



## COVID-19 PROTOCOL

### SECURITY DEPARTMENT

MAY 2020

Cleaning is one of the most important actions that we can do in those spaces in which we use and visit, as well as and especially those we inhabit. This is so because cleaning is what ensures that we avoid the presence of bacteria, parasites and viruses, which can be pollutants and cause diseases, as well as any type of dirt or garbage.

It is considered, according to health specialists, permanently maintaining clean and hygienic environments is one of the most important and essential elements for people's health. When it comes to preventing the spread of germs, it is important to understand the difference between cleaning and disinfection.

Cleaning is the act of removing germs, dirt, and impurities (such as when using a soapy sponge to clean a visibly dirty counter or stove), and disinfection is when you use chemicals to kill germs (such as spraying with a bleach solution).

By cleaning first and then disinfecting you can reduce the risk of infection, thus ensuring that both the rooms, as well as the public spaces of the hotel and other places that make up the entire building, are suitable for receiving guests and visitors.

We have private and domestic environments (like our home) in which each of its inhabitants must be responsible for cleaning and keeping the space tidy. Then we have public spaces or spaces where many people pass, which must be kept in order and clean by cleaning staff specially hired for this purpose.

In this it will have to be stated, all the equipment and infrastructures that have to be cleaned, what will be the frequency with which it has to be cleaned, what will be the products and tools that will be used, what will be the procedure and technique and finally who will be the person responsible for carrying out the process.

### CONFIDENCE AND SECURITY IN TIMES OF COVID-19

In COVID-19 times we must help our guests stay healthy. A very important aspect to keep in mind is that travelers want to feel safe when traveling and during their stay. That is why we must display the utmost confidence and security, so that they feel safe and secure at Hamilton Leisure Group. It

is important to know the differences between isolation, physical distance and quarantine, symptoms of COVID-19 infection, and to be able to provide information to guests about our intensive cleaning protocols.

**Physical distancing:** Also known as “social distancing”, it means keeping a space between yourself and other people outside your home by practicing the following:

- Stay at least 2 meters away from other people.
- Do not meet in groups.
- Stay away from crowded places and avoid mass congregations.

**Isolation:** Used to separate sick people from healthy people. People who are in isolation should stay home. At home, sick people should separate themselves from others by staying in a specific "sick" space or room and using a different bathroom (if possible).

**Quarantine:** Used to keep those who might have been exposed to COVID-19 away from others. A person in self-quarantine is kept separate from others and limits their movements outside their current home or place. A person could have been exposed to the virus without knowing it (for example, when traveling or being in the community), or have the virus without feeling any symptoms and stays away from other individuals until they find that they are not infected.

**Symptoms:** People with COVID-19 report symptoms ranging from mild to severe complications, these symptoms may appear 2 to 14 days after exposure to the virus:

- Fever
- Cough
- Difficulty breathing
- Shaking chills
- Tremors and chills that do not subside
- Muscle pain
- Headache
- Sore throat
- Recent loss of smell and / or taste

## **DISINFECTANTS AND DETERGENT AGENTS AGAINST COVID-19**

The SARS-CoV2 coronavirus, responsible for causing COVID-19 disease, has protein membranes and fats (lipids). Sodium palmitate is the basic element of any detergent and soap, being this substance the one that dissolves the fatty membrane and the virus becomes inactive.

Water and detergent are suitable, as long as proper friction is performed and all visible material or dirt is removed.

Key points when performing the cleaning procedure:

- Wear regular cleaning gloves.
- Wash your hands with soap and water after cleaning.
- Avoid splashing on the face.
- It is suggested to avoid the use of spray formulations and therefore they are not included in the table, because it is applied directly.

Key points when using a disinfectant:

- Check expiration date.
- Use according to the manufacturer's instructions, its improper use may result in loss effectiveness or it can be dangerous.
- Do not dilute unless indicated by the manufacturer.
- Do not mix products together, unless indicated by the manufacturer.

## **COMMUNICATION WITH CLIENTS AND STAFF**

As security officers are the first physical contact clients have with a hotel representative upon arrival, it is essential that they make the best impression possible with staff in this area who are well informed of the protocols and who comply with them properly.

In the same way, being the point of entry and exit of collaborators, the security guard becomes a coordinator and inspector of the sanitary practices and measures that are stipulated in his area of work. Especially when the SANITATION STATION at the entrance is located here.

## **GENERAL GUIDELINES FOR ALL STAFF**

1. Personnel who use lockers anywhere in the hotel must clean the surface of their personal items (bags, backpacks, umbrellas, caps, etc.) in the sanitation station at the entrance, using disposable paper towels and disinfectant every day before they enter. The same applies to people who carry belongings to their work areas.

2. The personnel in the locker area or sanitation station should not be crowded, being able to take the time that is necessary and practice distancing.

3. At the hotel entrance, you should go to the sanitation post to:

- a. Wash your hands with soap and then apply alcohol gel.
- b. Sanitize the soles of shoes on the carpet.

