



Hotel Safety – Action Plan for COVID-19

May 2020.

AlmaHotels



"Time makes what we think is
important futile and what we
think is in vain, sensible."
Ramón Andrés



AlmaHotels

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Introduction

Precedents

According to the WHO, the COVID-19 virus spreads primarily through respiratory droplets (especially by coughing). Additionally, the WHO reports that hotels do not entail higher risk of infection than any other public establishments.

Nevertheless, the interaction between our staff and our guests is our outmost priority as shown in this action plan.

Current regulations

This action plan follows the operational recommendations for hospitality establishments published by the WHO on March 31st 2020 and the SND/399/2020 law published on May 9th 2020 in the Spanish B.O.E. by the Health Ministry (Articles 6.5, 15, 44 and 46).

Furthermore, this safety plan will ensure the use of authorized cleaning products published by the Spanish Health Ministry.

Objective

This contingency plan is designed in order to guarantee our staff and clients' health and safety within our hotels.

Every staff member in AlmaHotels (including the management team) is strictly involved in the execution and control of all essential aspects related to the virus prevention.

Repeated hand washing, social distancing, not touching the face and practicing a good respiratory etiquette are some of the measures that are being taken place among our staff.

Moreover, the disinfection and cleaning of the most exposed areas, objects and surfaces will be our utmost priority in order to reduce risk.

Action groups

Management Team



Action groups

Management Team

The management team at AlmaHotels takes a responsible attitude towards the health threat caused by COVID-19 and cooperates in the elaboration of this plan and the following measures:

- Periodic serology testing of all members of the staff so that only those who test negative can carry out their job.
- Access control (temperature measurement and adequate personal protective equipment) and disinfection (thorough hand washing and shoe sole sanitation) at the entrance of the hotel.
- Implementation of *Logbooks* including a detailed entry registration to monitor and improve the safety actions (disinfected area, date and time, person in charge, products used...).

Action groups

Management Team

- Communication: any employee with minimum symptoms must inform management immediately and will not be able to work. Additionally, any incident and issue will be added to the internal communication reports.
- Provide specific training to all employees on how to act if there is a positive case in the hotel (equipment/ isolation of the person/ contact with sanitary authorities/ disinfection).
- Install sanitizing hand rub dispensers and provide adequate personal protective equipment for all employees. In case of a positive diagnosis, the hotel has an abundance of additional personal protective equipment.
- Regular evaluation of the action plan to identify and improve any deviations and to reflect updates to legislation as well as future recommendations.
- Institute and labeling system of restricted areas and supply information signs about hygienic procedures (e.g. hand washing for 20 seconds, use of masks, gloves etc.).

Action groups

Reception



Action groups

Reception

We have established **sanitary access control** in all AlmaHotels. The guest, goes through a disinfecting carpet, temperature is measured (must be lower than 37,2°C) and hands must be washed with sanitizing gel for 20 seconds. All guests will also be required to put on gloves followed by a mask. The hotel will provide this equipment, if necessary.

Should the guest pass these tests, s/he will be able to access the hotel. Alternatively, AlmaHotels reserves the right to deny admission to those guests who fail to pass these safety tests. In such cases, the hotel will refer guests to the relevant authorities for assistance.

Access control items: Stations with sanitary items for guests:

- Disinfecting carpet
- Digital thermometer to measure temperature
- Sanitizing hand rub dispensers
- Face masks
- Gloves
- Disinfecting wipes
- Pedal trash can

Items for staff members in restricted areas:

- Cleaning cloths with disinfectant for most exposed areas (min 3 times a day)
- Hand sanitizing gel (20s)
- Face masks and gloves
- Long sleeve uniforms
- Trashbags to be replaced frequently

