

PROTOCOL OF THE HOTEL GALEÓN- PAVILLÓN TO AVOID CONTAGION BY COVID-



Galeón Hotel

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ESPAÑA

1. GENERAL REQUIREMENTS

Staff

Clear and intelligible information will be available. Specific and clear training will be given on the specific measures to be implemented.

Physical contact greetings, including shaking hands, shall be avoided for both staff and customers.

Safety distance should be maintained whenever possible

Depending on the result of the risk assessment of each work station, it will be determined whether or not it is mandatory to use a mask and the characteristics of the mask depending on the task to be performed, as well as the time used according to its characteristics.

Throw away any personal hygiene waste, especially tissues, as well as PPE immediately to the trash cans or containers provided and not manually operated

Wash your hands thoroughly after sneezing, blowing your nose or coughing, touching contaminated surfaces (money...) If it is not possible for staff to wash their hands regularly. In this case, the use of a disinfectant solution must be ensured.

Disinfect frequently, throughout the whole working day, objects of personal use (glasses, mobiles, ...) with water and soap when feasible or with disinfectant solution, as well as the elements of the workplace (screen, keyboard, mouse, surfaces...) with the change of shift. For the disinfection of electronic equipment, specific products applied with a cloth should be used.

Do not share work equipment or devices of other employees. In the event that the use of certain equipment and devices cannot be avoided, the hotel shall establish cleaning and disinfection guidelines between uses in order to reduce the risk of contagion.

Wear clean work clothes daily

If the worker has a fever or any other symptom related to COVID-19, he/she should notify his/her immediate supervisor and not come to the workplace. You should go to your health centre or contact your doctor to assess whether you can go to work or have a medical leave.

2. SPECIFIC REQUIREMENTS FOR EACH AREA OR DEPARTMENT

2.1. Common areas

The capacity of the common areas (swimming pool, breakfast room, bar) will be reduced in accordance with the regulations established at that time.

The hotel will place disinfectant solution at the entrance of the hotel, as well as in the areas of passage, and even in places of intense use by customers. Disinfectant solution will also be placed at the exit of the common toilets.

Common toilets shall be disinfected at least 6 times a day. Records of cleaning should be kept. This record shall be placed in a display case so that evidence of its completion can be kept

All the bins that do not keep standards are replaced by covid-19 and will be replaced by bins with lids and openings that are not manually operated and have a double bag inside.

Computer posters will be placed to remind people how important it is to maintain a safe distance between clients.

The hotel will at all times check the soap, gel and paper dispensers and guarantee their replacement and cleaning.

2.2. Floors and cleaning

You should use appropriate personal protective equipment depending on the level of risk in each situation. As a minimum, personnel should wear a protective screen, mask and gloves. It is recommended that gloves be changed for cleaning each room.

After each cleaning, the materials used and the protective equipment used should be safely disposed of and hands washed. Covered buckets (with bags) should be provided for storage.

Gloves and masks should be disposed of in accordance with their useful life and the conditions in which they are used. Masks should be changed daily and gloves should be changed each time cleaning is initiated in a room.

Floor personnel shall not agree to provide room service while the client is in the room, except for justified cause

2.3. Accommodation (rooms)

The rooms, specifically, must meet the following requirements:

The reduction of textiles (including carpets) in the room, decorative objects and amenities must be analysed

The toilet paper basket with lid, double bag and non manual operation

The blankets and pillows in the cabinets are protected in sealed bags

The amenities will be placed in bags and sealed. The hangers will be disinfected with steam at each outlet.

As in the bathrooms of the rooms there is a hairdryer. These will be cleaned (including the filter) at the client's exit

The ironing service is limited

2.4. Reception

There will be a person in charge to take the temperature of the workers. A record of the temperature at the entrance and exit of the workers will be kept. As a precaution, customers checking in will also have their temperature taken.

The maximum capacity in the reception area will be that which allows the safety distance between customers. If the security distance with the employees cannot be maintained, physical elements will be reinstalled to ensure the protection of both personnel and clients, such as screens that cover the entire area to be protected, which are easy to clean and disinfect. If these physical elements are not available, the personnel should use a mask.

