

INTERNAL PROTOCOL

COVID-19

Lakeside

Country Club & Spa

Quinta do Lago

APARTAMENTOS TURÍSTICOS



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1. RECEPTION / RESERVATIONS

- Training of the reservation and reception teams on the new procedures, so that these may be in a position to reply to any queries from guests / agencies / tour operators with regard to the sanitizing and health safety measures in place.
- Comply with the cancellation policies defined by the hotel / local legislation.

2. PREPARING FOR CLIENT'S ARRIVAL

- Reduce the occupancy by blocks and floors. Allocate alternate apartments (e.g. alternate numbering, according to the apartment types).
- Request check-in formalities upfront from all guests in the booking party.
- Supply safety and hygiene instructions to guests by email or telephone.

3. CLIENT'S ENTRANCE AT HOTEL

- Masks are mandatory in all public areas including the corridors. If the guest is not wearing a mask, or would like to purchase more, inform the guest of the various options available for purchase.
- Temperature checks at entrance:
 - Guests running a temperature of more than 38,3°C must be directed to the Isolation apartment and the health line "SNS24" must be contacted.
- Disinfect guest luggage after informing the guests.
- Ensure guests respect the markings on the floor and the plexiglass shields on the reception counter to maintain social distancing.
- Check level of hand sanitizer and fill, if necessary.
- Inform guests of the measures taken by the hotel with regard to:
 - Safety and hygiene instructions (point to information leaflet);
 - Hotel operational norms: housekeeping, restaurant reservations and leisure activities, amongst others;
 - Encourage payment by credit card thereby avoiding handling of cash;
 - Newspapers and magazines are not being displayed and any other reading material that might eventually appear must be removed.
- Disinfect pens before and after each use.
- The client must keep the apartment key with him until checking out.

4. COMMUNAL AREAS

a. Publics Areas

- Provide information regarding the sanitization norms of the apartment and bathrooms.
- Provide hand sanitizing dispensers in strategic points throughout the hotel (in more traffic areas).
- Reinforce the sanitization of public areas, especially frequently touched surfaces, such as door handles, lift floor buttons, amongst others.
- Use more thorough sanitizing methods, such as a disinfection vaporizer.
- Reorganize the furniture in public areas so as to promote social distancing of 2m.
- The toilet facilities must be frequently cleaned, at least 3 times daily.
- Water filtration vacuum cleaners were purchased to prevent the dust particles from contaminating the air.

b. Lifts

- Place safety instructions, including the maximum number of Guests allowed at one time, inside the lifts.
- Keep floor and lift areas sanitized.
- Provide hand sanitizer dispensers near the lifts.

5. APARTMENTS

- Provide information on sanitization norms with regard to the apartments.
- Remove any stationary, menus and the A-Z Information Folder from the apartments, giving preference to technological options.
- Towels and bed linen to be changed twice weekly or only on request.

a. Housekeeping

- The Guest should always inform the front desk of the time for housekeeping service and must leave the apartment during that period. The Guest must inform the front desk should he prefer no housekeeping service.
- Housekeeping staff are to wear safety gear before entering the apartments (surgical masks and disposable gloves with daily housekeeping and disposable isolation gowns on check-outs).
- The bed linen is to be removed without shaking the dirty laundry or keeping it close to the body. Care is to be taken by wrapping the laundry inwards and placing it in a closed bag.
- Place the waste in 2 bags making sure that it does not exceed 2/3 of its capacity and close the bag.
- Disinfect the bedroom starting from the most distant point and working towards the door, from top to bottom and leaving the bathrooms for the end.
- Ensure that all furniture is disinfected, including frequently touched items such as remote controls, telephones, coffee machines, light switches, door handles, tables, desks and night stands etc.
- Sanitize all soft furnishings (curtains, sofas, pillows and chairs).
- Disinfect the bathroom, paying particular attention to taps, bathtub handles and countertops.
- Remove the safety gear and place it in a separate and closed waste bag for disposal.
- Use different colored single-use cloths for cleaning, one for each zone:
 - o Yellow: Kitchen
 - o Red: Bathrooms
 - o Blue: Bedrooms and living room
 - o Green: Common areas

