



COVID-19 Hygiene Response for Hospitality



RIU Hotels and Preverisk have collaborated to develop these guidelines in response to the Covid-19 illness. RIU Hotels have provided invaluable input from their operations experience, which combined with Preverisk's technical knowledge and experience, has resulted in a comprehensive set of procedures addressed to all departments within RIU Hotels.

We have adopted a risk-based approach for identifying hazards throughout the entire circuit flow of guests, staff and other visitors to RIU Hotels and Resorts. From this, control procedures will be applied, according to the risk level. These protocols aim to avoid the spread of illness, both from person to person and by way of the environment (e.g. touching surfaces).

Therefore, social distancing and hygiene practices (personal and environmental) such as cleaning and disinfection, have been applied throughout the various stages, according to the risk level. These guidelines are based on current available knowledge and will be updated as more information becomes available. Operational feedback will also be key to any future fine tuning. We have also taken into account information from various sources including: WHO, PHE, CDC, ABTA, amongst others. These guidelines form the basis for the subsequent training and implementation programme.

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INTRODUCTION

Background and objectives

1) Health and safety is an important aspect for the promotion of tourism in destinations. It directly affects travellers' confidence and destinations' reputations. The current Covid-19 pandemic has caused major disruption for the travel and tourism sector. Currently, the WHO as well as National and Local Public Health Authorities are closely monitoring the evolution of the number of Covid-19 cases and the countries affected.

2) The virus is thought to spread mainly from person-to-person, between people who are in close contact with one another, and through respiratory droplets produced when an infected person coughs or sneezes. Additionally, it can spread from contact with contaminated surfaces or objects. It may be possible for a person to contract Covid-19 by touching a surface or object that has the virus on it and then touching their own mouth, nose, or possibly their eyes.

3) However, Covid-19 and the infection it causes, is at a stage where there is still much to learn. All advice and policies have been based on previous experience with other viruses and are updated as further data on Covid-19 is released. There are still significant gaps in what we currently know about it, including:

- What proportion of the population is asymptotically infected and are they transmitting the virus?
- How long does immunity last?
- Do blood tests correlate with immunity?
- Can children transmit the virus?
- Will it be seasonal?
- How long will it be before we have effective vaccines and are able to carry out mass vaccination?
- Is a second wave of infection likely, as happened in the 1918 influenza outbreak?

4) There are now encouraging signs in many countries that the Coronavirus outbreak is beginning to come under control and that plans can now be made for the future. Travel and tourism will return, although gradually, to normality, but this could take 1 to 2 years, when either a significant herd immunity has arisen from natural infection, or more likely when mass vaccination is introduced. There will likely be setbacks, but these will be overcome by careful and thorough planning.

5) During this period, it is important to ensure that "precautionary measures" are relevant, proportional to the risk and above all practical. Procedures developed on paper should all be assessed in pilot studies before being generally applied.

6) This series of documents aims to provide procedures to mitigate the risk of the spread of infection.

7) We have adopted a risk-based approach for identifying hazards and risk factors related to the spread of the Covid-19 illness. This methodology will be applied to guests, staff and other visitors to the entire circuit in the hotels.



8) Based on the results of the risk-based approach, protocols and control procedures will be applied according to risk levels. It is anticipated that the majority of these protocols will be aimed at avoiding the spread of illness, from person to person and by way of the environment (e.g. touching surfaces). Therefore, social distancing and hygiene practices (personal and environmental) such as cleaning and disinfection, have been applied throughout the various stages, according to the risk level. In fact, these protocols are not new. They have been applied for many years in the prevention of the spread of illness in hotels, cruise ships, and other enclosed environments, and have proved very effective. We have added recommendations specific to the current Covid-19 pandemic, integrating WHO recommendations and additional Preverisk recommendations from our international panel of experts.

9) Additionally, it is important to take into consideration recommendations for restarting following the lockdown period, e.g. water systems, fire alarms, escape routes, etc.

RIU - Preverisk working group

10) An experienced working group, combining RIU and Preverisk, was set up to develop these guidelines (from 20th April to 5th May 2020). RIU provided the operational and practical input, whilst Preverisk provided all technical recommendations. The combination of this knowledge and experience has meant that these guidelines are not only of great value to RIU hotels but will also be beneficial to the entire travel sector.

11) These guidelines are based on current available knowledge and will be updated as more information becomes available. Operational feedback will also be key to any future fine tuning. We have also taken into account information from various sources including: WHO, PHE, CDC, ABTA, amongst others.

12) These guidelines form the basis of any subsequent training and implementation.



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RIU IN01 RISK ASSESSMENT

HOTELS & RESORTS





Introduction and methodology applied

Introduction

A risk assessment is a process to identify potential hazards and analyze what could happen if a hazard occurs.

It is a systematic process for identifying workplace hazards and assessing the risks involved from those hazards. It is a crucial step in protecting people in the workplace and those affected by its activities.

People carry out informal risk assessments all the time. Risk management is fundamental for every business in any industry to identify hazards, decide on risks and develop appropriate control measures.

The purpose of the risk assessment is to minimize the level of risk overall to the lowest reasonably practical level, following a logical priority order. It is about following the below order of actions when trying to reduce or even eliminate a risk which was identified as part of the risk assessment.

The following control measures are applied in same order of listing:

Eliminate	Getting rid of a hazard. Do we need it? When have we last used it? What is the action required to eliminate the hazard?
Substitute	Can we replace it? Is there a safer product or method or approach of doing it?
Isolate / engineer	Can it be made better? Is there a need for modification? Do we need physical barrier? Can we simply isolate the hazard?
Safe systems of work	Can we change the procedure or people involved? Plans, training, instructions, policy, etc.
PPE	Do we have the right equipment? Are they maintained correctly? Are there better alternatives?



Methodology applied

Having identified and evaluated the hazards, these will be quantified and risk-rated, following a risk matrix which identifies the likelihood of harm and its potential severity. The risk level then determines which risks should be tackled first. This process can be illustrated using the following formula:

Potential severity of hazard	×	Likelihood of harm occurring
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The following 3*3 matrix has been used for the risks weighting:

		Potential Severity of harm		
		Slightly harmful 1	Harmful 2	Extremely harmful 3
Likelihood of harm occurring	Highly unlikely 1	Trivial 1	Tolerable 2	Moderate 3
	Unlikely 2	Tolerable 2	Moderate 4	Substantial 6
	Likely 3	Moderate 3	Substantial 6	Intolerable 9

Hazards will be classified by potential severity and likelihood of harm into the below variables, depending on how serious it may be, or how likely its occurrence is. The two variables will then be multiplied and given an overall risk-rating (trivial (1), tolerable (3-4), substantial (6), intolerable (9)).

<ul style="list-style-type: none"> • Slightly harmful (1), • Harmful (2), • Extremely harmful (3) 	<ul style="list-style-type: none"> • Highly unlikely (1), • Unlikely (2), • Likely (3)
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The level of severity of harm will be classified as below:

- **Slightly harmful:** trivial harm such as slips and minor injuries,
- **Harmful:** serious harm which can cause medical issues or longer-lasting pain,
- **Extremely harmful:** severely harmful which can lead to hospitalization or even death.

The following criteria and definition have been applied:

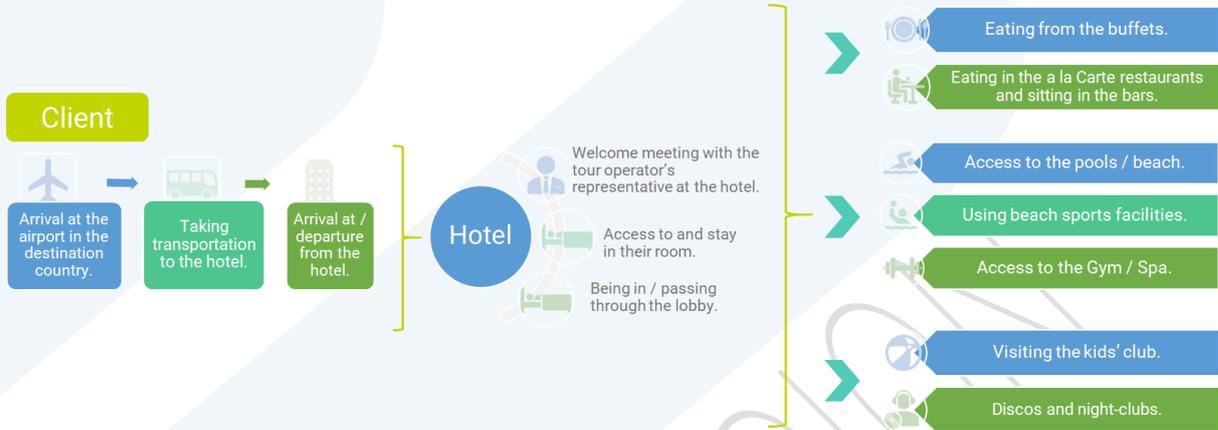
- The current risk assessment shall be reviewed and validated during either of the following scenarios:
 - If there are 2-3 persons showing symptoms of COVID19 during same period of stay,
 - If there is at least 1 confirmed case of COVID-19 (staff or client) in the hotel.
 - As a regular validation and update every 3 months.



Guest

In order to apply a risk-based methodology, we have analysed guests' itinerary from their arrival in the destination through to their departure.

FLOW CHART



Based on this analysis we have identified the main control points where measures should be applied:

-  Arrival at the airport in the destination country.
-  Taking transportation to the hotel.
-  Arrival at / departure from the hotel.
-  Welcome meeting with the tour operator's representative at the hotel.
-  Access to and stay in their room.
-  Being in / passing through the lobby.
-  Eating from the buffets.
-  Eating in the a la Carte restaurants and sitting in the bars.
-  Access to the pools / beach.
-  Using beach sports facilities.
-  Access to the Gym / Spa.
-  Visiting the kids' club.
-  Discos and night-clubs



Operation stage of the process		1.-Arrival to the airport in the destination country
What are the hazards		<ol style="list-style-type: none"> 1) Airports are normally crowded and is quite possible to come into less than 2 m distance with other people. 2) Touchable points in airports can be infected with the SARS-CoV-2.
Potential severity of harm (1-3)		3
Likelihood of harm occurring (1-3)		3
Overall risk level and grade		"9" / HIGH RISK
Control Measures:	Elimination	
	Substitution	
	Isolation / engineering	
	Safe systems of work	<ol style="list-style-type: none"> 1. Practice proper and frequent hand washing. 2. Clients should be advised about avoid of touch nose, eyes and mouth. 3. Whilst the majority of airports should be equipped with hand sanitiser, clients should be advised to travel with their own hand sanitiser (70% Alcohol).
	PPE	<ol style="list-style-type: none"> 4. The use of face masks is obligatory. This measure should be specified to the client by whoever they purchased the holiday from. A policy for handling face masks safely should also be communicated to clients when they purchase the package. In this policy, NOT TOUCHING the external part of the mask whilst removing it, should be emphasised. A video explanation could be an effective way to communicate this.



Operation stage of the process	2.-Taking the transportation to the hotel	
What are the hazards	3) Passengers could be less than 2m from others. 4) Surfaces/Touch points could be infected with SARS-CoV-2. 5) The bus driver could carry COVID-19. 6) The bus could be insufficiently ventilated.	
Potential severity of harm (1-3)	3	
Likelihood of harm occurring (1-3)	3	
Overall risk level and grade	"9" / HIGH RISK	
Control Measures:	Elimination	
	Substitution	
	Isolation / engineering	5. With limousines, the seat beside the driver SHOULD NEVER be used, and only people from the same family should share the back seat. 6. It is a SHOULD to keel all windows open
	Safe systems of work	7. Up to a maximum of 50% of the buses actual capacity may be used. 8. All touch points in the bus/limousine SHOULD be disinfected with a hypochlorite solution 0.1% (equivalent to 1,000 ppm) both BEFORE AND AFTER each use/each set of passengers. Records to be kept for verification 9. All touch points in the bus/limousine SHOULD be disinfected with a hypochlorite solution 0.1% (equivalent to 1,000 ppm) both BEFORE AND AFTER each set of passengers. Records to be kept for verification
	PPE	10. The use of face masks is obligatory during this stage for ALL CLIENTS AND THE DRIVER. This should be communicated to clients by whoever sells them the package. All touch points in the bus/limousine SHOULD be disinfected with a hypochlorite solution 0.1% (equivalent to 1,000 ppm) both BEFORE AND AFTER each use/each set of passengers. Records to be kept for verification



Operation stage of the process	3.-Arrival / Departure to and from the hotel	
What are the hazards	<p>7) Large group check-in and out will bring the people in close contact (less than 2 m)</p> <p>8) The use of shared objects could pass on the infection (i.e. pens to sign documents at check in, communal baskets of fruit, infused water...etc.)</p>	
Potential severity of harm (1-3)	3	
Likelihood of harm occurring (1-3)	3	
Overall risk level and grade	"9" / HIGH RISK	
Control Measures:	Elimination	<p>11. When groups of new guests arrive, security should only allow a small number at a time to enter and check in at reception. The number allowed in at a time, will depend on the hotel's capacity and number of staff. This should be calculated in order to avoid any crowds, and to maintain the social distancing (2m) at all times throughout the check-in process. Consider setting up extra areas for waiting clients.</p> <p>12. Shared objects should not be used. If there is no way, any shared object should be disinfected before and after use. Baskets of fruit and infused water or similar communal items should be removed.</p> <p>13. Clients should be encouraged to check-out the night before their departure.</p>
	Substitution	
	Isolation / engineering	<p>14. It is important to enforce social distancing in the hotel lobby. The use of some form of barrier is recommended to control the flow of traffic in the lobby. Ensure that the traffic flows ONE WAY only, to avoid people crossing each other's paths.</p> <p>15. Use marks on the floor to indicate where the client should stand to speak with the receptionist. This should allow a minimum distance of 2m.</p> <p>16. Flexi-glass shields with an adequately sized opening should be installed at both the Front Office and Guest Services desks.</p>
	Safe systems of work	<p>17. All the staff are to be trained on COVID19 prevention including social distancing</p> <p>18. The hotel needs to place signs about the new rules regarding the prevention of COVID19</p> <p>19. At the hotel entrance various hand sanitisers should be installed. Staff should ask guests to apply them upon entry. All recently installed hand sanitisers should be in good working order with sensors to avoid touching them.</p>
	PPE	<p>20. All the staff in the hotel need to permanently be using face masks. Use of cloth face mask is allowed as per WHO/CDC recommendation</p> <p>21. The hotel should have a policy for staff regarding the handling of face masks. Training regarding this should be kept and logs made available.</p> <p>22. For clients who do not fall in the vulnerable group, once they are in the lobby area, face masks are optional. Should a guest require one, the hotel can provide it along with the safety recommendations for its correct use.</p>



Operation stage of the process		4.-Welcome meeting with the tour operator's representative
What are the hazards	9) Any type of meeting can bring people within 2m of each other.	
Potential severity of harm (1-3)	3	
Likelihood of harm occurring (1-3)	2	
Overall risk level and grade	"6" / MODERATE RISK	
Control Measures:	Elimination	23. A virtual meeting could be organised instead of a physical one. The hotel should ensure that high-speed internet can be provided.
	Substitution	
	Isolation / engineering	
	Safe systems of work	24. When virtual meetings are not possible, meetings should take place in the fresh air. The distance between seats should be a minimum of 2m.
	PPE	25. If a physical meeting is necessary, the tour representative SHOULD wear a face mask. 26. Clients of 60 years or more (in the vulnerable group) SHOULD also wear face masks during the meeting. The hotel could provide required masks along with the policy for their safe use.



Operation stage of the process		5.-Access to and stay in the room
What are the hazards		10) Touch points in guest rooms and room contents can pass on infection from the previous clients to the current clients. OR from infected staff to the current clients.
Potential severity of harm (1-3)		3
Likelihood of harm occurring (1-3)		1
Overall risk level and grade		3 / LOW RISK
Control Measures:	Elimination	27. Each time a guest departs, the room shall be aired for a minimum of 3 days. 28. Any items of common use such as the mini bar contents and toiletries are to be safely disposed of when the guests depart.
	Substitution	
	Isolation / engineering	
	Safe systems of work	29. Housekeeping (HK) SHOULD be trained in how to correctly clean and disinfect guest rooms, with special attention given to touch points. Training records are to be kept. 30. HK to use a hypochlorite solution 0.1% (equivalent to 1,000ppm) for disinfecting touch points in guest rooms. Any training with regards to chemical solutions, should be kept along with the corresponding logs. 31. A checklist of all touch points in guest rooms should be produced by the hotel and used each time a room is cleaned.
	PPE	32. PPE SHOULD be used by cleaning staff every time a room is cleaned. 33. Cleaning should NOT take place while a guest is in the room. If it is not possible, the guest should stay on the balcony or other area away from the staff while the cleaning inside the room is enhanced.



Operation stage of the process		6.-Being in / passing through the lobby.
What are the hazards	11) Touchable points in a lobby can be contaminated with SARS-CoV-2 12) Clients can come into close contact	
Potential severity of harm (1-3)	3	
Likelihood of harm occurring (1-3)	2	
Overall risk level and grade	6 / MODERATE RISK	
Control Measures:	Elimination	
	Substitution	
	Isolation / engineering	34. The hotel should set up the lobby to ENSURE social distancing (minimum of 2m between different clients). 35. Ventilation in the lobby should be adequately maintained. 36. Wherever possible, the hotel should provide barriers/marks on the floor to ensure the traffic flows one way.
	Safe systems of work	37. Regularly housekeeping (HK) should disinfect all touch points with a hypochlorite solution 0.1% (1,000ppm). Logs to be kept. 38. This should also include any public toilets, using specific materials for bathrooms. Logs to be kept.
	PPE	39. All staff who carry out disinfection, SHOULD wear the appropriate PPE.



Operation stage of the process		7.- Eating from the buffets
What are the hazards		<p>13) Eating at the same time can bring together a large number of people, in close contact. This often takes place indoors.</p> <p>14) Buffet touch points can also be contaminated with SARS-CoV-2.</p> <p>15) Infected staff members can pass the infection on to clients.</p>
Potential severity of harm (1-3)		3
Likelihood of harm occurring (1-3)		3
Overall risk level and grade		"9" / HIGH RISK
Control Measures:	Elimination	<p>40. Traditional buffets can no longer be offered, at least at this present time. Individual meals or staff-assisted buffet should be set up</p> <p>41. Drinks and juice dispensers, in addition to all similar food and beverage machines, should be removed. Instead staff members should serve these to clients.</p> <p>42. Guests in vulnerable groups should not have access to buffets. Alternatively, based on the number of guests, the hotel could use a specific a la carte restaurant for them, or offer room service depending on client preference.</p>
	Substitution	<p>43. The preferred choice of location would be an external open terrace area if possible.</p> <p>44. Tables should be arranged to ensure a minimum of 2m between people.</p> <p>45. Pre-prepared appetisers/starters could be served to the table once clients are seated.</p> <p>46. Avoid guests touching food by offering part a la carte, pre-ordering systems, take away options, pre-portioning and sliding doors to enter restaurants, should all be preferable if possible.</p>
	Isolation / engineering	<p>47. At buffets the hotel should ensure that: traffic flows ONE-WAY, and that SOCIAL DISTANCING is enforced. Barriers, marks on the floor and sufficient, dedicated staff members should be used to ensure this is carried out.</p>
	Safe systems of work	<p>48. The maximum capacity of a buffet restaurant should not exceed 50% of the normal capacity.</p> <p>49. There should be a control point at each restaurant entry. At this control point staff should be present to take guests temperatures and politely request that they apply hand sanitiser. If any guest's temperature is 38°C or higher, then the client will not be allowed to enter the restaurant and will be offered an examination by a doctor.</p> <p>50. Ventilation in indoor areas should be increased, as much as possible.</p> <p>51. Chairs and tables SHOULD be disinfected between clients.</p> <p>52. Staff to be trained on the new service etiquette and always remain a minimum of 2m.</p>
	PPE	<p>53. All staff SHOULD wear face masks.</p> <p>54. Face masks and gloves are recommended for clients to take meals from the buffet.</p>



Operation stage of the process		8.-Eating in the a la Carte restaurants and sitting in the bars
What are the hazards		16) Clients could come into close contact in a la carte restaurants. 17) Communal touch points could be contaminated with SARS-CoV-2. 18) Infected staff members could pass the infection on to clients.
Potential severity of harm (1-3)		3
Likelihood of harm occurring (1-3)		2
Overall risk level and grade		6 / MODERATE RISK
Control Measures:	Elimination	55. Traditional paper menus SHOULD be eliminated. Possible alternatives: wall mounted screens showing the menu or sending the menu to guests by electronic means. 56. Should guests be required to sign for things, shared pens should not be used. 57. Customer satisfaction questionnaires should be sent electronically to and from guests. Traditional paper forms SHOULD not be used.
	Substitution	58. Tables and seats are to be arranged offering at least 2 m distance between people
	Isolation / engineering	
	Safe systems of work	59. Maximum capacity of a la Carta restaurant or a bar shall not exceed the 50% of the normal capacity. 60. There SHOULD be a control point at each restaurant entry (not required for bars). At this control point staff should be present to take guests temperatures and politely request that they apply hand sanitiser. If any guest's temperature is 38C or higher, then the client will not be allowed to enter the restaurant and will be offered an examination by a doctor. 61. Any tablecloths (if applicable) SHOULD be replaced between guests. 62. Chairs and tables SHOULD be disinfected between clients. 63. Staff to be trained on the new service etiquette and always remain a minimum of 2m from guests and avoid shaking hands or having any actual physical contact with guests. All training records should be kept.
	PPE	64. All staff SHOULD wear face masks. 65. Face masks are not recommended for clients once inside restaurants/eating areas.



Operation stage of the process		9.-Access to pools / beaches
What are the hazards		<p>19) Bather capacity can be high, and clients could come into close contact.</p> <p>20) Pool water may not be adequately chlorinated.</p> <p>21) Sunbeds are often close together.</p> <p>22) Touch points can be infected e.g. showers (for use prior to bathing), at a towel exchange centre, etc.</p> <p>23) Water features (if applicable) can create spray which can pass on infection.</p>
Potential severity of harm (1-3)		3
Likelihood of harm occurring (1-3)		3
Overall risk level and grade		"9" / HIGH RISK
Control Measures:	Elimination	66. Any plastic cards for pool towels SHOULD be eliminated. Towels could be supplied to guest rooms.
	Substitution	
	Isolation / engineering	67. Place sunbeds to ensure guests from different rooms are a minimum of 2m apart
	Safe systems of work	<p>68. The maximum capacity of any pool bar should not exceed 50% of the normal capacity.</p> <p>69. Closely monitor (minimum 3 times a day) all pool water parameters in order to maintain them. Pool water free chlorine shall be kept at the maximum legal level allowed by local legislation. Never below 0.5 ppm.</p> <p>70. All sunbeds should be disinfected with a hypochlorite solution 0.1% (1,000ppm) between different clients use.</p> <p>71. The disinfection of all communal touch points in the pool area (shower push buttons, towel exchange centres, etc.) should be carried out hourly with a hypochlorite solution 0.1% (1,000ppm). Logs should be kept.</p> <p>72. For any water features which produce a spray, the hotel SHOULD ensure that the Legionella prevention programme is implemented correctly. Logs should be kept.</p>
	PPE	<p>73. Sunbeds should not be used without a towel being placed between the guest and the sunbed.</p> <p>74. All staff SHOULD wear face masks.</p> <p>75. Face masks are not recommended for clients once they are in a water recreation area.</p>



Operation stage of the process		10.-Using beach sports facilities
What are the hazards	24) Any equipment used could be a source of contamination and pass the infection from one client to another. 25) Any sub-contractor's staff could carry and pass on the infection. 26) Depending on the type of sport, clients could come into close contact.	
Potential severity of harm (1-3)	3	
Likelihood of harm occurring (1-3)	2	
Overall risk level and grade	"6" / MODERATE RISK	
Control Measures:	Elimination	
	Substitution	
	Isolation / engineering	76. Working capacities SHOULD ensure clients are always a minimum of 2m apart.
	Safe systems of work	77. There should be a complete cleaning and disinfection plan and logs should be kept by the service provider. 78. After each use any equipment SHOULD always be disinfected with a hypochlorite solution 0.1% (1,000ppm).
	PPE	79. All staff SHOULD wear face masks. 80. Face masks are not recommended for clients during this stage.



Operation stage of the process	Access to the Gym / Spa
What are the hazards	<p>27) Any equipment used could pass on the infection from one client to another.</p> <p>28) Touch points could be a source of infection.</p> <p>29) Staff could carry and pass on the infection.</p> <p>30) Clients could come into close contact.</p>
Potential severity of harm (1-3)	3
Likelihood of harm occurring (1-3)	3
Overall risk level and grade	"9" / HIGH RISK
Control Measures:	Elimination 81. At the present stage, people in vulnerable groups are not encouraged to access these areas.
	Substitution
	Isolation / engineering 82. Ensure social distancing is maintained with a minimum of 2m between clients. 83. One-way traffic should be controlled.
	Safe systems of work 84. The maximum capacity of the gym/spa should not exceed 50% of the normal capacity. 85. A control point should be set up at the entry to the gym/spa. At this control point staff should be present to take guests temperatures. If any guest's temperature is 38°C or higher, then the client will not be allowed to enter and will be offered an examination by a doctor. 86. Touch points should be disinfected frequently with a hypochlorite solution 0.1% (1,000ppm) 87. In the Gym, the ventilation system should be at maximum. 88. In the Steam Room and Sauna, only one client at a time or clients from the same household are allowed to enter. The minimum time between clients should be 30 minutes. 89. For any water features which produce a spray, the hotel SHOULD ensure that the Legionella prevention programme is implemented correctly. Logs should be kept. 90. Hand sanitisers SHOULD be placed at the entrance to these facilities. 91. Clients should be asked to wash their hands correctly before entering and exiting
	PPE 92. All staff should wear face masks. 93. Face masks are not recommended for clients during this stage.



Operation stage of the process		12.-Visiting to kids' club
What are the hazards	<p>31) Kids could come into close contact.</p> <p>32) Toys etc. could be contaminated with SARS-CoV-2.</p> <p>33) Staff could pass on the infection.</p> <p>34) These indoor areas could be poorly ventilated.</p>	
Potential severity of harm (1-3)	2	
Likelihood of harm occurring (1-3)	3	
Overall risk level and grade	"6" / MODERATE RISK	
Control Measures:	Elimination	
	Substitution	94. Wherever possible, it is better to use external/outdoor areas with exposure to the sun rather than internal/indoor areas.
	Isolation / engineering	<p>95. Seating should be set up to maintain a minimum of 2m between children.</p> <p>96. If internal/indoor areas are used, ventilation should be maximised by opening all possible windows.</p>
	Safe systems of work	<p>97. The maximum capacity of the kids' club shall not exceed 50% of the normal capacity.</p> <p>98. A control point SHOULD be set up at the entry to the kids' club. At this control point staff should take each child's temperature and ensure that they apply hand sanitiser. If any child's temperature is 38C or higher, then the child should not be allowed to join and will be offered an examination by a doctor.</p> <p>99. Kids' toys and all touch points need to be disinfected with a hypochlorite solution 0.1% (1,000ppm) twice a day (after closure and before opening). Logs to be kept.</p>
	PPE	<p>100. All staff SHOULD put face masks.</p> <p>101. If possible, children should wear face masks.</p>



Operation stage of the process		13.-Discos and night clubs
What are the hazards		35) In discos and nightclubs people could come into close contact and in general ventilation is poor.
Potential severity of harm (1-3)		3
Likelihood of harm occurring (1-3)		3
Overall risk level and grade		"9" / HIGH RISK
Control Measures:	Elimination	
	Substitution	102. For the time being discos and nightclubs should remain CLOSED.
	Isolation / engineering	
	Safe systems of work	
	PPE	



Staff

In order to apply a risk-based methodology, we have analysed staff members work schedules

FLOW CHART



Based on this analysis we have identified the main control points where measures should be applied.

-  Staying in the internal staff accommodation
-  Staff transportation
-  Arrival to the hotel
-  Changing room
-  Access to the staff canteen
-  Space limited workplaces (i.e. offices, back area of the kitchen and bars, etc..)



Operation stage of the process		1.- Staying in internal staff accommodation
What are the hazards		<p>36) It is common practice for basic level staff to share rooms with other people (sometimes with 4 or more in 1 room). Living in such close proximity can facilitate infections being passed from person to person.</p> <p>37) It is quite common for cleaning and disinfection in staff accommodation to be substandard. Poor cleaning and disinfection in here could promote COVID-19 outbreaks.</p> <p>38) In some staff accommodation there are areas where staff gather for meetings and a chat.</p>
Potential severity of harm (1-3)		3
Likelihood of harm occurring (1-3)		3
Overall risk level and grade		"9" / HIGH RISK
Control Measures:	Elimination	103. Areas where staff gather, such as staff bars etc. shall remain closed temporarily.
	Substitution	
	Isolation / engineering	
	Safe systems of work	<p>104. The maximum number of staff sharing a room should be 2. Wherever possible each person should have their own room.</p> <p>105. A dedicated member of staff should be allocated to regularly clean and disinfect staff accommodation with the aim that areas for staff have the same level of cleanliness as guest areas. Logs to be kept.</p> <p>106. Special attention should be given to staff toilets and the provision of hand soap and sanitisers. Staff hand washing should be highlighted as an essential practice.</p> <p>107. Touch points in staff accommodation SHOULD be disinfected with a hypochlorite solution 0.1% (equivalent to 1,000ppm) a minimum of 3 times a day.</p> <p>108. Training should be provided regarding all relevant policies: The safe use of masks, social distancing, etc. Training records to be kept.</p>
	PPE	



Operation stage of the process	2.-Staff transportation	
What are the hazards	39) Passengers could come into contact within 2m of others. 40) Touch points could be infected with SARS-CoV-2. 41) The bus driver could be carrier of COVID-19. 42) The bus ventilation level may be insufficient.	
Potential severity of harm (1-3)	3	
Likelihood of harm occurring (1-3)	3	
Overall risk level and grade	"9" / HIGH RISK	
Control Measures:	Elimination	
	Substitution	
	Isolation / engineering	109. All windows SHOULD remain open.
	Safe systems of work	110. A maximum use of 50% of capacity of the bus is to be used. Distribute seats to ensure that social distance is maintained 111. Touchable points in the bus SHOULD be disinfected with hypochlorite 0.1 (equivalent to 1000 ppm) BEFORE AND AFTER every use of passengers. Records shall be maintained for verification 112. Hand sanitisers should be installed at the entrance of the bus. Before and after getting on/off the bus it should be used.
	PPE	113. Use of face mask is obligatory during this step. The staff should be announced with this measure. A policy for safe face mask handling needs to be communicated to the staff. In this policy an emphasis needs to be made on NOT TOUCHING external side of the mask while taking it off. A video explaining this can be considered as effective way of communication / training about this.