Sharing of pens should be avoided and, if necessary, disinfection of borrowed pens after use.

To ensure the minimum safety distance between clients, distance markers should be visibly fixed to avoid crowding

Card payment will be encouraged, where possible. This will apply to all accommodation services

The POS must be disinfected after each use

The counters should be cleaned and disinfected daily, considering the greater or lesser affluence of clients

The room cards will be deposited in a container with disinfectant at the end of the stay or after each use if deposited at the reception

The computer equipment and any other element of use (telephone, keyboard, monitors,...) must be disinfected at the beginning and end of the shift.

The allocation of the rooms will be carried out guaranteeing the required hygienic measures of disinfection

When the staff provides the service of transporting the customer's luggage, it must be done under safe conditions. For this purpose, these personnel must have disposable gloves and/or disinfectant wipes or a cloth with disinfectant to clean handles, etc.

The service of beach towels will continue to be carried out, but with the only difference that from now on the towel will be delivered in a sealed bag. When the client returns the towel, they will be placed in a closed rucksack and then taken to the laundry. If for any reason the staff has to handle the towels. You must do it with gloves and once this action is finished, proceed to wash your hands.

In this area, just at the entrance, disinfectant mats are placed so that each person who enters disinfects their feet and wheels of the suitcases. Hydroalcoholic gel will also be placed to disinfect hands upon arrival at the hotel.

2.5. Lifts

Customers will be informed of the maximum capacity of the lift. In our case, the rule of not sharing between people from different rooms will be applied, unless masks are used.

2.6. Cafeteria, bar, restaurant

Reduced handling and customer intervention to prevent infection

The assisted buffet with protective screen

Individual and/or covered single-dose packs

Commonly used elements and equipment such as cruets, oil cruets, salt shakers, drink dispensers, and other decorative elements are replaced.

A predefined route is established to avoid crowding in areas

Room service personnel will wear a mask at all times.

2.7. Kitchen

The HACCP system has been extended with the COVID-19 context

General disinfection of work surfaces is carried out before each service

There are disinfectant soap dispensers next to the sinks

Single-use paper and buckets with lid and pedal are available

At the end of the day, the utensils and equipment will be cleaned with the recommended product

2.8. Swimming pool

The maximum capacity is 15 people in order to guarantee the safety distance between clients.

The water parameters will continue to be measured as usual.

A hydroalcoholic gel dispenser is placed at the entrance of the pool

An informative poster will be hung to remind both workers and customers of the importance of compliance.

The number of sun loungers will also be affected in order to ensure this safety distance.

The beach areas, as well as the surrounding areas, such as the shower and stairs, will be cleaned and disinfected at least four times a day.
A record of these actions shall be kept (Annex V)

3. CLEANING AND DISINFECTION REQUIREMENTS

3.1. Cleaning plan (common areas)

The most frequent cleaning of the areas of greatest contact (surfaces, knobs, wash basins, taps, handles, lifts, remote controls, toilet flush button, protection barriers, minibar, hangers, doors, keys, reception desk, ...) specifically requires disinfecting the employees' work area at the end of their shift (counter, keyboard, ...)

Daily ventilation/aeration of common areas where customers have been present and cleaning of surfaces with disinfectants should be ensured

The product that we will use for the cleaning of surfaces is called DESCOL. (Annex VI: safety and technical data sheet)

Cleaning trolleys must be cleaned and disinfected after each shift change or at the end of the day.

The collection of waste bins from common areas must be carried out under safe conditions, so that the bags are closed/sealed and transferred to the waste collection point.

A daily record of the cleaning carried out must be kept (Annexes IV, VIII)

3.2. Requirements for cleaning rooms

The cleaning and disinfection of the rooms in the context of COVID-19 should be specifically provided for the airing of the room, the change of towels and bed linen. All of this is done according to our established frequencies.

In addition, special attention will be paid to the following:

Cleaning of walls, floors, refrigerators (inside and outside including water bottles if any), coffee machines, kettles, dryers, mirrors and windows, furniture, equipment and decorative and functional elements

Clean clothes (bed and bath) shall be put on only after the cleaning and disinfection of the room.

