

INTERNAL PROTOCOL 2020

COVID-19 CONTINGENCY PLAN

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BURGUS TRIBUTE & DESIGN HOTEL COVID-19 INTERNAL PROTOCOL

INTRODUCTION:

The BURGUS TRIBUTE & DESIGN HOTEL, in the last three years of its existence, has always tried to ensure quality, comfort, and security, to provide the well-being of its guests and employees. But, now, because of the new reality we are living in, we want to give to our guests the guarantee of being even safer and prepared to host you with all the refinement and quality we inured you to.

The BURGUS TRIBUTE & DESIGN HOTEL commits itself to elevate its standards, according to the orientations of the DGS and the Portugal Tourism, in order to increase our guests' trust.

WHAT IS COVID-19?

COVID-19 is the name, given by the World Health Organization, to the disease caused by the new coronavirus SARS-COV-2, which can cause severe respiratory infections such as pneumonia. This virus was identified in humans for the first time at the end of 2019 in the Chinese city of Wuhan, Hubei province, and several cases have been confirmed in other countries.

What are the signs and symptoms?

The most common symptoms associated with COVID-19 infection are:

- fever (temperature $\geq 38.0^{\circ}\text{C}$)
- cough
- difficulty breathing (eg shortness of breath)

Sore throat, runny nose, headaches and/or muscle pain and tiredness, loss of smell and taste may also appear.

In more severe cases, it can lead to severe pneumonia with acute respiratory failure, kidney and other organ failures, and eventual death.

What is the contagion period?

The contagion period (time between exposure to the virus and the onset of symptoms) is currently considered to be 14 days.

Transmission by asymptomatic people (without symptoms) is still being investigated.

In the light of current knowledge, it is believed that SARS-CoV-2 can remain on surfaces for at least 48 hours. If there is no adequate cleaning and disinfection, and its frequency is not increased, the surfaces can become like reservoirs of viruses and other microorganisms.

Direct contact route: Through droplets that an infected person transmits through the mouth or nose when speaking, coughing or sneezing (and does not use the rules of respiratory tag) which can enter directly into the mouth or nose of a very closed person.

Indirect contact route: Through the hands, which touch the surfaces contaminated with the cells expelled by the infected people and which are then inadvertently brought to the face, mouth, or nose, before washing them.

Which surfaces are considered critical in the transmission of COVID-19?

All surfaces can be contagious vehicles, but the risk of contagion varies depending on the frequency of manipulation, touch, or use.

The surfaces with the highest risk of transmission are those that are frequently touched, that is, all surfaces that are manipulated or touched by many people, and very frequently throughout the day.

- ☒ door handles
- ☒ light switches
- ☒ phones
- ☒ tablets
- ☒ computer keyboards mainly when used by multiple people
- ☒ elevator buttons
- ☒ washbasin taps
- ☒ flushing handles
- ☒ tables and chairs
- ☒ counters,
- ☒ handrails,
- ☒ money, among others.

Thus, the BURGUS TRIBUTE & DESIGN HOTEL has established an action and prevention plan, both in terms of organizing the cleaning of all its spaces daily, and in terms of the suspicion and/or identification of an infected subject, considering how to proceed with its isolation and procedures to follow.

MANAGEMENT TEAM:

- Responsible for creating the teams and preparing the plan, training, as well as the acquisition of necessary equipment and materials.

José Alberto Pereira
Eduarda Silva
Reception Manager

- Responsible for organizing intervention teams in the various phases of intervention (prevention, control, and disinfection).

Reception Manager
Housekeeper
Chef

PREVENTION MEASURES AND INFECTION CONTROL:

EMPLOYEES' CONDUCT:

