



# PREVENTIVE MEASURES AND FOR THE REDUCTION OF COVID 19 IN HOTELS AND APARTMENTS

**VÉRTICE**  
VÉRTICE HOTELES

JULY 2020

Clean & Safe

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## CONTENIDO

PURPOSE OF THE PROTOCOL.....	2
REQUIREMENTS FOR MANAGEMENT OF RISK.....	2
COMMITTEE ON SAFETY AND HEALTH / MANAGEMENT.....	2
MATERIAL RESOURCES.....	3
GENERAL MEASURES.....	3
<b>General requirements</b> .....	3
PERSONAL PROTECTION MEASURES.....	4
<b>General requirements</b> .....	4
<b>Specific requirements for flooring and cleaning area</b> .....	5
<b>Facilities for staff use</b> .....	5
INFORMATIVE MEASURES.....	6
SERVICE REQUIREMENTS.....	6
<b>1. Reception and reception service</b> .....	6
<b>2. Cafeteria / restaurant service</b> .....	7
<b>3. Accommodation</b> .....	7
GENERAL MEASURES RESTORATION SERVICES.....	8
<b>REQUIREMENTS FOR THE SERVICE</b> .....	8
<b>CLEANING AND DISINFECTION REQUIREMENTS</b> .....	9
<b>AREAS OF USE COMMON</b> .....	9
<b>ANIMATION REQUIREMENTS</b> .....	13
<b>EVENT REQUIREMENTS</b> .....	13
<b>CLEANING AND DISINFECTION REQUIREMENTS</b> .....	13
<b>CLEANING PLAN</b> .....	13
<b>MAINTENANCE REQUIREMENTS</b> .....	15
<b>PREVENTIVE MAINTENANCE PLAN</b> .....	15



## PURPOSE OF THE PROTOCOL

Establish the regulations and security protocols in the different departments of the Hotels and Apartments to prevent and / or reduce the contagion by COVID 19.

This protocol is subject to possible changes agreed by the government and the entry of the different services will be done according to the calendar published by the competent Ministry.

## REQUIREMENTS FOR MANAGEMENT OF RISK

Vértice Gestión Hotelera in general and the establishments, Vértice Sevilla, Vértice Aljarafe, Apartamentos Sevilla Aljarafe, Vértice Roomspace and Apartamentos BIB Rambla in particular, assume the firm commitment to manage the risk that COVID 19 implies, implementing as many measures as necessary to minimize it, involving all staff and establishing processes so that they are effectively coordinated.

## COMMITTEE ON SAFETY AND HEALTH / MANAGEMENT

Vertex Hotels offers of committee for managing the risk and has the legal representation of workers; in any case, the management and functions of this committee will be adjusted at all times to the Occupational Risk Prevention Law.

Once the risks have been identified and evaluated by the corresponding subject according to the LPRL, the committee will assume the definition of strategies and decision-making for the minimization of hygienic-sanitary risks by COVID-19.

Specific:

- It will establish the objectives to pursue.
- It will establish the mechanisms to gather the information that allows it to make the best decisions (consultations with the authorities, employees, specialists, etc.)
- It will establish the way in which it is going to coordinate (among the components of the committee, with the representatives of the workers, the PRL service or the person with those functions depending on the type of preventive organization that the company has chosen, with the employees, competent authorities in each matter, suppliers and subcontractors).
- It will design the necessary protection measures, included in a contingency plan.
- It will plan the implementation of the contingency plan.
- It will implement the contingency plan, depending on the size and complexity of the company, and supervise its compliance, assessing its effectiveness and modifying it if necessary based on the demonstrated effectiveness.

This contingency plan must include as a minimum:

- The possibility of modifying the processes aimed at decision making, if necessary.
- The assignment of authorities and responsibilities in the framework of risk management.
- The allocation of human and material resources, including the determination of the use of Personal Protective Equipment (PPE) attending to the needs derived from the prevention of occupational risks and without prejudice to the provisions of this standard and the applicable regulations.
- The determination and implementation of an action protocol in the event that an employee or client shows symptoms compatible with COVID-19, in any case following the guidelines for the prevention of occupational risks and health authorities, respectively, and considering the revision of the cleaning and disinfection protocols for potentially contaminated surfaces.