The dirty clothes will be put in the mats and then transported to the laundry. At no time shall the dirty clothes be placed on the floor.

At each exit, the hangers shall be disinfected with a steam cleaner and placed back inside the wardrobe.

The floor staff will not agree to provide service in the rooms without the client(s) leaving the room, except in exceptional circumstances. The client will be informed of this measure in advance when checking in.

As it is not possible to remove the curtains from the rooms, both the curtains and the covers will be disinfected with a manual steam cleaner at each room check out.

Standard "ISO 22483 Tourism and Related Services-Hotels-Requirements for the Provision of Service. Look for requirements in this law in quality of room cleaning process

3.3. Cleaning of textiles

The following requirements must be met:

The "dirty" textiles must be collected, put in a bag and closed until treatment in the laundry

Avoid shaking "dirty" textiles. In the case of lingerie, avoid placing it on the floor of the room and/or bathroom.

After handling "dirty" textiles, personnel should wash their hands or change their gloves if they use them.

Both linen and towels should be washed in the laundry at the recommended temperature. Linen shall be disinfected after ironing and towels shall be disinfected after removing them from dryers.

4. MAINTENANCE REQUIREMENTS

4.1. Preventive maintenance plan

Maintenance personnel should follow this protocol when making a repair in a room where the client is located:

Maintenance personnel must be protected by personal protective equipment: mask and gloves

Once attendance is complete, staff will dispose of PIDs. That is, they will throw the PPE into the appropriate waste containers for this purpose. They will then wash their hands. If the client is in the room because his presence is necessary, he should be urged to put on his mask while the maintenance staff remains in the room whenever the minimum safety distance cannot be ensured.

Avoid any physical contact.

Specifically, the air conditioning system should be checked periodically, especially the cleaning of filters.

4.2. Requirements for the reception of raw materials

The provisions of the HACCP system must be complied with in all cases. Specifically, there must be a space reserved for the reception/return of goods (specific area, table, mark on the floor...), located near the goods access door, physically or temporarily separated from the rest of the areas.

Delivery personnel, who should comply with their own prevention and hygiene protocol, must not go beyond this reception area, and compliance with the protection regulations applicable to them will be supervised. In this space: - The packaging of the goods received must be removed. - Those containers that have been in contact with the outside during the supply process must be disinfected. - Items that cannot be disinfected, such as fresh goods, shall be changed from the supplier's container to one



belonging to the establishment in the reception area. Delivery notes and supporting documents should be left on the table to avoid contact with the supplier and should always remain in this reception area. The devices used (thermometers, pens, etc.) should preferably always be used by the same person. If they are shared, they should be disinfected after each use. After reception and/or handling of packages/orders the area should be cleaned and disinfected and personnel should wash their hands with water and disinfectant soap.

4.2.1.. Storage of raw materials

Compliance with the provisions of the HACCP system updated to the COVID19 context

ANNEX I
 WHO RECOMMENDATIONS FOR HAND WASHING

¿Cómo lavarse las manos?

0 Duración de todo el procedimiento: 40-60 segundos



0 Mójese las manos con agua;



1 Deposite en la palma de la mano una cantidad de jabón suficiente para cubrir todas las superficies de las manos;



2 Frótese las palmas de las manos entre sí;



3 Frótese la palma de la mano derecha contra el dorso de la mano izquierda entrelazando los dedos y viceversa;



4 Frótese las palmas de las manos entre sí, con los dedos entrelazados;



5 Frótese el dorso de los dedos de una mano con la palma de la mano opuesta, agarrándose los dedos;



6 Frótese con un movimiento de rotación el pulgar izquierdo, atrapándolo con la palma de la mano derecha y viceversa;



7 Frótese la punta de los dedos de la mano derecha contra la palma de la mano izquierda, haciendo un movimiento de rotación y viceversa;