4. Enter the fingerprint or numerical key with your sanitized hands and leave the security booth immediately.
5. Only security personnel are allowed in the gatehouse. If other coworkers are leaving they should leave immediately and if they are entering they should go to their work area.
6. The plastic mask is for **EXCLUSIVELY FOR PERSONAL** use and must be disinfected at the entrance and exit of each shift.
7. The masks are disposable and for personal use, they must be used correctly:
  - a. Wash your hands before putting on the mask.
  - b. Cover your mouth and nose at all times with the mask on.
  - c. The mask should be replaced with a new one when it feels wet or dirty.
  - d. Remove it from the face and put it in the garbage can, wash your hands afterwards.
8. Gloves must use the appropriate action to put them on, take them off and dispose of them.
  - a. Coworkers must wear gloves of the correct size.
  - b. Put them on with clean hands, you must do the correct hand washing.
  - c. You should not touch your face with gloves on.
  - d. To remove them, first remove one and turn it over. So that it is inside out, so that the internal part is used to grab the other glove and remove it, throw it away immediately and wash your hands
9. Try to maintain a distance of 2 meters between all coworkers and clients.
10. There should be no physical contact between colleagues or towards clients (handshake, hug or kiss); as well as avoiding sharing articles without sanitizing.
11. Avoid touching your eyes, nose and mouth.
12. Immediately inform the manager if the employee, family or people with whom they have been in contact have symptoms of COVID-19 (fever, cough, loss of taste or smell, etc.)
13. The use of cell phones for all personnel is prohibited, with the exception of the department heads, who must commit to constant sanitation of said devices. and. Throw it away immediately and wash your hands.
14. Stay home when you feel sick with COVID related symptoms.
15. Cover up when you cough or sneeze with a disposable tissue, then throw it away or use the sneeze or cough protocol on your arm if you don't have disposable tissues.
16. Frequently clean and disinfect touched objects and surfaces with a disinfectant spray, rubbing alcohol and cleaning towels.
17. Wash your hands often with soap and water for at least 20 seconds, especially after using the bathroom, before and after eating, and after blowing your nose, coughing, or sneezing.
18. All the headquarters shall supervise the due compliance with the protocols in all areas.

## **DINING AREAS**

- Each department head must work adjust schedules to give turns to staff in their break times so as to reduce the time spent staying and being close to coworkers in the dining rooms.
- Frequent cleaning and disinfection of SECURITY OFFICERS

Equipment: Latex gloves and plastic mask

## **SECURITY OFFICERS**

Equipment: Latex gloves and plastic mask.

### **Protocol:**

1. Each security member must disinfect the work tools AT THE BEGINNING AND AT THE END OF THEIR SHIFT and not share them with other people during their work day (marker clock, communication radio, entry phone, small metal box, spotlight, logbook, pens, access pen handle, etc.) and wash your hands at the end of this sanitation.
2. Upon the arrival of clients or suppliers, verbally welcome the visitor from a safe distance and without touching the vehicle or people. Always with the plastic mask on.
3. If you need to receive any item or package, sign or give to sign a document or any other exchange of objects between people, you must disinfect the surface of the items received and wash your hands afterwards.
4. People who enter as club members, suppliers or visitors to offices that do NOT generally go through a restaurant or reception and who are not guests, should apply alcohol gel to their hands. This application must be fast and at an appropriate distance from the vehicle, without touching the visitor and politely communicating the disinfection requirement to enter.
5. Inform where the departments or services that the client requests are but maintaining the distance of two meters.
6. Explain to the visitor that in the Restaurant and Reception the hotel has a sink for hand washing and sanitizing rugs for shoes for their safety.
7. In the case of the staff, make sure that the coworkers follows the sanitary entry measures and leave the house when the staff is going to mark on the clock.
8. Immediately report any eventuality or inconvenience that may arise, regarding coworkers not doing the procedures correctly.
9. In each security shift, sanitize the exterior of the lockers with disinfectant and disposable paper towels, using the necessary personal protective equipment and washing their hands afterwards.
10. In vehicle washing, use the necessary personal protective equipment. Especially for cleaning the interior and handling personal objects in the vehicle, so that seats and other surfaces inside the car are disinfected.

## **SUPPLIER RECEPTION**

- The provider must wash their hands or disinfect with gel alcohol upon entering the establishment, as established in the guidelines of the Ministry of Health.
- Carry the minimum of personal items (pens, calculators, tables, etc.) that can facilitate infection by contact.
- Do not place the cell phone or other device on hotel surfaces, especially work tables, desks or in direct contact with food.
- A physical distance of at least 1.80 meters must be maintained between visiting providers and hotel collaborators.
- Stay only as long and in the place necessary for management in the establishment.
- Deliveries of products must be made in the assigned area.
- Hotel staff should clean and disinfect the product reception area frequently.
- Suppliers are not authorized to enter the food handling areas outside their service.

## **COVID-19 PROTOCOL** **RESTAURANT & EVENTS DEPARTMENT** **MAY 2020**

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## **COMMUNICATION TO CUSTOMERS**

The restaurant is a fundamental service of the hotel, where the vast majority of customers, whether guests or not, converge to consume drinks and food. That is why this place must be exceptional in the domain and application of the necessary sanitary measures to ensure the well-being and tranquility of both clients and staff.