- The supervision of compliance with the recommendations and guidelines issued by the health authorities in relation to special measures by COVID-19, both by employees and customers, as well as the additional measures contained in the contingency plan resulting from the evaluation of risks.

## MATERIAL RESOURCES

The hotel must establish the necessary actions to obtain the necessary resources provided in accordance with the results of the risk assessment and the designed contingency plan, taking into account in any case the recommendations of the health authorities. In this regard, the establishment has already contemplated.

- Personal protective equipment (Masks and gloves)
- Protective screens.
- Installation of washing points with hydroalcoholic gel
- Redistribution of jobs to respect the space between workers
- Installation of disinfectants (autoclaves, UV or similar devices) for all the contact material.

We consider the restrictions that may exist for the provision of material resources and the limitations of services that may arise from said restrictions, valuing, where appropriate, other possibilities other than those initially proposed, always agreed with the legal representation of the workers and that are feasible.

In the event that at any time a lack of material resources is detected, the management committee must analyze and register it to safeguard the organization and its employees before the competent authorities, being able to analyze and propose alternative resources and measures.

## GENERAL MEASURES

### General requirements

Each establishment must, in coordination with the central supervision or the established committee :

- Plan the tasks and work processes in such a way that the safety distance established by the health authorities is guaranteed; The arrangement of workstations, the organization of the movement of people and the distribution of spaces (furniture, shelves, corridors, etc.) in the workplace must be adapted if necessary. In case of impossibility, alternative measures will be taken to avoid the risk of contagion by contact. If shifts exist, they should be planned whenever possible so that the same employees are concentrated in the same shift groups. Likewise, if the personnel need to change their clothes, the space is enabled to also ensure said safety distance or to establish the maximum capacity of the personnel locker rooms, if any. Furthermore, interpersonal distance must be maintained in internal meetings.
- Evaluate the presence in the work environment of vulnerable workers against COVID-19 and must determine the specific security measures for these personnel.
- Have a non-contact thermometer.
- If the disinfection of the contact time control method (fingerprint, digits), if any, cannot be ensured, implement a time control method that avoids the use of the same surface by different employees. If disinfection is chosen after each use, the availability of a disinfecting solution should be ensured.
- Ensure adequate protection of employees, facilitating hand washing with soap and water and, if this is not possible, the use of disinfectant solution.
- Provide time and means for proper hand hygiene.

- Provide the appropriate PPE after evaluating occupational risks. In the event that any service is subcontracted, the hotel will supervise that the staff has the necessary personal protective equipment.
- Establish rules for the use of the facilities in which the work is carried out and the shared spaces to maintain the safety distance ( eg in elevators, dining rooms, accesses and common areas, changing rooms).
- Ventilate, at least daily and more frequently whenever possible, the different areas of the establishment.

Also:

Interpersonal safety distances must be respected in all activities. For this and when necessary, the corresponding capacity control must be carried out. If this is not possible, the necessary protective measures and equipment must be guaranteed.

The hotel must determine, based on the type of uniform, the type of cleaning to be applied and its frequency of washing. Since the uniform should only be used during working hours, it is recommended that the establishment takes charge of washing work clothes personnel along with own lingerie and must ensure the cleanliness of this at a temperature > 60 ° C. In the event that the washing of the staff uniform is done at the staff's residence, the establishment must inform the employees that the washing must be carried out at > 60°C. Work clothing should be placed in a closed bag if transported to the home by staff. In those cases in which the uniforms cannot be washed at said temperature, an adequate disinfection must be carried out.

Workers must be trained in the correct use and maintenance of masks, gloves and, in general, PPE they use, and record of this training must be kept.

## PERSONAL PROTECTION MEASURES

### General requirements

The staff must know the designed contingency plan and, specifically, their responsibilities in the framework of risk management through meetings with the heads of each department and with the corresponding manual.