8 Enjuáguese las manos con agua;



9 Séquese con una toalla desechable;



10 Sírvese de la toalla para cerrar el grifo;



11 Sus manos son seguras.



Organización
 Mundial de la Salud

Seguridad del Paciente

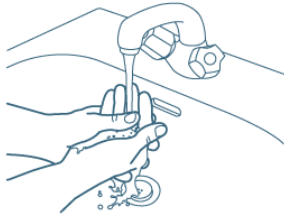
UNA ALIANZA MUNDIAL PARA UNA ATENCIÓN MÁS SEGURA

SAVE LIVES

Clean Your Hands

ANNEX II PROPER USE OF THE MASK

CÓMO PONERSE, USAR, QUITARSE Y DESECHAR UNA MASCARILLA



Antes de ponerse una mascarilla, **lávase las manos** con un desinfectante a base de alcohol o con agua y jabón



Cúbrase la boca y la nariz con la mascarilla y asegúrese de que **no haya espacios entre su cara y la máscara**



Evite tocar la mascarilla mientras la usa; si lo hace, lávelase las manos como se ha dicho



Cámbiese de mascarilla **tan pronto como esté húmeda** y no reutilice las mascarillas de un solo uso



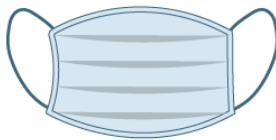
Para quitarse la mascarilla: **quítesela por detrás** (no toque la parte delantera de la mascarilla);



Deséchela inmediatamente en un recipiente cerrado; y lávelase las manos de la misma forma

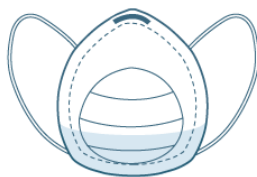
TIPOS DE MASCARILLAS

Quirúrgicas o de bricolaje



Filtran las partículas de quien las lleva, impidiendo que se propaguen y protegen frente a salpicaduras de fluidos biológicos

FFP1



78% de eficacia de filtración mínima. Protege de residuos no tóxicos y no fibrogénicos de polvo o aerosoles.

FFP (Filtering FacePiece)

Recomendadas para el coronavirus

FFP2



92% de eficacia de filtración mínima. Impide la inhalación de fluidos tóxicos, de polvo, aerosoles y humo

FFP3



98% de eficacia de filtración mínima. Es eficaz contra bacterias, virus y esporas de hongos

Infografía LA RAZÓN

ANNEX III
PROPER USE OF GLOVES

4 pasos para quitarse los guantes de forma correcta



PASO 1



PASO 2



PASO 3



PASO 4

ANNEX VI
 TECHNICAL SHEET DISINFECTANT PRODUCT



químicos **quimxel**

28/12/19 - B.L. 4/19

DESCOL - 75

Desinfectante Hidroalcohólico

PROPIEDADES

DESCOL-75 es un desinfectante que posee como principio activo biocida, una combinación de amonios cuaternarios en solución hidroalcohólica. Tiene propiedades bactericidas y fungicidas. Se utiliza para la desinfección de instalaciones de la industria alimentaria, máquinas, etc. Por su composición el DESCOL-75 es de rápido secado. Gracias a esta acción se aconseja su uso en industrias o procesos donde no sea deseable la acumulación de agua o humedad. Es efectiva en presencia de materia orgánica y de gran rapidez de acción.

DESCOL-75, cumple con las siguientes normas:

NORMA UNE-EN 1276 Para Bactericidas ambientales y de uso en Industria Alimentaria

NORMA UNE-EN 1650 Para Fungicidas ambientales y de uso en Industria Alimentaria

NORMA UNE-EN 13697 Para Bactericidas y Fungicidas en superficies, uso ambiental e Industria Alimentaria.

DOSIFICACION Y MODO DE EMPLEO

Autorizado para la desinfección de uso ambiental e industria alimentaria por personal profesional. Antes de usar el producto léase detenidamente la etiqueta a fin de evitar riesgos para las personas y el medio ambiente.