- **Hands washing:** wash your hands frequently with soap and water for at least 20 seconds or use a hand sanitizer that has at least 70% alcohol, covering all surfaces of your hands and rubbing them until they are dry.
- **Respiratory Tag:** cough or sneeze into the flexed forearm or use tissue paper, which then it must be immediately thrown away; always wash your hands after coughing or sneezing and after blowing; avoid touching the eyes, nose, and mouth with your hands.
- **Personal Protective Equipment:** according to plan, all employees should use the PPE appropriate to their function, with primacy for the use of a mask in all sectors.
- **Social conduct:** change the frequency and form of contact between colleagues avoiding close contact whenever possible (handshakes, kisses, shared workplaces, face-to-face meetings and sharing of food, utensils, glasses, and towels) and excel in the presentation.
- **Safety measurements:** comply with daily self-monitoring for fever assessment (measure body temperature and record the measurement value and time) and check for cough or difficulty breathing.
- **Mandatory:** Employees who develop signs or symptoms suggestive of COVID-19, should not be present at the workplace and should contact the SNS24 Line (808 24 24 24) or other telephone lines created specifically for this purpose and proceed according to the instructions provided.

Employees who develop signs or symptoms suggestive of COVID-19 during their work shift should be considered a Suspected Case and be referred for the isolation area, according to the Contingency Plan.

PREVENTIVE MEASURES:

- regular cleaning and sanitizing (with alcohol) of everyone's workplace, always giving preference to wet cleaning over dry cleaning, of all surfaces in common areas (counters, door and elevator handles, elevator and interior doors buttons, stair railing). This regular cleaning has to be visible and recorded by the employee who performs it.

THE BURGUS TRIBUTE & DESIGN HOTEL HAS:

- Personal protective equipment in sufficient numbers for all workers.
- Personal protective equipment is available to customers (maximum capacity of the establishment).
- Stock of cleaning materials for single-use proportional to their dimensions, including single-use cleaning wipes moistened with disinfectant, bleach, and alcohol at 70°.
- Dispensers of alcohol-based antiseptic solution or alcohol-based solution near the entry/exit points, and whenever applicable by floor, at the entrance to the restaurant, bar, and common sanitary facilities.
- Waste container (without manual opening) and plastic bag
- Place to isolate people who can be detected as suspected or confirmed cases of COVID-19.

The defined location **room Nº 1** has:

- ✓ natural ventilation, or mechanical ventilation system
- ✓ smooth and washable coatings,
- ✓ bathroom,
- ✓ stock of cleaning supplies,
- ✓ surgical masks and disposable gloves,
- ✓ thermometer
- ✓ autonomous waste container
- ✓ waste bags
- ✓ used clothing collection bags
- ✓ Kit with water and some non-perishable foods
- ✓ In the sanitary facilities equipment for washing hands with liquid soap and paper wipes.

INTERACTION PERFORMANCE RULES:

To ensure the protection and safety of customers and employees, we have also prepared some rules for the reception, meal, bar, and breakfast areas:

1. RECEPTION:

- Guests should be advised to maintain the physical safety distance in relation to other people
- Our reception will always be available to our customers, however, other approaches will be prepared to better respond to guests' needs without putting the security of customers and employees at risk.
- Early check-in will be promoted, asking the customer to send us the details needed for the creation of the customer's record and the authorization for the use of the data.
- We advise that payments should be made, preferably by transfer, contactless or similar payment systems in order to reduce the contact as much as possible. Alternatively, special attention should be paid to the hygiene of POS systems, with emphasis on disinfection between uses of guests and collaborators.
- Likewise, disinfection of room opening cards is imperative, whenever they are used, between deliveries and even in the case of cards that are not used regularly.
- Information about the city, places to visit, restaurants and any other issue that the customer place should be shared via SMS, e-mail, app, tv rooms thus avoiding the sharing brochures, maps, and other leaflets
- Wearing the mask will prevent the customer from seeing our smile, but it will be present in our eyes and attention!

2. BREAKFAST:

- The number of places per room has been reduced in order to guarantee the minimum distance between the guests
- Breakfast in the living room will be served from 7:30 am to 10:30 am with a maximum occupation of 12 persons per hour.
- The customers must decide and inform the reception on the day of check-in and until 9 pm about the breakfast plan they choose for their stay, and the time intended to enjoy it.
- It may be possible to have free breakfast delivered to the room, also with prior scheduling, and in accordance with the list of products available for that purpose.

3. RESTAURANT:

- The number of places in the living room has been reduced in order to guarantee the minimum distance between customers.

