

INTERNAL PROTOCOL

1 . PREVENTION PROCEDURES

➤ IN THE FACILITIES

A - Signage and information

a) Placement of information on the dangers of COVID-19 and the procedures adopted to eliminate these dangers, specifically, ways to sterilize surfaces, the use of Personal Protective Equipment (PPE), social behaviour, new facility layouts, and information on the symptoms and how to act.

Besides being posted by the changing rooms, service door, in all sections, and the refectory, this information can also be consulted on the Hotel website as well as on the information app, accessible through the i-phone available to guests in all the rooms.

b) Sterilization and disinfection plans, customer care procedures, whether for check-in/check-out, information, types of services provided for the cleaning/sterilization of rooms, adoption of appropriate equipment for this phase, or procedures for interacting with suppliers and receiving materials.

B - Sterilization plan

The cleaning products for floors and washable walls are TARGON or OXICUAT, and for sterilizing surfaces are H30, OXICUAT, or HIGISOL 70.

At 7.00 a.m. the cleaning personnel will wash the floors and sterilize the various surfaces in the public areas.

They start in the ground floor hall, go on to the 1st floor, and then the 2nd floor, where they clean and sterilize toilets, door handles, and lift buttons. They do the same in the administrative areas, and one of them will go down to the bar where they will vacuum the carpet, wash the floor of the bar pantry and the Palace Lounge. After 12 noon, one of them will go to the restaurant to vacuum the carpet.

Next, they go on to the service areas, starting with the ground floor corridor, service lifts, basement, and 1st floor changing rooms, and lastly, clean and sterilize the staff refectory.

The room cleaning staff tidy, clean, and sterilise occupied rooms, as well as sterilising the public areas around the rooms.

Starting from 3.00 p.m. the public bathrooms, door handles, and lift buttons will be sterilised by the floor cleaning staff.

The porters also help in these activities whenever necessary, by sterilising door handles and lift buttons, and must also clean and sterilise the baggage room, toilet, and lift no. 4 every day.

The **gym** is only open on request, and whenever it is used it must be sterilised and its use registered at the reception desk. Whoever sterilises it must also write the date, hour, and sign the register sheet, as well as letting reception know it is available.

➤ RESTAURANT / BREAKFASTS

The restaurant is prepared for a maximum of 31 people at the same time, with tables set for 2, one set for 3, and another for 4 if intended for a Family.

Tables are only set with a tablecloth, as cutlery and any other items will be set when the client is seated.

Breakfast is served *à la Carte*.

Table rotation occurs as follows:

After the table has been occupied, sterilization and a change of tablecloth takes place, and a "reserved" marker is placed on that table so that it will only be used after "airing out" for some time or, if possible, the following day.

Room service is placed on a suitable tray that goes directly to the right floor on a dumbwaiter lift. In the service room on each floor there is a restaurant service cart where the tray is placed and from there it goes to the door of the rooms. The tray is placed on the side table in the room, or, if the guest prefers, it is delivered at the door.

The equipment is sterilised whenever it is touched, and the surfaces are sterilised after the items used on the tables are collected, and whenever in doubt.

Staff must use a mask and frequently wash their hands.

➤ **BAR**

The bar is limited to a maximum of 10 people, 2 at each table, except in the case of a Family, when a maximum of 4 can sit together.

The bar stools/seats cannot be used and are cordoned off.

The bar menu is now consulted using the GuestPhone that is available in the rooms or an iPad available at the bar, but the latter must be disinfected with a disinfectant wipe whenever it is used by a client.

When the tables are unoccupied, they cannot have anything on them, and only after the client is seated can the minimum necessary be set on them.

Whenever a table is occupied it must be disinfected after the client leaves, and the table can only be used again after it is disinfected.

The procedure is the same whenever the Palace Lounge is in service.

If a guest approaches the bar counter, they must be asked to keep a distance to avoid physical contact with the bar counter.

The bar employees must use a mask and frequently wash their hands.

Surfaces must be sterilised after they are used, and the procedures are the same in the bar pantry.

➤ **ISOLATION ROOMS**

For **guests**: 102 and 103

For **staff**: 106 and 107

1 Kit will be placed in these rooms, composed of 1 bottle of water, biscuits, 1 thermometer, 1 surgical mask and a face shield. The Kit is prepared in the Deputy General Manager's office on the ground floor.

Whenever possible, assigning rooms on the 1st floor should be avoided, so that the area can remain isolated.

➤ OCCUPATION OF ROOMS IN THE NEAR FUTURE

Rooms from which guests have checked-out must now be aired out for at least a day. The day after check-out they will be cleaned and sterilised, and only made available the following day.