Operation stage of the process		3.-Arrival to the hotel
What are the hazards		43) Staff can be infected with COVID-19 and bring the infection into the hotel
Potential severity of harm (1-3)		3
Likelihood of harm occurring (1-3)		2
Overall risk level and grade		"6" / MODERATE RISK
Control Measures:	Elimination	114. Staff should always access avoid any crowds and maintaining the social distancing (2m).
	Substitution	
	Isolation / engineering	115. In the staff accommodation and based on the size of the same, an isolation building, or floor or rooms shall be indicated for use from sickness staff.
	Safe systems of work	116. Every day and before heading to the work, body temperature shall be measured for all staff. Whenever the level is more than 38C the staff member shall be re-directed to the hotel doctor. 117. All staff should be trained in COVID-19 prevention, including social distancing. 118. Signs should be in place to explain the new rules regarding the prevention of COVID-19; enforcing no hand shaking, maintaining social distancing (minimum of 2m) and frequent hand washing. 119. At the hotel staff entrance various hand sanitisers should be installed. All recently installed hand sanitisers should be in good working order with sensors to avoid touching them.
	PPE	120. All hotel staff should use face masks all time. The use of a material face mask is permitted as per recommendations by the WHO/CDC. 121. The hotel should have a policy for staff regarding the handling of face masks. This should highlight the correct way to remove them, wash and disinfect them, and how to collect dirty masks. Masks need to be for individuals and not shared by staff. Training regarding this should be kept and logs made available.



Operation stage of the process		4.-Changing room
What are the hazards		<p>44) Too many staff changing at the same time could lead to transmission of the infection.</p> <p>45) Touch points in changing rooms could be contaminated with SARS-CoV-2.</p> <p>46) If hand washing supplies run out and are not immediately replaced, then staff are not able to wash their hands correctly.</p>
Potential severity of harm (1-3)		3
Likelihood of harm occurring (1-3)		3
Overall risk level and grade		"9" / HIGH RISK
Control Measures:	Elimination	122. Staff in vulnerable groups should be given different times to other staff to use the changing rooms. Whenever a person from the vulnerable group is using the changing room, nobody else should be allowed in there. A suggestion is that staff in the vulnerable group use the changing room first and leave before the other staff enter. Hotel management should identify which staff belong to the vulnerable group and ensure that this policy is implemented. Documents should be issued to staff to identify them as belonging to the vulnerable group.
	Substitution	123. Signs/marks should be placed on seats to ensure a minimum of 2m between staff members.
	Isolation / engineering	124. Marks/drawings should be placed on the ground to ensure that staff move in one direction
	Safe systems of work	<p>125. The maximum capacity in the staff changing rooms shall not exceed 25% of the total normal capacity.</p> <p>126. Ventilation in changing rooms should be increased as much as possible.</p> <p>127. Touch points SHOULD be disinfected regularly. Logs to be kept.</p> <p>128. Hand washing supplies should be checked regularly, to ensure that there are always enough and that they work correctly. Logs to be kept.</p>
	PPE	129. Masks SHOULD be used the entire time whilst in the staff changing room. They should be the 1st part of the uniform to be put on.



Operation stage of the process		5.-Access to the staff cafeteria
What are the hazards		47) Eating at the same time could bring many staff into close contact, normally indoors 48) Buffets with common touch points could be contaminated with SARS-CoV-2.
Potential severity of harm (1-3)		3
Likelihood of harm occurring (1-3)		3
Overall risk level and grade		"9" / HIGH RISK
Control Measures:	Elimination	130. Each line of food shall have an appointed staff member who will serve staff based on their selection. 131. Drinks and juice dispensers and similar communal machines SHOULD be removed. Instead, the serving staff should serve these. 132. Staff from vulnerable groups should not allowed access to the main staff cafeteria. The hotel should arrange for them to eat at different times, or in different places.
	Substitution	133. Tables should be arranged to ensure a minimum of 2m between staff members.
	Isolation / engineering	134. The hotel SHOULD ensure that in the staff cafeteria: traffic flows ONE-WAY, and that SOCIAL DISTANCING is enforced. Barriers, marks on the floor and sufficient, dedicated staff members should be used to ensure this is carried out.
	Safe systems of work	135. The maximum capacity in the staff cafeteria shall not exceed 50% of the normal capacity. 136. There should be a control point at each restaurant entry. At this control point staff should be present to take the entering staff members temperatures and ask them to apply hand sanitiser. If any staff member's temperature is 38C or higher, then they will not be allowed to enter the restaurant and will be offered an examination by a doctor. 137. Ventilation in indoor areas should be increased as much as possible. 138. Chair arms and tables SHOULD be disinfected immediately after use by different people.
	PPE	139. Staff members working at the staff cafeteria's entrance, staff serving the food and staff managing the cafeteria SHOULD all wear face masks



Operation stage of the process	6.-Small workplaces (i.e. offices, kitchen bars,...)	
What are the hazards	<p>49) Small workspaces could present ideal conditions for the transmission of infections.</p> <p>50) Touch points in these workplaces could be contaminated with SARS-CoV-2.</p> <p>51) Insufficient or incorrect hand washing can facilitate the transmission of infections.</p>	
Potential severity of harm (1-3)	3	
Likelihood of harm occurring (1-3)	2	
Overall risk level and grade	"6" / MODERATE RISK	
Control Measures:	Elimination	
	Substitution	
	Isolation / engineering	
	Safe systems of work	<p>140. The ventilation level should be increased as much as possible</p> <p>141. Disinfection of touch points SHOULD be carried out a regularly. Logs to be kept.</p> <p>142. Hand washing supplies should be checked a regularly, to ensure that there are always enough and that they work correctly. Logs to be kept.</p> <p>143. Random hand swabs for all staff (not only food handlers) should be carried out regularly without prior advice. The hotel should develop a sampling plan to cover all departments.</p>
	PPE	144. Masks SHOULD be used in all working places.

1

RIU PRO1 CRISIS MANAGEMENT

HOTELS & RESORTS

TEAM





1.Objective

The aim of this procedure is to create a team within the hotel, capable of monitoring and providing immediate control using the new practices required for COVID19. This Crisis Management Team (CMT) should be able to activate immediately any extra measures required to control the situation.

The creation of the CMT will be fundamental to the quick and effective resolution of any crisis situation.

2.Supporting documents

- Risk Assessment
- Illness monitoring system
- Feedback from the Quality Manager / H&S supervisor regarding the implementation of the COVID19 additional measures
- Feedback from and difficulties faced by guests regarding the additional COVID19 measures
- Legislation updates and local mandatory practices
- Audit report from Preverisk with highlighting areas for improvement

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3.Responsibilities

Who	Responsibilities
General Manager (GM)	<ul style="list-style-type: none"> - Is ultimately responsible for the Crisis Management Team (CMT) - To make the final decision regarding all points discussed by the CMT - To coordinate all responses in the event of a COVID19 crisis/outbreak - To communicate with all external parties: public health, mass media, press, etc.
Quality Manager or H&S supervisor	<ul style="list-style-type: none"> - To coordinate staff hygiene practices - To coordinate staff training (with HR department) - To ensure day to day, work organisation, adherence to new COVID-19 good practices and preventative measures. - To inform employees of the new COVID19 measures to be followed. - To adapt recommendations and sanitary obligations to the hotel. - To ensure the team is familiar with the procedures. - To guarantee the application of the agreed measures - To keep abreast of developments in the legislative framework in order to adapt operational procedures
Operational or departmental heads	<ul style="list-style-type: none"> - Responsible for passing on details of procedures and tasks, from the CMT to their entire department - Responsible for implementing procedures in their department. - Responsible for supervising procedures in their department. - To report any suspected case - To centralise illness data. Illness monitoring system.
Guest Relations / Customer Service	<ul style="list-style-type: none"> - Responsible for communication with guests: to explain measures taken, to request cooperation, to give recommendations, to manage hospitalisations and the repatriation of guests to their country of origin. - External communication: social media... - To report any suspected case - For claims. To centralise illness data. Illness monitoring system. - To inform guests of the new COVID19 methods/measures to be followed. - To ensure guests understand the measures that apply
Head of HR	<ul style="list-style-type: none"> - Responsible for communicating any new decisions to the department heads



4. Working method

Who are the members of the CMT?

The CMT will be made up of the heads of the different departments of the hotel, to form the permanent CMT team.

Additionally, some corporate staff and external assessors may also form part of the CMT. They will attend upon previous request, if required.

Permanent members of the CMT

1. Hotel General Manager
2. Assistant Manager
3. Department Heads:
 - Reception
 - Maintenance
 - Kitchen
 - F&B
 - Entertainment
 - Management Accounts
 - Purchasing
 - Housekeeping
 - Others
4. Quality Manager / H&S supervisor

Other members who may be included in the CMT:

- Doctor
- H&S department
- Preverisk Group
- Corporate departments: legal, purchasing, communication and marketing, etc.



The roles specified below should be assumed by one of the CMT members.

Role	Main tasks
A leader	<ul style="list-style-type: none"> - To convene/coordinate the entire team during the crisis. - To manage the team. - To ensure the safety and well-being of staff. - To facilitate the timely resumption of business operations to minimise the emergency's impact on guests and shareholders. - To act as the team facilitator, encouraging discussion and debate to ensure that important matters receive due consideration. - To keep the group moving forward and guide members towards decisions which have broad support. - To have the final say, so may be required to make a quick decision, with limited information. - To be in contact with corporate departments: finance, purchasing, communication & marketing, HR, etc.
Co leader and secretary	<ul style="list-style-type: none"> - Responsible for supporting the CMT Leader and other members. - To be the Leaders right-hand man/woman. - To take notes, keep track of items to be actioned & open issues.
Operational heads	<ul style="list-style-type: none"> - Responsible for passing on details of procedures and tasks, from the CMT to their entire department - Responsible for the implementation of procedures in their department. - Responsible for the supervision of procedures in the department. - To report any suspected case - To centralise data regarding illness. Illness monitoring system.
Communication leader or customer attention	<ul style="list-style-type: none"> - Responsible for communication with guests: to explain measures taken, to request cooperation, to give recommendations, to manage hospitalisations and the repatriation of guests to their country of origin. - External communication: social media... - To report any suspected case - For claims. To centralise illness data. Illness monitoring system. - To gather the queries from guests for discussion in the committee and to decide on a response. - To keep a log of all communication
Head of HHRR	<ul style="list-style-type: none"> - Internal Communication (in coordination with other departments such as Communication): keeping employees informed about relevant aspects of the crisis.



What are the functions of the CMT? (GENERAL NOTES)

1. To support the implementation of procedures required to manage a crisis (e.g. the COVID19 crisis or further outbreaks).
2. To foster a hygiene culture/habit which supports the successful implementation of the procedures.
3. To ensure that all COVID19 related complaints/incidents, received from guests, have been reported to Hotel Management and managed in a timely manner.
4. To ensure that staff and suppliers are aware of their role in the prevention of the spread of COVID19, the management of any outbreak, confinement situation or any other issue related to COVID19.
5. To decide what action should be taken, in accordance with the recommendations provided by Preverisk Group and instructions from Public Health authorities.
6. To activate enhanced procedures in case of COVID19. These should be carried out efficiently and therefore, staff training, and preparation is vital.
7. To be the main contact with Preverisk Group during an outbreak, confinement situation, sanitary crisis, pre-opening tasks, preparation of new procedures, implementation, etc.
8. To contact the medical service and follow instructions
9. To follow any specific recommendations consequently given by local Public Health authorities
10. This team is responsible for internal and external communication. They will design communication strategies for hotel guests and external parties (government, press, social media, etc.).

When should CMT meet and take action?

Under normal circumstances (no illness, no outbreak, no crisis): monthly (unless there is a H&S Committee; then the frequency will be established by this committee).

The CMT will meet more frequently (as often as necessary) in the following situations:

- a) Suspicious or confirmed case in the hotel
- b) Outbreak in the hotel
- c) Confinement of the hotel
- d) Epidemic in the region, implement measures to prevent the hotel being affected
- e) Other situations that require a quick and professional response

The CMT should nominate a secretary, who will write a report/summary of the meeting [see the Annex for further information]



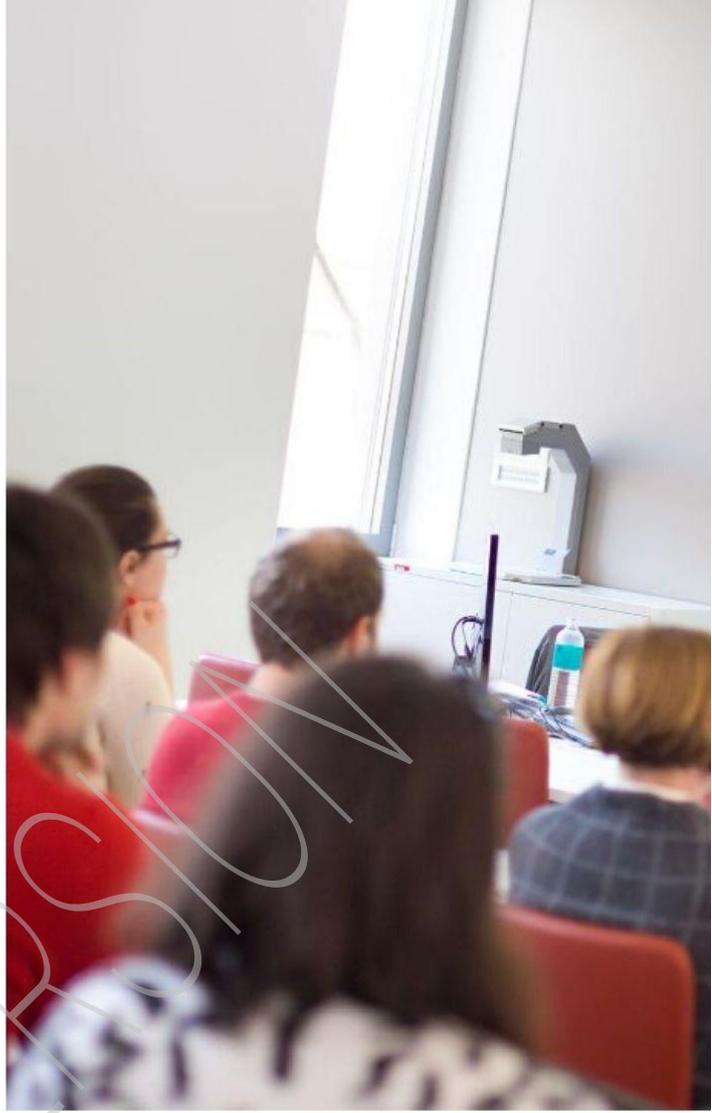
ANNEX:

Role	Who	Contact information
A leader	Name: Job position	Email: Telephone number:
Co leader and secretary	Name: Job position	Email: Telephone number:
Operational heads	Name: Job position:	Email: Telephone number:
	Name: Job position	Email: Telephone number:
Communication leader	Name: Job position	Email: Telephone number:
Head of HHRR	Name: Job position	Email: Telephone number:
Doctor	Name: Job position	Email: Telephone number:
H&S department	Name: Job position	Email: Telephone number:
Preverisk Consultant	Name: Job position	Email: Telephone number:
Legal department	Name: Job position	Email: Telephone number:
Marketing and communication	Name: Job position	Email: Telephone number:

2

RIU PRO2 TRAINING PROGRAMME

HOTELS & RESORTS





1.Objective

To ensure that all staff are correctly trained and prepared with regards to control measures to prevent the spread of the COVID19.

2.Supporting documents

- Training records
- Training material with the following content:
 - Introduction to outbreaks
 - Summary of the illness and how it spreads
 - Recommendations for staff:
 - Preventative measures: basic hygiene, social distancing, how to use masks and gloves correctly.
 - How to use chemical products
 - Instructions to ensure/verify that guests take preventative measures
 - Recommendations for guests
 - Recommendations for the hotel: what to do in case of a suspected or actual case
 - Specific procedures for each department and practical drills

3.Responsibilities

Who	Responsibilities
Training/HR Manager	<ul style="list-style-type: none"> - Have in place training plans to include both recently hired staff as well as refresher training for experienced staff
Heads of the Departments	<ul style="list-style-type: none"> - Follow up their staff members training participation and assess the knowledge and skills gained from it
Quality Manager or H&S Supervisor	<ul style="list-style-type: none"> - Undertake assessments for training needs. - Provide support for Preverisk for training needs. - Receive training from Preverisk for the "Train the Trainer" approach.
Preverisk	<ul style="list-style-type: none"> - To provide staff training regarding the new procedures.
General Manager	<ul style="list-style-type: none"> - Ensure facilities are provided for required training. - Follow up staff performance and feedback what training is required based on operational observations.



4. Working method

The establishment should ensure that all staff have been trained in prevention measures regarding COVID19 in order to carry out their roles and responsibilities safely.

Staff should have the following basic knowledges:

- Summary of the virus and how it spreads.
- Preventative measures to protect themselves and others.
- What to do in case of a suspected or actual case.
- Specific procedures according to their job position or role.

Execution procedure

Training should be mandatory for all hotel staff.

Training must always be logged

The training programme will include the following stages:

1. Initial training.

This training should be mandatory for all staff in all departments (reception, housekeeping, administration, entertainment, security, etc.).

Staff should be trained at the beginning of their employment.

Training content should include the items detailed in the Supporting Documents section.

2. Follow up training.

The purpose of this is:

- To help with any difficulties experienced by staff with respect to new procedures and customer relations.
- To refresh, update and correct any incorrect practices in the workplace.

Training should be carried out periodically (the frequency is determined according to the type of hotel, etc.) and according to any observed requirements.

Training should be given in small groups and by department.

Training sessions should be short (videos with clear, concise instructions, practical exercises in the workplace, etc., could be used).

3

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RIU PRO3 SICKNESS REPORTING

HOTELS & RESORTS





1.Objective

The objective of illness reporting is to enforce the early detection system, so that in the early stages other control procedures can be activated. The system includes both guests and staff and the overall objective is to prevent the spread of infection and any potential outbreak.

2.Supporting documents

- Illness monitoring database.
- PR.- Confinement protocols

3.Responsibilities

Who	Responsibilities
Crisis management team	<ul style="list-style-type: none"> - To activate communication procedures with guests once a suspected case of COVID19 is detected. - To inform the medical service so they can confirm the illness. - Activate confinement procedures.
Heads of Department	<ul style="list-style-type: none"> - Once information has been received regarding a guest or employee with symptoms compatible with COVID19, this is communicated to the Crisis Management Team.
HR Management	<ul style="list-style-type: none"> - Any staff showing signs or symptoms of illness should immediately report to their supervisor and then to the medical service to obtain confirmation of the virus. - Staff living in staff accommodation who become ill should be isolated from healthy staff and should remain confined to their room. They must not share a room with other staff who are still working. - Report any suspected cases of COVID19 to the Crisis Management Team.



4. Working method

Illness reporting system

Every hotel should maintain an illness log in which all reports of sickness or accidents by guests or staff are recorded.

Details of those who are ill should be recorded on an Illness Report Form. Basic data should include name, booking reference, if a child or an adult, room number, arrival date, onset of illness date, symptoms and whether they have seen a doctor.

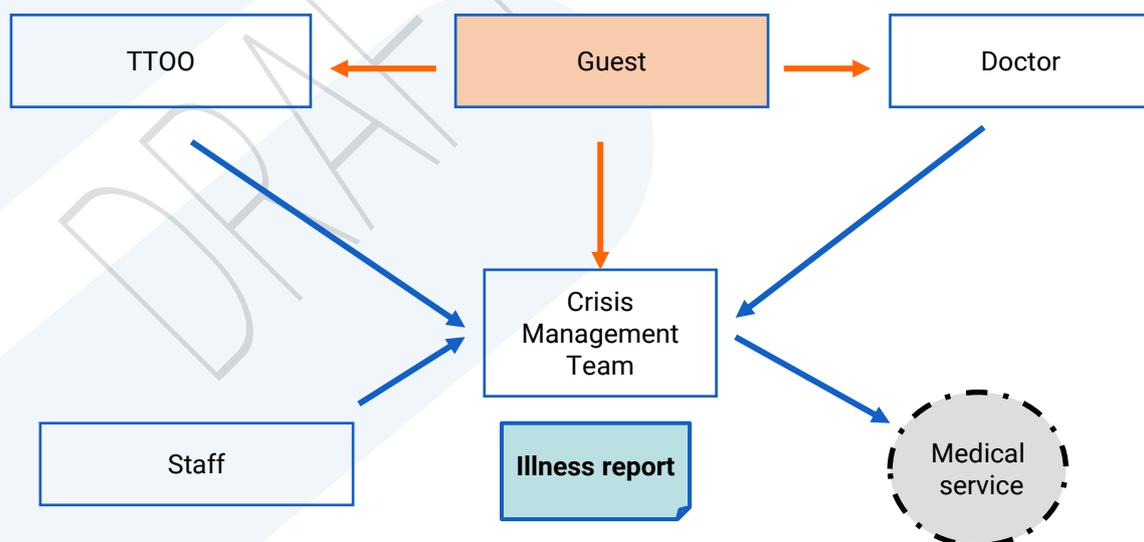
For employees, only their name, department, onset of illness date, symptoms and if they have visited the doctor are required.

The reporting and recording of guests' illness is vital and will help identify if an illness is being passed from person to person.

Channels of communication

The information should be centralized by the designed member of the Crisis Management Team. The information sources could be:

1. Doctor
2. Tour operator reps
3. Affected guest or an accompanying person
4. Staff
5. Other ways according to the illness monitoring system of the hotel





Compatible symptoms

The symptoms of COVID19 could include:

MORE COMMON:

- ✓ Fever (38°C or above)
- ✓ Cough (normally a dry cough)
- ✓ Fatigue
- ✓ Malaise
- ✓ Shortness of breath (when the illness progresses further)

OCCASIONALLY:

- ✓ Skin lesions
- ✓ Loss of taste and smell
- ✓ Diarrhoea
- ✓ Nasal congestion
- ✓ Abundant nasal secretion
- ✓ Sore Throat

When should be activated any specific procedures?

As this virus is transmitted rapidly from person to person, any special procedures should be activated from the moment the first case is detected amongst guests or staff.

How to act?

Guest:

The information regarding any guest with compatible symptoms should be communicate to the **Crisis management team** which should activate communication procedures with the guest.

The person in charge should inform the medical service, in order for them, to confirm the virus.

Activate the confinement procedure.

Confirm that procedures are implemented and make improvements if necessary.

Staff:

Staff demonstrating any signs or symptoms of the virus should immediately report to their supervisor and then to the medical service for confirmation of the virus.

Staff who are living in staff accommodation should be isolated from healthy staff and should remain confined to their room. They must not share a room with other staff who are still working.

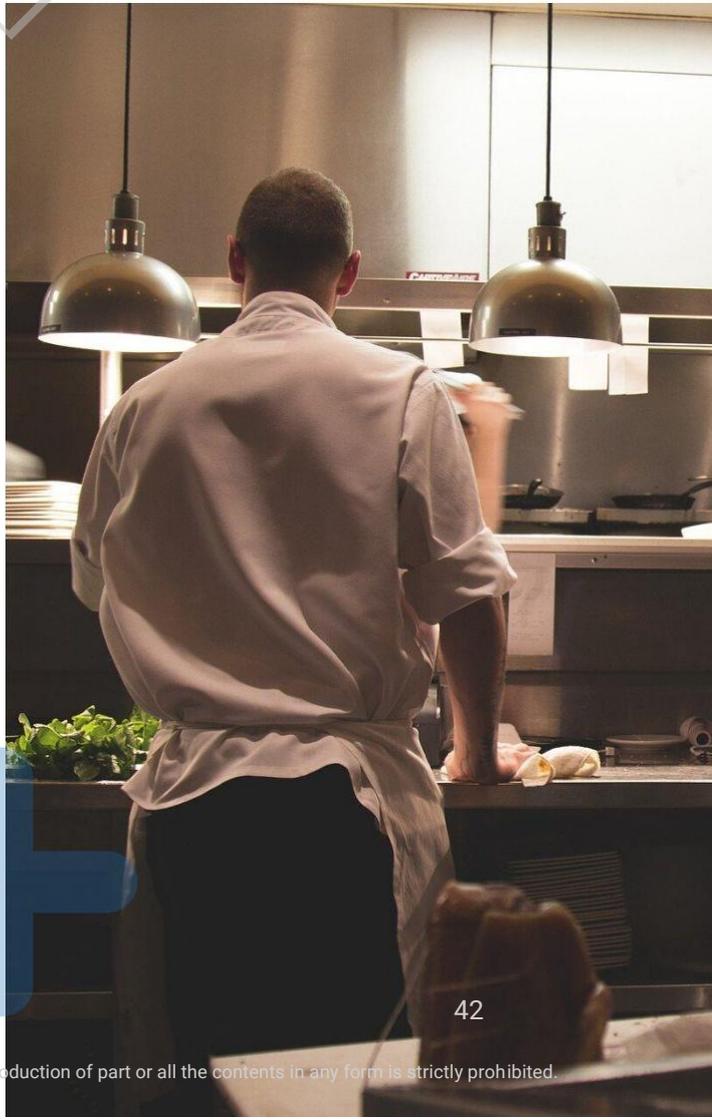
Activate the confinement procedure.

Confirm that procedures are implemented and make improvements if necessary.

4

RIU PR04 STAFF POLICIES

HOTELS & RESORTS



1.Objective

To create consolidated guidelines for measures to prevent COVID19 in all departments.

2.Supporting documents

- Risk Assessment
- Training Programme

3.Responsibilities

Who	Responsibilities
Department Heads	<ul style="list-style-type: none"> - To follow closely the implementation of control measures relevant to COVID19 and to report back to the Quality Manager / H&S Supervisor if any deficiencies or difficulties arise.
Quality Manager or H&S Supervisor	<ul style="list-style-type: none"> - To provide training to all staff regarding new measures against COVID19 - To report back to the General Manager regarding implementation - To liaise with Preverisk regarding implementation of the new measures and highlight any difficulties.
General Manager	<ul style="list-style-type: none"> - Is ultimately responsible for implementation of the new measures - To confirm implementation of all measures indicated in the risk assessment for COVID19

4.Working method

General measures

1. **Employee with symptoms:** Any staff member who shows symptoms compatible with COVID19 (cough, fever, difficulty breathing, etc.) should NOT attend work until the medical service can confirm that he/she is healthy and cannot transmit the illness.
2. **Employee who appears to be suffering from the symptoms:** Any staff member who has a temperature higher than 38°C at the staff access point should NOT enter the workplace. They must go to the medical service to confirm if they have and/or can transmit the illness. The employee must remain in quarantine for up to 14 days or until the medical service says that they can return to work.
3. **Employee who has been in contact with sick people:** They will NOT be able to attend work and must remain in quarantine for 14 days, at home, or in the dedicated isolation place if provided by the hotel, if any of the following criteria exist:
 - Any member of the staff's family has, or has had, the illness within the last 14 days.
 - They have been in contact with affected persons without adequate prevention measures within the last 14 days.

After the quarantine period, the staff member must be examined by a doctor, who will carry out a test to check whether he/she has overcome the illness or may be a carrier.

If the illness has been overcome, the employee will be able to return to work. The Human Resources Manager should be advised before the staff member returns.

If the staff member is a carrier of the virus, they should follow medical instructions and remain in quarantine until the medical results confirm that he/she cannot transmit the illness.

Communication

Employees who are ill or have been in contact with sick persons, should NOT attend work and should inform their Head of Department.

Any communication of absence from work should be transmitted to the Head of Human Resources who must follow up on the case.

All details of sick employees should be recorded in accordance with the PR Illness Reporting and the PR Crisis Management Team should be notified.

The Human Resources person responsible will need to confirm the health status of the absent employee before his/her return, from a medical certificate that includes tests or checks performed.

Personal Hygiene

All persons on the hotel premises should follow the following recommendations:

1. Frequently wash hands with soap and water for 40-60 seconds or use hydro-alcoholic gel (70% alcohol concentration) if soap and water are not available. Dry with disposable paper.
2. Cover your mouth and nose with a tissue when you cough or sneeze. If no tissues are available, use the inside of your elbow.
3. Wash your hands after coughing, sneezing or having direct contact with sick people or their surroundings.
4. Avoid touching your eyes, nose and mouth.
5. Avoid physical contact with staff or guests (greetings, hugs, etc.).
6. Avoid close contact and keep more than 2 metres away from other people, especially those with cold symptoms (runny nose, nasal congestion, dry or chesty cough, watery eyes, feverish appearance...).
7. Do not share personal objects such as pencils, glasses, towels, food, drinks, others...
8. Use personal protective equipment (PPE) designed to protect your health, as indicated in the risk assessment and enhanced procedures.
9. Dispose of potentially contaminated materials (used tissues or personal protective equipment) directly into closed containers.

Materials and equipment

In order to facilitate hygiene and personal protection, the following should be available:

- Provide full hand washing facilities (hot and cold water, soap, disposable paper towels) at staff entry points.
- Install hydroalcoholic gel dispensers in work areas, staff entry points and areas for exclusive use by personnel (changing rooms, toilets, staff canteen, etc.).
- Have sufficient stock of the necessary PPE in the work areas.

Training

All employees must be familiar with the specific procedures and hygiene measures defined for the operation. Training will cover measures highlighted in the risk assessment. To this end, training will be provided in accordance with both the RISK ASSESSMENT and the TRAINING PROGRAMME.

Staff access

1. At entry points to the workplace, distancing measures shall be in place (a minimum of 2m between employees). To enable this, an entry circuit and/or various access times shall be established to avoid crowding.
2. Each employee's temperature will be taken at the entrance before they can enter the Hotel (staff entrance and the Hotel main entrance).