The restaurant is the site of the hotel where the protocol is most visible to customers, so its staff must strive for every detail and procedure thereof.



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## **DINING AREAS**

- Each department head must adjust work schedules to give turns to staff in their break times so as to reduce the time spent staying and being close to coworkers in the dining rooms.
- Frequent cleaning and disinfection of the coworkers' dining areas, rest area and other areas of common use.
- Place the signs of the Ministry of Health in these areas.

## **GUIDELINES FOR SALONS, CASHERS AND BARTENDERS**

### **EQUIPMENT**

Use of plastic gloves and mask.

### **GENERAL PROCEDURES FOR RESTAURANT STAFF**

- Hand washing and shoe disinfection must be performed on the sanitizing mat before entering the restaurant.

- A sign is placed at the 3 entrances of the restaurant with the indication to sanitize shoes and hands before entering.
- Prior assembly of tables is eliminated, placing individual plates and cutlery wrapped in cloth napkin only in the presence of the client.
- A restaurant coworkers must always receive the client (host style) to place them at the appropriate table, explain the protocols for their attention and perform sanitation of the table before seating them.
- Coworkers quickly sanitizes the table surface and the back of the chairs in the presence of the client.
- A distance of 1.80 m is maintained between tables.
- In the case of guests, the table with the client's name is reserved to be used only by them during the entire stay.
- Capacity of people in the restaurant is reduced.
- In groups of clients, chairs are spaced between tables or they are placed at different nearby tables.
- An area is assigned for families with children.
- Salon workers take care of clients and take orders with masks on and at an adequate distance from the client.
- Salon workers transport drinks and food with gloves and a mask.
- The customer is offered 3 ways to see the menu:
  - a) Send by PDF to your cell phone by WhatsApp or email.
  - b) QR code available for customers with application on their cell phone.
  - c) Disinfected printed letter in front of the client.
- The polishing of dishes, glassware and cutlery with alcohol is reinforced.
- Snack cards, cocktails, children's food, etc. are cleaned daily.
- Bartenders work with plastic masks and pick up dirty glassware with gloves.
- Wireless dataphones are enabled for table collection without touching the customer's card.
- Disinfection box for pens and cash is available.
- Cashier constantly disinfects wooden account boxes.

## **BUFFET SERVICES**

- The “self-service” style is eliminated in buffets, so kitchen staff must attend to the buffet lines both in hot and cold season to avoid customer contact with utensils or food on display.
- The coworkers serving buffet will always wear mask and gloves.
- Food must be protected by acrylic sheets or glass that does not allow contamination of the food by the customer.
- Restaurant staff must check that there are no crowds of people lining up for the buffet and that they respect the distance indicated by the floor stickers.
- Clean and disinfect surfaces and utensils frequently.

## **EVENT ROOMS**

- Sanitizing shoe mat is placed at the door of each event.
- Alcohol gel dispensers are installed at the entrance of each room.
- Distance between chairs and tables is carried out in the classrooms.
- The capacity of people per room is reduced.
- Water, coffee, soft drinks and snacks are served to each event participant, to avoid the manipulation of the pitcher by several people.
- Buffets are held under the same security measures as the restaurant.
- Floor stickers are placed in bathrooms, indicating the distance recommended by the health authorities.
- Chair disinfection is carried out before the start of each event.
- The commitment to external service providers in events (audio, musicians, decoration, etc.) is requested to comply with the following sanitary measures:
  - o Disinfection of hands and shoes.
  - o Cleaning the surfaces of your equipment.
  - o Do not enter the hotel if any of your team, family or close friends have symptoms related to Covid-19.

## COVID-19 PROTOCOL

### FRONT DESK & RESERVATIONS DEPARTMENT

MAY 2020

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### **COMMUNICATION WITH CLIENTS**

Being the "control tower" for the entire operation of the hotel, mastering the protocols of all departments is fundamental for the reception staff. In this way they can guide the client and clarify possible queries.

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## **GUIDELINES FOR RECEPTIONISTS**

Equipment: gloves and plastic mask

Client registration protocol:

- Verbal greeting and welcome to the customer, they are asked to wash their hands and disinfect their shoes on the sanitizing mat before reaching the counter.
- The series of hygiene measures that they will find during your stay are explained briefly and generally.
- Proper distance is maintained and physical contact is avoided as much as possible.
- Registration is made without the client having to touch documents, so the receptionist is in charge of asking for the data and writing the information themselves.
- Pens, pencils, scissors and other implements shared by receptionists must be constantly disinfected.
- If the client wishes to open credit, the card number that he wishes to use as a guarantee is recorded on the registration card.
- The room key is delivered disinfected in the wooden box.
- At the client's exit, they are asked to disinfect the faucet with the alcohol gel available in the Reception dispenser.
- Pool towels are moved to the rooms to reduce contact from people other than the client.
- The 3 ways of viewing the restaurant's menu are exposed, recommending the option of sending the menu by WhatsApp or mail to your phone.

## **DURING THE TURN**

- Be aware of the disinfection of the Reception counter after each check in or check out.
- Frequently sanitize implements or work equipment in the area.
- Be aware that the reception disinfection station always has the proper products (soap, alcohol gel and disposable towels).
- Avoid crowding of people at the counter, using the tables located on the sides of the Reception as auxiliaries for some possible procedures and always maintaining proper physical distance.