b. Cleaning and sanitizing products

- Are purchased from accredited suppliers.
- Technical Data sheets and Product Safety Data sheets are maintained.
- Manufacturer's and product label instructions are followed.
- Chemicals are properly labeled, closed and kept in their original packaging.
- Chemical products are stored in a separate area, away from where food is handled, in a closed and properly identified place and out of children's reach.
- The disinfectant used is highly concentrated, indicated for the elimination of viruses, bacteria, fungus and germs, found on any type of surface. The formula is recommended by the Portuguese National Health System.
- Pre-moistened disinfecting and disposable wipes are also used and supplied in a canister allowing one wipe to be pulled at a time without contaminating the rest.

c. Isolation Area

Lakeside Country Club has designated a specific apartment (Lotus 7) for isolation.

The apartment contains:

- Natural and automated ventilation, smooth and washable surfaces;
- Telephone;
- Chairs, bedroom and is easily accessible to emergency vehicles;
- Kit with water and some non-perishable food items;
- Foot operated waste bin lined with plastic bag;

- Alcohol-based antiseptic solution (available at the entrance and inside the apartment)
- Paper towels;
- Surgical masks;
- Disposable gloves;
- Thermometer.

d. Cleaning of “Isolation” area and/or apartment of a confirmed case (decontamination)

In the event of a confirmed case, interdict the apartment until the local Health Authority validates the decontamination procedure (cleaning and disinfection) and clears it for use.

In such a situation, housekeeping should:

- Provide 2 distinct teams for the cleaning and disinfection (decontamination) of the “isolation” area: one for the Contaminated Circuit – to remove dirty laundry and change the bed linen, and another for the Clean Circuit – to clean the apartment;
- The bed linen is to be removed without shaking the dirty laundry nor keeping it close to the body. Care is to be taken by wrapping the laundry inwards and placing it in a plastic bag and tied closed;
- Remove the curtains and send to be laundered, including the bathroom curtain, if applicable;
- Place the waste in a first plastic bag and tie it closed. This bag must then be placed into a 2nd plastic bag, tied closed, labelled “biological waste” and sent to a specialist company;
- Interdict the apartment for 2-3 hours;
- Disinfect the apartment.

6. Food & Beverages

The buffet service is to be avoided, and served at the table instead.

Implement a white glove service for some social events.

The condiment supports must be sanitized after the service.

a. Restaurant

- Reduce the restaurant capacity in order to ensure social distancing.
- Masks are mandatory for clients and staff whilst circulating in the restaurant.
- Provide hand sanitizer dispensers.

b. Bar

- Reduce the bar capacity in order to ensure social distancing.
- Encourage the use of outdoor spaces.
- Masks are mandatory and provide hand sanitizer dispensers.

c. Room Service

Room Service will be provided since it is the safest method of providing Food and Beverage Service in the development.

- Cover all meals and beverages during delivery;
- Use disposable napkins which are pre-packed or individually packed serviettes;
- Before delivering room service, telephone the Guest and inform that the delivery is on its way and payment can only be made by credit or debit card;
- Inform the Guest of an approximate delivery time and that it could be delayed due to the new safety norms;
- Ensure that no one else is using the lifts when delivering the room service;
- The room service trays must be cleaned and disinfected after each use.

d. Kitchen

- Reinforce the sanitization by increasing the frequency of cleaning between each meal times.
- All packaged food and products must be cleaned and disinfected before entering the kitchen.
- Masks and gloves are mandatory.

e. Storage Areas

- Ensure that there is a sufficient supply of cleaning materials and personal protective equipment for at least two weeks or more, in the event that there are delivery delays from vendors.
- Purchase food and other items strategically, taking into consideration the immediate delivery times and planning the least number of deliveries per day and spaced throughout the shifts.
- Prefer individually packed items, such as sugar, ketchup, jams, cereals, etc.
- All supplies need to be placed in a specific area in the storage room and then unpackaged and sanitized. Only then may these items be refrigerated / frozen.
- All perishable items must be sanitized before entering the refrigerators / freezers.
- Non-perishables can be kept in “quarantine” for a few days and then sanitized and stored in disinfected places.
- Boxes and crates used by vendors cannot be used within the hotel premises.
- One person only is to accept supplies from vendors and is responsible for storing the same.