- Customers will be led to the table, keeping a safe distance and dispensing with handshake greetings.
- It is recommended to reserve a table in advance.
- Employees must not come into contact with food exposed and ready to eat with their own hands, they should use appropriate utensils such as napkins, spatulas, tweezers or single-use gloves
- Place plates, glasses, cutlery, and other utensils on tables only in the presence of customers that will use them, ensuring their hygiene and packaging.
- Provide menus and drink cards covered with film and washable, or in a digital form.
- After each use the table surface and the chairs have to be always cleaned and disinfected and the table cloth must be changed.

4. BAR:

- To enjoy any product in our bar, a table or terrace is recommended.
- Counter service is completely discouraged.

5. KITCHEN:

- Regularly wash your hands with hot water and antibacterial soap - gloves are not a substitute for handwashing!
- Do not use gloves from a dirty area to a clean area. It is important to replace the gloves before this change.
- The same pair of gloves can only be used for one task and must be replaced if damaged or if the employee interrupts the task. If an employee is performing a task continuously, gloves should be replaced every four hours or whenever needed.
- Perform regular cleaning/disinfection of kitchen surfaces and clean work clothing regularly.
- Cleaning materials are specific to these areas and follow the rules defined by the current legislation;
- There must be different rags for countertops and utensils; the tables, chairs and other furniture; specific material for the floor;
- The products to be used (detergents and disinfectants) must be products that do not eventually contaminate food;
- Do not use with disinfectant spray in areas where food is being prepared or in exposition.
- Food products for cooking must be hermetically sealed. Restrict staff has access to the kitchen.

CLEANING IN ALL THE HOTEL AREAS – HOW TO PROCEED?

As it is an easily contagious virus, it can be transmitted through droplets left by those who are contaminated, microorganisms that can stay on floors and surfaces.

It is necessary to pay attention and act effectively.

Any cleaning products which could raise dust must not be used, except for non-critical areas (patios and outdoor balconies). Some microorganisms can be transmitted through tiny droplets or atmospheric shares by air when they remain in suspension, or by contact when they settle on surfaces. Thus, we present in the following topics the care to be followed in a regular and exemplary way:

- Do not use brooms, dusters or other dry utensils/cleaning equipment for the dust in the interior areas;
- Perform dust cleaning by wet means (this way, not only removes the dust but also dirt in general);
- Use of detergents suitable for each type of surface to be treated;
- Clean with gentle movements, to minimize the lifting of particles;
- Clean in the direction of the cleanest area (non-critical area) to the dirtiest (critical area);
- In an area, clean vertically - from top to bottom, that is, in a global sequence, firstly the ceiling, walls, windows, furniture and finally the floor;
- Clean horizontally - from the furthest to the closest area to the exit door;
- Cleaning of surfaces must be done with hot water and suitable detergents to remove existing microorganisms;
- To avoid re-contamination and multiplication of microorganisms, we ask all the surfaces to be very clean and very dry (in the air)
- Use the double bucket method:
 - ✓ Cart with support for two buckets
 - ✓ Wringer
 - ✓ Mop
 - ✓ In one of the buckets use hot water and the wringer - this bucket is used to remove the excess of water/detergent from the mop and rinse it after cleaning the pavement.
 - ✓ The other bucket must contain hot water with detergent. The mop should be shaken with wavy movements to keep the fringes open.
 - ✓ The water in the buckets should be changed for each area and whenever it's visibly dirty.
- The use of a broom is only allowed in non-critical areas.
- The vacuum cleaner should only be used if it is strictly necessary, and when used, the area should be well ventilated, keeping windows and doors open

AREA PRESENTATION:

1. Rooms with private bathroom
2. Corridors
3. Stairs
4. Elevator
5. Reception
6. Restaurant
7. Kitchen
8. Common Bathrooms
9. Laundry Room

1. ROOMS WITH PRIVATE BATHROOM

Room cleaning will be divided into three phases:

1ª Phase

- Open the windows so that there is ventilation in the space;
- Collect all waste;
- Remove linen and towels
- Move all equipment away from walls

2ª Phase:

- Use the wet cleaning method
- Vertical orientation (top to bottom)
- Cleaning the surfaces, using a rag soaked with a detergent suitable for each surface (including bedside tables, bases of the mattress, wardrobe, telephone, controls, desk, chair, doors and handles). Whenever there are secretions, they will be cleaned first with absorbent paper, using bleach and leaving it in action for a while and only then they will be removed with a damp rag and hot water.
 - ✓ After wet cleaning, all surfaces and equipment must remain as dry as possible, thus it is necessary to leave windows open.
- Horizontal orientation (from the furthest to the closest area to the exit), first with the use of the cloth, so that no particles rise, and then mopping using two buckets, one with hot water, another with hot water and detergent.