## **BILLING AND COLLECTION**

- Only provide invoices via email to avoid paper manipulation.
- Customer signature is not required on vouchers.
- Dataphone is enabled for collections without the receptionist having to touch the card.

## **COVID-19 PROTOCOL**

### **KITCHEN DEPARTMENT**

**MAY 2020**

Cleaning is one of the most important actions that we can do in those spaces in which we use and visit, as well as and especially those we inhabit. This is so because cleaning is what ensures that we avoid the presence of bacteria, parasites and viruses, which can be pollutants and cause diseases, as well as any type of dirt or garbage.

It is considered, according to health specialists, permanently maintaining clean and hygienic environments permanently is one of the most important and essential elements for people's health. When it comes to preventing the spread of germs, it is important to understand the difference between cleaning and disinfection.

Cleaning is the act of removing germs, dirt, and impurities (such as when using a soapy sponge to clean a visibly dirty counter or stove), and disinfection is when you use chemicals to kill germs (such as spraying with a bleach solution).

By cleaning first and then disinfecting you can reduce the risk of infection, thus ensuring that both the rooms, as well as the public spaces of the hotel and other places that make up the entire building, are suitable for receiving guests and visitors.

We have private and domestic environments (like our home) in which each of its inhabitants must be responsible for cleaning and keeping the space tidy. Then we have public spaces or spaces where many people pass, which must be kept in order and clean by cleaning staff specially hired for this purpose.

In this it will have to be stated, all the equipment and infrastructures that have to be cleaned, what will be the frequency with which it has to be cleaned, what will be the products and tools that will be used, what will be the procedure and technique and finally who will be the person responsible for carrying out the process.

### **CONFIDENCE AND SECURITY IN TIMES OF COVID-19**

In COVID-19 times we must help our clients stay healthy. A very important aspect to keep in mind is that travelers want to feel safe when traveling and during their stay. That is why we must display the utmost confidence and security, so that they feel protected at Hamilton Leisure Group. It is important to know the differences between isolation, physical distance

and quarantine, symptoms of COVID-19 infection, and to be able to provide information to guests about our intensive cleaning protocols.

**Physical distancing:** Also known as “social distancing”, it means keeping a space between yourself and other people outside your home by practicing the following:

- Stay at least 2 meters away from other people.
- Do not meet in groups.
- Stay away from crowded places and avoid mass congregations.

**Isolation:** Used to separate sick people from healthy people. People who are in isolation should stay home. At home, sick people should separate themselves from others by staying in a specific "sick" space or room and using a different bathroom (if possible).

**Quarantine:** Used to keep those who might have been exposed to COVID-19 away from others. A person in self-quarantine is kept separate from others and limits their movements outside their current home or place. A person could have been exposed to the virus without knowing it (for example, when traveling or being in the community), or have the virus without feeling any symptoms and therefore stays away from other individuals until they find that they are not infected.

Symptoms: People with COVID-19 report symptoms ranging from mild to severe complications, these symptoms may appear 2 to 14 days after exposure to the virus:

- Fever
- Cough
- Difficulty breathing
- Shaking chills
- Tremors and chills that do not subside
- Muscle pain
- Headache
- Sore throat
- Recent loss of smell and / or taste

## **DISINFECTANTS AND DETERGENT AGENTS AGAINST COVID-19**

The SARS-CoV2 coronavirus, responsible for causing COVID-19 disease, has protein membranes and fats (lipids). Sodium palmitate is the basic element of any detergent and soap, being this substance the one that dissolves the fatty membrane and the virus becomes inactive.

Water and detergent are suitable, as long as proper friction is performed and all visible material or dirt is removed.

Key points when performing the cleaning procedure:

- Wear regular cleaning gloves.
- Wash your hands with soap and water after cleaning.
- Avoid splashing on the face.
- It is suggested to avoid the use of spray formulations and therefore they are not included in the table, because it is applied directly.

Key points when using a disinfectant:

- Check expiration date.
- Use according to the manufacturer's instructions, its improper use may result in loss of effectiveness or it can be dangerous.
- Do not dilute unless indicated by the manufacturer.
- Do not mix products together, unless indicated by the manufacturer.

## **COMMUNICATION WITH CLIENTS**

To generate security for customers, the kitchen must take extreme measures to clean and disinfect it, as well as the practices that each coworker personally has for disease prevention.

In the case of kitchen staff exposed to the public, they must correctly master and abide by all the measures established in this protocol to project confidence in their important services.

## **GENERAL GUIDELINES FOR ALL STAFF**

1. Personnel who use lockers anywhere in the hotel must clean the surface of their personal items (bags, backpacks, umbrellas, caps, etc.) in the sanitation station at the entrance, using disposable paper towels and disinfectant every day before they enter. The same applies to people who carry belongings to their work areas.
2. The personnel in the locker area or sanitation station should not be crowded, being able to take the time that is necessary and practice distancing.
3. At the hotel entrance, you should go to the sanitation post to:
  - a. Wash your hands with soap and then apply alcohol gel.