Specifically, staff must:

- Have clear and intelligible information, and specific and updated training on the specific measures that are implemented .
- Avoid greeting with physical contact, including shaking hands, both to other staff and customers. The safety distance should be respected whenever possible.
- Address the result of the risk assessment of each job, which will determine whether or not to use a mask and its characteristics depending on the task to be carried out ( eg hygienic, surgical), as well as the time of use according with its characteristics.
- Dispose of any personal hygiene waste - especially disposable tissues - as well as PPE immediately to the wastebaskets or containers enabled and with non-manual operation.
- Thoroughly wash your hands after sneezing, blowing your nose, or coughing or touching potentially contaminated surfaces (money, letters from the establishment, etc.). The hand cleaning protocol is adapted according to the characteristics of the installation, disinfectant gel will be supplied for this section.
- Disinfect frequently, throughout the working day, objects of personal use (glasses, mobiles, etc.) with soap and water when feasible or, when not possible, with a disinfectant solution, as well as the

items of the post work (screen, keyboard, mouse, etc.) with the shift change. For the disinfection of electronic equipment, specific products must be used, applied with a cloth, or special disinfecting wipes.

- Do not share work equipment or devices of other employees. In the event that there is an alternation in the use of certain equipment or devices, the worker must respect the cleaning and disinfection guidelines between use and use to reduce the risk of contagion by cleaning the work surface as often as necessary and obligatorily in the change shift.
- Work clothes must always be verifiably clean. The department head will be in charge of supervision if necessary.

### **Specific requirements for flooring and cleaning area**

The flooring and cleaning area must use appropriate personal protective equipment depending on the level of risk considered in each situation. At a minimum, staff should wear a mask and gloves. Gloves are recommended for cleaning each room. The committee must ensure that the company contracted for these purposes has its protocol updated and the assigned EPIS in use

After each cleaning, the materials used and the protective equipment used will be disposed of safely, and the hands will be washed afterwards. Buckets with lids will be enabled for deposit and subsequent management.

Gloves and masks should be discarded depending on their useful life and the conditions in which they are used.

The staff of the floors and cleaning area will not agree to provide service in the rooms while the client remains inside, except for just cause.

The services described herein is to n outsourced, therefore the main company will oversee the staff has the necessary personal protective equipment and operates under established procedures.

### **Facilities for staff use**

#### **Dining room, and leisure or rest areas**

In case of enabling the staff dining room, the measures that ensure the safety distance while using it must be implemented, establishing a maximum capacity. Likewise, the use of dining rooms, rest rooms, canteens, etc. must be regulated. establishing the capacity of these in a way that allows keeping the minimum safety distance, as well as an optimal state of hygiene.

To ensure this, adopting measures such as:

Increase food shifts, the number of breaks, alternate them, etc., so that the fewest number of people coincide during them. This may involve temporary adjustment of its duration or its distribution.

They will pull the chairs in n umber sufficient to ensure that the remaining social safety distance is respected.

Put up posters that remind you of handwashing before and after pressing buttons on vending and coffee machines, if any.

I don't share kitchen utensils or kitchenware.

#### **Changing rooms and toilets**

Appropriate measures must be in place to maintain the safety distance and to reinforce cleaning measures.

Street clothes should be stored in plastic bags or suit holders so that there is no contact between street clothes and work clothes, the use of a box office is recommended .

According to Order SND / 386/2020 of May 3, the toilets in common use must be cleaned and disinfected at least 6 times a day.

## INFORMATIVE MEASURES

The contingency plan, prepared by the safety and health / management committee, must be communicated to the representatives of the workers, to the employees for its proper start-up and maintenance, to the suppliers and to the clients of the measures that affect them. directly and that must be applied ( eg use of mask, hand washing, safety distance, etc.) On 02/26/20 the safety protocol was established

The establishment must inform the client before the confirmation of reservation of the conditions of service and preventive measures established, for their acceptance.

In the establishment itself, the information measures must include:

- Signage with preventive measures implemented in the center and guidelines to be followed by clients.
- Indication of positions respecting the safety distance with marking or alternative measures ( eg at the reception , at the entrance to the restaurant, etc.).
- Information on local and national health, fire, police centers in the area, with hours and telephone numbers for emergency care and their location.

The posters displayed must be in at least one foreign language (considering the country / countries of origin of the clients).

The hotel must urge employees and workers to collaborate in complying with the measures that emerge from the contingency plan and must provide its staff with the necessary information regarding preventive and hygienic measures and the proper use of protective material.

Regarding external accommodation service providers, they should be informed about the applicable prevention measures that have been established.