La aplicación del producto en industria alimentaria, habrá de llevarse a cabo en ausencia de alimentos. Se tomarán todas las medidas necesarias para que los alimentos y utensilios que sean manipulados en los locales o instalaciones tratadas, no contengan residuos de ninguno de sus ingredientes activos. No deberá mezclarse con ningún otro producto químico. Incompatible con detergentes aniónicos, derivados amoniacales e hipoclorito. DESCOL 75 se utiliza puro o diluido como máximo al 50% en agua. Para la desinfección general de superficies, instalaciones, etc., se aplicará por pulverización o mediante inmersión de las superficies a desinfectar, procurando un tiempo mínimo de contacto de 5 a 15 minutos.

COMPOSICION QUIMICA CUALITATIVA

Cloruro de diacetil dimetilamonio	0,14%
Alcohol Isopropílico y excipientes cap	100%

PROPIEDADES FISICO-QUIMICAS

Aspecto:	Líquido transparente
Color:	Incoloro
Densidad[20°C]:	0,86 ± 0,01 gr/cc
pH:	8,0 ± 0,5
1ª Inflamación:	14 °C

En caso de emergencia consultar al SERVICIO MEDICO DE INFORMACION TOXICOLOGICA, telefono 91 362 01 20

R.S.I. 54-00620/v
 N°TA1 63.393



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STANDARDS OF ACTION FOR POSITIVE CASES (INVESTIGATED OR CONFIRMED) OF COVID-19 IN THE ESTABLISHMENT

1. IDENTIFICATION AND INITIAL INTERVENTION

If there is even the slightest doubt that a customer or employee is suffering from symptoms compatible with COVID-19 disease, this situation must be reported to the establishment so that the specific protocol can be applied.

1.1. IF AN EMPLOYEE REPORTS SYMPTOMS COMPATIBLE WITH THE DISEASE

- He must be kept in home isolation until the health services assess his situation and determine the measures to be taken.
- The workplace and objects in its environment that could be shared with employees shall be disinfected. –
 - If a positive result is confirmed, the establishment must inform the closest contacts of the risk of contagion and that they must remain under active surveillance for symptoms (cough, fever, respiratory distress...)

1.2. IF A HOSTED CUSTOMER REPORTS SYMPTOMS COMPATIBLE WITH THE DISEASE

- Request isolation in the room until instructed by the health services.
- Communicate the situation to the guides in case of an organized trip. ◊ Facilitate health care (by telephone or in person) in the room, in coordination with the guides if necessary.
- Ensure that there is a medical assessment regarding the possible case of COVID-19.
- Communicate to all departments of the hotel or tourist accommodation, especially those that may require access to the room (cleaning, maintenance, and restaurant/restaurant services), the situation of isolation of the room so that the specific protocols of action are applied.
- Facilitate those means that the client may require in relation to the illness: body thermometer, medication...
- As long as there is no negative confirmation, the person will remain in home isolation and will apply the rules established by the Ministry of Health for home isolation: - Do not leave the room - Extreme hygiene rules - Use of surgical masks in the presence of other people in the room
- In the event of positive confirmation, the possibility of transferring the customer to a hospital or private home must be considered under the safety conditions established by the health authorities for these cases of transfer. If this is not possible, an action protocol will be established in collaboration with the health authorities according to the specific case.
- In any case, we remind you that the establishment does not have the power to keep a person against their will in the establishment or in their room. If the client (confirmed or suspected of suffering from COVID-19) is no longer in the establishment
- If possible, block the room for at least one week
- Apply, prior to use, specific protocol for cleaning the rooms of infected people.

2.. CLEANING, MAINTENANCE AND FOOD SERVICES

No employee is advised to enter the affected rooms, either for cleaning or maintenance purposes. In any case, there must be a register of all persons entering or leaving the room. Clients (or caregivers) shall be provided with the necessary means to carry out their own cleaning tasks. When accessing accommodation with infected or suspect persons, these persons shall be required to wear a mask.