- b. Sanitize the soles of shoes on the carpet.
4. Enter the fingerprint or numerical key with your sanitized hands and leave the security booth immediately.
5. Only security personnel are allowed in the gatehouse. If other coworkers are leaving they should leave immediately and if they are entering they should go to their work area.
6. The plastic mask is for EXCLUSIVELY FOR PERSONAL use and must be disinfected at the entrance and exit of each shift.
7. The masks are disposable and for personal use, they must be used correctly:
  - a. Wash your hands before putting on the mask.
  - b. Cover your mouth and nose at all times with the mask on.
  - c. The mask should be replaced with a new one when it feels wet or dirty.
  - d. Remove it from the face and put it in the garbage can, wash your hands afterwards.
8. Gloves must use the appropriate actions to put them on, take them off and dispose of them.
  - a. Coworkers must wear gloves of the correct size.
  - b. Put them on with clean hands, you must do the correct hand washing.
  - c. You should not touch your face with gloves on.
  - d. To remove them, first remove one and turn it over. So that it is inside out, so that the internal part is used to grab the other glove and remove it.
  - e. Throw it away immediately and wash your hands.
9. Try to maintain a distance of 2 meters between all coworkers and clients.
10. There should be no physical contact between colleagues or towards clients (handshake, hug or kiss); as well as avoiding sharing articles without sanitizing.
11. Avoid touching your eyes, nose and mouth.
12. Immediately inform the manager if the employee, family or people with whom they have been in contact have symptoms of COVID-19 (fever, cough, loss of taste or smell, etc.)
13. The use of cell phones for all personnel is prohibited, with the exception of the department heads, who must commit to constant sanitation of said devices.
14. Stay home when you feel sick with COVID related symptoms.
15. Cover up when you cough or sneeze with a disposable tissue, then throw it away or use the sneeze or cough protocol on your arm if you don't have disposable tissues.

16. Frequently clean and disinfect touched objects and surfaces with a disinfectant spray, rubbing alcohol and cleaning towels.

17. Wash your hands often with soap and water for at least 20 seconds, especially after using the bathroom, before and after eating, and after blowing your nose, coughing, or sneezing.

18. All the headquarters shall supervise the due compliance with the protocols in all areas.

### **DINING AREAS**

- Each department head must work adjust schedules to give turns to staff in their break times so as to reduce the time spent staying and being close to collaborators in the dining rooms.
- Frequent cleaning and disinfection of the coworkers' dining areas, rest area and other areas of common use.
- Place the signs of the Ministry of Health in these areas.

### **SPECIFIC KITCHEN PROTOCOLS**

#### **EQUIPMENT:** Covers mouths

- The cleaning and disinfection of the facilities is carried out according to the hygiene and cleaning protocols established by the Ministry of Health.
- Food production is made following the hygienic procedures that guarantee the prevention of any contamination.
- Deep disinfection of utensils.
- All staff have the information, training and tools necessary to do their job in a hygienic way, complying with the food safety policy and procedures.
- Hand washing is performed every 15 minutes according to the timer installed in the kitchen.
- Disinfection of dishes is performed at more than 80 ° C.
- Food preparation is done at a minimum of 70 ° C (meats at  $\frac{3}{4}$  or more)
- The food chain and food preservation procedures are kept protected at all times with plastic and labels.
- The cleaning and disinfection of surfaces or objects that are handled by several people such as locks, handles, switches, telephone, knobs, etc. is reinforced.

## **COVID-19 PROTOCOL**

### **HOUSEKEEPER'S DEPARTMENT**

**MAY 2020**

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distance and quarantine, symptoms of COVID-19 infection, and to be able to provide information to guests about our intensive cleaning protocols.

**Physical distancing:** Also known as “social distancing”, it means keeping a space between yourself and other people outside your home by practicing the following:

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Water and detergent are suitable, as long as proper friction is performed and all visible material or dirt is removed.

Key points when performing the cleaning procedure:

- Wear regular cleaning gloves.
- Wash your hands with soap and water after cleaning.



- Avoid splashing on the face.
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Key points when using a disinfectant:

- Check expiration date.
- Use according to the manufacturer's instructions, its improper use may result in less or loss of effectiveness or it can be dangerous.
- Do not dilute unless indicated by the manufacturer.
- Do not mix products together, unless indicated by the manufacturer.

## **COMMUNICATION TO THE GUESTS**

To generate safety in the guests, in each room there will be placed a plasticized information (for easy disinfection), summarizing the sanitary measures that the hotel is taking to reduce the spread of disease, explaining the cleaning and disinfection guidelines that Hamilton Leisure Group carries out and the training that the staff have received both to execute said measures and to respond to customer queries, guide them in a related situation or report eventualities in this matter.