7. LEISURE ACTIVITIES

Depending on the local situation, hotel conditions and instructions received from the national health authorities, it may be necessary to consider closing or limiting recreational areas.

a. Indoor pool / Jacuzzi / Steam Room / Sauna / Fitness Room

- These facilities are closed.

b. Outdoor swimming pools

Reduce number of sunbeds to half the capacity and rearrange them in order to ensure social distancing of a 2m radius between each group of families sharing the same apartment, where these cannot not exceed 5 persons.

- Sanitize the sun beds at least three times per day.
- The reception front desk is to provide pool towels against a deposit of 10€ per towel.
- Maintain the chlorine levels as high as possible but within the legally permitted limits.

8. CHECK-OUT

- Provide a box or tray for Guests to place the apartment keys. Sanitize the keys.
- Ensure guests respect the markings on the floor and the plexiglass shields on the reception counter to maintain social distancing.
- Provide hand sanitizer to Guest.

EMPLOYEES

9. TRAINING AND INFORMATION

- Training of all Staff with regard to the following items:
 - Covid-19 virus
 - New Health and Safety procedures
 - Operational Norms
 - Use of Personal Protective Equipment (PPE)
 - Reinforce training of HACCP for all F&B staff

10. EMPLOYEE ENTRY TO WORKPLACE

a. Temperature control

- Temperature check for all employees, vendors and associates with hand-held digital infrared thermometer;
- Provide hand sanitizer and paper towels to staff, vendors and associates.

11. EMPLOYEE CHANGING ROOMS

- Reinforce Hygiene Plan.
- Limited to 2 people in the changing rooms, in order to maintain a social distance of 2m.
- Provide cleaning material so that each person may sanitize after use.
- Encourage staff to clean and sanitize their own lockers.
- Provide hand sanitizer and paper towels.
- Use more thorough sanitizing methods, such as a disinfection vaporizer.
- Daily exchange of uniforms is mandatory
- Rooms and closed spaces are aired regularly.

12. ENTERING/ EXITING OF WORKPLACE

- Clocking in and out – hands and equipment are sanitized with an alcohol-based solution.

13. WORK STATIONS / BACK-OFFICE

- Arrange works spaces so that staff are at least 2m apart.
- Allow for flexible working times whenever possible.
- Personal protective equipment will be provided according to the function and tasks performed by each employee, taking into account a risk assessment.
- Meetings and training sessions should be performed outdoors wherever possible.
- The sharing of tools and equipment between employees must be avoided.
- The refrigerator must be sanitized every day.

14. LAUNDRY

Ensure that the laundry procedures comply with the following conditions:

- Laundry should be washed at the highest temperature possible (depending on the heat resistor) – disinfection cycle by heat (at a minimum temperature of 60°C for 30 minutes, with 10 minutes of heat to the laundry);
- In the event that the items cannot be washed in hot water, they should be washed at a temperature between 30-40°C and finalized with a disinfection cycle, using an appropriate disinfectant for the type of fabric and compatible with the washing machine;

15. EMERGENCY PROCEDURES

In the event of a suspected case of COVID-19 within the workplace, the below procedures must be followed:

a) General procedures in the event of a suspected case

- Provide a mask to the infected person, so long as the person's condition permits. The mask should be placed by the person itself.
- The infected person must self-isolate in the apartment created for this purpose and maintain contact from a distance.
- The person must contact the health line (808 24 24 24).
- Distribute appropriate PPE (gloves, masks, disposable gowns) to the people involved.
- If the person infected is an employee, isolate and disinfect the workspace.
- If the person infected is a Guest, isolate and disinfect the communal areas used by the Guest.
- Contact and inform all persons that were in contact with the infected person, to monitor their health and notify if they develop any symptoms.