3ª Phase:

- We start cleaning the toilet from the handles, furniture, taps, washbasin, using the vertical orientation and using the mixed cleaning product (detergent and disinfectant). All surfaces of the toilet must be air-dried.
 - ✓ The washbasin must be rinsed with clean, hot water so that all waste seeps down the drain, it should also be very clean/disinfected.
 - ✓ The toilet: apply the mixed product (detergent plus disinfectant) inside, let the product act, use the toilet brush to wash and eliminate all the residues performing a water discharge still with the toilet brush inside the toilet so that it is also clean. The toilet brush support must also be disinfected. The external part of the toilet should be clean with hot water, mixed product and with the help of a damp cloth; this treatment should be carried out from the cleanest to the less clean area (toilet flush, top and bottom of the toilet).
 - ✓ Shower and bathtubs: put the mixed cleaning product on the base of the shower and inside the bathtubs and let it act. Start by cleaning the taps, shower, walls, and shower guards with the mixed product reaching the entire area, rinse with hot water to send all waste down the drain, leaving it clean and disinfected. Repeat the rinsing process several times with hot water

2. CORRIDORS

- Use the wet cleaning technique (hot water and cleaning product suitable for the surface) with a single, damp cloth; cleaning will be carried out in the vertical orientation (from top to bottom).
- Floor cleaning will be carried out with the support of a vacuum cleaner, keeping doors and windows open to create air circulation.

3. STAIRS

- Wet cleaning technique using a cloth moistened with hot water and disinfectant to clean the entire stair railing.
- Use of the broom to remove all solid waste.
- Use of the double bucket method:
 - ✓ Use a bucket with hot water and detergent and one containing only hot water (to rinse the mop whenever necessary)
 - ✓ Keep doors and windows open so that the air can be renewed.

4. ELEVATOR

- Wet cleaning technique and vertical orientation, with cloth for single-use, use of disinfectant, and hot water for rinsing.
- The elevator floor will be cleaned in a horizontal orientation (from the furthest to the nearest area to the door) using the vacuum cleaner.
- Cleaning includes all interior and exterior handles/buttons.

5. RECEPTION

- Collect waste.
- Disinfect the counter several times a day.
- Disinfect cards as well as card reader, keyboards, mouse, monitors, telephone, switches, handles, etc
- The cleaning of the areas described above must be carried out at least 6 times a day, keeping a daily record of it in a visible place.
- The entire interior area of the reception must be cleaned, in vertical orientation (top to low) and horizontal (from the farthest to the nearest area to the exit door)
- Entrance, carpets, doors, handles, also must be cleaned several times a day.

6. RESTAURANT

- Sanitize, with disinfectant products, tables, counters, handles, switches, and other contact surfaces at least 4 times a day.
- After each client, always change the table cloth and disinfect the table and chairs.
- Remove all decorations from the tables.
- Ensure good ventilation and frequent air renewal in the restaurant areas,
- for example by opening doors and windows.
- The entire area of the rooms must be clean, in vertical orientation (top to bottom) and horizontal (from the furthest to the closest to the exit door).

7. KITCHEN

- All surfaces must be cleaned several times a day, with special care in food handling areas. Disinfectant products should be used on surfaces so that they do not contaminate food.
- All kitchen supplies should be kept, as far as possible, in closed areas after the use.
- The entire interior area of the kitchen must be clean, in vertical (top to bottom) and horizontal (from the most distant to the closest to the exit door).

8. COMMON BATHROOMS

- Start cleaning by collecting waste.