## **GENERAL GUIDELINES FOR KEY AND LAUNDRY STAFF**

1. Personnel who use lockers anywhere in the hotel must clean the surface of their personal items (bags, backpacks, umbrellas, caps, etc.) in the sanitation station at the entrance, using disposable paper towels and disinfectant every day before to enter. The same applies to people who carry belongings to their work areas.
2. The personnel in the locker area or sanitation station should not be crowded, being able to take the time that is necessary and practice distancing.
3. At the hotel entrance, you should go to the sanitation post to:
  - a) To wash your hands with soap and then apply alcohol gel.
  - b) Sanitize the soles of shoes on the carpet.
4. Enter the fingerprint or numerical key with your sanitized hands and leave the security booth immediately.
5. Only security personnel are allowed in the gatehouse. If other collaborators are leaving they should leave immediately and if they are entering they should go to their work area.
6. The plastic mask is for EXCLUSIVELY FOR PERSONAL use and must be disinfected at the entrance and exit of each shift.
7. The masks are disposable and for personal use, must be used correctly:
  - a) To wash your hands before putting the mask on.
  - b) Cover your mouth and nose at all times with the mask on.
  - c) The mask should be replaced with a new one when it feels wet or dirty.
  - d) Remove it from the face and put it in the garbage can, wash your hands afterwards.
8. Gloves must use the appropriate action to put them on, take them off and dispose of them.

- a) The coworkers must wear gloves of the correct size.
  - b) Put them on with clean hands, you must do the correct hand washing.
  - c) You should not touch your face with gloves on.
  - d) To remove them, first remove one and turn it over. So that it is inside out, so that the internal part is used to grab the other glove and remove it.
  - e) Throw it away immediately and wash your hands.
9. Try to maintain a distance of 2 meters between all coworkers and clients.
  10. There should be no physical contact between colleagues or towards clients (handshake, hug or kiss); as well as avoiding sharing articles without sanitizing.
  11. Avoid touching your eyes, nose and mouth.
  12. Immediately inform the manager if the employee, family or people with whom they have been in contact have symptoms of COVID-19 (fever, cough, loss of taste or smell, etc.)
  13. The use of cell phones for all personnel is prohibited, with the exception of the department heads, who must commit to constant sanitation of said devices.
  14. Stay home when you feel sick with COVID related symptoms.
  15. Cover up when you cough or sneeze with a disposable tissue, then throw it away or use the sneeze or cough protocol on your arm if you don't have disposable tissues.
  16. Frequently clean and disinfect touched objects and surfaces with a disinfectant spray, rubbing alcohol and cleaning towels.
  17. Wash your hands often with soap and water for at least 20 seconds, especially after using the bathroom, before and after eating, and after blowing your nose, coughing, or sneezing.
  18. All the headquarters shall supervise the due compliance with the protocols in all areas.

#### **DINING AREAS**

- Each department head must adjust work schedules to give turns to staff in their break times so as to reduce the time spent staying and being close to collaborators in the dining rooms.
- Frequent cleaning and disinfection of the coworkers' dining areas, rest area and other areas of common use.
- Place the signs of the Ministry of Health in these areas.

## **OZONE MACHINE**

Each hotel property of Hamilton Leisure Group has an ozone cannon from the company ASP Asepsia, which is a European company authorized since 2017 by the Regulation of Biocide Products of the European Union (BPR) to market products and services for application, treatment and disinfection with ozone. ASP Asepsia is a member of the EuOTA (The European Ozone Trade Association).

ASP guarantees product quality, safety and efficacy in the application in closed spaces such as rooms, where the cannon is placed to work for 5 minutes to proceed to purify all the air in the area thanks to the active ingredients it combines, completely disinfecting the environment.

<https://echa.europa.eu/es/regulations/biocidal-products-regulation/product-types>  
[https://echa.europa.eu/documents/10162/27434452/art\\_95\\_list\\_en.pdf/c752c5ae-358c-e84b-652a-fb98106dfe8e](https://echa.europa.eu/documents/10162/27434452/art_95_list_en.pdf/c752c5ae-358c-e84b-652a-fb98106dfe8e)

## **CLEANING GUIDELINES IN ROOMS AND PUBLIC AREAS**

### **HOUSEKEEPERS AND LAUNDRY STAFF**

#### **CLEANING STAFF**

It is recommended that during your commute to work you use mouth covers, disinfect your hands with gel alcohol regularly, especially after touching commonly used surfaces and before entering the establishment. Closed footwear at all times for foot protection.

Before entering the establishment, you must carry out a shoe disinfection. After admission, you should wash your hands according to the hand washing method ordered by the Ministry of Health and then disinfect with gel alcohol.

- Cleaning carts should, to the extent possible, be assigned to each individual member of the team and disinfected prior to daily use.
- Cleaning staff should wear latex gloves at all times during cleaning and wear a new pair for each room to avoid cross contamination.
- Master keys must be disinfected daily.
- Disinfect the cleaning elements daily: brooms, hooks and the cleaning products container.

#### **EQUIPMENT**

Gloves, hair cap, PVC apron, safety glasses and face mask.

#### **CLEANING PROTOCOL**

Before entering the rooms, check that you have your hair cap, mouth covers and gloves, then knock on the door and identify yourself (say, for example: "Cleaning, good morning").

#### **LAUNDRY**

- Clean and disinfect before entering the laundry area (clean area).
- Deep cleaning and disinfection of the entire laundry area (folding table, trolley, tubs, floors, etc.).
- Clean washers and dryers at each load and unload.

