOUSEKEEPING e COPA	DIESIN CL		Diluição 15%	Diluição 15%	Diluição 10%	Diluição 20%	Diluição 15%								Diluição 5%	
HOUSEKEEPING	SIRAFAN SPEED (PURO)							X	X	X	X					X
TODOS OS TRABALHADORES	EPICARE DES (Desinfeção mãos)												X	X		
TODOS OS TRABALHADORES	EPICARE 5C (Lavagem mãos)												X	X		
CLIENTES	SPIRIGEL COMPLETE (Lavagem mãos)												X			

This Emergency Sanitisation Protocol involves:

- Additional cleaning with bleach (Diesin) at higher concentrations and with greater frequency;
- More frequent disinfecting of surfaces in common public areas (restaurants, bars, reception, kids club, lobbies, lifts, etc.) with Sirafan (alcohol solution);

This includes the disinfection of lift buttons, door handles, hand rails, self-service buffets and everywhere that a sick person may have put his or her hands;

- Increased frequency of cleaning and disinfection of hands using Epicare 5C and Epicare Des;
- Crockery used by the patient in the room will have to be disinfected using 5% Diesin (as indicated in the cleaning protocol) before being washed with other crockery.

In order to avoid spreading the virus, this washing must be carried out by Housekeeping staff, and more specifically by anybody who went to the room in the nearest Housekeeping pantry.

Masks and gloves must be worn if it is necessary for someone to go to the room where the contaminated customer is, or to have any kind of contact with him or her; these must immediately be placed in sealed bags in the rubbish bin after use.

After changing the bed linen and towels in the room of the person with or suspected of having COVID-19, it is desirable to wait for the time interval (latency period) stipulated by the authorities before starting to clean the rooms.

Linen must be placed in its own bag and be tightly sealed. Mark the bag as containing "Biologically contaminated bed linen" and take it to the laundry.

3.7-Disinfection of Swimming Pools and Spas

If the patient has used a swimming pool recently, the surfaces of the pool area where people walk must be washed and disinfected.

Cleaning and disinfection of the swimming pool must be carried out as usual; the water must be replaced and chlorination must be carried out as indicated in the internal protocol.

Jacuzzi - it is recommended that all water be removed, followed by cleaning and disinfection; refill with clean water disinfected with the appropriate quantity of chlorine, in accordance with the internal protocol.

3.8 - Personal Protective Equipment (PPE) for use in the case of contact with somebody suspected of having the disease – How to use it.

- Put on the mask and adjust to fit
- Put on the protective gown
- Put the disposable overshoes on top of your shoes
- Put on two pairs of gloves, covering the gown with the second pair.

When you have taken these steps, await the arrival and intervention of the first aiders and emergency team.

Once the patient has been sent to the health unit, remove PPE as follows:

- Loosen the gown and remove it starting at the top, touching only the outside of the gown and removing the outer gloves at the same time as the sleeves, then remove the overshoes;
- Take off the mask, taking care to touch only the elastic at the back;
- Place everything in a sealed bag, which must then be identified with the following signage:



- Wash your hands with soap and water and apply disinfectant.

3.9 - Monitoring of Close Contacts

A 'close contact' is an employee who does not currently display any symptoms, but who has or may have come into contact with a confirmed case of COVID-19. The type of exposure of the close contact will determine the type of monitoring

	HIGH RISK OF EXPOSURE	LOW RISK OF EXPOSURE
DEFINITION	<p>A person working at the same area as (office, room, section, area up to 2 metres from) the case;</p> <p>Customers who were staying in the same room as the case;</p> <p>Employee or customer who was face-to-face with the confirmed case or who was with them in an enclosed space;</p> <p>Employee or customer who shared crockery with the confirmed case (plates, cups, cutlery), towels or other items or equipment that could be contaminated with expectoration, blood or respiratory droplets.</p>	<p>An employee or customer who had sporadic (momentary) contact with the confirmed case (e.g. movement/circulation during which exposure to respiratory secretions/droplets occurred through face-to-face conversation for longer than 15 minutes, coughing or sneezing).</p> <p>Employee(s) or a customer who assisted the confirmed case, as long as they took the preventive measures (e.g. appropriate use of mask and gloves, respiratory etiquette, hand hygiene, etc.).</p>

	HIGH RISK OF EXPOSURE	LOW RISK OF EXPOSURE
MONITORING OF CLOSE CONTACTS	<p>Active monitoring by the Local Health Authority for 14 days after last exposure;</p> <p>Daily self-monitoring for COVID-19 symptoms, including fever, cough or difficulty breathing;</p> <p>Restrict social contact to essential contact only;</p> <p>Avoid travelling;</p> <p>Remain contactable for active monitoring for the 14 days following latest exposure.</p>	<p>Daily self-monitoring for COVID-19 symptoms, including fever, cough or difficulty breathing;</p> <p>Monitoring of medical status by the occupational doctor, in the case of employees.</p>

4 - HOSPITAL WASTE MANAGEMENT

4.1 - Uncontaminated Hospital Waste

Gloves, masks and other protective equipment, even if not contaminated, must under no circumstances be placed in the selective waste container or placed in the green recycling bin. They must be forwarded with general waste in a tightly sealed bag.

In short, in the absence of suspected cases, all used PPE must be disposed of with the general waste.

4.2 - Contaminated Hospital Waste

If, however, contamination is suspected, then PPE used by sick individuals and anybody assisting them is classified as hospital waste constituting a biological hazard (group III), i.e. contaminated waste or waste suspected to be contaminated.

Waste must be packaged in a strong plastic bag placed inside a non-manually opened, lidded container. When the bag is full (up to two third of its capacity at most), it must be tightly sealed and placed inside a 2nd bag. (50 to 70 microns thick), which must be sealed (e.g. clamped).

Bags must be identified by EWC code 18 01 03 (*) - Waste whose collection and disposal is subject to special requirements in order to prevent infection;

And marked as follows:



In this case, waste may not be taken away with general waste, as it is mandatory that it be handled by an operator licensed to handle hospital waste.

5 – WASTE MANAGEMENT OF THE USE OF RAPID TESTS

5.1 – Rapid tests with negative result

All components resulting from the use of the rapid tests with negative results must be placed in the plastic bag included in the kit (or in any plastic bag if this is not the case) and disposed of in the undifferentiated waste container together with the rest of the waste.

5.2 - Rapid tests with positive result

In case of a rapid test with a positive result, by the principle of precaution, it must be placed in a double bag - in case the kit contains a plastic bag, the waste must be placed in this bag and then placed inside a resistant plastic rubbish bag - and deposited in the undifferentiated waste container ("common rubbish").

In neither situation should the waste in question be deposited in the eco ponto or selective collection container.

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