## SERVICE REQUIREMENTS

### 1. Reception and reception service

The following preventive measures must be complied with:

- Depending on the establishment, the maximum capacity of the reception area must be determined and the necessary measures must be established to ensure distance between clients and employees. If the safety distance cannot be maintained with the employees at the reception, the installation of physical elements is recommended (eg security screens) that ensure the protection of the reception staff, which is easy to clean and disinfect. Likewise, staff must wear a mask.
- Disinfectant solution must be available in the reception and reception area.
- You should avoid sharing pens and, where appropriate, disinfect those provided after use.
- The minimum safety distance between clients must be ensured and distance markers must be visibly affixed to avoid crowding.
- Payment by card or other electronic means, preferably contactless , should be encouraged . This is applicable to all accommodation services. The dataphone must be protected with a plastic coating that allows its rapid disinfection after each use.
- The counters must be cleaned and disinfected at least daily, considering the greater or lesser influx of customers.

- If there are cards or keys, they must be deposited in a container with disinfectant at the end of the stay or after each use if they are deposited at the reception .
- The computer equipment and any other element of use ( eg telephone) must be cleaned and disinfected at the beginning and at the end of the work shift, recommending that headphones and helmets be used for individual use.

The placement of disinfecting rugs at the entrance of the establishments is recommended.

The allocation of the rooms will be carried out guaranteeing the required hygienic disinfection measures.

When the staff provide the client's luggage transport service, it must be carried out in a safe condition. For this, these personnel will have disposable gloves and / or disinfecting wipes to clean handles, handles, etc.

As for parking, handling of customer cars by staff should be avoided.

## 2. Cafeteria / restaurant service

### General requirements

The establishment must refer to the protocol of "Measures for the reduction of contagion by the SARS-Cov-2 coronavirus in restaurant services" (ICTE, 2020), applicable to the cafeteria / restaurant service.

### Service typology

The choice of the type / s of service should aim to reduce handling and customer intervention to prevent the risk of contagion. In the specific case of the buffet typology, formulas such as the assisted buffet with a protection screen must be implemented, through individual plated and / or covered single-dose units (also with a protection screen), etc.

Items and equipment in common use (cruets, salt cellars, oil cans, beverage machines, sugar cubes, etc.) and any decorative elements should also be removed from all types of service.

In addition, the establishment should consider, based on its facilities, a suggested or predefined itinerary to avoid crowds in certain areas and prevent contact between clients.

Service in the room service waiter, should not enter the room, you must wear gloves to serve both to remove the service. Also:

- The waiter should wear mask if you can not keep a safe distance with the customer.
- Todo material tableware (including trays and bells plate stackers) was the numbed in dishwasher .
- S and must define a protocol for removal of waste, which will be reported to the customer.

### Kitchen

An updated HACCP system must be implemented in accordance with the COVID-19 context.

## 3. Accommodation

The rooms, specifically, must meet the following requirements:

- The reduction of textiles in the room, decoration objects and amenities must be analyzed to act in accordance with the defined contingency plan.
- The toilet bin should have a lid, double bag and non-manual operation.
- Blankets and pillows in closets must be protected.
- If a hair dryer is available in the room, it must be cleaned (including the filter) at the client's exit.
- The hangers, in case they are not offered sealed, must be disinfected at the client's exit.
- Iron service should be limited.



It is recommended to remove the trash from the room in order for any handkerchief, mask, etc. Concentrate in a single litter bin with a lid, minimizing the risks of transmission and manipulation.

In the case of rooms shared by people who do not form a family unit, the safety and health / risk committee must determine the appropriate measures, taking into account the type of clients.

## GENERAL MEASURES RESTORATION SERVICES

- Tasks and work processes must be established guaranteeing the safety distance, organizing the circulation of people and the distribution of spaces.
- Try to ensure that the same workers always coincide on shifts.
- Enable locker room area and limit the capacity for its use.
- Assess the position of vulnerable workers and determine specific measures.
- Complete the kit with a thermometer.
- Implement a non-shared time control system. (SHEET PER WORKER).
- Disseminate hygiene guidelines with signage and marking of areas on the floor, also facilitating hand washing or disinfection points.
- Provide the appropriate PPE after evaluating occupational risks and supervise that the subcontracted personnel have these means.
- Establish rules for the use of shared areas (elevators, dining rooms, changing rooms, meeting rooms, etc.).
- Daily ventilation of all areas.
- Use of uniformity only during the working day with cleaning of this at more than 60°. When transporting clothing, it should be done in a closed bag.
- Training workers on the correct use of PPE.
- Extensive training on personal protection measures such as avoiding physical greetings, avoiding the use of personal effects that must be left in the lockers, elimination of personal hygiene residues, constant disinfection of elements of shared use such as handles, POS, etc.