2.1. CONDITIONING OF THE ACCOMMODATION UNIT

The person concerned must be provided with the necessary means to carry out the self-isolation in the best conditions of comfort and safety:

- As far as possible, telephone access, internet and TV will be provided in the room.
- It should have natural ventilation to the outside. The air recirculation systems inside the accommodation unit will be disconnected, whether they are central or individual systems (fancoils).
- Soap, gel and disinfectant wipes will be provided, as well as a trash can with a lid and trash bags, and plastic cups.
- Bleach, paper and cleaning material for the bathroom and other surfaces will be available.
- To facilitate cleaning and disinfection, it is recommended to remove all furniture and textiles from the room

2.2. PROCEDURE FOR CLEANING ROOMS WITH INFECTED OR SUSPECTED PERSONS

In the event (recommended) that the cleaning is carried out by the guest or caretaker himself, means and instructions for doing so shall be provided. However, at least once a week, staff of the establishment shall proceed to clean the accommodation unit following the protocol described above for cleaning after check-out.

The access of cleaning personnel to rooms of sick or suspicious people will be done in conditions of maximum security against COVID-19:

- Use of disposable or washable protective clothing (gowns, gloves and hygienic mask)
 - 2 metres separation from affected persons
 - The cleaning trolley will not enter the affected accommodation unit
 - Appropriate cleaning and disinfection protocols equivalent to those applied at customer check-out shall be used.
 - Any material used in cleaning (cloths, mops, brushes, etc.) should be discarded or disinfected after use, and any detergent or disinfectant solutions that may have been used should be renewed
 - In addition, in this task, PID will be used (gloves, hygienic mask, cap and disposable apron), and hydroalcoholic gel will be available for use at the end of the task and the removal of PID. And in the case of tasks that generate splashes, use goggles or screens (eye protection) and waterproof aprons.
 - Disposable PPE should be disposed of hygienically (closed plastic bag) at the end of the task, reusable PPE should be disinfected appropriately.
 - Personnel carrying out this task must receive additional training in this respect. ◇
- Once the affected customer leaves the premises:
- The housing unit, once cleaned, will be blocked for use for at least one week.

- If this period cannot be complied with, we recommend that it be professionally disinfected by a company authorized for this purpose, and that filter cleaning of the air conditioning equipment be included.

2.3. MANAGEMENT OF BEDDING AND TOWELS

The guest will place the dirty bedding and towels in a plastic bag and close it so that the staff can remove them and replace them with clean clothes. If the guest or an employee is the one who removes these clothes, he/she must do it with gloves, apron and mask, and avoid shaking these clothes. The personnel of the establishment in charge of collecting the clothes, shall introduce them in a second bag identified as contaminated material to be handled by the laundry services with the appropriate PPE (hygienic mask and gloves). The clothes shall be washed in a hot cycle of 60°C.

2.4. WASTE MANAGEMENT

The guest will dispose of the trash in trash bags (bag 1). To remove them, gloves should be used to close the bag and placed in a second bag (bag 2) along with the gloves and other waste generated in the accommodation unit, which should be left next to the exit door at a day and time agreed with the establishment. The personnel of the establishment in charge of their collection shall handle them with gloves, placing them in a third bag (bag 3) and disposing of them in the waste container.

2.5. REPAIRS IN ACCOMMODATION UNITS

To access rooms that need repairs with sick clients that remain inside, maintenance personnel must protect themselves with the correct use of PPE (mask, gowns and gloves...), which must be disposed of at the exit of the room and hands must be washed or disinfected. If the patient is in the room, a distance of more than two metres must be maintained.

2.6.- FOOD AND BEVERAGE SERVICE

- All customers staying in their accommodation in isolation due to risk of contagion will be provided with food/drink service taking into account:
- That the food, deposited in a tray on a cart is outside the accommodation and the client is advised to enter (the cart should not enter). When you finish, you must leave it outside the room.
- Dirty dishes and trays should be handled with gloves (which should be discarded after use) and washed in the dishwasher.

3. RULES FOR THE ACCOMPANYING PERSON

If the person concerned lives with another person in the same accommodation unit (companion), this person shall be declared "close contact" and the following rules shall apply:

- If the room does not have separate bedrooms and toilets, an alternative accommodation unit shall be offered to this carer, as close as possible to the first one.
- As far as possible, the accompanying person should remain self-isolated. If he/she goes out, he/she should wear a mask.



- The companion will be provided, in his/her language, with the Ministry of Health's rules for the home management of COVID-19.