If their temperature exceeds 38°C the employee will NOT be able to access the Hotel and shall be offered a doctor.

3. The employee must wash his/her hands before accessing the premises:
 - Soap and water should be used for washing hands.
Wash hands with soap and water (for a minimum of 40 seconds) in line with hand washing procedures.
NOTE: Hands should be dried thoroughly with a disposable paper towel if hydroalcoholic gel is to be used afterwards.
 - If hand washing facilities are not available, then hydroalcoholic gel can be used.
Hydroalcoholic gel (minimum 70% ethanol) to disinfect hands is available at entry points.
4. Shift register: Hydroalcoholic gel should be available next to the equipment used.
Whether registration is by fingerprint, access code or personal card, then hydroalcoholic gel must be applied before/after registration.
5. The access area and its surrounds should be disinfected frequently.

Work uniform and changing rooms

Employees shall not travel to and from work in their work uniform (including shoes). They should get dressed in the staff changing rooms.

Work uniforms should be washed daily (at above 60°C), then dried and ironed before use.

When changing clothes, to avoid contamination, there should be no contact between employees personal clothing and their uniform.

Changing rooms should be adapted to ensure that each employee has a locker, in which to leave their personal belongings whilst working. Furthermore, at the shift change, empty lockers should be disinfected, as they could have been contaminated by the outdoor clothing and/or footwear belonging to the employee who ended their shift.

Crowding should be avoided and a distance of 2m between users of the changing rooms must be adhered to.

It is recommended to organise work shifts with various times, so the minimum number of employees coincide.

Staff changing rooms and washrooms must be equipped with all necessary materials for hand washing (soap, disposable paper towels and hydroalcoholic gel). These shall be replenished throughout the day.

Before leaving the changing room, personal items (e.g. glasses, etc.) in addition to their work mobile phone, should all be disinfected.



It is mandatory that before leaving the changing room, all staff wash their hands correctly with soap and water for a minimum of 40 seconds.

The changing room should be disinfected regularly. An authorised virucide should be used, various times a day, to disinfect contact surfaces which are more likely to be contaminated: handles and doorknobs, locker doors, taps, etc.

The area should be ventilated.

All measures indicated in the RISK ASSESSMENT are to be implemented and checked regularly for any possible changes and improvements.

Staff toilets

As the minimum safety distance must be maintained within the communal toilets and in the queue to them, this will most likely involve reducing the capacity of communal toilets.

At the entry and exit, every employee who uses the communal toilets, correctly disinfects their hands with hydroalcoholic gel, from the dispenser provided at the entrance. Additionally, hands should be washed with soap and water for a minimum of 40 seconds and hands dried really well before exiting.

Next to the washbasins there should be information posters with instructions on how to wash hands correctly and other preventive measures.

The communal toilets should be disinfected. An authorised virucide should be used, various times a day, to disinfect contact surfaces which are more likely to be contaminated: handles and doorknobs, taps, etc.

Staff canteen

Distancing measures apply at all times in the staff canteen. During food and beverage service, respect the distancing of 2 metres.

If a lot of people are eating in the staff canteen, consider limit the time they spend there. An option could be to organise shifts (this could mean that dining room schedules need to be lengthened).

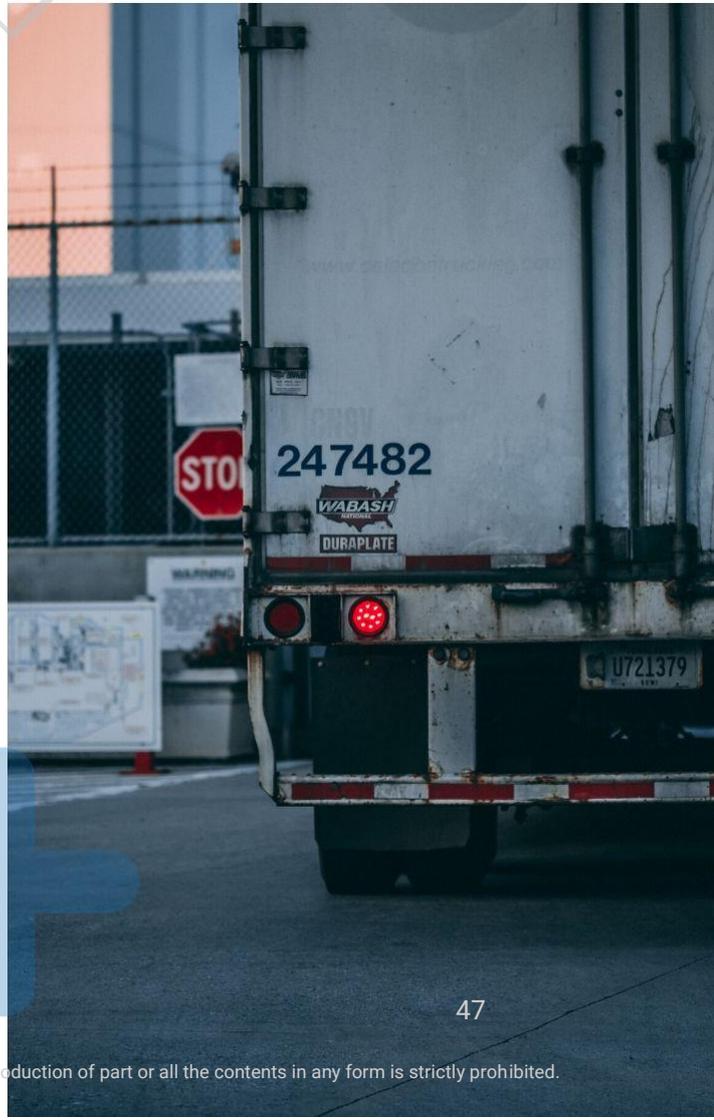
Hands must be washed or disinfected, and a mask put on before serving food. All canteens will have a hydroalcoholic gel dispenser at the entry point.

The canteen should be disinfected regularly. An authorised virucide should be used, various times a day, to disinfect contact surfaces: handles and doorknobs, tables, chairs, drinks dispenser buttons, buffet surface, etc.

5

RIU PRO5 SUPPLIERS & VISITORS

HOTELS & RESORTS





1.Objective

The objective of this document is to describe the measures to take in order to avoid infection by COVID19 during the provision of services by suppliers and external visitors.

2.Supporting documents

- Supplier Measures Implemented to Prevent COVID19
- Risk Assessment
- Rules to access the hotel

3.Responsibilities

Who	Responsibilities
Purchasing Manager	- To inform suppliers regarding measures and requirements implemented in the Hotel
Security	- To apply access control measures and ensure that visitors understand the hotel's implemented preventative measures.
Department Heads	- To control hygiene and social distancing throughout delivery. - To control suppliers whilst in the facilities.
Quality Manager or H&S Supervisor	- To provide staff training regarding this procedure. - To follow up the implementation of this procedure
General Manager	- Is ultimately responsible for implementation of the new measures - To confirm implementation of all measures indicated in the risk assessment for COVID19

4.Working method

General considerations

Free access to the receipt of goods areas or offices shall be forbidden to external persons.

Suppliers and external visitors should arrange appointments to avoid overcrowding.

Suppliers and external visitors should respect a safe distance of a minimum of 2m from other people.

Suppliers and external visitors should wash their hands and then apply hydroalcoholic gel from the dispensers. However, if hand washing facilities are not available, they should at least apply hydroalcoholic gel (containing 70% Alcohol).

Single-use gowns/gloves/masks shall be available at the merchandise entry/delivery areas.

The merchandise entry/delivery area should be disinfected regularly.

As a rule, the following applies regarding access:

- The person's temperature is taken and if it is above 38°C they will not be allowed to enter.
- The visitor or supplier should be informed about the measures implemented to prevent COVID19. Their route within the facilities should be controlled by his/her contact person.



Suppliers

Ensure that suppliers maintain an action plan to prevent the spread of COVID19. Whenever possible, suppliers should provide a certificate of inspection, confirming that they have systems in place to control COVID19 (i.e. Preverisk's certificate of COVID19 HYGIENE RESPONSE). Furthermore, the hotel may carry out regular supplier checks to assess the systems that they have in place against COVID19.

Any supplier accessing the premises must wear the necessary protective equipment and follow the rules described for staff.

NB. Do not share any material or equipment, i.e. pens to validate receipts.

The products should be delivered packed and if possible, with double external packaging.

The delivery area should be washed and disinfected regularly. An authorised virucide should be used, various times a day, to disinfect contact surfaces which are more likely to be contaminated

Only allow access to necessary staff, preventing 2 or more people from performing the same task.

External visitors

External visitors who need to carry out work in public areas, rooms or employee areas, should adhere to established hygiene measures for these areas and follow those measures implemented for staff.

If a visitor detects any situation that could compromise their safety, the safety of guests or other employees, they should tell their contact at the hotel.

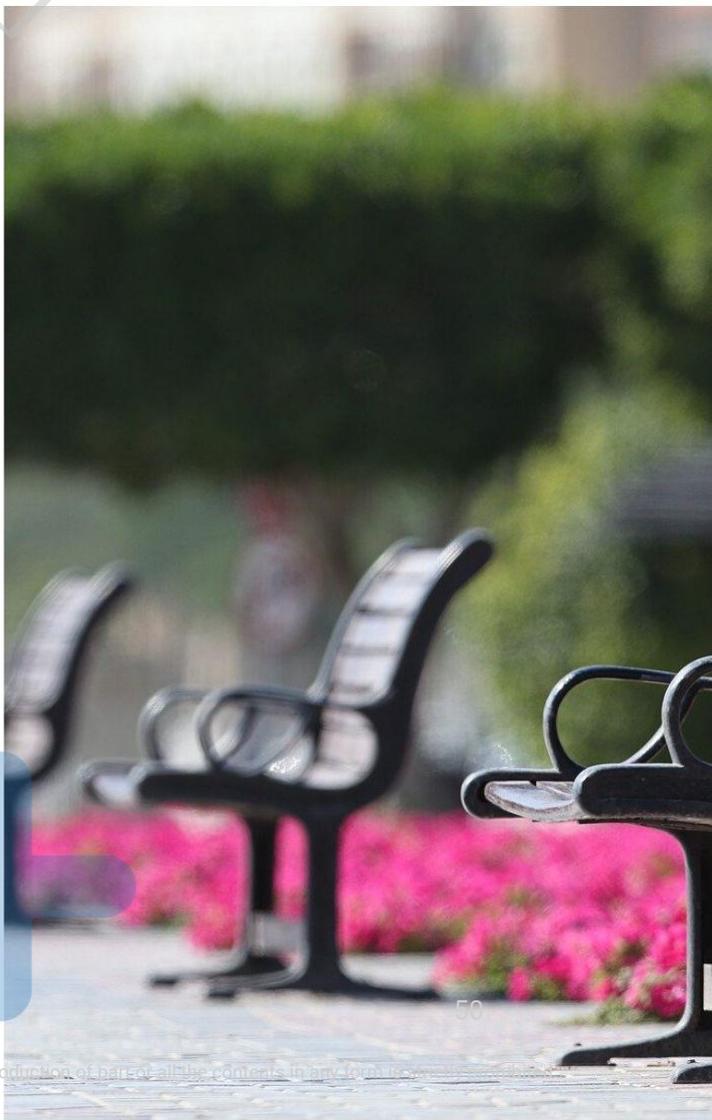
Any measures to be added/not included should be approved by the crisis management team.

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6

RIU PRO6 SOCIAL DISTANCING MEASURES IN PUBLIC AREAS

HOTELS & RESORTS





1.Objective

The purpose of this document is to describe the preventative social distancing measures which should be adhered to in public areas, in order to avoid contagion.

2.Supporting documents

- Risk Assessment
- Enhance procedures for COVID19

3.Responsibilities

Who	Responsibilities
Department Heads	<ul style="list-style-type: none"> - To ensure staff are applying social distancing, between themselves and with regards to guests. - To ensure pictograms are placed either in guest or staff areas.
Reception department	<ul style="list-style-type: none"> - To communicate the importance of social distancing to guests upon their arrival.
Quality Manager or H&S supervisor	<ul style="list-style-type: none"> - To follow up implemented control measures against COVID19. - To supervise all procedures. - To report back to the General Manager regarding implementation
General Manager	<ul style="list-style-type: none"> - Is ultimately responsible for implementation of the new measures. - To verify implementation of all measures indicated in the risk assessment for COVID19.

4.Working method

General considerations

The hotel's capacity will be limited to a maximum of 50% unless the country's legal regulations establish a more restrictive limit on a mandatory basis. This can always be reviewed once the risk assessment has been studied and the green light given to increase this. However, for the present early stages, we recommend beginning at this level to facilitate all social distancing measures.

Access to the Hotel

Bellboys, porters and security personnel will avoid all physical contact with guests. Hand shaking, hugs, etc. are all prohibited until further notice. The hotel needs to place pictograms regarding these new rules beside the hotel gate. The hotel may also consider providing external waiting areas, with 2m distancing to avoid too many people checking in at the same time.

The collection or delivery of luggage will be carried out wearing a mask and maintaining the minimum safe distance of 2 metres from guests. Hand sanitiser should be applied frequently. If gloves are required, then they should be changed frequently.

External valet staff will be advised of the preventative measures that must be carried out, in addition to the mandatory use of personal protective equipment.



Lobby and/or reception capacity

Enough staff should be designated to supervising guests' arrival and departure, their hand disinfection, the provision of masks and ensuring that they maintain safe distances.

Even if people entering the hotel are wearing a mask, the minimum social distance of 2 metres must still be adhered to. Therefore, the capacity must be controlled in order to comply with this.

People who share a room are considered as a single unit and are therefore allowed to remain together without maintaining the minimum safe distance.

An access circuit to the reception area must be established by means of physical barriers or with adhesive marks on the floor, to maintain a 2m separation.

Hydroalcoholic gel dispensers should be available in lobby.

Reception

Screens should be installed (flexi glass) at the reception desk.

Screens should be:

- A minimum of 2m from the floor.
- With small openings at the bottom to allow the exchange of objects.
- Firm and well fastened

You should consider eliminating free welcome drinks, welcome sweets, and enforce the new principle of "No touching".

Hydroalcoholic gel dispensers should be available in reception desk.

Lifts

- Hydroalcoholic gel should be available in the access area to lifts and inside them.
- Capacity should be limited to maintain a minimum of 2m separation between users. This may mean that only 1 person, or a family unit can be inside the lift. Marks should be placed on the floor to make clear it clear how many people are allowed in the lift and where they should stand.
- Users should wear masks.
- People sharing a room can use the lift together, even if they exceed the permitted capacity for social distancing.
- Avoid people gathering in the lobby to wait for lifts.
- Install information displaying established measures.
- Priority for using the lifts should be given to people with reduced mobility, pregnant women or the elderly.
- Recommend using the stairs.
- The frequency of cleaning should be increased

Occupied room distribution

Rooms could be occupied in a manner allowing you to distance clients or the number of clients by floors, for example: Empty room - occupied room - empty room - occupied room and so on.

Progressively occupy the rooms from those closest to the lifts (or stairs) to those furthest away.



Consider reserving some of the rooms that are furthest away, or in isolated areas, in the case the confinement procedure is activated.

Bar & restaurant

Distancing measures apply at all times in bars and restaurants. During food and beverage service, respect the distancing of 2 metres.

Guests sharing the same room, or members of the same family unit, may sit at the same table.

Pools & Spa

The capacity will be monitored at all times, to ensure that safety distances are adhered to.

Social distancing means that pool area capacities must be reduced. Sunbeds must be kept a minimum of 2 metres apart.

Guests sharing the same room, or members of the same family unit, may put the sunbeds together.

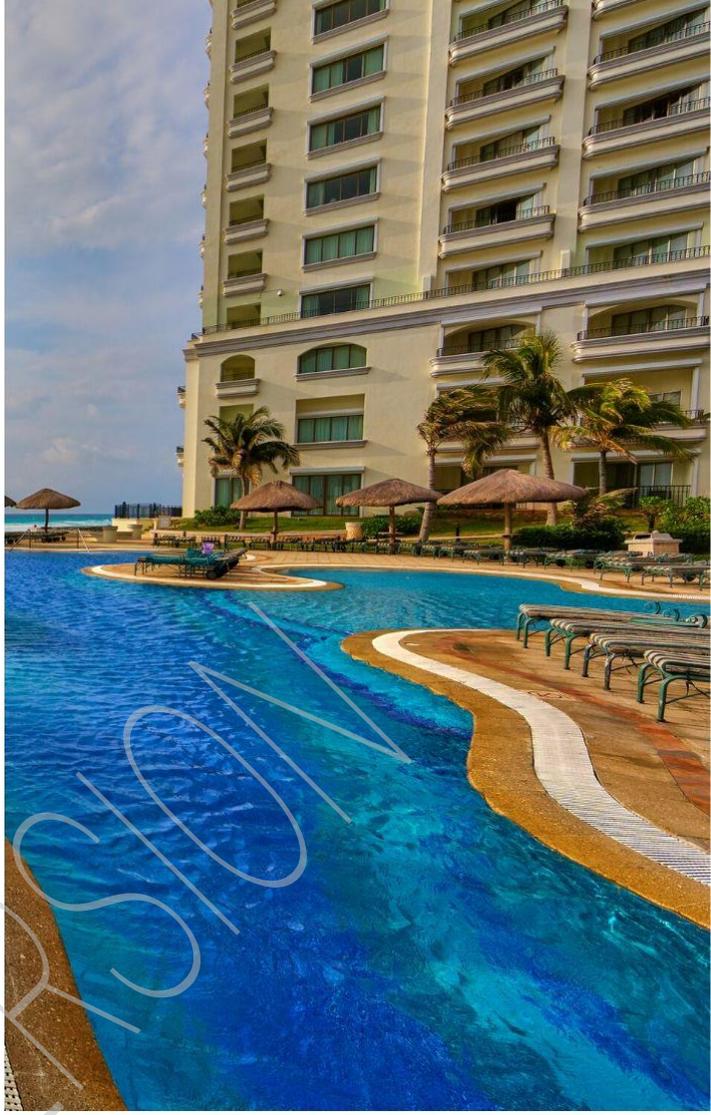
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RIU PRO7 POOLS, SPA & GYM

HOTELS & RESORTS





1.Objective

The objective of this document is to establish procedures which hotels should follow with regards to Pool & Spa areas, in order to prevent cases of COVID19, and what action to take should there be a suspected or actual case on the premises.

2.Supporting documents

- Risk Assessment COVID19
- Enhance procedures for COVID19: Housekeeping, laundry
- ESGLI Guidance for managing Legionella in building water systems during the COVID19 pandemic (ESGLI)
- Guidance on temporary pool closure (Pool Water Treatment Advisory Group)
- Technical report for preventative and corrective actions against COVID19 in multipurpose recreation pools and whirlpools for collective and private use (VADEAGUAS)
- Operational considerations for COVID19 management in the accommodation sector: Interim guidance (WHO)

3.Responsibilities

Who	Responsibilities
Director of Engineering	<ul style="list-style-type: none"> - Ensure the implementation of new measures against COVID19. - Report back to the Quality responsible or H&S supervisor if any deficiencies or even difficulties in implementation.
Housekeeper	<ul style="list-style-type: none"> - Ensure the implementation of new measures against COVID19.
Manager of SPA	<ul style="list-style-type: none"> - Ensure implementation of all control measures in both the risk assessment and in this procedure
Lifeguards or pool responsible	<ul style="list-style-type: none"> - To ensure and observe no guests with COVID19 symptoms or confirmed to have the disease are giving access to the pools. - Ensure the implementation of new measures against COVID19.
Quality responsible or H&S supervisor	<ul style="list-style-type: none"> - Follow up implementation of the required control measures against COVID19. - Supervision all processes. - Report back to General Manager about state of implementation
General Manager	<ul style="list-style-type: none"> - The final responsible for implementation of the new measures - To verify implementation of all measures indicated in the risk assessment COVID19



4. Working method

General use of the facilities

USERS

Any person with symptoms compatible with the virus shall be prohibited from using the pool facilities. The lifeguard will be responsible for informing the sick person that he or she cannot use the facilities. If there is no lifeguard, it will be the person in charge of social distancing will be responsible for informing them, as explained in the sections 'AREAS ADJACENT TO POOLS' and 'POOLS & WATER TREATMENT'.

The capacity will be monitored at all times, to ensure that it is never more than half the normal/established capacity, and that safety distances are adhered to.

Close to the pool, the new temporary capacity will be clearly shown, as indicated above.

Areas adjacent to pools

SOCIAL DISTANCING

- Social distancing means that pool and beach area capacities must be reduced. Sunbeds must be kept a minimum of 2 metres apart.
- If there is a lifeguard, they will be responsible for ensuring that sunbeds are not moved or placed together, and that they remain in the position in which they were originally placed. If there is no lifeguard, management will assign a person to check the area, every hour, to control this.
- Sunbeds should not be used without a towel being placed between the guest and the sunbed.
- Customer Flow. As far as possible, a one-way flow of clients to and from pool and beach areas will be set up. This should be very visible and clear to avoid clients blocking the path or colliding with each other.
- For any water features which produce a spray, the hotel should ensure that the Legionella prevention programme is implemented correctly. Logs should be kept.

EQUIPMENT DISINFECTION

- The hotel will provide various stations around the pool area equipped with a disinfectant solution, paper and bins, so that clients can disinfect their sunbeds, chairs, etc. whilst in use.
- Daily, at the end of the day, all sunbeds will be disinfected. Paying special attention to touch points (e.g. the legs of sunbeds do not require such a deep disinfection). To disinfect, a sodium hypochlorite solution at 1,000ppm, or another approved disinfectant product, is applied using a cloth, Karcher or nebuliser.
- During the day, every so often and when possible, a pool operator will clean and disinfect contact surfaces (sunbed armrests, showers push buttons, etc.) when they see sunbeds are unoccupied (e.g. at lunch time...).



- Cleaning and disinfection of the ground and beach area shall be carried out according to normal procedures and with the same frequency as always (usually daily).
- Toilets in the pool area shall be cleaned and disinfected in accordance with the procedures and frequency specified in the chapter Enhanced procedures for COVID19: Housekeeping

BAR

The same measures will be applied, as set out in “Enhance procedures for COVID19: Bars” department, in addition to the normal procedures. However, the bar top will be disinfected more frequently than usual.

TOWELS

- If towels are handed out in the pool area (towel rental or included with the booking), these will be for sole use only. The staff responsible for managing the towel dispensing point should wear gloves (which should be changed frequently), and maintain good hygiene practices (frequent hand washing, and not touching their face).
- At towel dispensing points, clean towels will be kept inside the laundry bags.
- Dirty/used towels will be deposited in a closed bucket or in a correctly labelled bag (colour coded). Staff will ensure that they do not have to touch the towels, and the clients themselves will deposit the towels inside the bucket, as they leave the pool area and return to their rooms.
- Towels will be washed in the laundry following the procedures outlined in chapter the “Enhanced procedures for COVID19: Laundry”.

Pools & Water treatment

PHYSICAL-CHEMICAL PARAMETERS

- Monitor the level of free Chlorine to ensure that it always remains within the legal limits (or where appropriate, those in accordance with international guidelines). Nonetheless, the recommendation is to keep it closer to the top limit.
- Monitor the level of pH to ensure that it always remains within the legal limits (or where appropriate, those in accordance with international guidelines).
- Filtration shall be monitored to ensure it functions correctly in accordance with international guidelines. Backwashing of filters will be carried out as normal, according to these guidelines.

FAECAL OR VOMIT CONTAMINATION INCIDENT

The normal procedure applies for this. Bear in mind that COVID19 symptoms can sometimes include diarrhoea. Therefore, pool staff must be correctly trained in these procedures. A printed copy of these procedures must be available in the pool filtration room.



USERS

- If there is a lifeguard, they shall be responsible for ensuring that whilst bathing, 'social distancing' protocols are adhered to. If there is no lifeguard, a person will be assigned by management to carry out a visual inspection of the area, every hour.
- If there is a lifeguard, they will be responsible for ensuring that correct hygiene practices are maintained whilst bathing. If there is no lifeguard, a person will be assigned by management to carry out a visual inspection of the area, every hour.

Spa, gym, sauna & massage areas

SPA

- Staff in charge of the Spa must ensure compliance with the same rules detailed in the previous sections. This applies to social distancing, the towel policy, cleaning and disinfection of the facilities, and users' admission.
- The capacity should be monitored at all times, to ensure that it is never more than half the normal/established capacity, and that a safe distance is respected.
- In Jacuzzis or other pools of less than 2 metres in diameter, only one user is permitted at a time. For pools of an equal or greater diameter than 2 metres, the simultaneous use by more users is allowed, whilst still maintaining a safe distance.
- In order to reduce and control the number of users in these facilities, access to the spa should be by reservation (the reservation will be made via reception or the spa itself).
- The hotel will provide various stations equipped with a disinfectant solution, paper and bins, in order that clients can disinfect their sunbeds, chairs, etc. whilst using them.
- Cleaning and disinfection of the floors and areas around the jacuzzi or pools will be carried out in accordance with normal procedures and at the normal frequency (usually daily).
- Toilets in the pool area should be cleaned and disinfected in accordance with the procedures and frequency specified in the chapter "Enhanced procedures for COVID19: Housekeeping".
- Coffee, tea, water and other beverages required during bathing will be available upon request at the SPA reception. There will be no self-service service.

SAUNAS, TURKISH BATHS & SIMILAR FACILITIES

- Staff in charge of the Spa should ensure compliance with the same rules detailed in the preceding paragraphs. This applies to social distancing, the towel policy, cleaning and disinfection of the facilities and the admission of users.
- The capacity should be monitored at all times, to ensure that it is never more than half the normal/established capacity, and that a safe distance is respected.



GYMNASIUM & COMPLEMENTARY AREAS

- Gym staff should ensure compliance with the hygiene standards set out in all chapters of this manual which affect these facilities. This applies to social distancing, personal hygiene, the cleaning and disinfection of the facilities and the admission of users.
- The capacity should be monitored at all times, to ensure that a safe distance is respected.
- Gym staff will explain the instructions for the use of the facilities to users before they are allowed to enter.
- In order to reduce and control the number of users in the facilities, consider the option of access to the gym by prior reservation.
- Users should go to the toilets to wash their hands thoroughly and then apply hydroalcoholic gel before beginning exercise or touching any machine or equipment.
- In addition, they will be provided with a spray bottle containing a chlorine disinfectant solution at 1,000 ppm / ethyl alcohol in order that they, the users, each time they change machines or equipment, can leave the former disinfected.
- Gym staff will be responsible for refilling disinfectant spray bottles each day, or when necessary as they run out. The containers themselves (the spray bottles) will be disinfected by staff, using an alcohol solution, when each user returns them.
- If towels are handed out in the gym, they will be for one-person use only. Staff responsible for managing the towel dispensing point should wear gloves (which should be changed frequently) and they should maintain good hygiene practices (frequent hand washing and not touching their face). Towels will be deposited by the user in a correctly labelled bag or in a closed bucket after use.
- Towels will be cleaned in the laundry according to the procedures outlined in the chapter "Enhanced procedures for COVID19: Laundry".

MASSAGE, BEAUTY SALON AND HAIRDRESSER

- The beauty salon, hairdressing and massage activities will be carried out at all times by staff wearing masks and where possible the client will also wear a mask (for hairdressing and massage).
- If hairdressing activities are carried out for more than two people within the same room, a safe distance (1.5 metres minimum) between clients must be respected. If there are more than two clients in the same room, then a safe distance (1.5 metre minimum) between clients will be respected and a screen placed between them.
- Once the session has ended for each client, the beauty salon, hairdressing or massage staff member will disinfect the utensils used, as well as all equipment (chair, table, bed) using a chlorine solution at 1,000ppm or another approved virucide product.
- Reference is made to all control measures listed in the risk assessment which shall be reviewed periodically for potential updates according to the situation.

8

RIU PRO8 GUEST & STAFF HOTELS & RESORTS CONFINEMENT PROTOCOL





1.Objective

The aim of this document is to provide clear guidelines on how to handle guests/staff with suspected or confirmed COVID19.

2.Supporting documents

- Risk Assessment
- Illness monitoring system
- Enhanced procedures for COVID19:
- COVID19: infographics and posters
- PR Hotel confinement protocol

3.Responsibilities

Who	Responsibilities
Crisis Management Team (CMT)	- Is ultimately responsible for activating this procedure.
Guest relations	- To communicate specific instructions to the guest and accompanying persons
Quality Manager or H&S supervisor	- To ensure the implementation of recommended control measures for the rooms of sick or potentially sick guests.

4. Working method

Initial note: It is IMPORTANT to state that the ideal scenario is to have nobody in quarantine / confined to the hotel. Hotel Management and the Crisis Management Team should look for the best solution, in order that the affected person is comfortable, but also to ensure the safety of other guests and staff.

What recommendations apply to the hotel's operation? (GENERAL NOTES)

- Contact the medical service and follow instructions
- Follow any subsequent specific recommendations given by your local public health authority
- Due to social distancing rules, allocate alternate rooms or leave two rooms vacant in between, depending on occupancy levels.
- Should there be several cases, you may need to allocate a specific building or floor for infected guests
- Activate the enhanced procedures for COVID19. These should be followed in an efficient manner; therefore, staff training, and preparation is key.
- Signage showing sanitisation rules should be placed in the following points: public toilets, restaurants, bars, reception, lifts, TV room, pool, spa and any other area normally used by the guests.



What to do in case of actual or suspected cases (INSTRUCTIONS)

Advise hotel staff that the affected person should use the telephone (dial reception, available 24/7) to request anything they need.

Potentially infected guests and their companions should remain in their room

An allocated member of the CMT is responsible for communicating these instructions to the guest and their companions

An allocated member of the CMT will remind potentially infected guests of the importance of good personal hygiene, in order to avoid further contamination of surfaces, etc.

Housekeeping department should ensure that hydroalcoholic gel dispensers are available in the affected rooms

Instructions given to guests at the reception should include details regarding how rooms are sanitised at regular intervals

Reception department will manage the allocation of different rooms for accompanying guests / family (except in the case of children - if a child is sick then one of the parents will stay in the same room)

The doctor will visit the affected guest in their room (in order to avoid guests who are infected/potentially infected leaving their room).

How will services be provided to infected or potentially infected guests?