### **CLEANING OF EXIT ROOMS**

- Start by disinfecting the key at the main entrance.
- Disinfect the room with ozone.
- Pick up dirty targets.
- Remove garbage and ventilate rooms.
- Spray alkaline disinfectant on all surfaces of the bathroom (walls, sinks, toilets, shelves) and leave it to act for a few minutes.
- Cleaning and sweeping the room.
- Wash, disinfect and dry: coffee maker, glasses and cups (with dishwasher soap and scratch-free sponge). ep washing hands constantly.
- Maintain distance between clean clothes and dirty clothes.
- Wash, disinfect, and dry: sinks, dryers, and amenity containers.
- Clean walls, shelves, toilet paper holders and cloths.
- Wash, disinfect and dry: walls, floor, bathroom faucets (alkaline disinfectant)
- Wash and disinfect the sanitary service (alkaline disinfectant).
- Clean glass (glass cleaner).
- Cleaning and disinfecting furniture, controls, radio, telephone, lamps, outlets, switches, keys, written information (neutral disinfectant).
- Clean floor with neutral disinfectant.
- Ensure the bathroom is equipped (toilet paper, Kleenex, cloths, hand soap, shampoo, conditioner, and body soap and body cream).
- To make sure guests do not leave their personal belongings, check under beds, inside all drawers, closets, at the back of the bathroom door and inside the bathroom cabinets.
- Items left by guests should be placed in a bag and labeled with the date it was found, the room number, and the name of the customer in charge of the room. In addition to being turned over to management to register and store in the lost and found closet.
- Remove the waste and articles that the customer has left as “garbage”, according to its category, for the proper classification of waste according to the sustainable practices of the company.

- Test all lighting bulbs in the room, replace damaged ones, and report possible repairs to maintenance.
- Make sure all standard room amenities are provided.
- Arrange the curtains.
- Clean the dust from the inside of the closet and the outside of the safe in it, making sure that the list and the corresponding laundry bag remain.
- **As a last step, when leaving the room, place the sanitized room WARRANTY SEAL sticker on the outside of the door.**

### **CLEANING THE BATH**

Bathrooms must be kept clean and sanitized at all times. Humidity and unsanitary conditions can make them a breeding ground for infectious microorganisms. Note that:

- The toilet bowl should shine without any signs of staining: place small amounts of the disinfectant and clean the inside of the bowl.
- Wipe the outside of the bowl with a clean, disinfected cloth.
- Disinfect the toilet seat and make sure it is not loose. Notify maintenance if repair is required.
- Showers, sinks must be cleaned and dried with a disinfected cloth. All chrome must be polished.
- Check and dry in the bathroom to remove any accumulation of soap, hair and / or stains.
- Clean and polish mirrors, top of vanity, and bottom edge of sink.
- Sanitize machines, soaps and dispensers, door surfaces and handles.
- Organize clean towels, cloths, rugs, and soap.

### **MAKING THE BED**

- Raise and shake all sheets to make sure guests have not left any items.
- Lay the clean, wrinkle-free pillow on the mattress.
- Spread the fitted sheet over the pillow and smooth, tucking both sides under the mattress. Let the bottom hang free on the foot of the bed.
- Never tuck the top sheet under the mattress on the sides, as the bottom sheet will come loose when the guest pulls the top sheet and blanket down.
- Replace the pillowcases; Lay the pillow on the bed with the ends open to the outside.
- Cover the bed with a clean, wrinkle-free quilt or comforter and place it around the bed evenly.

- It is suggested to change all the bedding every three days in the case of long stays of the same client. However, in order to take care of the environment, the guest can place the poster with the corresponding indication to keep or change their sheets and cloths.

### **CLEANING OCCUPIED ROOMS**

- Start by disinfecting the key at the main entrance.
- Pick up dirty targets.
- Remove garbage and ventilate rooms.
- Spray disinfectant products (alkaline) on all surfaces of the bathroom (walls, sinks, toilets, shelves) and leave it to act for a few minutes.
- Sweep the room.
- Wash, disinfect and dry: Coffee maker, glasses, cups (with action, bold zero stripes).
- Wash, disinfect and dry: sinks, dryers, amenity containers.
- Clean walls, shelves, toilet holders, cloth holders.
- Wash, disinfect and dry: walls, floor, bathroom faucets (alkaline disinfectant)
- Wash and disinfect the sanitary service (alkaline disinfectant).
- Clean and disinfect furniture, controls, radio, telephone, lamps, outlets, switches, keys, written information (neutral disinfectant)
- Clean floor with neutral disinfectant.
- Beds are dressed.
- The bathroom is equipped (toilet paper, kleenex, cloths, hand soap, shampoo, conditioner, body soap, body cream).

### **A LAST LOOK**

- After completing the room, locate yourself from the front door and take a good look at what the room is and how the room is from the guest's perspective.
- Correct any discrepancies.
- Disinfect the internal and external lock.
- Deodorize and close the room.

### **FINAL INSPECTION**

All rooms must be inspected by the Housekeeper or the Manager before the occupation of the guests. At the end of the room cleaning day it is important to:

- Clean and disinfect all cleaning elements, including the cart, vacuum cleaner, bucket and broom.