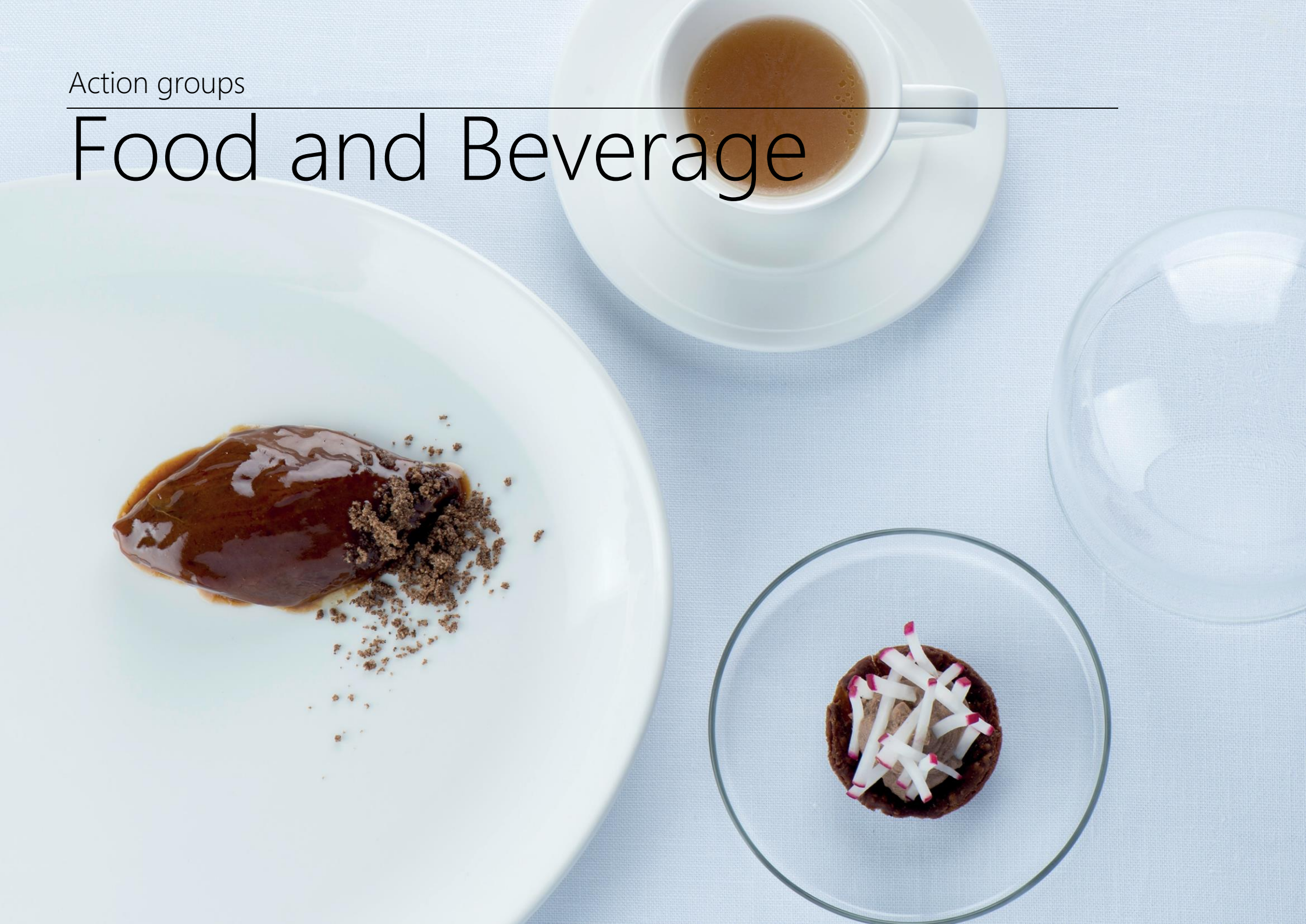
Action groups

Reception

- Front desk agents must be aware of the guests' nationality prior to their arrival in order to assess risk level in the country of origin.
- All telephone lists must be updated to include numbers for medical assistance, hospitals and pharmacies.
- Proper social distancing of 1 metre between guests and employees and 2 meters at reception will be enforced.
- If an in-house guest develop symptoms, the hotel will undertake the sanitary contingency plan of completing questionnaire with the guest and, should it be necessary, will inform the rest of the staff and the authorities.
- The telephones in the rooms have been removed and guests will communicate with hotel staff through WhatsApp.