STAFF:

Only staff trained in the correct procedures should clean and disinfect the rooms of affected guests.

Only staff trained in the correct procedures should provide food and beverages to the rooms of affected guests.

Only staff trained in the correct procedures should provide maintenance to the rooms of affected guests. Only urgent maintenance will be provided during the quarantine period.

Put on Personal Protective Equipment (gloves, mask, etc.) before going into the room and remove them inside the room.

GUESTS:

Infected or potentially infected guests should remain in their room and no staff should be allowed to enter those rooms until departure.

FOOD AND BEVERAGE:

Food and beverages to be by room service only. They should be left just outside the room, the guest notified, and then the guest can take it into their room. Delivery staff should stand a minimum of 2 metres away when the door is opened.

Food and beverages should be provided to the affected rooms using specific trays and trolleys (only used to provide food to these rooms). Cutlery, glasses and other items used to provide F&B to the affected rooms should be 'single use only'.

The member of staff who collects the trays or trolley after the service, must wear gloves and respect good hygiene practices (not touch their face...). They will carry a disinfectant bottle (chlorine at 1,000ppm), which they will use to disinfect the tray or trolley immediately, before



taking it back to the kitchen. After collecting these materials, gloves must be thrown into the rubbish, and hands should be washed correctly.

ROOM CLEANING AND DISINFECTION:

Any waste/rubbish from an affected room should be kept in an identified and closed bag (colour coded)

Linens, towels, etc. for the laundry should be kept in an identified and closed bag (colour coded). Room linens could be changed on request.

Bed linen should be washed above 60°C (65°C for a minimum of 10 mins. or 71°C for a minimum of 3 mins.).

For cleaning and disinfection see the chapter: "Enhanced procedures for COVID19: Housekeeping department" (cleaning and disinfection of affected rooms).

Use specific cloths, scouring pads, sponges and bags (identified/colour-coded to avoid cross contamination). Fresh cloths should be used for each affected room.

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PREVERISK

9

RIU PRO9 HOTEL CONFINEMENT HOTELS & RESORTS PROTOCOL





1.Objective

The objective is to provide clear guidelines on what to do if the entire hotel is in confinement due to a high number of confirmed or suspected COVID19 cases.

2.Supporting documents

- Risk Assessment
- Illness monitoring system
- Protocol for cleaning and disinfection
- COVID19 infographics and posters
- Outbreak Control and Management Response
- COVID19; recommendations issued to accommodation suppliers
- COVID19; additional notes for hotels under confinement

3.Responsibilities

Who	Responsibilities
Crisis Management Team (CMT)	- Is ultimately responsible for activating this procedure
Hotel Doctor	- To ensure follow up with sick guests.
Quality Manager or H&S Supervisor	- To ensure the implementation of recommended control measures.

4.Working method

During the total confinement of the hotel, the Crisis Management Team (CMT) will be responsible for the management of the hotel, following instructions from Public Health Authorities.

Staff

At the beginning of confinement, Hotel Management and the Human Resources department will plan schedules, which staff will work, etc. All other staff will not work during the confinement period.

Staff will follow strict hygiene measures when they enter the workplace and when they leave at the end of their working day. Showering is mandatory upon arrival at the hotel, and when they leave the premises. Good hygiene practices and all recommendations regarding COVID19 must be followed at all times (social distancing, hand washing, not touching your face, etc.).

It is strictly forbidden to wear uniforms outside of the hotel premises.

Work uniforms will be washed daily, at above 60°C, in the hotel laundry.



Suppliers

1. Hotel Management will send a letter to all hotel suppliers informing them about the recommendations to be followed.
2. The hotel management system holds details of all suppliers. Hotels will still try and work with the usual suppliers during confinement. However, if this is not possible, Hotel Management will search for alternative suppliers.
3. If normal suppliers are to be maintained, they must follow the mandatory rule: They must follow all expert recommendations and requirements sent to them by the Hotel (see point 1).
4. If required, in line with Public Health authority instructions, hotels can take advantage of the cooperation between establishments (hotels, restaurants, supermarkets, etc.) located in the hotel's neighbourhood. Hotel Management can "borrow" food, beverages or other items from these establishments, according to a previous mutual aid agreement between the two parties.
5. Any item, food, etc. provided by neighbourhood businesses, must meet all requirements established in points 1 and 3.
6. For decisions regarding suppliers or emergency supplies, the CMT may require advice from experts (e.g. Preverisk Group consultants).

What recommendations apply to the hotel's operation? (GENERAL NOTES)

Medical advice should be continuously available. Follow instructions.

Follow any subsequent specific recommendations given by your local public health authorities.

Due to social distancing rules, allocate alternate rooms or leave two rooms vacant in between, depending on occupancy levels. Suspected or actual cases should be allocated a specific area of the hotel.

Follow up the enhanced procedures in case of COVID 19. Make improvements if any issues are detected. These should be followed in an efficient manner; therefore, staff training, and preparation is key.

Signage showing sanitisation rules should be placed in the following points: public toilets, restaurants, bars, reception, lifts, TV room, pool, spa and any other areas normally used by the guests.

Instructions to guests given at the reception, should include how rooms will be sanitised at regular intervals.

Housekeeping department must ensure that hydroalcoholic gel dispensers are available in the most crowded areas and especially in the restaurant and bars. Special attention should be given to high risk areas (public toilets, etc.)

The doctor will visit the rooms of infected or potentially infected guests, to avoid them leaving their rooms.



What to do if there is a confirmed case? (INSTRUCTIONS)

1. Advise hotel staff that the affected person should use the telephone (dial reception, available 24/7) to request anything they need.
2. Potentially infected guests and their companions should remain in their room.
3. An allocated member of the CMT is responsible for communicating these instructions to the guest and their companions.
4. An allocated member of the CMT will remind potentially infected guests of the importance of good personal hygiene, in order to avoid further contamination of surfaces, etc.
5. Housekeeping department should ensure that hydroalcoholic gel dispensers are available in these rooms.
6. Instructions to guests given at the reception, should include how rooms will be sanitised at regular intervals.
7. Reception will manage the allocation of different rooms for accompanying guests / family (except in the case of children - if a child is sick then one of the parents will stay in the same room).
8. The doctor will visit the affected guest in their room (in order to avoid guests who are infected/potentially infected leaving their room).

What guests must do? (INSTRUCTIONS)

Guests will receive communication (by a letter in their rooms, or another way) giving instructions to be followed. This letter will remind those who are infected, or potentially infected, the importance of good personal hygiene, in order to avoid further contamination of surfaces, etc.

The allocated member of the CMT will be responsible for communicating these instructions to guests.

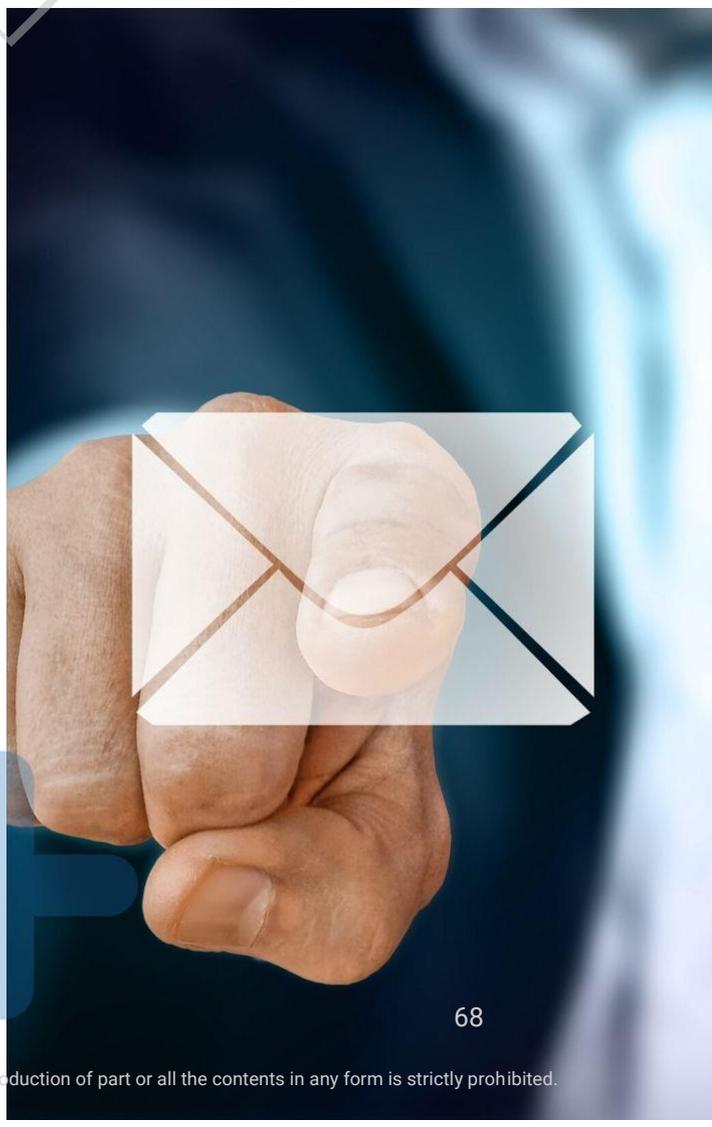
Unaffected guests can still use the hotel premises and facilities as normal. However, they should strictly follow all recommendations and safety instructions given by the doctor, the authorities and Hotel Management/the CMT.

Guests will receive instructions or information from the CMT, several times a day.

10

RIU PRO10 COMMUNICATION PLANS

HOTELS & RESORTS





1.Objective

When an outbreak occurs, the hotel should be well prepared, not only to face the issue, but also to communicate correctly with all third parties, external entities/groups, stakeholders, etc.

Bearing in mind the social psychosis resulting from the global Coronavirus pandemic, external communication is key to preventing the spread of fake-news, false information, assumptions and hoaxes. These can be fatal for not only the hotel, but also for the entire destination.

Any communication with agency/tour operator representatives, public health administration, doctors/hospitals (where sick guests are treated), suppliers and media (press, television, etc.), should be structured and well planned.

A dedicated person from the hotel or chain -and specified in the communication programme- should be responsible for communication with guests. Guests' comments/opinions on social media (TripAdvisor, Facebook, Instagram, Twitter, etc.) should be reviewed, to ensure that fake news does not spread.

Additionally, internal communication with staff should be free flowing. It should also include those not directly involved with handling the crisis. Keeping staff properly informed helps them to cope with the issue and to maintain team unity and discard prejudicial statements.

This document does not explain how communication should be developed. But only establishes the basics to be covered in case of an outbreak (even if it implies closure or confinement).

2.Supporting documents

- Letter to suppliers
- Any poster, infographic, flyer, etc. made by marketing department or other departments
- Any video or other way of communication, used to inform about the crisis
- Web pages of the company
- Social media profiles of the company
- Press releases (is a good practice to have a list with the contacts -phone number, email address...)

3.Responsibilities

Who	Responsibilities
Crisis Management Team (CMT)	<ul style="list-style-type: none"> - Cooperate with the internal and external communication, according to the strategy designed by the Communication Team - Responsible for negotiations with third parties (suppliers, public health administration, agencies, etc.), with the assistance of other departments where necessary.
Communication Team	<ul style="list-style-type: none"> - To design the communication strategy, in order to be prepared for a crisis. - To develop and implement the strategy. - To validate the strategy. - To provide materials needed to improve communication (posters, signs, press releases, etc.) – [cooperation with other departments]



4. Working method

Communication strategy

The Communication Programme should be developed in advance, prior to the opening, and should include all those points needed to act properly during a crisis: what to be communicated, when, who should communicate in each step / department / receptor, how, to whom...

An external consultancy company, specializing in marketing and communication, can assist with this strategy.

Materials and means

Possible communication means can include:

HOTEL GUESTS

- Presentations
- Verbal briefings
- Posters and signs (public areas)
- Letters
- Flyers (in rooms, reception, etc.)
- Videos (screens in public areas)
- TV (rooms)
- Email (check previously)
- Text Message (WhatsApp, etc.)

STAFF

- Presentations
- Verbal briefings
- Posters and signs (staff areas)
- Letters
- Videos (screens in staff areas)
- Email
- Text Message (WhatsApp, etc.)

SUPPLIERS

- Phone call
- Letter
- Email (check previously)
- Text Message (WhatsApp, etc.)

MEDIA

- Posters and signs
- Letters / Press releases
- Flyers
- Videos (interviews, procedures, etc.)
- Photos
- Email

SOCIAL MEDIA

- Videos (interviews, procedures, etc.)
- Photos
- Opinion, posts

PUBLIC HEALTH AUTHORITIES

- Phone call
- Letters / Fax / Burofax
- Email
- Text Message (WhatsApp, etc.)

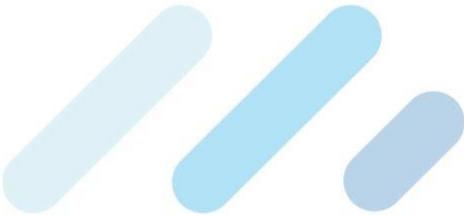
11



DRAFT

RIU PRO11 MEDICAL SUPPORT

HOTELS & RESORTS





1.Objective

The objective of this document is to establish what to do, should a guest have to be taken to the hospital; How to obtain medical support and how to obtain pharmacy services.

Should medical transportation or an ambulance not be available, then taking a sick guest to hospital, or a medical facility, puts the staff member taking them at high risk,

2.Supporting documents

- Illness monitoring records.
- PR Confinement protocols.
- Cleaning and disinfection schedules for the vehicle used.
- A list of assigned staff to carry sick people to the hospital.
- A list of phone numbers (medical service, pharmacy, insurance company...).

3.Responsibilities

Who	Responsibilities
Crisis Management Team	<ul style="list-style-type: none"> - To activate communication procedures with guests once a suspected case of COVID-19 is detected. - To inform the medical service so that they can confirm the illness. - To activate confinement procedures or transportation to the hospital.
Doctor or Medical Service	<ul style="list-style-type: none"> - To provide a medical diagnosis and decide what action should be taken
Driver	<ul style="list-style-type: none"> - To take the sick guest to the hospital



4. Working method

Initial note: It is IMPORTANT to state that the ideal scenario is to have no one in quarantine/confined in the hotel. Should a guest have to be confined in the hotel, Hotel Management and the Crisis Management Team should look for the best solution, in order that the affected person is comfortable, whilst ensuring the safety of the other guests and staff. Firstly, they will look for other solutions, such as taking the guest to the medical service, or for them to be hospitalized if required.

This guidance is feasible unless superseded by local public health requirements. As far as possible, agree it with local public health authorities.

1. Preparation

The reception desk should have, readily available, telephone numbers for local health authorities, medical centres, public and private hospitals and assistance centres, for use whenever a guest may be ill and requires transporting to hospital.

Staff should be correctly trained to detect any suspected case, and to act quickly to avoid further possible infections. [See PR Sickness Reporting]

If the sick person does not require transferring to a medical establishment, Management should take relevant steps to ensure that the sick person is adequately taken care of [See PR Guest or Staff Confinement]

2. If medical support is required

The first step is to separate the sick person from others by a minimum of 2m. It is recommended that they wait in an area well away from other guests, preferably in a well ventilated room, especially if the medical service is external and there is no doctor in the hotel, or none available at that time. The sick person should be asked to wear a medical mask and practice respiratory hygiene when coughing and sneezing.

The receptionist should then call the medical service. It is better for the doctor to come to the sick guest, to prevent virus particles spreading throughout the hotel or wherever they go. The doctor will then decide if the patient should be moved to the medical facility (if it is in the hotel) or to the clinic (outside of the hotel).

Information regarding any guest with compatible symptoms should be communicated to the Crisis Management Team (CMT) who should activate communication procedures with the guest.

The doctor and the CMT will coordinate all further actions.

3. Staff

When attending to a sick guest or staff member who demonstrates symptoms (fever, persistent cough, or difficulty breathing), always use personal protective equipment (PPE), including a mask, eye protection, gloves and a gown. Hands should be washed before putting on PPE and after removing it.

The area where the sick guest has been waiting, should be correctly disinfected by appropriately trained staff.



4. Transport to the clinic

This should always be supervised by a senior manager, who is able to make decisions should any difficulties arise.

The receptionist will call for an ambulance as soon as the doctor requests. If an ambulance is not available, the hotel should have various persons assigned to transport the sick guest to the hospital, in a suitable vehicle.

[**Take into account** staff shifts/there should be an assigned person in every shift/so several people should be assigned to this task].

The sick person's companions should travel in a different vehicle.

In order to minimise the risk of infecting other guests or staff members, symptomatic guests should leave the hotel according to instructions from the local health authority and hotel.

Staff involved in the transportation of a potentially infected guest should follow infection prevention and control practices, according to other DOCUMENTS in these guidelines. They should routinely perform hand hygiene and wear a medical mask, eye protection, gloves, and a gown. They should ensure that they correctly wash their hands before putting on their PPE and after removing it.

If more than one potentially infected person is being transported, staff and medical personnel should change their PPE between each patient, to avoid possible cross-contamination between people potentially infected with COVID-19. They should dispose of the used PPE appropriately in containers with a lid, in accordance with the hotel's action plan and national regulations for infectious waste.

If an ambulance is not available, the driver of the vehicle should remain separated from the sick person. The driver will wear a mask for the entire journey. Where possible, the driver should not be involved in loading the patient into the vehicle/ambulance. If assisting with the loading of the suspected COVID-19 patient, the driver should wear PPE, including a mask, gloves, gown and eye protection. The driver should ensure that he/she washes their hands before putting on their PPE and after removing it.

It is recommended that the vehicle windows remain open, to ensure good ventilation. Or that the air conditioning is set so that fresh air enters, and air is not recirculated.

5. Cleaning and disinfection after transportation

Ambulance operators should have a disinfection protocol. If not, the ambulance or transport vehicle should be cleaned and disinfected, with special attention given to all areas touched by the potentially infected person. A solution of regular household disinfectant, containing sodium hypochlorite, should be used, or alternatively bleach. Ambulances may use hospital-grade disinfectant products according to manufacturer's guidelines. After cleaning, they should leave the doors and windows open for a few hours, unless the ambulance is urgently required elsewhere.

6. Pharmacy

Hotels should arrange for any medication, either prescribed or recommended, to be obtained and delivered to the patient in their room. Any delay in obtaining medication should be kept to a minimum. The hotel should ensure that they know how to obtain medicines when pharmacies are closed.



For those medical treatments or medications not available from a Pharmacy, or whose sale is prohibited, the hotel should be aware of local arrangements for their supply. This will require previous contact with local pharmacists/public health department to ascertain procedures to be followed.

The reception desk should be able to immediately access the telephone numbers of the nearest pharmacies to the hotel and their addresses (unless there is a pharmacy inside the resort/hotel).

7. Medical visits to the room

The sick guest will be always be visited in the room where he/she is confined.

The doctor will decide and then manage how many times a week (daily, every three days, etc.) they will visit the patient. Instructions from public health authorities should always be followed.

The only other people allowed in the room should be those already occupying it. No other visitors (friends, etc.) should be allowed in the room.

12

RIU PRO12 LOGBOOK OF ACTIONS

HOTELS & RESORTS

TAKEN





1.Objective

The purpose of this document is to provide control and support to the hotel for record keeping, system maintenance and development. This document includes important record keeping information. However, please liaise with your Preverisk support contact for any further assistance, as and when required. A reliable record keeping system should reflect a Duty of Care. Additionally, the data obtained can help analyse and improve the current COVID19 Management System.

Please note that the records and documents specified in this procedure are in addition to, and do not replace the previous monitoring records (HACCP system, water, pools, etc.).

2. Supporting documents

- Risk Assessment
- Follow up of staff and guests' temperatures, as indicated in the risk assessment and other procedures in the current manual
- A plan of the hotel indicating: Control Points for measuring staff and guests' temperatures and the distribution of hand washing/hand sanitising points
- Records to demonstrate how frequently, communal touch points in guest and staff areas, are disinfected.
- Specifications for trolley cleaning and disinfection
- Records of training carried out / attendees
- Trainees assessment of the trainers/training
- Enhanced procedures for COVID19

3.Responsibilities

Who	Responsibilities
Department Heads	<ul style="list-style-type: none"> - To verify that all actions taken against COVID19 are logged on the corresponding documentation/system - To keep all records
Quality Manager or H&S supervisor	<ul style="list-style-type: none"> - To provide training for all relevant departments regarding record keeping systems
Preverisk	<ul style="list-style-type: none"> - To verify the reliability of the record keeping system
General Manager	<ul style="list-style-type: none"> - Is ultimately responsible for the reliability of logs and for keeping a record of actions taken against COVID19



4. Working method

Reliability of records kept

It is of the utmost importance, that all records kept for actions relating to COVID19, are reliable. Department Heads need to explain the importance of this to the staff in charge of logging. Verification by each department head is also important.

Wherever a deviation is noted, all corrective actions also need to be logged, right up until the detected deviation is resolved/closed.

Quality Department or the H&S Supervisor, should carry out an internal verification of this, whilst Preverisk will take care of the normal external verification, ensuring that the logs can be relied on.

Keeping logs

Reliable logs should be kept, in order that they can be used in response to any future claims. The logs may be scanned, which facilitates storage. However, backup copies should also be made.

Process flow

Wherever a deviation is noted, all corrective actions should also to be logged, right up until the detected deviation is resolved/closed. Corrective actions may also be reflected in action plans. However, this could take some time to resolve, especially if deviations are repeated. For deviations that are frequently repeated (corrective actions noted in the hotel's action plan), a root cause analysis is required for each deviation. The results of the root cause analysis should identify why a particular deviation is repeated and then tackle it. The Quality Department or H&S Supervisor should follow these up with department heads, in order to find the root cause of deviations which are most frequently repeated.

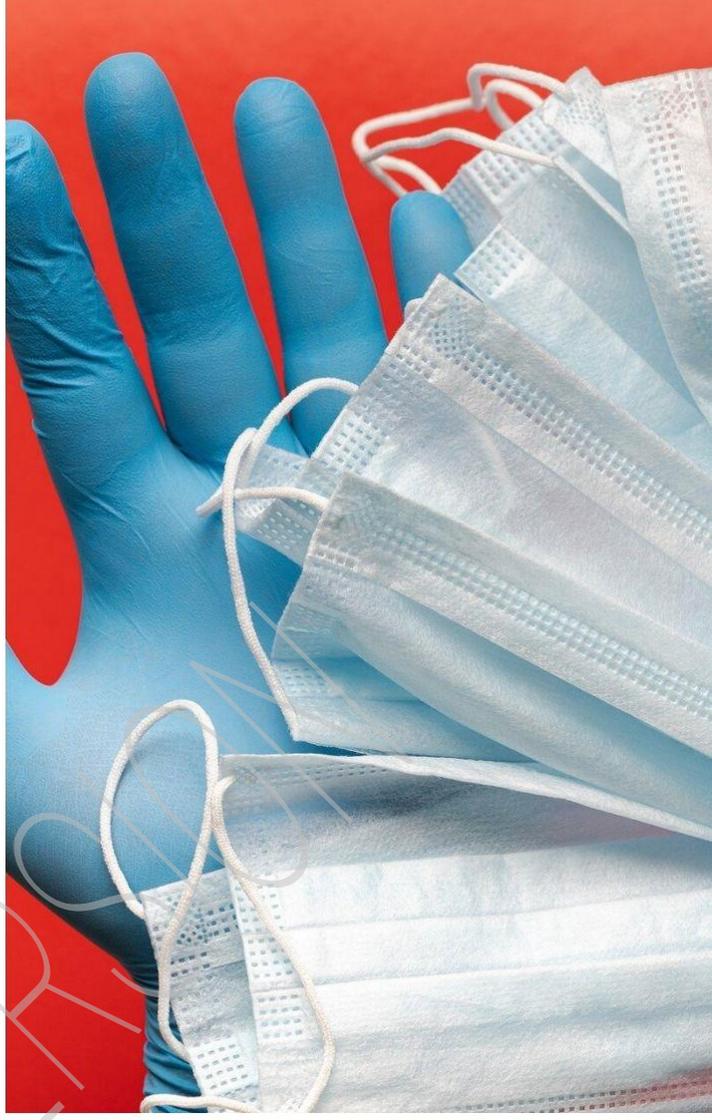
Logs are also important for assessing staff training needs. Analysing deviations can identify staff who lack certain knowledge. Once identified, staff can be trained accordingly, either by Preverisk or the Quality Department/H&S Supervisor. All records throughout the entire process should be kept reflecting a Duty of Care on the part of the hotel.

13.0

RIU PRO13.0 ENHANCED
HOTELS & RESORTS

PROCEDURES FOR COVID 19

DRAFT





1.Objective

In accordance with the risk assessment, department procedures have been updated. The aim of this document is to introduce general aspects to be considered

2.Supporting documents

- Risk Assessment
- Enhanced Operational Procedures against COVID19 for each department

3.Responsibilities

Who	Responsibilities
Department Heads	- To implement control measures as indicated by the Risk Assessment
General Manager	- Is ultimately responsible for the implementation of all additional control measures relevant to COVID19
Preverisk	- To provide staff training regarding the new measures
Quality responsible or H&S supervisor	- To follow up and closely supervise the implementation of new control measures

4.Working method

General remarks/observations

- Hotel Capacity: capacity will be reduced in order to ensure that social distance is respected in all parts of the hotel. Please refer to the Risk Assessment for more details.
- The hotel must designate an area to accommodate potential sick clients (area farthest from public/common areas) or potential sick staff.
- It is recommended to remove objects and material that are not essential and indispensable from the rooms. For example: posters, information leaflets, coffee pots, teapots and crockery, decorative cushions, laundry bags, pens, etc. Also, it is recommended to remove all items with collective touch from the lobby (e.g. fruit baskets, welcome candies, etc) since we need to promote the principle “no touch” as much as possible.



Disinfecting chemical products and how to use them

Disinfecting chemicals which should be effective against COVID19.

The following are some authorised chemicals:

CHLORINE at 1,000ppm

Dissolve 25ml of sodium hypochlorite solution (at a concentration of 40 or 50g/L) in 1 litre of water.

The solution should be prepared daily.

It should not be mixed with or applied over other chemical products.

VIRKON:

Usage dose 1:100, equivalent to one level spoonful (10g) per litre of water.

This product must be diluted with running water. Once mixed, it takes on a vivid pink colour.

After approximately 3-4 days, it loses its disinfecting capabilities and the colour fades. This colour change helps us to identify when it is no longer capable of disinfecting, so we can dispose of it once it loses its pink colour.

It can be applied to delicate areas where bleach could cause harm.

It does not stain clothing.

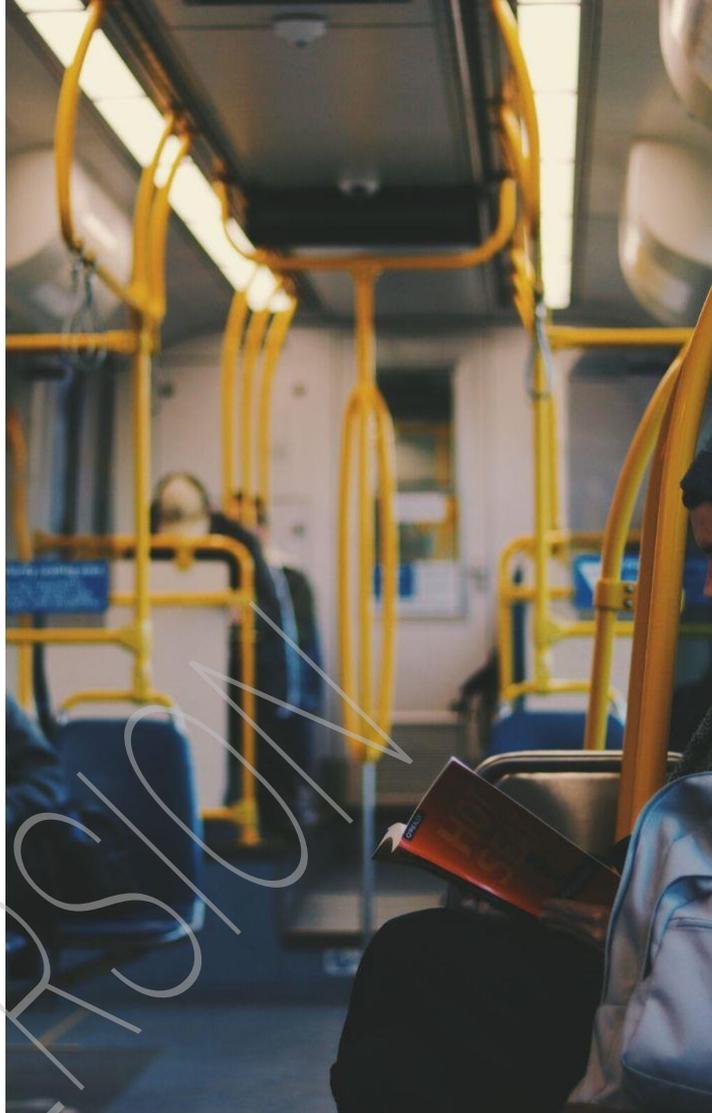
NOTE: VIRKON should not be mixed with, or applied over other disinfectant products, as it will lose its effect.

ALCOHOL-BASED GEL:

This product can be used to disinfect guests' hands in the restaurants, and to disinfect hotel staff members hands (housekeeping, kitchen, bars and restaurants).

13.1

RIU PRO13.1 MANAGING STAFF
HOTELS & RESORTS
TRANSFER





1.Objective

This Document contains prevention measures for Transport, which have been developed by recognized organizations in this field (WHO, Ministries of Health, etc.). In addition, this document has been prepared with available, up to date scientific evidence concerning the transmission of COVID19

As all scientific information is subject to change, please periodically review the Intranet to see the latest available version.

In order to impede any possible contagion between staff using the STAFF TRANSPORT service, all staff must comply with the following RULES (which are MANDATORY)

2.Supporting documents

- Risk Assessment
- Training Programme

3.Responsibilities

Who	Responsibilities
Heads of the departments	- To follow closely implantation of control measures relevant to the COVID19 and to report back to the Quality responsible or H&S supervisor if any deficiencies or even difficulties in implementation.
Quality responsible or H&S supervisor	- Provide trainings to all staff regarding new measures against COVID19 - Report back to General Manager about state of implementation - Liaise with Preverisk about state of implementation of the new measures and any difficulties.
General Manager	- The final responsible for implementation of the new measures - To verify implementation of all measures indicated in the risk assessment COVID19



4. Working method

1. General measures

It is **FUNDAMENTAL** that anyone using Staff Transportation reads, understands and knows what is contained in this Document.