- Discard all disposable personal protection material in bags identified as biohazard material.
- Collect all the laundry material with extreme caution and deposit it in an open place waiting for its collection.

## **PUBLIC AREAS**

### **REINFORCEMENT OF HYGIENE MEASURES IN AREAS OF COMMON USE:**

- Check the operation and filling of liquid soap, alcohol gel and disposable towels dispensers daily in all bathrooms, disinfection sinks (security booth, restaurant exterior and reception).
- Disinfect seats, toilet seats, tables, sinks, areas, locks, handrails, umbrellas, counters, etc. They are commonly touched by guests and staff in the hotel's public areas at least 3 times per work shift.
- The cleaning staff must inform Management or Reception of any relevant incident, including potential ill clients at the facilities. This information should be treated with absolute discretion.
- You should not stay more time than necessary in the cleaning supplies warehouses of the reception building and swimming pool bathrooms. It should not be a meeting place given that due to its size it does not allow due physical distance.

## **COVID-19 PROTOCOL**

### **DEPARTMENT OF GENERAL MAINTENANCE**

**(INCLUDES GARDEN AREAS, WOOD AND PAINTING WORKSHOP)**

**MAY 2020**

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- Do not dilute unless indicated by the manufacturer.
- Do not mix products together, unless indicated by the manufacturer.

### **IMPORTANT**

Mainly those in charge of maintenance of facilities are those who are exposed to the public and most in contact with all the other departments that require their services, this means that their range of action covers all areas of the hotel.

This fact makes it important for maintenance collaborators to have knowledge of the sanitary practices all the different departments and above all, to reinforce their own protocols because they are in contact with different areas and people.

### **GENERAL GUIDELINES FOR ALL STAFF**

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2. The personnel in the locker area or sanitation station should not be crowded, given the time needed to do what is necessary and practice distancing.
3. At the hotel entrance, you should go to the sanitation post to:
  - a. Wash your hands with soap and then apply alcohol gel.
  - b. Sanitize the soles of shoes on the carpet.
4. Enter the fingerprint or numerical key with your sanitized hands and leave the security booth immediately.
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6. The plastic mask is for EXCLUSIVELY FOR PERSONAL use and must be disinfected at the entrance and exit of each shift.
7. The masks are disposable and for personal use, they must be used correctly:
  - a. Wash your hands before putting on the mask.
  - b. Cover your mouth and nose at all times with the mask on.
  - c. The mask should be replaced with a new one when it feels wet or dirty.
  - d. Remove it from the face and put it in the garbage can, wash your hands afterwards.
8. Gloves must use the appropriate actions to put them on, take them off and dispose of them.
  - a. Coworkers must wear gloves of the correct size.
  - b. Put them on with clean hands, you must do the correct hand washing.
  - c. You should not touch your face with gloves on.
  - d. To remove them, first remove one and turn it over. So that it is inside out, so that the internal part is used to grab the other glove and remove it.
  - e. Throw it away immediately and wash your hands.
9. Try to maintain a distance of 2 meters between all coworkers and clients.

10. There should be no physical contact between colleagues or towards clients (handshake, hug or kiss); as well as avoiding sharing articles without sanitizing.
11. Avoid touching your eyes, nose and mouth.
12. Immediately inform the manager if the employee, family or people with whom they have been in contact have symptoms of COVID-19 (fever, cough, loss of taste or smell, etc.)
13. The use of cell phones for all personnel is prohibited, with the exception of the department heads, who must commit to constant sanitation of said devices.
14. Stay home when you feel sick with COVID related symptoms.
15. Cover up when you cough or sneeze with a disposable tissue, then throw it away or use the sneeze or cough protocol on your arm if you don't have disposable tissues.
16. Frequently clean and disinfect touched objects and surfaces with a disinfectant spray, rubbing alcohol and cleaning towels.
17. Wash your hands often with soap and water for at least 20 seconds, especially after using the bathroom, before and after eating, and after blowing your nose, coughing, or sneezing.
18. All the headquarters shall supervise the due compliance with the protocols in all areas.

#### **DINING AREAS**

- Each department head must adjust work schedules to give turns to staff in their break times so as to reduce the time spent staying and being close to coworkers in the dining rooms.
- Frequent cleaning and disinfection of the staff dining areas, rest area and other areas of common use.
- Place the signs of the Ministry of Health in these areas.

#### **MANTENANCE STAFF**

Equipment: Use of gloves, plastic mask and covers mouths.

#### **GENERAL GUIDELINES**

- Use an inventory of disinfected tools from the start of your shift, including communication radio.
- Avoid sharing tools or equipment without disinfecting with other coworkers.
- Avoid entering other areas unless it is strictly necessary.
- Comply with the sanitary measures of each area where a service is entered.

## **TROUBLESHOOTING IN ROOMS**

- Disinfect tools before entering and leaving each room.
- Disinfect footwear after entering a room.
- Work with gloves and mask in a newly unoccupied room (not yet cleaned) or with hosted clients.
- Disinfect the surfaces of the area to be inspected or repaired.
- Carry out A / C filter washing at each guest exit.