b) Procedures in the event of employees with suspected COVID-19 infection

- Any employee with symptoms and if it is suspected that they might be infected with the COVID-19 virus, must stay home, and contact the health line (808 24 24 24) or other health service number designated for the effect, and follow the guidelines given by the public health services.
- Any employee with signs and symptoms of COVID-19 and an epidemiological connection, or who identifies another employee in the company with symptoms of a suspected case, must notify the head of department (preferably by telephone) and then self-isolate in the apartment designated for this purpose in the Contingency Plan: D011.
- Once in the isolation room, the symptomatic employee (suspected case of COVID-19) must contact the national health line.
- Once assessed, the employee must follow the guidelines given by the public health services,
- The symptomatic worker must remain in the isolation area (with surgical mask so long as his condition permits) and follow the instructions given.
- Access by other employees to the "isolation" area is prohibited (except for those designated to provide assistance).
- The "isolation" area must be closed until the decontamination (cleaning and disinfection) is validated by the local health authority. This ban can only be lifted by the Health Authorities.
- Follow the guidelines with regard to identifying persons that had close contact with the individual.

c) Procedures in the event of a Guest with suspected COVID-19 infection

- The symptomatic Guest must not leave the hotel.
- Any Guest with signs and symptoms of COVID-19 and an epidemiological connection, or who identifies another Guest with symptoms of a suspected case, must notify the reception front desk by telephone.
- The Guest must not attend the health center, a private clinic or the hospital emergency unit.
- Should the Guest be in his own accommodation unit at the time of being symptomatic, then the Guest must remain in the apartment, which will operate as the Isolation Area.
- If, however, the Guest is not in his accommodation unit, then he should be placed in the Isolation area mentioned in point 5 c).
- If the symptomatic Guest does not speak Portuguese or has difficulty in speaking, then one of the hotel employees must contact the national health line (808 24 24 24).
- Wait for an assessment and instructions from the health line.

- The health official on the health line “SNS24” will assess the patient with regard to signs and symptoms and any epidemiological connection that might exist with a COVID-19 case. After the assessment, the health line will provide guidelines and recommendations.
- After the assessment and in the event that the Health Line informs that it is not a confirmed case, the Development must inform the Guest.
- Once assessed, the Guest must follow the guidelines given by the health line.
- The symptomatic Guest must remain in the isolation area (with surgical mask as long as his condition permits) and follow the instructions given.
- Access by other Guests or Employees to the “isolation” area is prohibited (except for those designated to provide assistance).
- The “isolation” area must be closed until the decontamination (cleaning and disinfection) is validated by the local health authority. This ban can only be lifted by the Public Health Authorities.
- Follow the guidelines with regard to identifying persons that had close contact with the individual.

16. RESPONSABILITIES OF APPOINTED STAFF IN THE INTERNAL PROTOCOL

| APPOINTED STAFF | RESPONSABILITIES |
|--|---|
| Administration | Apply Contingency Plan. |
| Hotel Director, Human Resources Director, Maintenance Director and Apartments Supervisor | Follow the guidelines and recommendations given by the authorities. |
| | Maintain the Internal Contingency Plan, respecting these guidelines and recommendations and adapting them to the specifications of each unit. |
| | Coordinate the implementation of this plan with all teams. |
| | Convey the necessary information and training to the various departments within the hotel or accommodation with regard to COVID-19 and how to comply with the basic precautions of preventing and controlling of the virus. |
| | Convey all information and training to the housekeepers as well as the teams designated for the removal of dirty laundry and cleaning and disinfection of areas. |
| Maintenance Director | Ensure the supply of all products and materials that are necessary and stipulated in the present Contingency Plan. |
| Reception, Hotel Director, Human Resources Director | Suspect case of infection. |
| Human Resources Director | Inform the Occupational Physician whenever there is a suspect case and as soon as the assessment (positive or negative) is known. |
| Apartments Supervisor | Coordinate the supply of listed products and equipment in the Isolation area. |
| | Coordinate and train the teams with regard to the cleaning of the apartments. |
| | Control the supply of the “Virucida” disinfectant. |
| | Reinforce the sanitization of communal areas. |
| Maintenance Director | Carry out the treatments of the Pools and SPA with the respective teams. |