1. Any employee who has any symptoms (cough, fever, shortness of breath, etc.) that may be associated with COVID19 should **NOT** go to work.

NB IMPORTANT!!! Any staff as described above, should contact their Head of Department (who must, in turn, contact HR).

2. In addition, **all persons who meet one of the following criteria may NOT go to their place of work:**

- a) Any person who has been in "CLOSE CONTACT" (i.e. with co-habitants, family members and persons who have been in the same place as a person whilst that person had symptoms, within 2 metres of them, for a minimum of 15 minutes) or;
- b) Anyone who has shared space with a person affected by COVID19 for a minimum period of 15 minutes, without maintaining social distancing.

3. **Good respiratory hygiene practices:**

- a) If you sneeze or cough, disposable tissues should be used (see picture 1) or, failing that, cover your mouth and nose with the inner part of your elbow (picture 2).
- b) Avoid touching your mouth, nose and eyes with your hands.



4. **Work uniform.**

Under NO circumstances are employees to wear their uniform during the journey to (or from) their workplace.

NB: In particular, employees who use public transport (including transport provided by hotels to travel to or from their workplace) must wear their own clothing and shoes on the buses which provide this service. Naturally, on public transport they may carry their uniform in a bag or backpack. However, they must never be dressed in their work uniform for either the journey to or from work.

5. **Means of TRANSPORT to reach Hotels or Facilities**

The following describes the preventative measures to be taken, depending on the employee's mode of transport:

- a) **Walking, Electric Skateboard, Bicycle or Motorcycle**

If you travel by one of these modes of transport you do not need to wear a mask (but always maintain a distance of 2 metres between yourself and others).

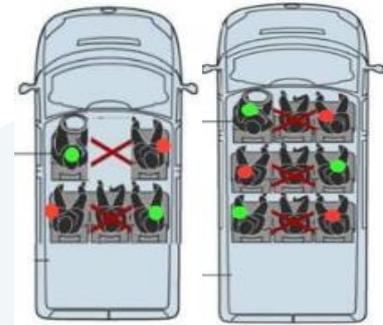


b) Car, Taxi or Public Transport Vehicle

If you travel alone in a car then there are no restrictions.

If you travel in a car with another person/others, then the following applies:

1. All occupants of the vehicle must use face masks.
2. Furthermore, maximise cleaning measures for all passengers' hands and the vehicle.
3. Whenever possible, try to avoid more than one person traveling in each row of seats (to maintain as much distance as possible between occupants).



The pictures show which seats should be used, and which should not, in a 5-seater and a 9-seater car.

NB: The same rules apply if the car belongs to you or if it is a company car.

NB IMPORTANT: Masks are mandatory in a shared vehicle because the distance between the occupants is less than 2 metres (and really, we do not know the state of health of the other occupants).

c) Bus, Public Transport, Underground or Train

NB: Company buses also come under public transport.

When travelling by any of these modes, maintain social distancing with your travelling companions (and all other people). This will be explained in more detail below:

2. Rules for the use of public transport (or company buses):

1. Social Distancing

a) At the Corporate Transport (or Bus) stop

At the staff bus stop, employees must maintain a distance of 2 metres from each other and form an orderly queue.

In case of rain or adverse weather conditions, the bus will remain at the hotel entrance for the necessary period of time to allow co-workers to board the vehicle (maximum 10 minutes).

b) "Boarding and Disembarking" the Corporate Transport (or Bus)

Once again, a distance of 2 metres must be maintained between employees.

In the event that all staff on the bus disembark at the same hotel, the employees sat in the seats at the front of the bus should be given priority, working backwards so that the employees who occupy the back seats are last to disembark. Whilst waiting in the bus, employees should remain seated and await their turn.

If the bus stops at various hotels, then the same procedure applies. Employees should remain in their seats until they arrive at their place of work.



c) Whilst travelling by Company Transport (or Bus)

Social distancing must be maintained between the seats on the staff buses. Therefore, only the seats next to the windows should be used and the aisle seats should remain empty. Similarly, on the back row, an empty space should be kept between each employee, meaning that a maximum of 3 people can sit on the back seat.



NB: It is strictly forbidden for any employee to stand in the aisle. With regards to Public Transport, the driver must ensure that the capacity is adhered to and that social distancing is respected.

2. The Use of Masks:

The use of masks (surgical or similar) approved by the health authorities of each country, is mandatory within any staff transport bus, both to and from their respective jobs.

3. The Use of Alcohol Gel Dispensers:

Alcohol Gel Dispensers (with a minimum concentration of Ethanol 62-71%) **must be available inside the staff transport buses and must be used upon boarding the bus.** These dispensers will be labelled and identified in accordance with the legislation applicable to each country concerned (e.g. in the case of Mexico, the labelling must be carried out in accordance with NOM-018-STPS-2015).



4. Eating on Staff Transport:

Eating food and drinking beverages inside staff transport buses is strictly prohibited.

5. Ventilation on staff transport:

- In the case of air-conditioned buses, it must be used in addition to natural ventilation, to avoid air recirculating inside.
- For buses that do not have air conditioning, natural ventilation should be used.

6. Cleaning and Disinfecting Staff Transport Vehicles:

The cleaning and disinfection of company buses will be carried out using a suitable disinfectant (later we will explain which Virucide and the concentration to use in order for it to be effective).

The following are the surfaces which must be cleaned (minimum after each service):

- The handrails at the entry/exit steps of the bus.
- The armrests of the seats.
- The handles in front of each seat.
- Other handles and touch surfaces.

At the end of the day, the entire bus must be deep cleaned.



3. Hygiene rules when arriving at Hotel facilities:

1. Hygiene measures upon arrival

ALL employees upon arrival at the facilities (regardless of the means of transport used), must carry out the following preventative measures:

a) Your temperature will be checked at the entry (before you can gain access to the hotel).

NB 1: Employees will NOT be allowed to enter the Hotel if their temperature is above 37,5°C.

NB 2: To achieve what is described in this Section, 2 Temperature Control Zones will be set up (at the employees' entry and Main Entry).

b) Hand Washing: The employee must wash their hands before entering the hotel. For this:

1. Hands should be washed with soap and water (for a minimum of 40 seconds) as indicated at the end of this document, or,

2. They must be disinfected with alcohol gel (with a minimum concentration of Ethanol of between 62 -71%).

NB: Bear in mind when you are recommended to use one or the other:

✓ Wherever possible, hands will firstly be correctly washed using soap and water (the correct manner is shown at the end of this document) and then they should be disinfected with the hydroalcoholic gel.

It is IMPORTANT to bear in mind, that after using soap and water, hands should be dried thoroughly with a disposable towel if you are then to use hydroalcoholic gel.

✓ If both measures cannot be taken and if hands are NOT visibly dirty, just the hydroalcoholic gel may be used.

✓ If hands are visibly dirty, soap and water should be used.



4. Rules for the cleaning and disinfection of company buses:

Which products can be used for Cleaning and Disinfecting Company Buses?

Viruses are deactivated by the following (as they are effective Virucides):

1. **Sodium Hypochlorite** - commonly known as bleach, or chlorine (in Mexico):

A sodium hypochlorite solution containing 1,000ppm (parts per million) of active chlorine would clean the surface to be treated if left to act for 5 minutes on said surface. Therefore:

- a) Bleach must have a concentration of 40-50gr/litre.

NB: In the photo you can see how to find out the concentration of the bleach we are using.

- b) To ensure that the bleach concentration is at least 1,000 ppm, **5 tablespoons of bleach with that concentration should be put in a container and water added to make it up to 1 litre.**

- c) To ensure correct cleaning and disinfection, the solution must be prepared the same day as it is used (a solution made the previous day may NOT be used).



2. **VIRKON:**

A solution should be prepared at 1:100 (i.e. 10ml of Virkon per litre of water):

- a) **The Product's own container comes with a 10ml spoon which should be filled until level with Virkon.**

NB: In the photo you can see the spoon we refer to (with the 10ml mark on it).

- b) For every litre of water, we place in a container, we add a level spoon full.

IMPORTANT: First put in the Water and then add the Virkon.

- c) **NB IMPORTANT:** When Virkon is diluted in the water, the water should turn a strong pink colour. This colour indicates that it is effective. After a few days, it loses its colour and turns a pale pink, which indicates that it has lost its effectiveness and that you must throw the mixture away and prepare another.

- d) To avoid respiratory problems, employees preparing Virkon must wear a mask (minimum FFP2 or N95).





3. Hydrogen Peroxide (commonly known as Oxygenated Water):

A solution of 0.5% volume should be prepared. To ensure disinfection the mixture should be left to act for 1 minute on the surface to be treated:

- a) Oxygenated Water usually has a concentration of 3% (or 10 volumes).

NB: The label in the photo shows us the concentration of the Hydrogen Peroxide.

- b) As environmental conditions may degrade the contents, **the mixture is prepared in a container by using 4 volumes of Water for each volume of Oxygenated Water we use.**

- c) To ensure correct cleaning and disinfection, the solution must be prepared on the same day as it is used (a solution made the previous day may NOT be used).



Which Individual Protective Equipment can be used for the Cleaning and Disinfection of Company Buses?

NB IMPORTANT: Cleaning staff will use appropriate personal protective equipment depending on the risk level of each situation. Vinyl or nitrile gloves (nitrile gloves are preferred as they are more robust) should be worn by staff when cleaning and disinfecting the bus. When you have finished, your hands should be cleaned using Hydroalcoholic Gel with a minimum of 62% Ethanol.

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13.2

RIU PRO13.2 RECEPTION

HOTELS & RESORTS





1.Objective

This document will identify all actions pertaining to and affecting the normal routine of RIU Group's RECEPTION departments.

To provide preventives measures for reception and security departments against the potential infection with the COVID19.

2.Supporting documents

- Risk Assessment
- PR Staff policies
- PR Sickness report
- PR Suppliers and external visitors
- PR Social distancing measures in public areas
- PR Reception of goods
- PR Guest & staff confinement protocol
- PR Hotel confinement protocol
- Monitoring record of disinfection of touching points

3.Responsibilities

Who	Responsibilities
Head of security staff	<ul style="list-style-type: none"> - Ensure the implementation of new measures against COVID19 - Report back to the Quality responsible or H&S supervisor if any deficiencies or even difficulties in implementation.
Head of reception	<ul style="list-style-type: none"> - Ensure the implementation of new measures against COVID19 - Report back to the Quality responsible or H&S supervisor if any deficiencies or even difficulties in implementation.
Quality responsible or H&S supervisor	<ul style="list-style-type: none"> - Follow up implementation of the required control measures against COVID19. - Supervision of the process. - Report back to General Manager about state of implementation
Preverisk Group	<ul style="list-style-type: none"> - Provide training to the staff in the Reception procedures. - Verification of implementation of the extra measures required.
General Manager	<ul style="list-style-type: none"> - The final responsible for implementation of the new measures - To verify implementation of all measures indicated in the risk assessment COVID19



4. Working method

1. General principles

The capacity of RIU Group Hotels shall be limited to a maximum of 50 - 60% of the normal capacity, unless the country's legal regulations set a more restrictive mandatory limit.

This document will identify all actions pertaining to and affecting the normal routine of RIU Group's RECEPTION departments.

It is essential that everyone reads, understands and knows what is contained in this document.

It is mandatory that all RIU Group employees, affected by the contents of this document, act in accordance with these rules (or any other) produced by the company.

Remember that, in order to facilitate the implementation of the following measures and to ensure that they are carried out effectively, staff training will be carried out as detailed below in paragraph: **11. Staff training regarding COVID19**

2. Preventative measures at the Hotel entrance

Bellboys, porters and security personnel must with immediate effect end all physical contact with guests. All actions such as greetings and hugs are prohibited until further notice. The collection or delivery of suitcases will be carried out wearing a mask and gloves, and the minimum safety distance of 1 to 1.5 metres must be maintained (pay special attention with regards to repeat guests). Additionally, gloves should be frequently disinfected with hydroalcoholic gel and replaced with new ones should they deteriorate.

As for external valet parking, they will be informed of the preventative measures to be carried out, as well as the use of mandatory personal protective equipment.

Anyone wishing to access the facilities:

1. Must pass a thermal imaging camera temperature control. Anyone who has a temperature above 37.5°C will be denied entry.
2. Must disinfect their hands with hydroalcoholic gel, which will be available at the entrance.
3. Shall be obliged to maintain the safety distance of 2 metres, and if this is not possible then they must wear a mask. If the guest does not have one, then this will be provided at the hotel entrance by security staff.

To ensure that everyone who enters complies with the above measures:

1. In hotels with very large entrance doors, they must adapt the width of the doors using the necessary materials, to ensure that everyone passes through the temperature control.
2. Each hotel shall designate a member of staff to monitor temperatures, to control hand disinfection and to give masks to anyone who does not have one.

2. 1. Capacity in the lobby and/or reception

Although those who access the hotel will be wearing a mask, the minimum social distancing measures of 1 to 1.5 metres must still be adhered to. Therefore, the capacity must be controlled in order to comply with this.

Each hotel shall designate the necessary resources in order to comply with this measure.



Remember that people who share a room are considered as a single unit, so they are permitted to be together without adhering to the minimum safety distance.

3. Layout of the reception and lobby

Receptions are areas with a lot of interaction between people, and therefore require:

1. Screens on the Reception desk with the following features
 - a) The highest part of the screen must be 2 metres or higher above the ground, to ensure that both staff members and guests are protected.
 - b) The screen must, at each point where there is receptionist, have a small lower opening to allow objects to be exchanged.
 - c) The screens must be firm and well fastened, as in some hotels the reception is in an open space subject to air currents.
2. Whilst guests await their turn, the minimum 2 metre distance must be adhered to. For this, there must be physical barriers or adhesive marks on the floor where guests will wait until it is their turn to go to the desk.
3. Portable manual hydroalcoholic gel dispensers, distributed along the guests' side of the reception desk, so that guests can disinfect his hands again if they wish.
4. A hydroalcoholic gel dispenser installed where guests exit the reception desk, for guests to disinfect their hands after check-in.

In the lobby:

1. Welcome drinks will no longer be offered, and guests will be offered mineral water instead. Each hotel must determine the most efficient method for this service, whilst still adhering to all security measures.
2. The information display will have a sign stating that, for security reasons, it is not a touch screen, and that it will automatically display the measures taken by the hotel to ensure the health and safety of guests, as well as information regarding COVID19.

4. Preventative measures between reception staff

The following preventative measures should be taken by the reception staff whilst carrying out their duties:

1. In hotels where the distance between working companions is less than 2 metres, they must wear a mask
2. When the distance between receptionists is greater than 2 metres, the use of a masks shall not be necessary, as long as safe distances are adhered to.
3. They should avoid exchanging objects between them.
4. They shall have hydroalcoholic gel dispensers for frequent use and whenever necessary.
5. At the end of the shift, they shall disinfect those surfaces which are touched most, such as: keyboard, computer mouse, stapler, etc.



5.Procedure at CHECK-IN

Receptionists, with immediate effect, must also eliminate any physical contact with guests. To do this, actions such as shaking hands and hugging, will be prohibited until further notice (pay special attention with regards to repeat guests).

Important to bear in mind:

1. In hotels where it can be carried out, web check-ins will be implemented. These can be carried out prior to the guests' arrival, or immediately upon arrival.
2. At the entrance, before passing the temperature control, an information panel will be installed. Here guests will be invited to use a mobile application to carry out part of the check-in and speed up the process. The application can be downloaded and used without obtaining the WIFI access codes from Reception.
3. As far as possible, the need for a client's signature will be eliminated, to avoid the exchange of objects.
4. Payment by credit cards will be recommended and cash payments avoided.

Important to bear in mind at Check-in:

1. Check-in must be carried out from 16.00hrs to allow a sufficient margin of time to ensure that rooms are correctly disinfected. In the event that disinfected rooms are already available and ready for occupation, they can be handed over before this time.
2. If web check-in is not available, the check-in procedure will be carried out as per normal.
3. Items commonly used by more than one customer (e.g. telephone, keys, pens, etc.), must be disinfected by reception staff after each use, using an authorised virucide).
4. When handing over the envelope containing the room key, this envelope must also contain:
 - a) The "Do Not Disturb" and "Make up the Room" hanging signs, which will have already been disinfected.
 - b) A leaflet explaining the five basic and mandatory measures for all guests:
 - ✓ Social distancing.
 - ✓ Hand washing.
 - ✓ The use of masks in the lifts.
 - ✓ The use of masks in dining areas.
 - ✓ The use of gloves in dining areas.

In the envelope there will also be a note advising that all materials in the envelope have been disinfected using authorised products.



5. When providing all information about the room and hotel facilities to guests, also advise them to use the mobile application to avoid the exchange of objects and as an information tool for all common areas of the hotel. If a guest does not want to use the App, then give them an envelope containing the following information:
 - a) Directory of services
 - b) Check- in leaflet
 - c) Publicity display for themed restaurants
 - d) Flyer for minibar prices
 - e) Easel for minibar restocking
 - f) Flyer re linen changes
 - g) Hygienic and safety measures carried out in the room.
 - h) To access the WIFI network, a health questionnaire must be completed each day.
6. Special care should be taken when putting on guests' wristbands, as this is where maximum contact occurs between receptionists and guests. Before and after carrying this out, the receptionist must disinfect their hands with hydroalcoholic gel.
7. The use of cards/tickets and the deposit of towels are all eliminated.

6.Procedure at CHECK-OUT

As with the check-in, receptionists with immediate effect must stop any physical contact with guests. To do this, actions such as shaking hands and hugging will be prohibited until further notice (pay special attention with regards to repeat guests).

Important to bear in mind at check-out:

1. Check-out should be done no later than 11.00am to allow a sufficient margin of time and ensure that the rooms are correctly disinfected for future guests occupying the room.
2. Items commonly used by more than one guest (e.g. telephone, keys, pens, etc.), must be disinfected by reception staff after each use, using an authorised virucide.
3. The moment the guest hands over the room key, this will be stored directly in a box to be disinfected later using an authorised virucide.
4. Special care should be taken when removing guests' wristbands, as this is where maximum contact occurs between receptionists and guests. Before and after carrying this out, the receptionist must disinfect their hands with hydroalcoholic gel.
5. When issuing the invoice, this will be sent to guests via e-mail, to avoid the exchange of objects.



7. Other reception activities to take into consideration

7. 1. Merchandise/package delivery

There are certain goods and/or parcels that enter through the main entrance and are delivered to Reception. In these instances, a number of preventative measures must be adhered to:

- a) The supplier must pass the temperature control, disinfect their hands and wear a mask.
- b) The material to be delivered, packed in boxes, may not be left on the reception desk, but must be placed on the floor and the hotel's own staff must take it to the warehouse provided for this purpose, in compliance with the appropriate COVID19 security measures (for more information on how the goods should be treated see "Protocol for receiving goods").
- c) If a stamp or signature is required for receipt of delivery, the supplier shall maintain the minimum safety distance and avoid any exchange of objects, such as pens.

7. 2. Handling money

Reception staff should use gloves during the process and after handling the money they must wash and disinfect their hands correctly.

7. 3. Lost property

For lost property:

- a) All lost property should be placed in individual, transparent, closed bags.
- b) It will be stored in a space in the luggage room reserved specifically for this purpose.
- c) The procedure for the registration of lost and found items will continue as normal.

8. Lifts

1. Available by the lifts will be:

- a) Hydroalcoholic Gel Dispensers.
- b) An information notice stating:
 - ✓ The capacity limit inside the lift.
 - ✓ The mandatory use of masks inside the lifts.
 - ✓ That priority for using the lift should be given to people with reduced mobility, pregnant women and the elderly.
 - ✓ That using the stairs is recommended.

2. Inside the Elevator cabin there will be a Hydroalcoholic Gel dispenser for use after touching the lift buttons.

3. Adhesive marks will be placed on the floor in the lift, to make it clear how many people are allowed and where they should stand.

4. Remember that people sharing a room may use the elevator together, even if they are more than the specified capacity.



9. Communication with guests who are infected/potentially infected with COVID19

Whenever there is a potential or confirmed case of the virus in the facilities, the guest must be confined to their room until they receive a visit from the External Medical Service. If they are diagnosed with COVID19 (or there is clear evidence of COVID19), then the client will be transferred to hospital. If this is not possible, then the guest will be confined to a room in the "area designated" for infected or potentially infected guests.

How should you act with a couple, or guests sharing the SAME ROOM as the infected person?

People who have shared a room with a potentially infected person, have shared space and materials, so are likely to have also contracted the virus. Therefore, they will be treated in the same way as an infected person and should receive the same treatment and follow-up. Therefore, companions will also receive a visit from the External Medical Service. During this visit a health survey will be conducted for all of them (the infected person and their travelling companions) and this will be recorded (a simple survey model: Symptoms onset date, all contacts (during the last week), departure point, medical observations after evaluation, etc.). If after that medical visit there are reasonable suspicions that they may be infected, they will also be transferred to another room in the same "area designated" for infected or potentially infected guests, where they will remain confined.

Should there be an infected or potentially infected person confined to the premises, it will be the reception staff who have more, ongoing contact with the guest.

Several times a day, they will call the guests by phone to check their health status and to respond to any requests they have.

The guest will be confined for three consecutive days in the same room. After this period, they will be allocated the empty, room next door, and their current room will be cleaned and disinfected, and this "contaminated" room will be blocked for a minimum of 72 hours. On the re-allocation day, it will be reception staff who notify infected or potentially infected guests to collect all their belongings and be prepared before 11:00hrs (check-out time) for when the maid arrives and advises them to change room.

It is essential that when the receptionist informs the guest of the re-opening of the room, that they remind them that they must leave the curtains and black out curtains open and close the windows and balcony door so that all possible sunlight enters.

10. Room distribution for guests who are infected/potentially infected with COVID19

Hotel management will decide which rooms will accommodate those who are potentially infected taking into account the following.

- a) The most remote rooms with less guest traffic should be reserved.
 - a) In hotels with blocks of rooms the recommendation is to dedicate one of these blocks.
 - b) In vertical hotels (if occupancy permits), reserve the lowest floor of guest rooms.
- b) Rooms should be occupied in the following configuration: Empty room – Occupied room - Empty room – Occupied room - and so on.
- c) The way to progressively use the rooms should be starting with those that are furthest from the lifts (or staircase) used to access that floor, through to the ones closest to them.
- d) In those Hotels that have firebreak doors that section off corridors, these doors will be closed as each sector becomes occupied



11. Staff training regarding COVID19

In order to carry out all written procedures and to avoid RIU Group staff being infected, training is essential.

It is important that training content is up-to-date and easy for all staff of the RIU Group to understand. Likewise, as training is carried out, new presentations will be generated which will answer staff members' questions and main concerns, in addition to new scientific evidence and new information that affects the new work routine.

Training for the reception department of any Hotel must contain at least:

1. Definition, causes and symptomatology of COVID19
2. Means of infection.
3. Hygiene measures to prevent infection.
4. "Minimum" health conditions to attend your place of work.
5. The use of Chemical products to eliminate COVID19 (virucides).
6. Practical advice on how to carry out the new procedures implemented for COVID19.
7. Putting on and taking off individual PPE.

12. Individual Personal Protective Equipment (PPE)

1. Receptionists who, due to the dimensions of the reception in their hotel, can maintain the safety distance of 2 metres, whilst carrying out their tasks in their workplace, will not be required to wear personal protective equipment as they are protected from guests (by screens).

In the case that they have to leave the enclosed reception area, they must wear a mask (the type of mask used, will depend on their availability in each area).

2. Receptionists who, whilst carrying out their tasks cannot maintain the minimum distances between themselves and their companions, must wear masks (the type of mask used, will depend on their availability in each area).
3. Whilst carrying out tasks involving the exchange of objects which could be contaminated, such as handling money or the delivery of goods, receptionists shall wear gloves (preferably made of nitrile, but if not available then vinyl or another authorised material) and dispose of them at the end of the activity.

13.3

DRAFT

RIU PRO13.3 RECEIPT OF GOODS

HOTELS & RESORTS





1.Objective

The risk of cross contamination to food, food contact materials, and packaging from infected workers (before displaying symptoms and asymptomatic) or providers, should be Very Low if food hygiene and HACCP processes are followed. However, the virus will enter business premises only when an infected person enters, or contaminated products or items are brought into the premises. So, assuming good food hygiene practices, HACCP and self-isolation policies are followed, additional measures to avoid coronavirus spread should be implemented and properly followed during delivery of food.

This document will identify all the actions that belong to and affect the routine of receiving goods at the RIU Group facilities.

2.Supporting documents

- Risk Assessment
- Signed agreement with Hotel Recommendations to providers (letter sent by the hotel to providers).
- Monitoring record: body temperatures of providers and visible symptoms.
- Monitoring record of the food and beverage delivery conditions
- Monitoring record of incidences during delivery

3.Responsibilities

Who	Responsibilities
Purchasing department	To send the letter about recommendations to the suppliers and receive a confirmation.
Operational heads	General coordination of the process Ensure the implementation of new measures against COVID19 Ensure the staff follow a good hygiene practice. Report back to the H&S Supervisor or Quality responsible if any deficiencies or even difficulties in implementation.
Quality responsible / H&S supervisor	Follow up implementation of the required control measures against COVID19. Supervision of the process. Report back to General Manager about state of implementation
Preverisk Group	Provide training to the staff in the Bar procedures. Verification of implementation of the extra measures required
General Manager	The final responsible for implementation of the new measures To verify implementation of all measures indicated in the risk assessment COVID19



4. Working method

1. General principles

This document will identify all actions pertaining to and affecting the normal routine of RIU Group's RECEIPT OF GOODS departments.

It is essential that everyone reads, understands and knows what is contained in this document.

It is mandatory that all RIU Group employees, affected by the contents of this document, act in accordance with these rules (or any other) produced by the company.

Remember that, in order to facilitate the implementation of the following measures and to ensure that they are carried out effectively, staff training will be carried out as detailed below in paragraph:

4. Staff training regarding COVID19

2. Preventive measures upon the supplier's arrival

When a supplier has to deliver goods to any of the RIU Group's hotels:

1. The supplier's temperature will be taken. Anyone who has a temperature above 37.5°C will be denied entry. Those accessing by way of Security staff, will have their temperature taken at that point. In hotels where the infrastructure does not permit this, then their temperature will be taken at the unloading dock by the staff who receive the goods.
2. The drivers and their assistants shall remain inside the lorry until they are notified to begin loading/unloading.
3. Before beginning unloading, hands should be washed with soap and water. Hydroalcoholic gel must be used in hotels that do not have a handwashing station in the unloading area.
4. Delivery staff and drivers are required to wear a mask and gloves at all times. Additionally, the use of hair nets and washable gowns will be recommended.
5. Under no circumstances shall suppliers access the hotel facilities, and they must remain in the unloading area for the entire duration.
6. Where possible, goods will be requested to be prepared with a secondary container, to guarantee all hygienic and traceability measures and to avoid contamination of the original packaging.

3. Procedures for the Receipt of Goods

The goods unloading areas are susceptible to contamination, as there is a high risk of dirty materials crossing. Therefore, extreme precautions should be taken when bringing these goods into the facilities. The following are mandatory:

1. External suppliers shall be asked for details of all hygiene and safety measures that they have taken regarding COVID-19. Periodic, on-site monitoring checks will be carried out to ensure compliance with these measures.
2. All measures must be taken to stop suppliers congregating. In hotels the timetable for the receipt of goods will be extended, with more controlled and less hurried deliveries throughout the course of the week.



3. At all times, both during the goods delivery and weighing processes, as well as whilst stamping and exchanging documentation, a minimum safety distance of 1 to 1.5 metres will be adhered to.
4. Objects such as pens, thermometers, etc. should not be shared.
5. In the area, there must be no packaging or goods from anyone except the supplier who is delivering.
6. All fresh produce, such as fruit and vegetables, will be disinfected before being stored. Those hotels with the fruit and vegetable disinfection area in the receipt of goods area (away from the kitchen area), will carry out this task in the aforementioned area. If it is inside the Kitchen, the product must first be placed into their own disinfected crates and then disinfected.
7. All other products will not enter in the supplier's packaging but will be transferred firstly to previously disinfected crates belonging to the hotel.
8. The scales and the surfaces of the transport trolleys/forklifts shall be disinfected each time the supplier changes.
9. As far as possible, the supplier's trolleys/forklifts shall be prevented from entering. Goods will be transported using the hotels own transport trolleys/forklifts. In addition, a disinfected carpet, impregnated with an authorised virucide product, and then a drying carpet, shall be placed where trolleys transporting goods to warehouses and storage pass through.
10. The frequency of daily cleaning and disinfection using an authorised virucide product in the receipt of goods area should be increased. This will be carried out a minimum of twice a day, before and after deliveries.
11. As far as possible, the timetable for the receipt of goods and for the collection of waste should not coincide, if the same circuit is used for both. In the event that they coincide, once the waste has gone, the area must be disinfected before the goods can enter.

4. Staff training regarding COVID19

Training is essential in order that all written procedures are carried out and to avoid RIU Group staff being infected.

Training content must be up-to-date and easy for all staff of the RIU Group to understand. Likewise, as training is carried out, new presentations will be generated which will answer staff members' main questions and concerns and will include any new information or scientific evidence that affects work routines.

Training for the restaurant department of any Hotel must contain at least:

1. Definition, causes and symptomatology of COVID19
2. Means of infection.
3. Hygiene measures to prevent infection.
4. "Minimum" health conditions to attend your place of work.
5. Aspects to consider if public transport is used (or shared).
6. The use of Chemical products to eliminate COVID19 (virucides).



7. Practical advice on how to carry out the new procedures implemented for COVID19.
8. Putting on and taking off individual PPE.

5. Staff Personal Protection Equipment (PPE)

Any staff member who receives good, whether they be security staff or staff from the department for which the goods are intended:

1. They should wear a mask (the type of mask that they use will depend on their availability in each area).
2. When handling goods, or any materials from the supplier such as invoices, then gloves shall be worn. The gloves will preferably be made of nitrile, and if these aren't available of vinyl or another suitable material for carrying out their tasks. These should be disinfected properly with Hydroalcoholic Gel after handling and discarded should they become deteriorated.