## REQUIREMENTS FOR THE SERVICE

- Distribution of the largest number of disinfection points for use by customers, as well as the request for disinfection to customers at the entrance to the establishment.
- Control the capacity to guarantee security measures between clients and tables.
- Encourage card payment.
- Prioritize single-use tablecloths or change tablecloths after each use.
- Cleaning of surfaces (tables and chairs), after each use.
- Avoid commonly used cards, recommendation of disposable cards or laminated cards that are disinfected after each use.
- Store the household items in closed spaces away from the customers' transit areas.
- Remove decorative elements from the tables.
- Elimination of self-service products (napkin rings, cruets, oil cans, salt shakers), prioritizing the use of single-dose.
- Ventilate spaces frequently.
- Waiters must avoid physical contact and maintain a safe distance, constantly disinfecting their hands and arranging for the use of a mask or face shield.
- For takeaways, a space must be set up where the safety distance will be guaranteed. (Recommendation of marks on the floor to avoid crowding).

- For the terrace service, the company must establish how to prevent the client from using tables and chairs on their own in order to be able to carry out the relevant disinfection. Signs must be displayed to inform that the client cannot freely dispose of the tables or chairs, or occupy any space without the personnel accommodating him, for which the use of tapes, cords or marks on the floor is recommended.
- For buffet services, measures such as assisted buffets with protection screens, individual plating or covered single-dose should be implemented. All the elements for shared use (such as salt and sugar bowls, drink machines, etc.) will be eliminated. A recommended circuit must also be established to avoid crowds.
- The toilets should be cleaned and disinfected a minimum of 6 times a day and should have disinfectant soap, drying paper and / or hydroalcoholic gel). The bins must be non-manual opening and have a double inner bag.

## CLEANING AND DISINFECTION REQUIREMENTS

- Carry out a cleaning procedure that includes all areas: Goods reception area, kitchen, bar, living room, take-out food collection area, changing rooms, toilets, etc.
- Use by PPE personnel.
- Thorough cleaning and disinfection prior to opening the establishment.
- Include in the HACCP plan the daily cleaning and reworking frequencies especially for the areas of greatest contact (door knobs, taps, elevators, thermostatic controls, menus and menus, POS, cash register, etc.)

## AREAS OF USE COMMON

### General requirements

The following points will be met:

- The hotel must determine the capacity of the different common spaces.
- The hotel must have a disinfectant solution in places of passage and in those facilities that are intensively used by clients. The installation of disinfectant solution at the exit of the toilet can be considered.
- Commonly used toilets should have drying paper dispensers or hand dryers. Towels, including those for individual use, should be avoided and cleaned at least 6 times a day.
- The litter bins must have a non-manually operated opening and have a double inner bag inside.
- The space where the event is going to be held, closed spaces for animation activities or gyms, must be ventilated 2 hours before use to guarantee current regulations.

Also:

The establishment must ensure that customers respect safety distances.

You must ensure the replacement of consumables (soap, paper towels ...)

Paper, gel and soap dispensers should be cleaned regularly, depending on the level of use.

The establishment must pay special attention to cleaning and disinfecting common use areas.

### Gyms

The following points must be met:

- The capacity of the installation must be defined in such a way as to ensure the safety distance (also between machines) and a space must be provided to deposit the used towels, if applicable. It is recommended that these cubes have a lid with a pedal opening and a plastic bag.
- Commonly used sources should be sealed, unless they are continuous fluid, automatic or foot operated.

- Users should be encouraged to use a towel in all sports equipment.
- After using each of the machines between clients, they will be cleaned and disinfected. The same will apply to common gym elements such as weights, fitness balls, dumbbells, etc., which must be removed if cleaning and disinfection cannot be ensured.