Action groups

Food and Beverage



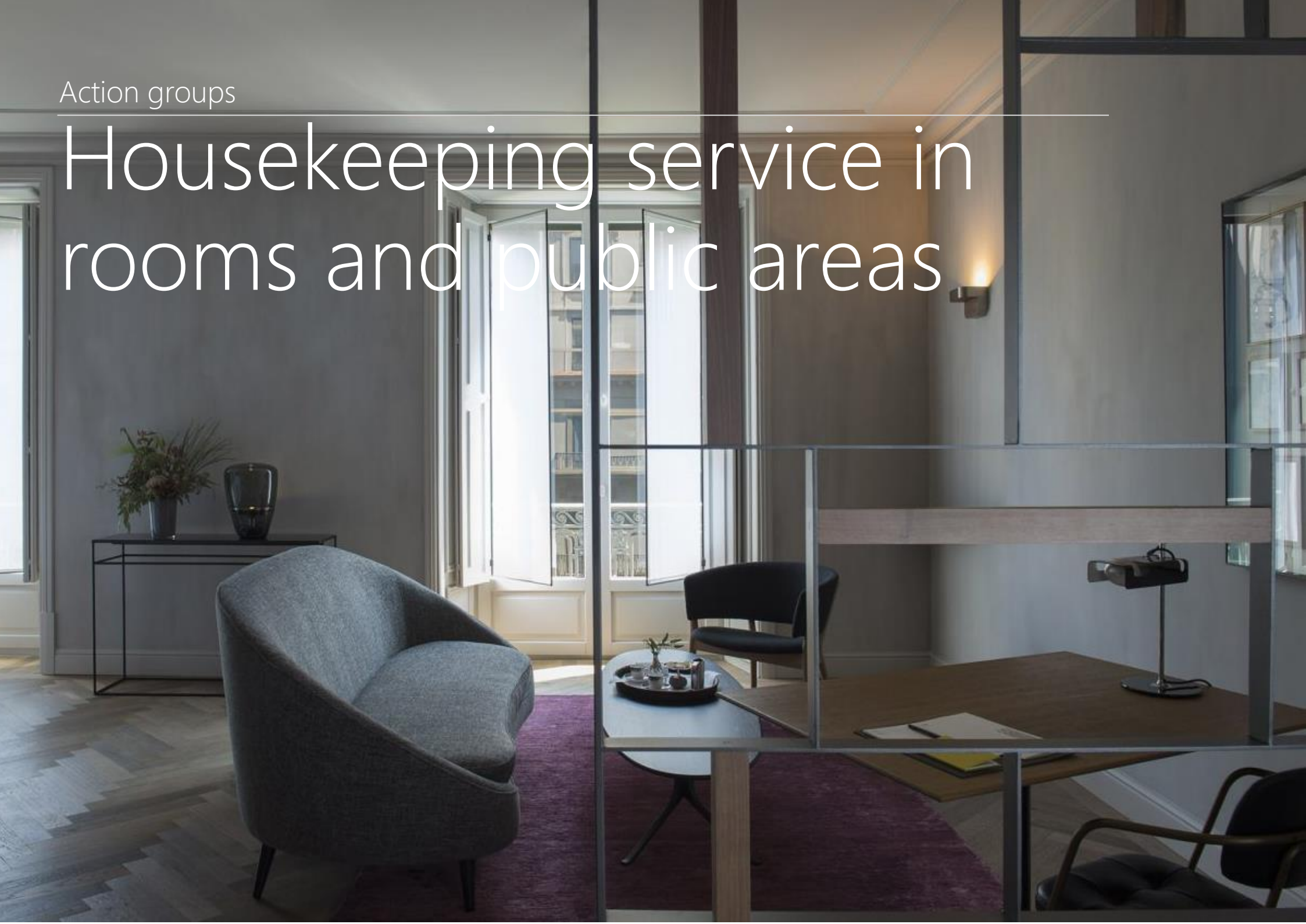
Action groups

Food and Beverage

- At the entrance to both the restaurant and bar, there will be a station with sanitizing hand gel dispensers, face masks, gloves, disinfecting wipes and a pedal trash can.
- There will be a maximum of 4 people per every 10m². There must be a minimum of 2m between the back of a chair in one table and the back of a chair at the next table. There must be a minimum of 1m between guests at each table.
- The silverware and plates will always be cleaned in dishwasher. The washing temperature will be between 70°C and 80°C (to ensure the eradication of the virus, if extent).
- There will be no buffet service nor shared items that cannot be washed at the required temperature (oil and vinegar bottles...).
- Restaurant items such as table linens, napkins, menus, etc... will only be used once.
- The coffee machine will be cleaned at least 3 times a day.