DRAFT - PREVISUM

13.4

RIU PR013.4 RESTAURANT

HOTELS & RESORTS





1.Objective

Eating at the same time can bring together a large number of people, in close contact. Illness guests can spread the virus in restaurant areas (also in bars, and other units, but specially in buffet restaurants). Communal touching points can be easily contaminated and spread an infection. Also, staff could pass the infection to guests (because too low physical distance -while ordering the meal-, etc.) or food could be contaminated before in kitchen.

This document describes how the structure, practices and protocols should be adapted in F&B areas, in order to meet requirements to prevent COVID19.

2. Supporting documents

- Risk Assessment COVID19
- PR Training programme
- PR Staff policies
- List of people who have reserved a table
- Monitoring record of the HACCP system usually applicable to restaurant.
- Monitoring record of disinfection of touching points.

3.Responsibilities

Who	Responsibilities
Chef	Control and monitoring of all HACCP practices applied to those responsibilities in restaurants (buffet expositors, show cooking) Follow good hygiene practices Ensure all the steps follow recommendations in order to avoid COVID19 in show-cooking
Restaurant responsible / Maître	General coordination of the process List of reserved tables in restaurants (a la carte...) or control of access in order to control capacity (in buffets) Ensure the implementation of new measures against COVID19 Ensure the staff and guests follow a good hygiene practice. Report back to the H&S Supervisor or Quality responsible if any deficiencies or even difficulties in implementation.
Quality responsible or H&S supervisor	Follow up implementation of the required control measures against COVID19. Supervision of the process. Report back to General Manager about state of implementation
Preverisk Group	Provide training to the staff in the Restaurant procedures. Verification of implementation of the extra measures required.
General Manager	The final responsible for implementation of the new measures To verify implementation of all measures indicated in the risk assessment COVID19



4. Working method

1. General principles

This document will identify all actions pertaining to and affecting the normal routine of RIU Group's RESTAURANT departments.

It is essential that everyone reads, understands and knows what is contained in this document.

It is mandatory that all RIU Group employees, affected by the contents of this document, act in accordance with these rules (or any other) produced by the company.

Remember that, in order to facilitate the implementation of the following measures and to ensure that they are carried out effectively, staff training will be carried out as detailed below in paragraph:

7. Staff training regarding COVID19

2. New focus in the Hotel following COVID19

1. Hotel Capacity.

The capacity of RIU Group Hotels shall be limited to a maximum of 50 - 60% of the normal capacity, unless the country's legal regulations set a more restrictive mandatory limit.

3. General Organisation of Dining Areas and Restaurants

3.1. General Organisation of Dining Areas

1. The establishment of service shifts in the dining areas and restaurants amongst others, will be as follows:

- a) One continuous shift will be established at Breakfast time (as there is no shift allocation).
- b) For Lunch and Dinner

Unless the infrastructure of the hotel prevents it, 2 shifts will be set up in the restaurant, with sufficient time between them to be able to carry out (at the end of the service) amongst other things, the following actions:

1. Clear the Buffet and Tables.
2. Disinfect the Buffet, show cooking stations, tables and any other surface.
3. Disinfect the floor.
4. Naturally air the Restaurant.

The recommendation is that each Dining Area and Themed Restaurant is aired a minimum of 3 times a day (for at least 10 minutes each time).

5. Assemble the tables for the next Service.

Extending Breakfast, Lunch and Dinner Hours.

Depending on Occupation (and taking into account social distancing between guests), the hours for restaurants and Themed Restaurants may need to be extended.



3. 2. Organisation of Themed Restaurants

1. Tables in Themed Restaurants will have to be reserved.
2. Themed Restaurants:
 - a) Table service Themed Restaurants: Table Service will be carried out.
 - b) Themed Restaurants with part Buffet Service/part table service: Guests will only be permitted to access the Buffet if they have washed their hands and put on Gloves and a Mask.
 - c) Buffet-only Themed Restaurants: Guests will only be permitted to access the Buffet if they have washed their hands and put on Gloves and a Mask

3. 3. Managing Queues at the Entrance

1. Queue direction.

The Hotel Management must choose which way, and towards which area, queues will be formed when guests arrive at Dining Areas or Restaurants. The purpose is to prevent queues blocking the Hotel Lobby, the Evacuation Stairs, entrances to the Lounge Bar, the Pools, etc.

2. Managing queues.

In the queue, it is mandatory to use a Mask and maintain a distance of 1 to 1.5 metres between guests who are not sharing a room or are not members of the same family unit.

If temporarily Masks are not available, then the social distancing rules for protection against COVID19 must be adhered to, and the distance will increase to 2 metres (in America, 6 feet).

3. 4. Action prior to Entering the Restaurant

1. A person will be in charge of managing entry to the restaurant/allowing guests to enter, as well as guiding them to their allocated table.

Information Panel at the Dining Room entry.

On this it will explain how the dining room will be organised (distances, Hygiene, etc.).

In the Waiting Area, before entry to the Dining Room, there will be an information panel explaining the access rules. Guests will not be able to access the Dining Room without having read these instructions.

The person in charge will explain or ask that they comply with said information as far as possible.

2. Guest Access to the restaurant

Guests will not be able to access without having previously undergone a temperature control check.

If the guest's temperature demonstrates a fever (above 37.5°C), then they will be prohibited from entering the Restaurant.

Photo of an example of thermal imaging camera.

- a) It is mandatory to rub a hydroalcoholic gel onto hands.
- b) Masks:

Access is only permitted to Restaurants if a mask is used.



c) Gloves:

Guests may only enter Restaurants if they are wearing Gloves.

Gloves are mandatory for accessing the buffets. However, at the tables they can choose to eat with or without them.

3. 5. Action prior to Accessing the Buffet

Every time a guest goes to the Buffet, we must ensure that they comply with the following:

1. Wear a mask.
2. Wear Gloves.
3. Use Hand Sanitiser. Even if they have gloves on.

3. 6. The Distribution of chairs at the tables

As a General Standard of Health & Safety, in view of the public health issues created by the Coronavirus, seats will be occupied as follows:

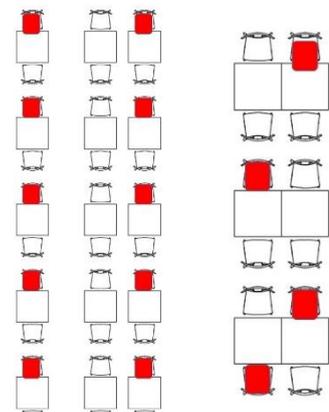
General SOCIAL DISTANCING measures:

The arrangement of the tables shall be such that:

- a) The distance between the backs of the chairs should be greater than 1 metre.
- b) The distance between diners from 2 tables adjacent to each other, "face to face", should be a minimum of 1.5 metres (in America it will be 6 feet).
- c) Tables adjacent to the main passageway to and from the entrance and exit, should not be occupied to avoid contamination from people as they pass.
- d) In dining areas, pathways for the circulation of guests and waiters should be created (you may have to remove tables that
- e) The distribution of Diners at the tables.

In the figures, you can see 2 examples of table distribution which meet the required distance between diners sat at different tables.

Only guests sharing the same room, or members of the same family unit, such as parents with children (even if those children are in a separate room from their parents) may sit at the same table.





3. 7. Items to place on the Tables

1. BREAKFAST

- a) Disposable paper tablecloth.

A Disposable Paper Tablecloth will be placed and changed at each change of guests. In hotels with linen tablecloths, the tablecloth will be washed at each change of guest.

- b) Table place settings.

A sealed disposable paper envelope will be placed on the tables containing a Knife, Fork, Napkin and teaspoon.

- c) Coffee cups

To improve Food Safety, the Cups will be placed "face down" on tables. Staff serving the tables must never touch or hold the cups or glasses by the part that the guest will put up to their mouth. Instead, they should only touch the lowest part possible.

- d) Sugar bowls

Sachets with different types of Sugar to be placed on a small tray.

2. LUNCH / DINNER

- a) Disposable paper tablecloth

A Disposable Paper tablecloth will be placed and changed at each change of guests. In hotels with linen tablecloths, the tablecloth will be washed at each change of guest.

- b) Table place settings.

A sealed disposable paper envelope will be placed on the tables. Inside will be the Knife, Fork, Napkin and dessert spoon. PONER FOTO

- c) Cups or glasses

To be placed "face down" on tables.

Staff serving the tables must never touch or hold the cups or glasses by the part that the guest will put up to their mouth to drink. Instead, they should only touch the lowest part possible.

3. 8. Complimentary items to place in the Restaurant

1. At every entry point to the Buffet there will be a Hydroalcoholic Gel dispenser and a Glove dispenser.
2. The complimentary items (e.g. Soup Spoons, Cereals, etc.) will be placed at each corresponding Buffet. These items will be placed in a disposable paper envelope with a closed seal.

3. 9. Items to remove from the Restaurant due to COVID19

1. Salt and Pepper pots

Single doses will be placed at the corresponding buffet.

2. Oil dispensers

Single doses will be placed at the corresponding buffet. To avoid additional journeys to the buffet, there will also be oil dispensers on sideboards, for waiters to serve to guests.

3. Chocolate Fountains



3. 10. Items to place on buffets

1. Serving Utensils

Depending on the buffet option, all serving utensils (tongs, serving spoons, etc.) must be changed every 30 minutes and replaced with new disinfected items. "Dirty" ones will be taken directly to the dishwashing area for disinfection. To avoid dirty/clean utensils crossing, one person will remove the dirty ones and another person will put out the clean ones.

2. Placement and number of dishes on the Buffets

The number of dishes put out must be adjusted to the number that are likely to be required.

4. How to work in the Dining Areas and Restaurants

4. 1. Traffic direction in Restaurants, Buffets and show cooking stations

1. Guests will have clear indications (in the form of Arrows, marks on the floor or vertical) showing how to move around the Restaurant, Buffets and show cooking stations.
2. Barrier tape around Buffets and restaurant entries/exits.

Access to buffets will be limited and barrier tapes will be used to ensure guests move forward in a certain direction.

4. 2. Items to be found on the Buffets

1. BREAKFAST

- a) **Bread:** Some bread will be individually packaged, and some will be cut and displayed on trays with plastic lids.
- b) **Pastries:** Individually packed and displayed on trays with plastic lids.
- c) **Bakery:** Goods from the bakery will be offered in individual portions and covered. Alternatively, products already packaged by the manufacturer could be offered.
- d) **Fruit and Fruit Salad:** Fruit will be served whole or portioned, and fruit salads will be covered.
- e) **Yogurts:** Individually packaged.
- f) **Cereals:** Some loose and others in packets.
- g) **Fruit Juices:** Guests will serve themselves directly from a jug with a lid on it, or an automatic dispenser.
- h) **Coffee and Infusions:**
 1. Coffee and milk will be served at the table.
 2. The tea station will remain, and tea will be in individual packets.



2. LUNCH / DINNER

- a) **Bread:** Some bread will be individually packaged, and some will be cut and displayed on trays with plastic lids.
- b) **Desserts:** Goods from the bakery will be offered in individual portions and covered. Alternatively, products already packaged by the manufacturer could be offered.
- c) **Ice Cream:** They will be Commercial.
- d) **Soups:** They will be in a pot with a lid and at a temperature above 65°C.
- e) **Drinks service points.**

4.3. Table Service

1. Specific Groups of staff for each Role

The person who clears the table cannot be the same person who then replaces the items for the next customer (e.g. tablecloth, envelopes containing cutlery, Coffee Cups, etc.), unless they disinfect their hands first.

2. Items to be Disinfected during Service:

The Cleaning and Disinfection of the Restaurant will be reinforced using a damp cloth with Virucide. This will be used in places most likely to be contaminated, especially those in contact with hands: the buttons on the drinks machines, the lids of the plastic trays, etc. Furthermore, tables and chairs (surfaces and sides) and any items left on the table, will be disinfected after each guest.

4.4. Waste Management

1. Waste bins for Gloves

Waste bins (with foot pedals to open the lids) should be installed to dispose of guests' used gloves. These bins should be distributed around the Restaurant and are for the collection of gloves and masks used by guests. These bins should be located away from areas where food and drinks are displayed.

5. Cleaning /Disinfection products effective against COVID19

5.1. Current Cleaning & Disinfection products

Cleaning and disinfection of Dining areas and Restaurants should be carried out using Chemicals approved by Purchasing Department (following the review of the products Safety Data Sheets by Occupational Risk Prevention) and using the appropriate Concentration/Dosage.

For all materials that come into direct contact with food and beverages (tongs, trays, etc.), the process will be wash – disinfect - rinse.



Unless scientific evidence says to the contrary, at present the following are considered as disinfectant products against COVID19:

1. Sodium Hypochlorite - commonly known as bleach, or chlorine (in Mexico):

A sodium hypochlorite solution containing 1,000ppm (parts per million) of active chlorine would clean the surface to be treated if left to act for 5 minutes on said surface. Therefore:

- Bleach must have a concentration of 40-50gr/litre.

NB: In the photo you can see how to find out the concentration of the bleach we are using.

- To ensure that the bleach concentration is at least 1,000 ppm, 5 **tablespoons of bleach with that concentration should be put in a container and water added to make it up to 1 litre.**

- To ensure correct cleaning and disinfection, the solution must be prepared the same day as it is used (a solution made the previous day may NOT be used).



2. VIRKON:

A solution should be prepared at 1:100 (i.e. 10ml of Virkon per litre of water):

- The Product's own container comes with a 10ml spoon which should be filled until level with Virkon.

NB: In the photo you can see the spoon we refer to (with the 10ml mark on it).

- For every litre of water that we place in a container, we add a level spoon full.
First put in the Water and then add the Virkon.

- When Virkon is diluted in the water, the water should turn a strong pink colour. This colour indicates that it is effective. After a few days, it loses its colour and turns a pale pink, which indicates that it has lost its effectiveness and that you must throw the mixture away and prepare another



3. Hydrogen Peroxide (commonly known as Oxygenated Water):

A solution of 0.5% volume should be prepared. To ensure disinfection the mixture should be left to act for 1 minute on the surface to be treated:

- Oxygenated Water usually has a concentration of 3% (or 10 volumes).

The label in the photo shows us the concentration of the Hydrogen Peroxide.

- To prepare the solution as indicated, add to a container 4 volumes of Water for each volume of Oxygenated Water we use.

- To ensure correct cleaning and disinfection, the solution must be prepared on the same day as it is used (a solution made the previous day may NOT be used).





5. 2. Possible new Cleaning & Disinfection products

Should any new products emerge for the effective cleaning and disinfection of surfaces to eliminate COVID19, the list of Chemicals products shown in the previous section may be expanded.

Only products approved by the Sanitary Hygiene Department can be used for cleaning and disinfecting surfaces.

To grant approval, the Sanitary Hygiene Department must have previously reviewed the product Safety data Sheet and verified its suitability for the elimination of COVID19.

5. 3. Other elements to refit the Dining Area

Amongst these are:

1. Hydroalcoholic Gel

This is used to disinfect hands (both periodically and whenever they become contaminated).

2. Gloves

There should always be a sufficient stock of gloves for staff (see THE PPE section at the end of this Document).

3. Masks

There should always be a sufficient stock of masks for staff use (see THE PPE section at the end of this Document).

4. Rubbish Bags

5. All required cloths, microfibre cloths, scouring pads, etc. according to this protocol.

6. Cleaning & disinfection of dining areas and themed restaurants

2 types of cleaning have been identified (depending on the chronological order with which it is performed).

6. 1. Cleaning & Disinfecting DURING the Service

1. During the Service, a person shall be responsible for disinfecting areas most likely to be contaminated, using a damp cloth with an authorised Virucide.
2. Where possible, staff should avoid sharing items with guests (e.g. pens). If not feasible, the items must be disinfected, both before and after each use, with an authorised virucide product, fit for this purpose.

6. 2. Cleaning & Disinfecting AFTER service

After service, the Dining areas and Restaurants should be cleaned and disinfected using a Spray bottle containing a virucide (paying special attention/but NOT limited)) to:

1. Cold and Hot Buffets.
2. Show Cooking stations.
3. Manual Hydroalcoholic Gel Dispensers.
4. Drinks Machine buttons.
5. Tables and Chairs.
6. Remove dirt from and disinfect wastepaper bins.



6. 3. Cleaning the department's furniture once service has finished

After each shift, the trolleys used by the Department's staff will be disinfected with a product suitable for such use, which we will discuss in this Document in the section 5. *Cleaning /Disinfection products effective against COVID19* (Bleach, Virkon, Oxygenated Water or any other Product considered as a virucide appropriate for use against COVID19).

7. Staff training regarding COVID19

Training is essential in order that all written procedures are carried out and to avoid RIU Group staff being infected.

Training content must be up-to-date and easy for all staff of the RIU Group to understand. Likewise, as training is carried out, new presentations will be generated which will answer staff members' main questions and concerns and will include any new information or scientific evidence that affects work routines.

Training for the restaurant department of any Hotel must contain at least:

1. Definition, causes and symptomatology of COVID19
2. Means of infection.
3. Hygiene measures to prevent infection.
4. "Minimum" health conditions to attend your place of work.
5. Aspects to consider if public transport is used (or shared).
6. The use of Chemical products to eliminate COVID19 (virucides).
7. Practical advice on how to carry out the new procedures implemented for COVID19.
8. Putting on and taking off individual PPE.

8. Staff Personal Protection Equipment (PPE)

8. 1. PPE for Staff

Members of the Restaurant Department must have the same PPE which they ask guests to wear when they enter the Dining Room or Restaurant. This PPE is:

1. Mask
2. Gloves

Preferably nitrile gloves, or if not available, vinyl or another material suitable for the tasks they perform.



8. 2. PPE for rooms with infected guests

1. If any staff member from the restaurant Department is responsible for taking food to a person infected with COVID19, the PPE they should wear is:

- a) Mask:
- b) Gloves

To be discarded at the end of delivery or collection of food.

2. As far as possible, the tableware used shall be disposable.

For the collection of tableware, a large rubbish bag will be used, which is of an easily identifiable colour (specific/differentiated).

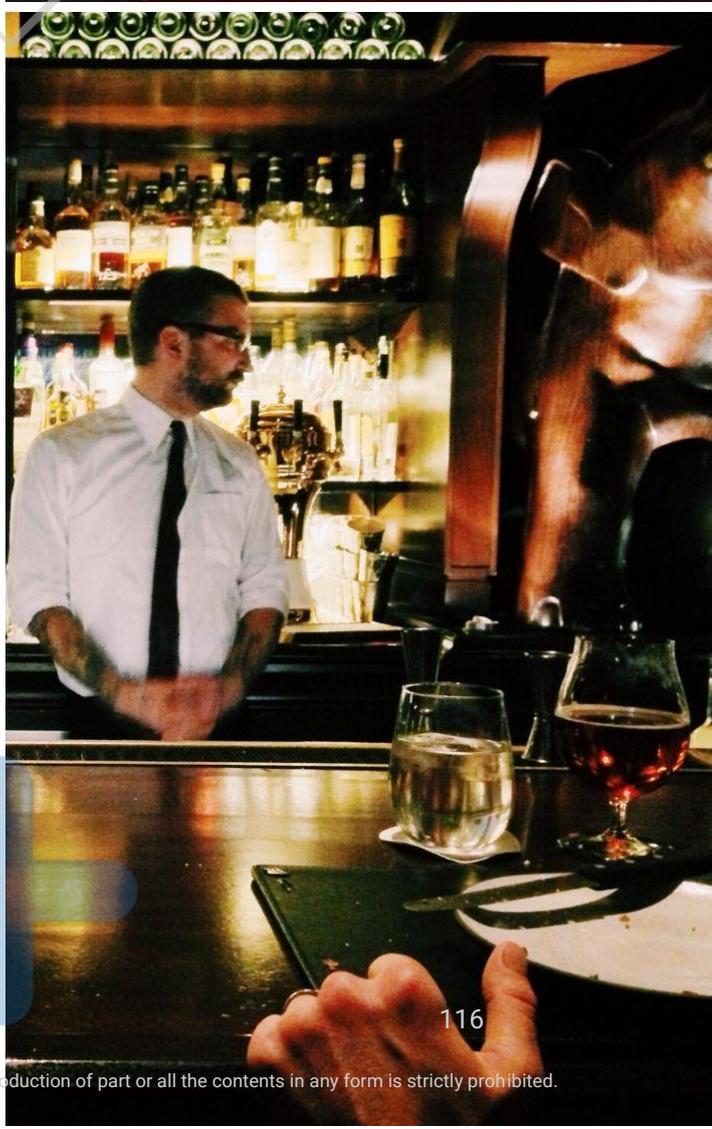
If part of the tableware is not disposable, the person responsible for removing it and the guest's food, must specifically notify the person responsible for cleaning, that said material comes from a sick guest, in order that they take the appropriate safety and hygiene measures.

DRAFT - FOR DISCUSSION

13.5

RIU PR013.5 BAR

HOTELS & RESORTS





1.Objective

A large number of people can meet in the bars, in close contact, at the same time. Illness guests can spread the virus in food and beverages areas (bars, restaurants and other units). Communal touching points can be easily contaminated and spread an infection. Also, staff could pass the infection to guests (because too low physical distance -while ordering the meal-, etc.) or food could be contaminated before in kitchen.

This document describes how the structure, practices and protocols should be adapted in F&B areas, in order to meet requirements to prevent COVID19.

2.Supporting documents

- Risk Assessment
- PR Training programme
- PR Staff policies
- Monitoring record of the HACCP system usually applicable to bar.
- Monitoring record of disinfection of touching points.

3.Responsibilities

Who	Responsibilities
Bar responsible	<ul style="list-style-type: none"> - General coordination of the process - Ensure the implementation of new measures against COVID19 - Ensure the staff and guests follow a good hygiene practice. - Report back to the H&S Supervisor or Quality responsible if any deficiencies or even difficulties in implementation.
Quality responsible / H&S supervisor	<ul style="list-style-type: none"> - Follow up implementation of the required control measures against COVID19. - Supervision of the process. - Report back to General Manager about state of implementation
Preverisk Group	<ul style="list-style-type: none"> - Provide training to the staff in the Bar procedures. - Verification of implementation of the extra measures required
General Manager	<ul style="list-style-type: none"> - The final responsible for implementation of the new measures - To verify implementation of all measures indicated in the risk assessment COVID19

4. Working method

1. General principles

This document will identify all actions pertaining to and affecting the normal routine of RIU Group's BAR departments.

It is essential that everyone reads, understands and knows what is contained in this document.

It is mandatory that all RIU Group employees, affected by the contents of this document, act in accordance with these rules (or any other) produced by the company.

Remember that, in order to facilitate the implementation of the following measures and to ensure that they are carried out effectively, staff training will be carried out as detailed below in paragraph: **7. Staff training regarding COVID19**

2. New focus in the Hotel following COVID19

1. Hotel Capacity.

The capacity of RIU Group Hotels shall be limited to a maximum of 50 - 60% of the normal capacity, unless the country's legal regulations set a more restrictive mandatory limit.

3. Organisation of Bars

3. 1. Drinks Buffets

Drink buffets will be removed. Thus, drinks will be served exclusively from the Bar to the guest, or from the Office to the Bar and then the Tables.

3. 2. Bar Counters

Screens will be installed on the bar counters as follows:

1. The top of the screen must be a minimum of 2 metres from the floor.
2. Screens will not be installed around the perimeter of the bar, allowing areas where bulky items occasionally need to pass. The screens must be firm and securely fastened, especially at outdoor bars where there could be air currents.
 - a) The general principle is to maintain a distance of 1 to 1.5 metres between people (in America 6 feet).
 - b) Any guest who approaches the Bar to order a drink must wear a Mask. At the table, guests can remove their masks, but if they return to the Bar to order more drinks, then they must wear them again.
3. There will be small openings in the screens at regular intervals. Waiters behind the Bars will be able to pass drinks through these openings.



3. 3. Managing Queues at the Entrance

Signalling Tape will be installed to ensure correct queuing at both the Bar entrance and the Bar

The use of Masks is mandatory whilst queuing at the entrance to the Bar, and a distance of 1 to 1.5 metres (in America 6 feet) must be adhered to between guests who do not share a room or are not members of the same family unit.

In the temporary absence of Masks, the rules of protection against the Covid-19 must continue to be adhered to and social distancing of 2 metres (in America, 6 feet) must be adhered to.

3. 4. Action prior to Entering Bars

1. See the rules for Access to the Bar.

In these it advises and explains (with supporting informative posters) how the Bar will be organised, as well as its access system and service.

2. Guest Access to Bars:

- a) Guests will NOT be able to access Bars without first rubbing their hands with hydroalcoholic gel.
- b) Masks must be worn.
Additionally, the distances indicated in the previous section must be adhered to. Guests must wear a mask if they go to the bar. At the tables, guests can remove their masks, but if they return to the Bar to order more drinks, then they must put them on again.

3. 5. The Distribution of chairs at the tables

As a General Standard of Health & Safety, in view of the public health issues created by the Coronavirus, seats will be occupied as follows:

1. **General SOCIAL DISTANCING measures:**

The arrangement of the tables shall be such that:

- a) The distance between the backs of the chairs should be greater than 1 metre.
- b) The distance between guests sat at 2 tables adjacent to each other, "face to face", should be a minimum of 1.5 metres (in America it will be 6 feet).
- c) Tables adjacent to the main passageway to and from the entrance and exit, should not be occupied to avoid contamination from people as they pass.
- d) In the theatre stage bar, pathways for the circulation of guests and waiters should be created (it may be necessary to remove tables that make it difficult to create these pathways).
- e) The distribution of guests at tables.

Only guests sharing the same room, or members of the same family unit, such as parents with children (even if those children are in a separate room from their parents) may sit at the same table.



Volume of music in the Bar.

In the absence of the Show, the volume of the music must be low enough for people to talk to their companions without straining their voice and whilst still adhering to the distance measures previously indicated.

3. 6. Items to place on the Tables

Only the table number will remain on the table (in plastic).

3. 7. Items to place on the Bar Counters

1. Hydroalcoholic Gel.
2. Single use, disposable coasters.

3. 8. Items to remove from the Bars due to Covid-19

1. Bar stools.

This is to avoid guests approaching the bar (or staying for a prolonged period).

2. Bar "paper" menu (and it's stand).

These menus will be printed on posters. Additionally, those guests who have downloaded the RIU App. will be able to see the bar menu on their mobile phone.

3. Sugar bowls.

Guests will be given the sugar they need when served.

4. Solid appetisers such as peanuts or similar.

5. Fruit decorations.

6. Self-service soft drink dispensing machines.

4. How to work in Bares

4. 1. Placement/Withdrawal of Service at the Tables

1. The description for the majority of activities carried out at the bar are essentially the same...
 - a) The assembly of tables and bar counters.
 - b) The dismantling of tables and bar counters.
 - c) Cleaning and Disinfection of tables and bar counters.
 - d) The assembly of tables for the following service.
 - e) The daily Cleaning and Disinfection of floors and any other surface.
 - f) Natural airing of the Bar.

It is recommended that the bar is aired a minimum of 3 times a day (for a minimum of 10 minutes each time).

2. Items to be Disinfected during Service:

The Cleaning and Disinfection of the Bar will be reinforced using a damp cloth with an authorised Virucide, in the places most likely to be contaminated.



Furthermore, tables and chairs (surfaces and sides) and any items left on the table, will be disinfected after each guest.

5. Cleaning /Disinfection products effective against COVID19

5. 1. Current Cleaning & Disinfection products

Cleaning and disinfection of all Bars should be carried out using Chemicals approved by Purchasing Department (following the review of the products Safety Data Sheets by Occupational Risk Prevention) and using the appropriate Concentration/Dosage.

For all materials that come into direct contact with food and beverages (tongs, trays, etc.), the process will be wash – disinfect – rinse.

Unless scientific evidence says to the contrary, at present the following are considered as disinfectant products against COVID19:

1. Sodium Hypochlorite – commonly known as bleach, or chlorine (in Mexico):

A sodium hypochlorite solution containing 1,000ppm (parts per million) of active chlorine would clean the surface to be treated if left to act for 5 minutes on said surface. Therefore:

- Bleach must have a concentration of 40-50gr/litre.

NB: In the photo you can see how to find out the concentration of the bleach we are using.

- To ensure that the bleach concentration is at least 1,000 ppm, **5 tablespoons of bleach with that concentration should be put in a container and water added to make it up to 1 litre.**

- To ensure correct cleaning and disinfection, the solution must be prepared the same day as it is used (a solution made the previous day may NOT be used).



2. VIRKON:

A solution should be prepared at 1:100 (i.e. 10ml of Virkon per litre of water):

- The Product's own container comes with a 10ml spoon which should be filled until level with Virkon.

NB: In the photo you can see the spoon we refer to (with the 10ml mark on it).

- For every litre of water that we place in a container, we add a level spoon full.

First put in the Water and then add the Virkon.

- When Virkon is diluted in the water, the water should turn a strong pink colour. This colour indicates that it is effective. After a few days, it loses its colour and turns a pale pink, which indicates that it has lost its effectiveness and that you must throw the mixture away and prepare another



3. Hydrogen Peroxide (commonly known as Oxygenated Water):

A solution of 0.5% volume should be prepared. To ensure disinfection the mixture should be left to act for 1 minute on the surface to be treated:

- a) Oxygenated Water usually has a concentration of 3% (or 10 volumes).

The label in the photo shows us the concentration of the Hydrogen Peroxide.



- b) To prepare the solution as indicated, add to a container 4 volumes of Water for each volume of Oxygenated Water we use.
- c) To ensure correct cleaning and disinfection, the solution must be prepared on the same day as it is used (a solution made the previous day may NOT be used).

5.2. Possible new Cleaning & Disinfection products

Should any new products emerge for the effective cleaning and disinfection of surfaces to eliminate COVID19, the list of Chemicals products shown in the previous section may be expanded.

Only products approved by the Sanitary Hygiene Department can be used for cleaning and disinfecting surfaces.

To grant approval, the Sanitary Hygiene Department must have previously reviewed the product Safety data Sheet and verified its suitability for the elimination of COVID19.

5.3. Other elements to refit the Bar

Amongst these are:

1. Hydroalcoholic Gel

This is used to disinfect hands (both periodically and whenever they become contaminated).