- The area must be cleaned at least three times a day.
- Start with the door handles and cleaning the furniture, using single-use cloth, disinfectant, and hot water.
- Clean the washbasin, always going against the siphon, taps, and base, using a mixed product (containing both a disinfectant and detergent) letting it act, using a single-use cloth and rinsing several times with hot water in order to eliminate all waste.
- The toilet must be cleaned with a mixed product, placed it in the toilet bowl and let in action for a few minutes. Wash the interior with the help of the toilet brush, flush water while it is still inside the toilet so that it is also clean.
- Disinfect the toilet brush holder and handle.
- The bathroom floor must be cleaned horizontally using the double bucket method.

NOTE: In the remaining common areas, apply the vertical and horizontal cleaning method. Use the double bucket for mopping, change the water regularly. All surfaces/furniture should be cleaned using the wet cleaning technique using a cloth, for each area, with the appropriate product and hot water to rinse.

The carpets must be vacuumed.

9. LAUNDRY ROOM

- The laundry area must be kept clean and tidy, in order to avoid contact between “dirty” and washed clothes.
- The clothes, removed from the rooms, should be handled with gloves and, preferably, placed directly in the bags of the external laundry, avoiding as much as possible to be shaken, so that there is no propagation of particles.
- The textiles left in the hotel's laundry should be washed, according to their characteristics, and immediately dried and packaged
- The DGS guidelines must be applied in the case of textiles removed from suspected subjects (see the specific indication on page 15 of this manual)

IN CASE OF SUSPECTED OR CONFIRMED CASE:

1 – ISOLATION

- Isolation area: room nº 1 (private bathroom)
- In the isolation room will be available: waste container and waste bags, bags for collecting used clothes, water and some food will be provided. The ventilation of the space will be done through the regular opening of the bedroom windows to renew the air, keeping the door closed.

2 – COMMON AREAS

- Cleaning of common areas that may have been frequented by the suspect/confirmed subject (reception, corridor, restaurant, bar) must be sanitized

WHAT TO DO WITH THE SICK OR SUSPECTED TO BE INFECTED WITH COVID-19 PERSON

IN THE HOTEL?

- The sick person must not leave the hotel. He/she should remain in the isolation area (with a surgical mask, as long as the clinical condition allows it).
- The hotel management/administration must be informed immediately. If he/she can do so, the sick person case or suspected case should call SNS24 (808 24 24 24), through the phone available in the room. Otherwise, the person responsible for the contingency will assume that role. The SNS24 line will assess the case and contact the Local Health Authority;
- Do not let the suspected subject going to the health center, private practice, or the hospital emergency.
- Wait for instructions from health professionals and their clinic decision.
- Access of other people to the “isolation” area is prohibited (except for employees assigned to provide assistance).
- The Local Health Authority may choose to send the person to the Hospital of the reference area or not, depending on the patient's clinical situation.
- In suspected cases of COVID-19, cleaning and laundry professionals should wait for the result of the laboratory diagnosis confirming or not the suspected case, before starting the laundry removal and cleaning procedures.

CLEANING OF THE ROOM AND COMMON AREAS – ACTION MEASURES

1 - PROTECTION OF THE INTERVENTOR PROFESSIONALS:

- Employees responsible for removing clothes and cleaning the room of a suspected or confirmed case must always comply with the protective measures recommended and correctly use PPE:
 - ✓ Mask
 - ✓ Eye protection glasses/visor
 - ✓ Shoe covers
 - ✓ Disposable nitrile gloves
- Their uniform must be washed in the hotel's laundry washing machine at high temperatures. Preferably, leave a washing machine only for the clothes of the infected customers and professionals' uniforms.

2 – ROOMS – LINNEN CHANGE, CLEANING, AND DISINFECTION OF THE SPACE:

To clean and disinfect the surfaces of the quarantine or isolation areas or of the suspected or confirmed patient, it is necessary to wait at least 20 minutes after the sick person (or suspected or being sick) leaves that area and only then start cleaning procedures in safety.