If the safety distance cannot be guaranteed in this type of facility, it is recommended to temporarily close the facility and offer other alternatives to customers ( eg personalized exercise tables to be performed outdoors).

### Lifts

Customers must be determined and informed of the maximum capacity in elevators. The rule of not sharing between people from different family units will be applied, unless masks are used.

The elevators must be disinfected each use or at least 6 times a day with a record visible by customers

### Swimming pools

The regulations in force in Andalusia are established by Royal Decree 742/2013 of 27 September, which sets out the technical-sanitary criteria for swimming pools, and Decree 485/2019 of 4 June, which approves the Technical-Sanitary Regulations for Swimming Pools in Andalusia. The aim of these regulations is to establish water and air quality criteria in order to protect the health of users from possible physical, chemical or microbiological risks arising from the use of swimming pools.

The following measures must be complied with:

- For swimming pools and spas in hotels and tourist accommodation, the maximum permitted capacity will be 50% according to the capacity of the installation, respecting in all cases the interpersonal safety distance between users.
- Minimum interpersonal distance of 1.5 metres; use of masks when it is not possible to maintain the minimum interpersonal distance, as well as when in crowded environments, especially in closed spaces.
- Records of cleanliness, hygiene at least 3 times a day and ventilation of the spaces used.
- Users will be reminded, by means of visible signs or public address messages, of the hygiene and prevention rules to be observed, indicating the need to leave the facility in the event of any symptoms compatible with COVID-19.
- Recommendation to wash hands with hydroalcoholic gels at the entrance to the premises.
- Deposit the waste generated during your stay in the pool in a closed bag in the containers located in the pool.
- The following is a list of the measures that should be taken specifically, taking into account the special characteristics of bathing in swimming pools. For this reason, a differentiated classification should be made of all those facilities or spaces which, as part of swimming pools, may present a probability of COVID-19 infection among users.
- Amongst these spaces, specific measures will be established for the accesses, the bathing area, the rest area, the elements of common use (toilets and changing rooms, first aid cabinet, recreational areas, hammock area) and the water in the glasses.

### Access.

The necessary measures must be established to maintain the interpersonal safety distance of 1.5 meters, without exceeding the limit of 50% of the permitted capacity.

There must be information signs at all accesses which include the capacity, the preferential timetable, if any, for the elderly and groups at risk, as well as the hygiene and prevention rules to be observed, indicating the need to leave the facility in the event of any symptom compatible with COVID-19.

Access systems will be enabled to prevent the accumulation of people and to comply with safety and health protection measures.

In public swimming pools with full capacity and where there are people waiting to gain access, it is recommended that in order to maintain an interpersonal distance (1.5 meters), strips should be drawn or placed on the floor to mark the minimum distances between people waiting.

This should be duly indicated on the information signs to be installed at the entrances.

In the CCPP pools where the potential users exceed the capacity, only if necessary, a system of restricted use will be implemented, provided that the influx is high.

If the installation allows it, an entrance and exit door should be used to try to avoid crossings as much as possible.

The accesses to the swimming pool installations, in the case that they have stairs and railings, must be cleaned and disinfected (L+D from now on). It is recommended to do so at least twice a day and once before the opening of each day.

It is important to note that cleaning removes germs, dirt and impurities while disinfection kills germs on these surfaces and objects. It is therefore very important that thorough cleaning is carried out before disinfection. For disinfection it is recommended to use a damp cloth with a solution of 0.1% hypochlorite, 0.5% hydrogen peroxide or ethanol with a concentration of more than 62% to 71% and to maintain a minimum contact time of 1 minute.

All entrances must have hydroalcoholic gel dispensers that allow hand disinfection.

#### Stays in the rest areas and bathing area

A rest area is an area made up of grass or other pavement that is used for playing, resting or for people to stay. The swimming area is the area made up of the pool and the beach that surrounds it.

In the swimming pool rest areas, a spatial distribution will be established to ensure interpersonal safety distance between non-cohabiting users, by means of signs on the floor or similar marks. All personal objects, such as towels, should remain within the established perimeter, avoiding contact with the rest of the users. Access systems will be enabled to prevent the accumulation of people and to comply with safety and health protection measures

As far as possible, everyone should wash their hands frequently (liquid soap or hydroalcoholic gels should be available in all common areas) and maintain interpersonal distance at all times. In this regard, and to ensure that this measure is not compromised, any recreational activity should be prohibited in both areas.