Action groups

Housekeeping service in rooms and public areas



Action groups

Housekeeping in public areas

All members of the housekeeping staff will carry the following items:

- Cleaning cloths with disinfectant to be used every time a client passes by
- Hand sanitizing gel (use for 20 seconds minimum)
- Face masks
- Gloves
- Long sleeve uniforms
- Protective apron
- Protective shoes
- Items to be placed next to the elevator access in the lobby:
 - Sanitizing hand gel dispensers
 - Face masks and gloves
 - Disinfecting wipes and pedal trash can
- Elevator access on authorized floors:
 - Sanitizing hand gel dispensers

Action groups

Housekeeping in public areas

- Items to be placed in the entrance of the restaurant and bar:
 - Sanitizing hand gel dispensers
 - Face masks and gloves
 - Disinfecting wipes and pedal trash can
- Cleaning will be focused on the most heavily trafficked areas. We will ensure the use of authorized cleaning products published by the Spanish Health Ministry.
- We will provide special attention to those areas that are most likely to be touched by clients (door handles, doors, handrails, elevator buttons, fingerprint sensors, switches...)
- The sanitation of the most exposed areas (elevator button, door handles, etc...) will be done with pure alcohol (70%).
- Everyday ventilation of common areas and occupied rooms (until a day after departure day)
- Access to common areas will be limited to one person at a time. The space will be cleaned and sanitized at least 6 times a day with the corresponding entry in the Logbook.

Action groups

Housekeeping in the rooms

We have developed a more detailed cleaning and disinfecting Standard Of Procedure in the bedrooms. The updates include: picking up bed linens and towels in sealed disinfected bags, ozone machines and ultraviolet light sanitizer for the most exposed areas (closet, chairs and sofas, desk, bedside table, sink, shower, toilet and bidet).

- In the case of a guest with positive diagnosis, the room will be cleaned twice during the following two days after the guest's departure.
- After cleaning a room, housekeepers will throw away the used gloves, protective apron and protective shoes before thoroughly washing their hands.
- All the bed linens and towels will be placed in sealed bags and carried in sealed trolleys directly to the laundry room.
- All the bed linens and towels will be cleaned at the required temperature for virus elimination (80°C for 20 minutes / dried twice at two different temperatures: 80°C and 120°C, and steam ironed at 160°C).

Action groups

Housekeeping in the rooms

- Once the bed linens and towels have been cleaned, disinfected and ironed they will be vacuum-sealed and delivered to the corresponding floor office, where they will remain until they are used again.
- Before taking the face masks off, hands must be cleaned with sanitizing gel.
- A specific machine will be used for guest's laundry, set at a washing temperature of 60°C to 80°C and delivered inside disposable bags.
- In the event of positive diagnosis of an in-house guest, no visits will be allowed except from the sanitary authorities. Should this guest have a companion, the second guest must stay in a different room.

Action groups

Maintenance



Action groups

Maintenance

- We have treated and disinfected our water supply system as well as the pool (which will remain closed until further notice), through a thermic shock by elevating its temperature above 70°C.
- Inspection of washing machines and dishwashers to the required temperature (70°C-90°C).
- The air conditioning temperature rank must be higher than usual (19,5°C) in order to avoid colds and sneezes.
- The ventilation system and its equipment have been inspected and sanitized.
- We have implemented an automatic opening system for the main door to avoid contact with the hands.
- The use of the fingerprint access has been disabled temporarily as well as the shift register for employees and only disposable magnetic cards must be used.
- Gloves must be used at all times and a proper hand washing hygiene must be followed.

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