2. Gloves

There should always be a sufficient stock of gloves for staff (see THE PPE section at the end of this Document).

3. Masks

There should always be a sufficient stock of masks for staff use (see THE PPE section at the end of this Document).

4. Rubbish Bags

5. All required cloths, microfibre cloths, scouring pads, etc. according to this protocol.



6. Cleaning & Disinfection of Bars

2 types of cleaning have been identified (depending on the chronological order in which it is performed).

6. 1. Cleaning & Disinfecting DURING the Service

1. Cleaning and Disinfection of tables and chairs using a damp cloth with Virkon will be carried out after each client. A waiter will be designated to carry out the disinfection of areas most likely to be contaminated, using a damp cloth with an authorised Virucide.
2. Where possible, staff should avoid sharing items with guests (e.g. pens). If not feasible, the items must be disinfected, both before and after each use, with an authorised virucide product, fit for this purpose.

6. 2. Cleaning & Disinfecting AFTER service

After service, the Bars should be cleaned and disinfected using a Spray bottle containing a virucide (paying special attention/but NOT limited to):

1. Work surfaces: Bar counters and office tables.
2. Drinks Dispensers.
3. Tables and Chairs.
4. Floors.
5. Machinery (Coffee makers).
6. Manual Hydroalcoholic Gel Dispensers.
7. Hand contact areas (fridge handles, dishwasher handles, etc...).

6. 3. Cleaning of the Departments own utensils

The temperature of dishwashers for cleaning utensils should reach 80°C.

As an "additional" safety measure, a bucket with a water and bleach solution (with a concentration of 100-200ppm) should be available to leave glasses soaking before being placed in the dishwasher.

6. 4. Cleaning & Disinfecting of the bars' trolleys once the service has ended

After each shift, the trolleys used by the Department's staff will be disinfected with a product suitable for such use, as mentioned in paragraph 5 (Bleach, Virkon, Oxygenated Water or any other Product considered as a virucide appropriate for use against Covid-19).



7. Staff training regarding COVID19

Training is essential in order that all written procedures are carried out and to avoid RIU Group staff being infected.

Training content must be up-to-date and easy for all staff of the RIU Group to understand. Likewise, as training is carried out, new presentations will be generated which will answer staff members' main questions and concerns and will include any new information or scientific evidence that affects work routines.

Training for the restaurant department of any Hotel must contain at least:

1. Definition, causes and symptomatology of COVID19
2. Means of infection.
3. Hygiene measures to prevent infection.
4. "Minimum" health conditions to attend your place of work.
5. Aspects to consider if public transport is used (or shared).
6. The use of Chemical products to eliminate COVID19 (virucides).
7. Practical advice on how to carry out the new procedures implemented for COVID19.
8. Putting on and taking off individual PPE.

8. Staff Personal Protection Equipment (PPE)

8. 1. PPE for Bar Staff

Members of the Bar Department must have the same PPE:

1. Mask
2. Gloves

Preferably nitrile gloves, or if not available, vinyl or another material suitable for the tasks they perform.

8. 2. PPE for rooms with infected guests

1. If any staff member from the bar Department is responsible for taking items to a person infected with COVID19, the PPE they should wear is:
 - c) Mask:
 - d) Gloves

To be discarded at the end of delivery or collection of food.

2. As far as possible, the tableware used shall be disposable. For the collection of tableware, a large rubbish bag will be used, which is of an easily identifiable colour (specific/differentiated).

If part of the tableware is not disposable, the person responsible for removing it and the guest's food, must specifically notify the person responsible for cleaning, that said material comes from a sick guest, in order that they take the appropriate safety and hygiene measures.

13.6

DRAFT

RIU PRO13.6 KITCHEN

HOTELS & RESORTS





1.Objective

The risk of cross contamination to food, food contact materials, and packaging from infected workers (before displaying symptoms and asymptomatic), providers, visitors, guests or contaminated surfaces should be **Very Low** if food hygiene and HACCP processes are followed¹. However, the virus will enter business premises only when an infected person enters or contaminated products or items are brought into the premises². So, assuming good food hygiene practices, HACCP and self-isolation policies are followed, additional measures to avoid coronavirus spread should be implemented and properly followed.

In this document, all the actions that affect and affect the ordinary routine of the RIU Group kitchen department will be identified.

(1) "Qualitative Risk Assessment: What is the risk of food or food contact materials being a source or transmission route of SARS-CoV-2 for UK consumers?". (FSA, Food Standards Agency, 26th March 2020).

(2) "COVID-19 and food safety: guidance for food businesses". (WHO, World Health Organization, 7th April 2020).

2. Supporting documents

- Risk Assessment
- PR Training programme
- PR Staff policies
- Monitoring record of the HACCP system usually applicable to kitchen.
- Monitoring record applied to Room Service (who, when, number of room).

3.Responsibilities

Who	Responsibilities
Chef	Control and monitoring of all HACCP practices applied to those responsibilities. Follow good hygiene practices Ensure all the steps follow recommendations in order to avoid COVID19 in kitchen and show cooking.
Quality responsible or H&S supervisor	Follow up implementation of the required control measures against COVID19. Supervision of the process. Report back to General Manager about state of implementation
Preverisk Group	Provide training to the staff in the Kitchen procedures. Verification of implementation of the extra measures required.
General Manager	The final responsible for implementation of the new measures To verify implementation of all measures indicated in the risk assessment COVID19



4. Working method

1. General principles

The capacity of RIU Group Hotels will be limited to a maximum of 50 - 60% of the normal capacity, unless the country's legal regulations set a more restrictive mandatory limit.

This document will identify all actions pertaining to and affecting the normal routine of RIU Group's KITCHEN departments.

It is essential that everyone reads, understands and knows what is contained in this document.

It is mandatory that all RIU Group employees, affected by the contents of this document, act in accordance with these rules (or any other) produced by the company.

Remember that, in order to facilitate the implementation of the following measures and to ensure that they are carried out effectively, staff training will be carried out as detailed below in paragraph:

9. Staff training regarding COVID19

2. Preventative Measures for kitchen staff

All kitchen staff, with immediate effect, must cease all physical contact with guests. Actions such as hand shaking and hugging are prohibited until further notice, and the minimum safe distance of 1 to 1.5 metres must always be adhered to with guests wearing masks, and a distance of 2 metres without masks.

2. 1. Hygienic preventative measures

Staff must take the following preventative measures whilst carrying out their work tasks:

1. It is very important that all staff respect respiratory hygiene measures, i.e. when coughing or sneezing to use disposable tissue paper, or failing that, cough/sneeze into the inside of their elbow.
2. Just like respiratory hygiene, hand hygiene is also essential. For this reason, all kitchen staff must wash their hands with soap and water every 30 minutes, aside from situations where cleaning and disinfection is already mandatory. Pay particular attention when handling documentation (delivery notes, logs, etc.). Handwashing will be carried out both before and after handling such documents.
3. Washbasins with a soap dispenser, a single-use paper dispenser and a Hydroalcoholic Gel dispenser will be available throughout the kitchen for use whenever required.
4. Whilst carrying out their tasks all staff shall wear:
 - a) Gloves (Preferably nitrile gloves, or if not available, vinyl or another material suitable for the tasks they perform). Hand washing and disinfection can be done with gloves on.
The use of gloves will be subject to the feasibility of carrying out tasks, and if not advisable to use them, then the corresponding hand hygiene must be strictly adhered to.
 - b) Mask.
 - c) Cap or hair net.
5. Gloves should be changed frequently, and also if they deteriorate.
6. Wherever possible, the exchange of objects between people should be avoided. If it cannot be avoided, then the object must be disinfected with a suitable, authorised virucide product both before and after use.



2.2. Social distancing preventative measures

In all kitchen areas, it is important to ensure that minimum safe distances between employees are adhered to, taking into account the mandatory use of masks, and respecting capacities, in line with the following:

1. In the central kitchen, a minimum safe distance of 1 to 1.5 metres (in America 6 feet) must be kept between all staff.
2. In cold preparation rooms the capacity shall be limited according to the minimum safe distance of 1 to 1.5 metres (in America 6 feet) between workers. If not possible, the capacity shall be limited to a single employee.
3. Within fridges and freezers, the maximum capacity allowed is limited to a single worker.
4. In washing areas, the minimum safe distance between employees of 1 to 1.5 metres (in America 6 feet) must be adhered to.
5. In warehouses and stock rooms capacity shall be limited, depending on whether the minimum safe distance of 1 to 1.5 metres (in America 6 feet) between workers can be met, if not possible, only one employee may enter.
6. At show cooking stations, a minimum safe distance between employees of 1 to 1.5 metres (in America 6 feet) must be respected.
7. Whilst restocking buffets, the minimum safe distance from guests of 1 to 1.5 metres (in America 6 feet) must be maintained.

3. General hygiene & good practice factors in the kitchen

It is mandatory for the entire kitchen team, to know, comply and enforce the RIU sanitary hygiene and HACCP regulations relating to kitchens.

3.1. General measures

1. Measuring and recording processes carried out:
2. It is prohibited to work whilst suffering from any digestive, respiratory or dermal infectious illness. In the event that a staff member has any illness symptoms, these should be communicated immediately to the kitchen manager.
3. It is mandatory for all staff to correctly wash their hands, use a mask, gloves and cap/hair net. Also wearing watches, rings and bracelets whilst working is prohibited.
4. In case of cuts, these should be covered with a waterproof plaster, and where possible it should be blue in colour. NB: You can't wash an uncovered bandage. In case of infection, the doctor will need to give the go-ahead before you can return to work.
5. The use of cloths in food handling areas is prohibited.
6. To avoid cross-contamination, ensure the correct use of chopping boards and knives, according to the colour codes for each workplace.
7. Equipment should be in good working order/technically reviewed.
8. Cold preparation rooms are exclusively for food handling and should never be used as a food storage area.
9. Goods which require refrigeration, must be stored correctly in containers made of a suitable material, 15cms above the ground, always covered (except for unprocessed fruit and



vegetables), dated and held at the correct temperature (fresh food in fridges between 2-4°C and fruit and vegetables in fridges between 2-8°C).

10. Respect the maximum storage period for processed products.
11. Frozen goods should be stored in freezers at -18°C, in containers made of a suitable material, 15cms above the ground, always be covered and use by dates adhered to.
12. Non-perishable goods should be stored in cool, dry places, always be covered, be 15cms above the ground and used according to the FIFO (First In First Out) dynamic.

3. 2. Food preparation and handling

1. For tinned foods, once opened, remove the contents and store them in food containers. Control use by dates.
2. Fruit and vegetables must be disinfected correctly, following the concentrations specified by the disinfectant product's supplier (or by the RIU Medical Service).
3. When preparing hot dishes and garnishes, these should be cooked at 75°C. Sauces and soups should be cooked at 80°C and 85°C.
4. When preparing meat and fish, these must obtain a minimum temperature of 70°C for a minimum of 2 minutes (internal food temperature whilst cooking).
5. It is important that all utensils used are in good condition.
6. Do not produce an excess of products. Produce food according to customer demand.
7. Whenever possible, cook roasts as close to when required as possible, i.e. never make them a day in advance.
8. Dishes containing various ingredients shall be prepared separately.
9. The use of a blast chiller is recommended to preserve the quality and safety of processed foods.

4. Buffet

4. 1. Food arrangement

General factors:

1. Reduce the selection of food.
2. Use, as far as possible, single-dose and packaged products
3. Check in each service the correct temperature of the buffet islands, to verify that, cold foods are maintained at 8°C or lower and hot foods above 64°C.
4. As far as possible, offer dishes made up in individual portions.
5. Display less foods on the buffet, and in doing so it will reduce their exposure time. The preference is for more regular restocking.
6. Change utensils, such as tongs, serving spoons, etc. every 30 minutes.
7. Any unpackaged, displayed products will be discarded after each service
8. All buffet elements, both food and utensils, shall be displayed in such a way as to respect the one-way traffic flow set up, in order to keep guests moving forwards in one direction.
9. Eliminate decoration.



Service specific factors:

1. BREAKFAST:

- a) **Bread:** Some bread will be individually packaged, and some will be cut and displayed on trays with plastic lids.
- b) **Pastries:** Individually packed and displayed on trays with plastic lids.
- c) **Bakery:** Goods from the bakery will be offered in individual portions and covered. Alternatively, products already packaged by the manufacturer could be offered.
- d) **Fruit and Fruit Salad:** Fruit will be served whole or portioned, and fruit salads will be covered.
- e) **Yogurts:** Individually packaged.
- f) **Cereals:** Some loose and others in packets.
- g) **Fruit Juices:** Guests will serve themselves directly from a jug with a lid on it, or an automatic dispenser.

2. LUNCH AND DINNER:

- a) **Bread:** Some bread will be individually packaged, and some will be cut and displayed on trays with plastic lids.
- b) **Desserts:** Goods from the bakery will be offered in individual portions and covered. Alternatively, products already packaged by the manufacturer could be offered.
- c) **Ice Cream:** They will be Commercial.
- d) **Soups:** They will be in a pot with a lid and at a temperature above 65°C.

Show Cooking factors:

1. Advance food preparation should be avoided.
2. Food shall be prepared in reasonable quantities to avoid queues forming, but also always avoiding food piling up.
3. Frying shall be done as required to avoid food piling up, and it should be placed in trays with degreasing racks.
4. Cut processed foods as required during service.

4. 2. Preventative measures on the Buffet

1. The replacement of dishes on the buffet will be carried out using protected trolleys to avoid contamination
2. Polycarbonate, ceramic or porcelain containers shall be used. Stainless steel or ceramic containers shall be used for liquid sauces.
3. Cooks at the Show Cooking stations must wear gloves, a mask and a cap/hair net. Additionally, hydroalcoholic gel dispensers will be at their disposal to disinfect their gloves whenever necessary. The use of gloves will be subject to feasibility of carrying out tasks, and if not advisable to use them then the corresponding hand hygiene must be strictly adhered to.
4. Tongs, gloves, mask and cap or hair net will always be used when handling food on the cold and other buffets.



5. Room Service

For any hotel guests with confirmed or suspected COVID-19, all their food will be supplied by Room Service. Therefore, when preparing and transporting their food, extreme caution should be exercised, and all sanitary hygiene instructions adhered to.

6. Cleaning and Disinfection

6. 1. Current Cleaning & Disinfection products

Cleaning and disinfection of all kitchen areas should be carried out using Chemicals approved by Purchasing Department (following the review of the products Safety Data Sheets by Occupational Risk Prevention) and using the appropriate Concentration/Dosage.

Unless scientific evidence says to the contrary, at present the following are considered as disinfectant products against COVID19:

1. Sodium Hypochlorite - commonly known as bleach, or chlorine (in Mexico):

A sodium hypochlorite solution containing 1,000ppm (parts per million) of active chlorine would clean the surface to be treated if left to act for 5 minutes on said surface. Therefore:

- Bleach must have a concentration of 40-50gr/litre.

NB: In the photo you can see how to find out the concentration of the bleach we are using.

- To ensure that the bleach concentration is at least 1,000 ppm, **5 tablespoons of bleach with that concentration should be put in a container and water added to make it up to 1 litre.**

- To ensure correct cleaning and disinfection, the solution must be prepared the same day as it is used (a solution made the previous day may NOT be used).



2. VIRKON:

A solution should be prepared at 1:100 (i.e. 10ml of Virkon per litre of water):

- The Product's own container comes with a 10ml spoon which should be filled until level with Virkon.

NB: In the photo you can see the spoon we refer to (with the 10ml mark on it).

- For every litre of water that we place in a container, we add a level spoon full.

First put in the Water and then add the Virkon.

- When Virkon is diluted in the water, the water should turn a strong pink colour. This colour indicates that it is effective. After a few days, it loses its colour and turns a pale pink, which indicates that it has lost its effectiveness and that you must throw the mixture away and prepare another





3. Hydrogen Peroxide (commonly known as Oxygenated Water):

A solution of 0.5% volume should be prepared. To ensure disinfection the mixture should be left to act for 1 minute on the surface to be treated:

- a) Oxygenated Water usually has a concentration of 3% (or 10 volumes).

The label in the photo shows us the concentration of the Hydrogen Peroxide.

- b) To prepare the solution as indicated, add to a container 4 volumes of Water for each volume of Oxygenated Water we use.
- c) To ensure correct cleaning and disinfection, the solution must be prepared on the same day as it is used (a solution made the previous day may NOT be used).



6. 2. Possible new Cleaning & Disinfection products

Should any new products emerge for the effective cleaning and disinfection of surfaces to eliminate COVID19, the list of Chemicals products shown in the previous section may be expanded.

Only products approved by the Sanitary Hygiene Department can be used for cleaning and disinfecting surfaces.

To grant approval, the Sanitary Hygiene Department must have previously reviewed the product Safety data Sheet and verified its suitability for the elimination of COVID19.

6. 3. Cleaning and Disinfection of kitchen areas

The correct cleaning and disinfection of all kitchen areas is essential to ensure that both surfaces and work equipment are safe.

In addition to measures already established by RIU and HACCP for all kitchens, you should also:

1. Use an authorised virucide to disinfect all areas that staff touch most, such as cold preparation room folding doors, restaurant entry and exit doors, fridge and freezer doors and handles, cooker control knobs, oven levers, scales, pots, fryers, rubbish bins, etc.
2. For buffets, after each service, the above shall also apply.
3. At the end of the shift, trolleys will be disinfected using an authorised virucide.
4. Cloths and scouring pads shall be replaced weekly
5. In the Head Chef's office, at the end of his shifts, the main touch surfaces such as the computer's keyboard, computer mouse, telephone, etc. must be disinfected.

6. 4. Cleaning & Disinfection of utensils and tableware

As a rule, when washing tableware and cooking utensils in the conveyor dishwasher, the following temperatures must be adhered to:

1. During the washing process the temperature will be between 55°C and 65°C.
2. During the rinsing process the temperature will be between 80°C and 90°C.



Should temperatures not reach those indicated for the conveyor dishwasher, the following shall be applied:

1. Pre-wash all objects using a pressure hose.
2. Soak all objects in a water solution with bleach (minimum 1,000ppm), for a minimum of 10 minutes.
3. Then place all objects on the conveyor dishwasher.

Any objects not suitable for entering the conveyor dishwasher must go through the following process:

1. Wash with soap and water.
2. Soak in a solution of water and bleach (minimum 1,000ppm) for a minimum of 10 minutes.
3. Rinse.

For Room Service tableware, the waiter responsible for taking it to the conveyor dishwasher area, must notify the washing area manager and staff to disinfect and clean it immediately, always avoiding them coming into contact with other objects.

Additionally, after handling these items, they should discard the gloves they were wearing, wash their hands and forearms correctly with soap and water, and put on new gloves.

7.Receipt of Goods

To obtain information regarding guidelines to follow, see "COVID-19 Action Protocol for the Receipt of Goods".

8.Kitchen and Rubbish Room Forklifts

For the kitchen forklift:

1. A cleaning and disinfection programme shall be carried out using an approved virucide product after using the forklift for each external supplier's delivery, and after using it for waste disposal.
2. It is prohibited to use the forklift as a staff elevator.

In the rubbish room:

1. The use of masks, gloves and protective goggles is mandatory when transporting rubbish to rooms, rubbish areas and when cleaning is being carried out. The personal protective equipment must be changed before entry into the kitchen area.
2. Rubbish will be deposited after each service. This must be avoided whilst goods are being delivered. It is strictly forbidden to leave rubbish bins in the kitchen areas or in the receipt of goods area.
3. After removing the bag from the rubbish bin, the bin will be disinfected using an authorised virucide product, before re-entering the kitchen area.
4. The frequency of cleaning the rubbish room with an approved virucide product should be increased
5. Monitor that the cooling equipment in the rubbish rooms is working correctly.
6. Cleaning and disinfection of the rubbish rooms and rubbish bins, must at no time coincide with the delivery of goods.



9. Staff training regarding COVID19

Training is essential in order that all written procedures are carried out and to avoid RIU Group staff being infected.

Training content must be up-to-date and easy for all staff of the RIU Group to understand. Likewise, as training is carried out, new presentations will be generated which will answer staff members' main questions and concerns and will include any new information or scientific evidence that affects work routines.

Training for the kitchen department of any Hotel must contain at least:

1. Definition, causes and symptomatology of COVID19
2. Means of infection.
3. Hygiene measures to prevent infection.
4. "Minimum" health conditions to attend your place of work.
5. Aspects to consider if public transport is used (or shared).
6. The use of Chemical products to eliminate COVID19 (virucides).
7. Practical advice on how to carry out the new procedures implemented for COVID19.
8. Putting on and taking off individual PPE.

10. Individual Personal Protection Equipment (PPE)

1. All food handlers (whether from the kitchen area, show cooking or buffet) should wear:
 - a) A mask (the type of mask that they use will depend on their availability in each area).
 - b) Gloves (preferably made of nitrile, and if these aren't available of vinyl or another suitable authorised material). With the exception of the hot cooking area of the central kitchen, the use of gloves will be subject to feasibility of carrying out tasks, and if not advisable to use them then the corresponding hand hygiene must be strictly adhered to.
 - c) Cap or hair net.
 - d) Safety shoes.
2. Staff in the tableware and utensil washing area must wear:
 - a) A mask (the type of mask that they use will depend on their availability in each area).
 - b) Gloves (preferably made of nitrile, and if these aren't available, of vinyl or another suitable material for carrying out their tasks).
 - c) Cap or hair net.
 - d) Waterproof single-use coat or apron.
 - e) Safety shoes.
 - f) Eye and ear protection.

13.7

RIU PRO13.7 PASTRY

HOTELS & RESORTS





1.Objective

Assuming good food hygiene practices, HACCP and self-isolation policies are followed, additional measures to avoid coronavirus spread should be implemented and properly followed.

In this document, all the actions that affect and affect the ordinary routine of the RIU Group's Pastry departments will be identified.

2. Supporting documents

- Risk Assessment
- PR Training programme
- PR Staff policies
- Monitoring record of the HACCP system usually applicable to Pastry.

3.Responsibilities

Who	Responsibilities
Chef	Control and monitoring of all HACCP practices applied to those responsibilities. Follow good hygiene practices Ensure all the steps follow recommendations in order to avoid COVID19 in pastry.
Quality responsible or H&S supervisor	Follow up implementation of the required control measures against COVID19. Supervision of the process. Report back to General Manager about state of implementation
Preverisk Group	Provide training to the staff in the RIU Group's Pastry procedures. Verification of implementation of the extra measures required.
General Manager	The final responsible for implementation of the new measures To verify implementation of all measures indicated in the risk assessment COVID19



4. Working method

1. General principles

The capacity of the RIU Group hotels will be limited to a maximum of 50-60%, unless the country's legal regulations set a more restrictive mandatory limit.

This document will identify all actions pertaining to and affecting the normal routine of RIU Group's Pastry departments.

It is essential that everyone reads, understands and knows what is contained in this document.

It is mandatory that all RIU Group employees, affected by the contents of this document, act in accordance with these rules (or any other) produced by the company.

Remember that, in order to facilitate the implementation of the following measures and to ensure that they are carried out effectively, staff training will be carried out as detailed below in paragraph:

"8. Staff training regarding COVID -19".

2. Preventative Measures for Pastry Department staff

2. 1. Hygienic preventative measures

Staff must take the following preventative measures whilst carrying out their work tasks:

1. It is forbidden for anyone who does not work in the Pastry department to enter it.
2. It is very important that all staff respect respiratory hygiene measures, i.e. when coughing or sneezing to use disposable tissue paper, or failing that, cough/sneeze into the inside of their elbow.
3. Just like respiratory hygiene, hand hygiene is also essential. For this reason, all Pastry staff must wash their hands with soap and water every 30 minutes, aside from situations where cleaning and disinfection is already mandatory. Pay particular attention when handling documentation (delivery notes, logs, etc.). Handwashing should be carried out both before and after handling such documents.
4. Each time any employee or chauffeur enters the Pastry department, they should correctly disinfect their hands using soap and water, or hydroalcoholic gel. Their footwear shall be disinfected by means of a disinfected carpet, impregnated with an authorised virucide product, and subsequently all personal protective equipment shall be put on.
5. Washbasins with a soap dispenser, a single-use paper dispenser and a Hydroalcoholic Gel dispenser will be available throughout the Pastry Department for use whenever required.
6. Whilst carrying out their tasks all staff shall wear:

- a) Gloves (Preferably nitrile gloves, or if not available, vinyl or another material suitable for the tasks they perform). Hand washing and disinfection can be done with gloves on. It will not be necessary when the processed product is to be subjected to a cooking process (bakery and pastries) but once foods are processed and cooked, gloves must be worn when handling them.

The use of gloves will be subject to feasibility of carrying out tasks, and if not advisable to use them, then the corresponding hand hygiene must be strictly adhered to

- b) Mask.
 - c) Cap or hair net.
7. Gloves should be changed frequently, and when they deteriorate.
 8. Wherever possible, the exchange of objects between people should be avoided. If it cannot be avoided, then the object must be disinfected with a suitable, authorised virucide product both before and after use.



2.2. Social distancing preventative measures

In all Pastry areas, it is important to ensure that minimum safe distances between employees are adhered to, taking into account the mandatory use of masks, and respecting capacities, in line with the following:

1. In the hot kitchen area, a minimum safe distance of 1 to 1.5 metres (in America 6 feet) must be kept between all staff.
2. In cold preparation rooms the capacity shall be limited according to the minimum safe distance of 1 to 1.5 metres (in America 6 feet) between workers. If not possible, the capacity shall be limited to a single employee.
3. Within fridges and freezers, the maximum capacity allowed is limited to a single worker.
4. For washing areas in Pastry, capacity shall be limited to comply with distancing measures. Capacity shall be limited to a single employee where necessary.
5. In warehouses and stock rooms capacity shall be limited, depending on whether the minimum safe distance of 1 to 1.5 metres (in America 6 feet) between workers can be met, if not possible, only one employee may enter.

3. General hygiene & good practice factors in Pastry

It is mandatory for the entire Pastry team, to know, comply and enforce the RIU sanitary hygiene and HACCP regulations relating to this department.

3.1. General measures

1. Measure and log all procedures carried out.
2. It is prohibited to work whilst suffering from any digestive, respiratory or dermal infectious illness. In the event that a staff member has any illness symptoms, these should be communicated immediately to their manager.
3. It is mandatory for all staff to correctly wash their hands, use a mask, gloves and cap/hair net. Also wearing watches, rings and bracelets whilst working is prohibited.
4. In case of cuts, these should be covered with a waterproof plaster, and where possible it should be blue in colour. You should not wear a bandage. In case of infection, the doctor will need to give the go-ahead before you can return to work.
5. The use of cloths in food handling areas is prohibited.
6. To avoid cross-contamination, ensure the correct use of chopping boards and knives, according to the colour codes for each workplace.
7. Equipment should be in good working order/technically reviewed.
8. Cold preparation rooms are exclusively for food handling and should never be used as a food storage area.
9. Goods which require refrigeration, must be stored correctly in containers made of a suitable material, 15cms above the ground, always covered (except for unprocessed fruit/vegetables), dated and held at the correct temperature (fresh food in fridges between 2-4°C and fruit and vegetables in fridges between 2-8°C).
10. Respect the maximum storage period for processed products.
11. Frozen goods should be stored in freezers at -18°C, in containers made of a suitable material, 15cms above the ground, always be covered and use by dates adhered to.
12. Non-perishable goods should be stored in cool, dry places, always be covered, be 15cms above the ground and used according to the FIFO (First In First Out) dynamic.



3. 2. Food preparation and handling

1. For tinned foods, once opened, remove the contents and store them in food containers. Control use by dates.
2. Fruit must be disinfected correctly, following the concentrations specified by the disinfectant product's supplier (or by the RIU Medical Service).
3. It is important that all utensils used are in good condition.
4. Processed foods, during transport and delivery to hotels, must be correctly covered.
5. Pastry departments, where the hotels it serves do not have an exclusive dessert preparation area, shall individually portion desserts before delivering them to the hotel. If the hotels have this area, then the hotel will be responsible for portioning them.
6. As far as possible, Pastry departments should make individual bread portions. If larger breads are produced, then these will be served pre-cut.

4. Cleaning and Disinfection

4. 1. Current Cleaning & Disinfection products

Cleaning and disinfection of all Pastry areas should be carried out using Chemicals approved by Purchasing Department (following the review of the products Safety Data Sheets by Occupational Risk Prevention) and using the appropriate Concentration/Dosage.

Unless scientific evidence says to the contrary, at present the following are considered as disinfectant products against Covid-19:

1. Sodium Hypochlorite - commonly known as bleach, or chlorine (in Mexico):

A sodium hypochlorite solution containing 1,000ppm (parts per million) of active chlorine would clean the surface to be treated if left to act for 5 minutes on said surface. Therefore:

- a) Bleach must have a concentration of 40-50gr/litre.

NB: In the photo you can see how to find out the concentration of the bleach we are using.

- b) To ensure that the bleach concentration is at least 1,000 ppm, 5 tablespoons of bleach with that concentration should be put in a container and water added to make it up to 1 litre.

- c) To ensure correct cleaning and disinfection, the solution must be prepared the same day as it is used (a solution made the previous day may NOT be used).



2. Virkon:

A solution should be prepared at 1:100 (i.e. 10ml of Virkon per litre of water):

- a) The Product's own container comes with a 10ml spoon which should be filled until level with Virkon.

NB: In the photo you can see the spoon we refer to (with the 10ml mark on it).

- b) For every litre of water that we place in a container, we add a level spoon full.

First put in the Water and then add the Virkon).





- c) When Virkon is diluted in the water, the water should turn a strong pink colour. This colour indicates that it is effective. After a few days, it loses its colour and turns a pale pink, which indicates that it has lost its effectiveness and that you must throw the mixture away and prepare another.

3. Hydrogen peroxide (commonly called Oxygenated Water):

A dilution of 0.5% volume should be prepared. To ensure disinfection, the mixture should be left to act for 1 minute on the surface to be treated

- a) Oxygenated Water usually has a concentration of 3% (or 10 volumes).

In the photo you can see the label that tells us the concentration of the Oxygenated Water.

- b) As environmental conditions may have degraded the content, the mixture will be prepared in a container by adding 4 volumes of Water for each volume of Oxygenated Water we use.
- c) To ensure correct cleaning and disinfection, the solution must be prepared on the same day as it is used (and a solution prepared the previous day may NOT be used).