Cleaning should be done at 2 different times:

1^o day – Team A - remove sheets, bedding, towels, and garbage separately:

- Do not shake the bedding;
- Remove it without shaking it, rolling it from the inside to the outside, making a "package";
- Do not lean the bedding against your body;
- Transport the clothing and put it directly in the washing machine. The clothing must be washed at the highest temperature it can withstand in a heat disinfection cycle (at least 60°C for 30 minutes, or between 80-90°C, with 10 minutes of heat contact with clothing)
- Waste collected in the room must be packed in a first bag tightly closed, which is then deposited in the 2nd bag. The 2nd bag must be identified as biological waste and collected by the responsible local authority.

2^a day – Team B – Maintenance, cleaning and disinfection of surfaces:

Do not use a vacuum cleaner to clean the room and floors and always prefer wet cleaning to dry cleaning.

- Clean surfaces from top to bottom and towards the cleanest areas to the dirtiest ones;
- Use single-use cleaning cloths, one for the bedroom area and one for the bathroom;

- A cleaning bucket and mop must be used for the bathroom and another different set for the bedroom;
- Wash the surfaces: use the usual detergent;
- Disinfect surfaces: use bleach to disinfect surfaces that do not suffer from corrosion/damage by contact and, in the case of surfaces that are not compatible with bleach use detergents with a disinfectant in their composition.

If blood, respiratory secretions or other organic fluids are present:

- absorb liquids with absorbent paper
- apply the bleach diluted in water (measure: 1 bleach to 9 water)
- leave to act for 10 minutes;
- rinse the area with water and detergent, rinse only with hot water and air dry
- open the windows to ventilate of the space

For common disinfection of surfaces - bedroom:

- first wash with water and detergente
- apply the bleach diluted in water; leave the bleach to act for 10 minutes; rinse off only with hot water and air dry
- Disinfect furniture and equipment with wipes moistened with disinfectant (cabinets, countertops, table and chairs, cabinet and door handles)
- Clean walls up to arm's length.
- Remove curtains to wash them

For common disinfection of surfaces – bathroom:

- Sanitary facilities must be washed and disinfected with a cleaning mixed product that contains both detergent and disinfectant in the composition.
- Wash the bathroom, starting with the taps, washbasin and drains, then furniture, bath/shower, toilet.
- Shower: Clean well. Unscrew the head, wash and disinfect
- Toilet: apply the product that has both the function of detergent and disinfectant, inside and outside the toilet; leave the product to act for 10 minutes to make the desired effect, rub well inside with the toilet brush, flash the water with the toilet brush still inside the toilet so that it is also clean. Put the toilet brush to drain; wash and disinfect the toilet brush holder. With another clean single-use cloth, wash the outside of the toilet, starting from the top (the least dirty) and then all exterior parts with the same detergent/disinfectant; then rinse only with hot water and let it dry.
- Finally, wash the floor.
- Open the windows and air dry.

DEAR GUEST:

The entire BURGUS TRIBUTE & DESIGN HOTEL team has always been guided by providing our customers with quality, excellence, and well-being, thus contributing to making their stay even more special, however, it is imperative that new rules are respected for the good of all.

So we count on you to comply with them!

- ❖ Clean your hands with the alcohol-based solution we have at your disposal, in the dispensers present in different parts of the hotel (or with soap and water).
- ❖ We have a thermometer (infrared) for temperature measurement. If you want to check your temperature just ask. Likewise, it can also be approached by our employees for this measurement. Together we will be safer.
- ❖ Respect the distance between people of at least 2 meters (with the possible exception of immediate family)
- ❖ Follow the respiratory tag measures (cough or sneeze into the flexed forearm or use a tissue, which must then be immediately thrown away; sanitize always hands after coughing or sneezing and after blowing; avoid touching the eyes, nose, and mouth with hands)
- ❖ Consider using a mask, always using it properly and in accordance with DGS recommendations
- ❖ Avoid touching surfaces and objects unnecessarily
- ❖ Give preference to payment by means that do not involve physical contact between the employee and customer (e.g. contactless automatic payment terminal)
- ❖ If you show signs or symptoms of COVID-19, you should not visit public spaces.
Together, it will be possible for everyone to gradually return to normalcy and enjoy all the ex-libris of our city.

Be very welcome.