Interpersonal distance measures should also be respected at the bathing area.

#### Elements or spaces of common use

The elements or spaces of common use are understood to be all those areas and infrastructures that support the bathing activity. These include glasses, corkscrews, auxiliary class material, perimeter fence, first aid kit, lockers, as well as any other element in contact with users that forms part of the installation, such as showers, toilets and changing rooms, recreational areas, hammock areas.

### Toilets, changing rooms

The maximum occupation for the use of the toilets and changing rooms will be one person for spaces of up to four square meters. For toilets of more than four square meters that have more than one booth or urinal, the maximum occupation will be fifty percent of the number of booths and urinals in the room, and the interpersonal safety distance must be maintained during use. The cleaning and disinfection of these spaces must be reinforced, always guaranteeing the state of health and hygiene of these and must be carried out before the opening of each day.

The following measures indicated for the toilets must be taken into consideration:

- As far as possible, measures must be installed that allow the entry and exit of these spaces without the need to use hands.
- Barefoot access is not permitted.
- Hydro-alcoholic gels will be available at the entrance.
- A capacity will be established for each module to allow for interpersonal distance.
- They must be ventilated frequently, if extractors are available, they will remain in operation while the module is open.
- The frequency of deep L + D of the toilets will be at least before the opening of each day.
- Contact elements should be cleaned and disinfected more frequently.
- Information posters on how to carry out hand hygiene shall be available.
- Non-manual opening devices are recommended for taps.
- Soap and disposable paper should always be available, with pedal bin and inner bag.

### Outdoor showers/footbaths

This cleaning and disinfection will be done at least several times a day, including once in the morning before opening.

### Umbrellas and sun beds/loungers

It is not recommended that they be installed, however, if they are installed, at least the following recommendations should be observed:

The hammocks and parasols should be distributed in the space in such a way as to maintain interpersonal distance or, where appropriate, the arrangement of physical barriers, which are easy to clean and disinfect, between users. The possibility of prohibiting the use of sunbeds will be assessed facility by facility, as long as it is guaranteed that their use is not shared and that their adequate disinfection is guaranteed. Disposable covers may also be used.

The use of mattresses or mattress pads is not recommended, and users are encouraged to use their personal towels.

Cleaning and disinfection of these items will be carried out after they have been used by the users and before they are rented again.

In addition, at the end of the day a thorough cleaning and disinfection of all the elements should always be carried out.

### Water quality in swimming pools.

According to the World Health Organization (WHO), a residual free chlorine concentration of  $\geq 0,5$  mg/l in pool water during a minimum of 30 minutes of contact at pH<8 is sufficient to eliminate enveloped viruses such as coronaviruses, also taking into account that the recommended minimum residual free chlorine depends on the type of pool or disinfectant used.

Given the characteristics and known transmission routes for SARS- CoV-2, in the case of swimming pools, the good operation, maintenance and proper disinfection of these, should inactivate the virus that causes COVID- 19.

### **Children's play areas**

If they can be used if the competent authority allows it and always following their instructions, a more frequent cleaning and disinfection program will be maintained both in the areas and in the games and facilities. Hygienic measures of use must be established at the entrance to the play area (hand washing or failing to use, use of disinfectant solution).

Those responsible for the care of children will observe high personal hygiene with frequent washing and / or disinfection of hands.

### **ANIMATION REQUIREMENTS**

Animation activities must be designed and planned in such a way that they control the capacity and respect the minimum safety distance between people. Otherwise, masks should be used. They will be held outdoors whenever possible and the exchange of objects will be avoided.

The development of animation activities will comply with the regulations issued by the competent authority at all times in relation to the number of people who can participate.

In any case, the material used in the animation activities should be disinfected after each use.

### **EVENT REQUIREMENTS**

When the competent authority allows the holding of events and without prejudice to what is established for this purpose, each establishment must define the areas in which events can be held, based on the risk assessment carried out.

Events should be designed and planned in such a way that the capacity can be controlled and the minimum safety distances between people on arrival, during breaks, in food and drink services and at the end of the event can be respected. In case this safety distance cannot be ensured, a mask must be worn.