This will be the procedure for all check outs, unless they are suspected or confirmed cases, which will be treated differently: in those cases only those wearing appropriate equipment (specific PPE for the purpose) can enter the room, and there is an airing out period of 2 days before they can be cleaned and sterilised.

The reception now supplies a list of types of cleaning for occupied rooms, and the housekeeping service only enters the rooms according to the type of cleaning/tidying the guest chooses:

1. Normal cleaning (cleaning and opening)
2. Replacement of towels, toilet paper, amenities, and rubbish collection.
3. Only at the guest's request, in which case no-one goes in, except in the event of an alarm

The cleaner should place 1 tube of alcohol gel in the room, as well as 2 packs of disinfectant wipes.

➤ STERILIZATION EQUIPMENT

A - Hand sterilization locations

Hotel entrance,

Bar door,

Restaurant door,

At the lift entrances, on all floors,

At the gym entrance,

By the staff lockers and refectory,

At the staff and supplier entrance.

By the reception and service door / or in the porter's office there is a box with surgical masks available for guests and staff.

In the reception there is a temperature scanner/thermometer for the use of all guests who want to measure their temperature.

At the service door there is a fixed temperature scanner so that all employees check their temperature upon entry.

All the rooms have disinfectant wipes for the use of guests, and a tube of Disinfectant alcohol gel.

B - For employees

All employees have been trained and given information on how to protect themselves from COVID-19, on the Contingency Plan, and on the Internal Protocol.

- How to proceed if having symptoms, whether at home or at work.
- Social distance: keep a distance of at least a metre from others.
- Avoid greetings that involve physical contact.
- Breathing etiquette:
 - . Sneeze or cough into your bent forearm or into a paper tissue.
 - . Wash your hands whenever you blow your nose, sneeze, or cough.
 - . Reinforce hygiene measures, frequently washing your hands with water and soap or disinfecting them with a disinfectant solution.
- Personal Protection Equipment (PPE)

According to their role, all staff will use the corresponding designated PPE, such as masks, gloves, face shields, aprons, and caps.
- People responsible for activating the procedures in the case of a suspected infection:
 - 1. Deputy General Manager (Manuel Araújo) – Mobile: (+351) 916274183**
 - 2. Front-Office Manager (Pedro Estrela da Costa) – Mobile: (+351) 913211980**

(one of these two is reachable at any time to give the necessary instructions.)

- Conduct:

Daily self-monitoring to check for fever, coughing, or difficulty breathing.

Behaviour to be adopted by the staff:

- . Distancing between employees and guests, avoid physical contact
- . Do not wear the hotel uniform on the street.
- . Avoid wearing “street shoes” inside the hotel, they must be kept in the locker room.

- Recommendations for those using public transport:

- . Ensure you keep the minimum distance from other people.
- . Position yourself back to back with other people.
- . Avoid raising your hands up to your mouth, eyes, or nose.
- . Wear a protective mask.
- . Disinfect or wash your hands as soon as possible.

- Stock of cleaning and sanitizing materials:

The person responsible for stock is the steward Bruno Varela, who must not allow stock to run out.

- Rosters / Shifts

The department heads shall define the shifts, taking into account the reduction in the number of employees present at any one time, and create teams who work as regularly as possible to allow greater control of the safety and hygiene rules.

C - For guests

Equipment - Personal Protection

The hotel has the amount of PPE needed to offer our guests, considering the maximum occupancy capacity / rotation adopted for the rooms (masks, disinfectant gel, disinfectant wipes, and gloves).

Conduct

Breakfast in the room is served until 12 noon and in the restaurant between 7.00 a.m. and 11.30 a.m..

Room service works 24/7.

The bar is open between 12 noon and 11.00 p.m..

The gym can only be used between 8.00 a.m. and 8.00 p.m., and the request must be made at reception/concierge who will register the booking on a specific sheet for this purpose. It is limited to people from the same room each time (unless they are a Family) and can only be used after disinfecting the surfaces and equipment after each use. Cleaning is registered on a form specifically for the purpose, which is available by the door leading to the service room.

The Palace Lounge is open between 11.00 a.m. and 2.00 a.m. exclusively for hotel guests.

Visitors who are not staying at the hotel are not allowed inside.

The bar and the breakfast restaurant is reserved exclusively for hotel guests.

2 . PROCEDURES IN THE EVENT OF SUSPECTED INFECTION

➤ PLAN OF ACTION

The employee responsible must accompany the suspected infected person to the isolation space (if he/she is a guest), provide the necessary assistance, and contact the SNS24 health service.

➤ DECONTAMINATION OF THE ISOLATION SPACE

The decontamination of the isolation area whenever there are positive cases of infection, the reinforcement of cleaning and disinfection whenever there are

suspected infected patients and, if they are confirmed, the decontamination, will be carried out using the Technical Disinfection Centre, a specialized and accredited company.

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