The distribution of material in meetings (paper, pen, water, etc.) should be valued.

### **CLEANING AND DISINFECTION REQUIREMENTS**

#### **CLEANING PLAN**

The establishment must adapt its cleaning and disinfection plan taking into account the evaluation of the identified risks. The plan must consider as a minimum:

- An increase in cleaning and brushing frequencies, especially in the areas of greatest contact (surfaces, knobs, sinks, faucets, cranks, elevators, reception desk, doors, keys / room cards, telephones, remote controls, push button unloading of the toilet, protection barriers, air conditioning control, dryer, time control devices, gym machines, railings, room service menu ,

minibar, hangers, etc.) Specifically, the employees' work area must be disinfected at the end of your shift (eg reception desk, box, etc.)

- Daily ventilation / aeration of common use areas where there have been customers.
- Cleaning surfaces with disinfectant products.
- The use of disinfecting cleaning products in safe conditions, for example, freshly prepared dilution of bleach (chlorine concentration 1 g / L, prepared with 1:50 dilution of a bleach of concentration 40-50 gr / L). Concentrations of 62-71% ethanol or 0.5% hydrogen peroxide in one minute are also effective, as well as the use of other authorized and proven alternative methods. In any case, the efficacy of the disinfectants used and used according to the safety data sheets of the products must be ensured .
- The cleaning of rooms in safety conditions.

Cleaning carts should be cleaned and sanitized after each shift change they have been used on.

The collection of waste bins from common use areas must be carried out in safety conditions, so that the bags are closed / sealed and are transferred to the waste collection point.

There should be a daily record of the cleaning done.

In the contingency plan, the impact of the necessary cleaning measures on the planning and organization of work must be determined, due to the special importance of this area in this context.

### **Kitchen cleaning requirements**

The criteria defined in the updated HACCP system will be applied according to the COVID-19 context.

The establishment should refer to the protocol of "Measures for the reduction of the risk of contagion by SARS-Cov-2 in catering services" (ICTE, 2020).

### **Room cleaning requirements**

The cleaning and disinfection of the rooms in the COVID-19 context must specifically contemplate the airing of the room, the replacement of towels and bed linen. All this, attending to the frequencies established according to hotel category. In addition, special attention will be paid to the following:

- Cleaning of walls, floors, ceilings, mirrors and windows, furniture, equipment and decorative and functional elements
- Cleaning of any surface or equipment with a high level of use / contact

A system must be defined to avoid cross contamination, putting clean clothes only after cleaning and disinfecting the room. Dirty clothing should be placed in bags before being deposited in cleaning carts.

Avoid providing the minibar service in the room if the establishment cannot guarantee its cleanliness between clients.

The staff of the floors and cleaning area will not agree to provide service in the rooms without the / the clients leaving the room, except in exceptional circumstances. This measure will be informed in advance.

The standard "ISO 22483 Tourism and Related Services - Hotels - Requirements for the Provision of Service" details quality requirements in the process of cleaning rooms.

### **Textile cleaning**

The following requirements must be met:

- "Dirty" textiles should be collected, placed in a bag and closed until treatment in the laundry.
- Shaking dirty textiles should be avoided. In the case of lingerie, you should avoid putting it on the floor of the room or bathroom.
- After handling "dirty" textiles, personnel should wash their hands.



- "Dirty" textiles should be washed at > 60°C. The supplier of these services must be required to have a certification on the treatment and washing of textiles

## MAINTENANCE REQUIREMENTS

### PREVENTIVE MAINTENANCE PLAN

A specific protocol must be in place for maintenance personnel to enter the rooms while the client is in the room only when strictly necessary. This protocol must contemplate at least the following:

- Maintenance personnel must protect themselves with the personal protection means determined by the result of the job's risk assessment.
- Once the assistance or repair is finished, the personnel will discard the PPE according to what is defined in the contingency plan, and will subsequently wash their hands. If the client is in the room because her presence is necessary, she should be urged to put on the mask while the maintenance personnel remain in the room as long as the minimum safety distance cannot be ensured.
- Avoid any physical contact.

Specifically, the air conditioning system should be checked periodically, especially the cleaning of filters and screens.