4. 2. Possible new Cleaning & Disinfection products

Should any new products emerge for the effective cleaning and disinfection of surfaces to eliminate COVID-19, the list of Chemicals products shown in the previous section may be expanded.

Only products approved by the Sanitary Hygiene Department can be used for cleaning and disinfecting surfaces.

To grant approval, the Sanitary Hygiene Department must have previously reviewed the product Safety data Sheet and verified its suitability for the elimination of COVID-19.

4. 3. Cleaning and Disinfection of Pastry areas

The correct cleaning and disinfection of all Pastry areas is essential to ensure that both surfaces and work equipment are safe.

In addition to measures already established by RIU and HACCP for all Pastry areas, you should also:

1. Use an authorised virucide to disinfect all areas that staff touch most, such as cold preparation room folding doors, restaurant entry and exit doors, fridge and freezer doors and handles, cooker control knobs, oven levers, scales, pots, fryers, rubbish bins, etc.
2. Disinfect the transport trolleys, after each shift, using an authorised virucide.
3. Cloths and scouring pads shall be replaced weekly
4. If the Head of Pastry has an office, always at the end of their shift, the main touch surfaces such as the computer's keyboard, computer mouse, telephone, etc. should be disinfected

4. 4. Cleaning & Disinfection of utensils and tableware

In those Pastry Departments with a washing area, the following temperatures must be adhered to:

1. During the washing process the temperature will be between 55°C and 65°C.
2. During the rinsing process the temperature will be between 80°C and 90°C.



Should temperatures not reach those indicated during the washing process, then this process should be followed:

1. Wash with soap and water.
2. Soak all objects in a water solution with bleach (minimum 1,000ppm), for a minimum of 10 minutes
3. Rinse.

5. Pastry delivery to Hotels

Whenever Pastry deliveries are made to Hotels, all hygienic measures contained in the RIU and HACCP regulations must be followed, as well as the following complementary measures:

1. The driver should wear a mask, gloves, cap or hair net.
2. The gloves should be thrown away once the delivery is finished.
3. Hydro alcoholic gel should be used each time the driver enters and leaves the vehicle.
4. Each time hotels hand over the delivery boxes and lids, these should be disinfected using an authorised virucide.
5. Daily, using an authorised virucide, disinfect the driver's cabin and the cargo cabin of the delivery vehicle.

6. Receipt of Goods

To obtain information regarding guidelines to follow, see "COVID-19 Action Protocol for the Receipt of Goods".

7. Rubbish Room and Forklift

In the rubbish room:

1. The use of masks, gloves and protective goggles is mandatory when transporting rubbish to rooms, rubbish areas and when cleaning is being carried out. The personal protective equipment must be changed before entry into the kitchen area.
2. Rubbish will be deposited after each service. This must be avoided whilst goods are being delivered. It is strictly forbidden to leave rubbish bins in the kitchen areas or in the receipt of goods area.
3. After removing the bag from the rubbish bin, the bin will be disinfected using an authorised virucide product, before re-entering the kitchen area.
4. The frequency of cleaning the rubbish room with an approved virucide product should be increased.
5. Monitor that the cooling equipment in the rubbish rooms is working correctly.
6. Cleaning and disinfection of the rubbish rooms and rubbish bins, must at no time coincide with the delivery of goods.

For those Pastry Departments which share the use of a forklift:

1. A cleaning and disinfection programme shall be carried out using an approved virucide product after using the forklift for each external supplier's delivery, and after using it for waste disposal.
2. It is prohibited to use the forklift as a staff elevator.



8. Staff training regarding COVID-19

Training is essential in order that all written procedures are carried out and to avoid RIU Group staff being infected.

Training content must be up-to-date and easy for all staff of the RIU Group to understand. Likewise, as training is carried out, new presentations will be generated which will answer staff members' main questions and concerns and will include any new information or scientific evidence that affects work routines.

Training for the Pastry department of any Hotel must contain at least:

1. Definition, causes and symptomatology of COVID-19
2. Means of infection.
3. Hygiene measures to prevent infection.
4. "Minimum" health conditions to attend your place of work.
5. Aspects to consider if public transport is used (or shared).
6. The use of Chemical products to eliminate COVID-19 (virucides).
7. Practical advice on how to carry out the new procedures implemented for COVID-19.
8. Putting on and taking off individual PPE.

9. Individual Personal Protection Equipment (PPE)

1. All food handlers of the Pastry department and the delivery driver should wear:
 - a) A mask (the type of mask that they use will depend on their availability in each area).
 - b) Gloves (preferably made of nitrile, and if these aren't available of vinyl or another suitable authorised material). The use of gloves will be subject to feasibility of carrying out tasks, and if not advisable to use them then the corresponding hand hygiene must be strictly adhered to.
 - c) Cap or hair net.
 - d) Safety shoes for Pastry staff. Cleaning staff "stewards" should wear special rubber shoes.
2. Staff in the Pastry Department washing area should wear:
 - a) A mask (the type of mask that they use will depend on their availability in each area).
 - b) Gloves (preferably made of nitrile, and if these aren't available, of vinyl or another suitable material).
 - c) Cap or hair net.
 - d) Waterproof single-use coat or apron.
 - e) Safety shoes.
 - f) Eye and ear protection (if noise levels require).

13.8

DRAFT

RIU PRO13.8 HOUSEKEEPING

HOTELS & RESORTS





1.Objective

This Document will identify all actions pertaining to and affecting the normal routine of RIU Group's HOUSEKEEPING departments.

2.Supporting documents

- Risk Assessment
- PR Training programme
- PR Staff policies
- PR Procedures against COVID19: Laundry
- PR Receipt of Goods

3.Responsibilities

Who	Responsibilities
Executive Housekeeper	<ul style="list-style-type: none"> - Ensure the implementation of new measures against COVID19 - The final responsible for the implementation of the current procedure in his own department - Report back to the H&S Supervisor or Quality responsible if any deficiencies or even difficulties in implementation.
Quality responsible or H&S supervisor	<ul style="list-style-type: none"> - Follow up implementation of the required control measures against COVID19 in the Housekeeping. - Report back to General Manager about state of implementation
Preverisk Group	<ul style="list-style-type: none"> - Provide training to the staff in the Housekeeping procedures. - Verification of implementation of the extra measures required by the Housekeeping
General Manager	<ul style="list-style-type: none"> - The final responsible for implementation of the new measures - To verify implementation of all measures indicated in the risk assessment COVID19



1. Working method

1. General principles

It is essential that everyone reads, understands and knows what is contained in this document.

It is mandatory that all RIU Group employees affected by the contents of this document act in accordance with these rules (or any other) produced by the company.

Remember that, in order to facilitate the implementation of the following measures and to ensure that they are carried out effectively, staff training will be carried out as detailed below in paragraph: **"9. Staff training regarding COVID19"**

2. Room layout

2. 1. Factors in the distribution of accommodation

As a General Standard of Health & Safety, in view of public health issues created by the Coronavirus, the distribution of occupied rooms will be as follows:

1. The capacity of RIU Group Hotels shall be limited to a maximum of 50 - 60% of the normal capacity, unless the country's legal regulations set a more restrictive mandatory limit.
2. Social Distancing for rooms with infected (or potentially infected) guests:

Guests who are infected or suspected of being infected during their stay, will be placed in a defined area of the hotel with the aim of keeping infected guests away from other healthy guests. This defined area will depend on the configuration of each Hotel.

Hotel management, after taking into account the guidelines indicated below, will decide which rooms will accommodate those who are potentially infected. Basic hotel configurations are described below:

1. Normal configuration in a Horizontal Hotel:

The most remote rooms with less guest traffic should be reserved.
NB: In Hotels with blocks of rooms, a suggestion would be to dedicate one of these blocks to potentially infected guests.

- a) Rooms should be occupied in the following configuration: Empty room – Occupied room - Empty room – Occupied room - Empty room – Occupied room - and so on.
- b) The way to progressively use the rooms should be starting with those that are furthest from the lifts (or staircase) used to access that floor, through to the ones closest to them.

2. Configuration in Vertical Hotels:

1. If occupancy permits, reserve the lowest floor of guest rooms only for infected or potentially infected guests.
2. The way to progressively use the rooms should be starting with those that are furthest from the lifts (or staircase) used to access that floor, through to the ones closest to them.

In those Hotels that have firebreak doors that section off corridors, these doors will be closed as each sector becomes occupied.



Whenever there is a potential or confirmed case of the virus in the facilities, the guest must be confined to their room until they receive a visit from the External Medical Service. If they are diagnosed with COVID19 (or there is clear evidence of COVID19), then the client will be transferred to hospital. If this is not possible, then the guest will be confined to a room in the "area designated" to infected or potentially infected guests.

How should you act with a couple, or guests sharing the SAME ROOM as the infected person?

People who have shared a room with a potentially infected person, have shared space and materials, so are likely to have also contracted the virus. Therefore, they will be treated in the same way as an infected person and should receive the same treatment and follow-up. Therefore, companions will also receive a visit from the External Medical Service. During this visit a health survey will be conducted for all of them (the infected person and their travelling companions) and this will be recorded (a simple survey model: Symptoms onset date, all contacts (during the last week), departure point, medical observations after evaluation, etc.). If after that medical visit there are reasonable suspicions that they may be infected, they will also be transferred to another room in the same "area designated" to infected or potentially infected guests, where they will remain confined.

2. 2. Factors regarding Materials contained in each Room

1. Material to be removed for the duration of the COVID19 pandemic

COVID19 has been scientifically proven to be transmitted through contact with contaminated surfaces. Therefore, the following items have been removed from all rooms:

- a) Coffee makers, teapots, ice buckets, cups and reusable glasses.
- b) Stationery: Flyer re change of sheets, Spa brochures, Flyer re minibar prices, easel re replenishing the minibar, the laundry list, notepad, folders with paper and envelope, the phone list and the list of TV channels, advertising Hotel activities and themed restaurants.
- c) Magazine rack, RIU Magazine, Green Book, books promoting the destination, etc.
- d) Decorative cushions
- e) Stoles
- f) Laundry bag. If the customer requires this service, they must request it by calling Reception.
- g) The toilet brush
- h) In Plaza Hotels the complimentary pen is to be removed.

2. "Amenities" that will remain in the rooms of all hotels in the RIU Group

- a) Two bars of hand soap.
- b) Dispenser for shower gel.
- c) Dispenser for disposable tissues.
- d) Dispenser for hygienic bags.
- e) Dispenser for hand sanitiser.
- f) Packs of disposable cups for the bathroom and room.

In the rooms of infected or potentially infected guests, a rubbish bag will be placed in the waste bins to avoid contact with waste, and when emptying the bins, all the materials will be placed in a double bag.



3. Cleaning /Disinfection products effective against COVID19

3. 1. Cleaning

Rooms will be cleaned using the Chemical Products approved by Purchasing Department (following the review of the Safety Data Sheets of such Products by Occupational Risk Prevention) and using the correct Concentration/Dosage.

3. 2. Disinfection

Unless scientific evidence says to the contrary, at present the following are considered as disinfectant products against COVID19:

1. Sodium Hypochlorite - commonly known as bleach, or chlorine (in Mexico):

A sodium hypochlorite solution containing 1,000ppm (parts per million) of active chlorine would clean the surface to be treated if left to act for 5 minutes on said surface. Therefore:

- Bleach must have a concentration of 40-50gr/litre.

NB: In the photo you can see how to find out the concentration of the bleach we are using.

- To ensure that the bleach concentration is at least 1,000 ppm, 5 tablespoons of bleach with that concentration should be put in a container and water added to make it up to 1 litre.
- To ensure correct cleaning and disinfection, the solution must be prepared the same day as it is used (a solution made the previous day may NOT be used).



2. VIRKON:

A solution should be prepared at 1:100 (i.e. 10ml of Virkon per litre of water):

- The Product's own container comes with a 10ml spoon which should be filled until level with Virkon.

NB: In the photo you can see the spoon we refer to (with the 10ml mark on it).

- For every litre of water that we place in a container, we add a level spoon full.

First put in the Water and then add the Virkon.

- When Virkon is diluted in the water, the water should turn a strong pink colour. This colour indicates that it is effective. After a few days, it loses its colour and turns a pale pink, which indicates that it has lost its effectiveness and that you must throw the mixture away and prepare another





3. Hydrogen Peroxide (commonly known as Oxygenated Water):

A solution of 0.5% volume should be prepared. To ensure disinfection the mixture should be left to act for 1 minute on the surface to be treated:

- a) Oxygenated Water usually has a concentration of 3% (or 10 volumes).

The label in the photo shows us the concentration of the Hydrogen Peroxide.

- b) To prepare the solution as indicated, add to a container 4 volumes of Water for each volume of Oxygenated Water we use.
- c) To ensure correct cleaning and disinfection, the solution must be prepared on the same day as it is used (a solution made the previous day may NOT be used).



4. Factors to take into account prior to cleaning rooms.

The room maids' trolleys from now on must have:

1. Hydroalcoholic gel for disinfecting hands at every room change.
2. A sufficient stock of gloves (preferably made of nitrile, but if not possible, of vinyl or another material suitable for their tasks).
3. Rubbish bags, of a different colour to the normal, to store all possibly contaminated materials.
4. All necessary cloths, microfibre cloths, scourers, etc. according to this protocol.

5. Cleaning Occupied Rooms with NO infected guests

5. 1. General factors to take into account when cleaning a room

1. The trolley must remain in the corridor, it should never be taken inside the Room.
2. Windows and/or balcony doors are to be left open whilst cleaning, to promote natural ventilation.
3. The room door will remain closed, as is the normal procedure.
4. Whilst cleaning takes place, guests must not remain inside the Room.

Whenever a maid finishes a room, the gloves must be disinfected correctly with the Hydroalcoholic Gel (which must be carried on the trolley). If the gloves are damaged/deteriorated they will need to be replaced with new ones.



5. 2. Cleaning Equipment

1. Maintain the normal use of cleaning utensils.
2. After communal cleaning, equipment must be carefully disinfected using a damp cloth with an acceptable Virucide which is authorised for use on all surfaces likely to be more contaminated, such as:
 - a) The knobs and handles of doors and windows (and their curtains)
 - b) Washbasin, towel rack and taps, as well as the shower or bath area and the toilet (WC)
 - c) Furniture such as: Drawers, tables, chairs, wardrobes, safe, hangers and additional beds.
 - d) Switches, telephone, TV, remote controls for the TV and air conditioning control
 - e) The Minibar.
 - f) Cots.

If new products are introduced to clean Rooms and are effective for the elimination of COVID19, it will not be necessary to carry out the subsequent disinfection. As soon as the Safety Data Sheets for such Products are received, their suitability for eliminating COVID19 will be verified.

5. 3. Cleaning procedure in Occupied Rooms with no known infection

The system to be followed by the maids who clean these rooms will be:

Before starting the maid must check for any signs of vomiting or diarrhoea in the room

1. Rooms of clients who are NOT ill WITH biological remains in the room:

If vomit or diarrhoea is found, the maid has to cover it with a cloth and must then communicate it to their supervisor, so that a specialised and protected member of staff can clean that room, applying the protocol according to: Part "7. 4. Cleaning and disinfection procedure for cleaning rooms of infected guests".

The team responsible for the cleaning and disinfection of biological remains, will collect the cloth and the solid remains and deposit them in bags coded by each hotel to be thrown away. The cloth should not under any circumstances be recycled. The housekeeping managers will inform the Management Team what was found in that room.

2. Rooms of clients who are NOT ill WITHOUT biological remains in the room:

The maids have to use a minimum of 3 different coloured cloths for each room (1 colour for the terrace, 1 colour for the bedroom and another colour for the bathroom, taking care to always use the same colour for each area throughout the hotel or hotel complex) and a white scourers which must be use in this order: the sink, shower or bathtub and toilet.

- a) First of all, the dirty materials (sheets, towels, waste from the bins, etc.) should be removed with special care, as there is a risk that the guest staying in this room is infected and asymptomatic which would mean a risk of infection.
- b) Completely clean the room following the normal procedure. That is, starting with the terrace and following the order to the room's entry door.
- c) Proceed to disinfect the areas most susceptible to contamination (already referred to in Paragraph 5. 2. 2.)
- d) The last stage before leaving the room, is to make the bed and replenish the towels.



Whenever a maid finishes a room, the gloves must be disinfected correctly with Hydroalcoholic Gel (which must be carried on the trolley). Also, should the gloves be worn/deteriorated, replace them with new ones.

At the end of the maid's shift, in the afternoon, when the trolleys are parked, they will also be disinfected with a suitable product such as those already mentioned above (a virucide for example that is suitable for COVID19).

6. Cleaning a departure room with NO infected guests

Cleaning and disinfection of rooms of departing guests, of those occupied by healthy guests as well as those of sick or potentially sick guests, as you can see below, is similar as at present we are at a point of maximum safety and control, not only to safeguard the health of our guests but also to protect all of our RIU Group staff.

In each hotel a "Disinfection Team" must be appointed (and given prior training) in order that they can carry out the corresponding disinfection with an Authorised Virucide. In each country they will decide on the most suitable disinfectant product.

6.1. General factors to take into account when cleaning a room

1. The trolley must remain in the corridor, it should never be taken inside the Room.
2. Windows and/or balcony doors are to be left open whilst cleaning, to promote natural ventilation.
3. The room door will remain closed, as is the normal procedure.

6.2. Cleaning & disinfection procedure

When it's a departure room:

1. Cleaning shall be carried out according to the system described in paragraph "5. Cleaning procedure in Occupied Rooms with no known infection".
2. The room will be sprayed with the disinfectant product acceptable in each Hotel. Everything that guests can touch must be sprayed abundantly. That is: Doors, windows, curtains, blackout curtains, net curtains, furniture, drawers, tables, chairs, switches, telephone, TV remote control, air conditioning remote control, television, wardrobe, safe, hangers, minibar, towel rails, washbasin, taps, shower or bathtub area, toilet.
3. Afterwards the room will remain unoccupied for a safety period of 3 hours before being occupied again.
4. Surfaces will be checked again as following the spraying process, some product stains may remain.
5. Finally, the maid will make the bed, and leave a set of clean towels and amenities.



Furthermore:

1. When the room has new guests, all bed linen that has been used is washed including
 - a) Zipped pillow covers.
 - b) Cushion covers.
 - c) Blankets that have been used.
2. Toilet paper will be replenished for each new arrival.
3. Remove the first and second tissues from the dispenser and do not do any origami with the paper. Also remove the first hygiene bag.
4. The Minibar must also be cleaned and disinfected.

7. Cleaning a departure room with infected guests

If there is a room with a sick person in the hotel, this room will be treated as a "Departure" as it requires more than the normal cleaning and for this reason both cases have the same procedure.

In each hotel a "Disinfection Team" must be appointed (and given prior training) in order that they can carry out the corresponding disinfection with an Authorised Virucide. In each country they will decide on the most suitable disinfectant product.

It is important to remember that members of the designated "Disinfection Team", responsible for cleaning and disinfecting rooms and areas with infected or potentially infected guests, should not belong to any "Risk Group" considered by health authorities.

These people belong to the "Risk Group":

1. People older than 60 years.
2. Pregnant women.
3. People with chronic problems related to: the respiratory tract, heart, high blood pressure, liver and/or kidneys.
4. Diabetics, people receiving treatment for cancer and immune compromised patients.

In addition, staff who clean the rooms and areas with infected or potentially infected guests will be dedicated exclusively to this and must receive adequate training prior to performing such tasks. They must not afterwards be allowed to clean areas without infected/potentially infected guests.

For the cleaning and disinfection of these rooms, guests must vacate their room and be placed (with all their belongings) in the adjacent empty room. This procedure will be repeated every three days. Therefore, their room will not be cleaned normally whilst the infected person is confined to it.

In the case of biological remains, solid remains must be collected (with one of the cloths that would be used for the normal cleaning of a room) deposit them in an easily identifiable bag (of a different colour to the rest that are used in the Hotel) to throw away with the rubbish. Under no circumstances should this cloth be recycled.

As a recommendation, the guests will be reminded that the room must be aired at least 3 times a day (for a minimum of 10 minutes each time).



7.1. Factors to take into account prior to cleaning a room

1. The room maid before entering the room must inform the guests that they should put on their mask, collect their belongings and relocate to the disinfected empty room within the confined area for the next three days.
2. Whilst the guest vacates the room the maid must remain at a safe distance of 2 metres.

The room maid should always bear in mind that under no circumstances are they to cross paths or have any physical contact with guests staying in the contagion area.

7.2. Factors to take into account regarding cleaning a room with infected guests

1. The trolley must remain in the corridor, it should never be taken inside the Room.
2. Windows and/or balcony doors are to be left open whilst cleaning, to promote natural ventilation.
3. The room door will remain closed, as is the normal procedure.

Whenever a maid finishes a room with an infected guest, they must change their gloves and disposable overall.

7.3. Cleaning equipment for a room with infected guests

1. Maintain the normal use of the utensils.
2. The maids have to use a minimum of 3 different coloured cloths for each room (1 for the terrace, 1 for the bedroom and another for the bathroom, and a white scourers which must be used in this order: the sink, shower or bathtub and toilet. After use, cloths and scourers are placed in a single bag of a different colour which is sealed and coded and sent to the internal laundry or by default to an external laundry.

7.4. Cleaning & disinfection procedure

Remember that only the following can enter infected guests' rooms:

- a) Those who DO NOT belong to any Risk Group.
- b) Those who have received prior Specific Training on how to clean infected guests' rooms.
- c) Those who are wearing the necessary PPE (Personal Protection Equipment) and know exactly how to wear it correctly).

All PPE must be put on before entering the Room. Then after cleaning and disinfection is complete it must be removed inside the Room before leaving it, and placed in a different coloured, closed bag, for quick identification

The system for maids to follow when cleaning the rooms is:

1. Before the client leaves the room, Reception will contact them and ask them to leave the curtains and blackout curtains open, in order that as much sunlight as possible enters through the windows and closed balconies.
2. Once the customer has vacated the room, it will be blocked for at least 72 hours, with all materials inside (dirty sheets and towels, etc.).
3. After 72 hours, the maid (equipped with full PPE) will proceed to collect all dirty materials (sheets, towels, waste from the wastepaper bin, etc.). Any materials to be washed must be stored in different coloured rubbish bags, so they can be quickly identified in the laundry.



For the collection of waste from the wastepaper bins, the bag must first be closed with the waste inside and then removed from the bin and deposited together with the normal waste.

In high-rise hotels with a chute, to prevent bags with sheets and towels from breaking in the fall, use two bags (one inside the other) of a different colour for quick identification, and ensure that they are sealed tightly.

4. It is important that the maid does not shake them when removing sheets, blankets, zipped pillow covers and towels, to avoid contamination as the virus could spread through the air.
5. Proceed to completely clean the room, beginning with the terrace and following the order to the room entry.
6. After cleaning, spray the room with the disinfectant product acceptable in each Hotel. Everything that guests can touch must be sprayed abundantly. That is: Doors, windows, curtains, blackout curtains, net curtains, furniture, drawers, tables, chairs, switches, telephone, TV remote control, air conditioning remote control, television, wardrobe, safe, hangers, minibar, towel rails, washbasin, taps, shower or bathtub area, toilet.
7. Afterwards leave a 4-hour safety period before the room is re-occupied.
8. Surfaces will be checked again as following the spraying process, some product stains may remain.
9. Finally, the maid will make the bed, and leave a set of clean towels and amenities.

It is important to bear in mind that, when replacing materials, they will leave sufficient stock so that the infected or potentially infected guests have enough for the next three days, thus avoiding others having to enter the room.

After cleaning and disinfecting each room, all materials used that are not being sent for cleaning, such as brooms, mops, mop buckets, etc. must be sterilised. A quick system should be found to sterilise cleaning tools, for example having a bucket in the office where they could be left to soak in a high concentration of a virucide product whilst the maid moves on to clean another room. For hand contact areas (handles, poles...), a virucide spray product acceptable to each Hotel could also be applied.

At the end of the maids' shift, in the afternoon, when the trolleys are parked, they should be disinfected with a suitable product, considered a viricide that is appropriate for Covil-19.

8. Cleaning in Communal Areas for guests & staff

8. 1. Cleaning in guests' communal areas:

The maids responsible for cleaning and disinfecting communal guest areas will ensure the disinfection of the following contact areas using a virucide in a spray bottle, every 2 hours:

1. The reception desk and screen.
2. Bar counters.
3. The railings and handrails of the main staircase (and any other used by guests).
4. Manual hydro-alcohol gel dispensers.
5. Lift buttons.
6. Handrails inside the elevators
7. Communal toilets (including taps, manual soap dispensers, door handles, etc.) shall be carried out as follows:



Procedure for refresher cleaning and spraying with virucide of guest toilets, approximately every 1 or 2 hours.

- a) Wear a mask and protective goggles.
- b) Put on gloves to clean these bathrooms.
- c) Using the normal product for bathrooms, clean in this order:
 1. Washbasin taps.
 2. Washbasin.
 3. Pushbuttons on the hand dryers and the urinal flush pushbuttons.
 4. WC areas, door, lever/knob, cistern button and toilet.
- d) Apply the approved Virucide in the previously mentioned places
- e) Finish off with the bathroom, applying an approved Virucide throughout the WC enclosure.
- f) Sweep and mop.
- g) Throw away the gloves that were used in this bathroom, take off the mask and rub your hands with Hydroalcoholic Gel.

Likewise, proceed to carry out, at least weekly, the fumigation of the guests' communal indoor areas (those that are not outdoors). The areas which should be fumigated are:

- a) Reception & Lobby
- b) Restaurants
- c) Themed Restaurants
- d) Bars (including the Sports Bar).
- e) Gymnasium
- f) Miniclub
- g) Communal toilets
- h) SPA and/or Gymnasium (Fitness) changing rooms.

As an exception to the above, the luggage room will be fumigated every night.

8. 2. Cleaning in staff areas:

Special consideration should be given to the cleaning and disinfection of staff areas. The risk of contagion is higher and therefore the cleaning and disinfection frequencies should be more frequent and with the appropriate concentration/dosage.

Spray common areas considered at risk with Virucide each day.

These areas are:

- a) Staff changing rooms: One aspect to consider in the changing rooms is the disinfection of the interiors of the lockers. It is therefore recommended that, when there is a change of shift, empty lockers are disinfected, as they could have been contaminated by clothes and/or shoes that employees wear outside coming to or from work.
- b) Canteen.
- c) Coffee shops.
- d) Toilets.



9. Staff training regarding COVID19

9. 1. General staff training "Basic":

In order to carry out all written procedures and to avoid RIU Group staff being infected, training is essential.

It is important that training content is up-to-date and easy for all staff of the RIU Group to understand. Likewise, as training is carried out, new presentations will be generated which will answer staff members' questions and main concerns, in addition to new scientific evidence and new information that affects the new work routine.

Training for the housekeeping department of any Hotel must contain at least:

1. Definition, causes and symptomatology of COVID19
2. Means of infection.
3. Hygiene measures to prevent infection.
4. "Minimum" health conditions to attend your place of work.
5. The use of Chemical products to eliminate COVID19 (virucides).
6. Practical advice on how to carry out the new procedures implemented for COVID19.
7. Putting on and taking off individual PPE.

9. 2. "Specific" training:

This Specific Training will be given to all staff who, in their job role, have an increased risk of infection (due to contact with those infected or potentially infected with COVID19).

All members of the "Disinfection Team", as well as the room maids in charge of those infected or potentially infected with COVID19, belong to this group.

10. Personal Protection Equipment (PPE)

10. 1. PPE for rooms without infected guests & Communal Areas:

The room maids responsible for cleaning rooms without infected guests and communal areas must wear the following protective equipment:

3. The use of gloves (preferably nitrile, or if not available, vinyl or another material suitable for the tasks they perform).
In the kitchen, for food hygiene, the gloves must be blue.
4. The use of masks (the type of mask used, will depend on availability in each area).

Each mask shall be used, at most, for a day. In the case of reusable masks, they should be washed after each working day (if washed at home they should be washed at above 60°C)

10. 2. PPE for rooms with infected guests:

General Rule: PPE will be put on outside of the sick person's room, before entering it. PPE will be removed inside the sick person's room and before leaving it.

The room maids responsible for cleaning rooms of those infected and the members of the various "Fumigation Teams" must wear the following PPE:

1. Use gloves (preferably nitrile, or if not available, vinyl or another material suitable for the tasks they perform) will be thrown away after cleaning each room.



2. Use a mask, N95 or FFP2.
 - Purchasing should take into account that you need to have a stock of these masks prior to the opening of the Hotel (in fact, a minimum stock of 100 of those masks per hotel is recommended).
 - In this case the N95 or FFP2 masks last longer than disposable or reusable masks. To determine the maximum period of use, follow instructions from the health authorities.

3. Use eye protection.

4. Use a disposable all in one (overall) which will be disposed of after finishing each room.

Purchasing should take into account that you will require a stock of these disposable all in one overall prior to the opening of the Hotel.

Furthermore, the PPE that the employee removes must be classified according to whether or not it can be reused. Therefore:

- a) The Gloves and Disposable all in one (overalls) will be placed in a normal rubbish bag (and it will be sealed and deposited in the trolley along with the normal rubbish).
- b) The Eye Protection and Mask will be placed in a different coloured (and easily identifiable) rubbish bag, sealed and deposited in another sealed bag. Said bag will be taken to an area established for the purpose of cleaning and disinfecting PPE.

NB: The hotel management will need to decide which isolated staff area they dedicate for this purpose.

13.9

RIU PR013.9 MAINTENANCE

HOTELS & RESORTS





1.Objective

In this document, all the actions that affect the ordinary routine of the RIU Group's Technical Services department (SAT) will be identified.

2. Supporting documents

- Risk Assessment
- PR Training programme
- PR Staff policies
- PR Receipt of Goods

3.Responsibilities

Who	Responsibilities
Technical Services Supervisor	<ul style="list-style-type: none"> - Ensure the implementation of new measures against COVID19 - The final responsible for the implementation of the current procedure in his own department - Report back to the H&S Supervisor or Quality responsible if any deficiencies or even difficulties in implementation.
Quality responsible or H&S supervisor	<ul style="list-style-type: none"> - Follow up implementation of the required control measures against COVID19 in the Technical Services department. - Report back to General Manager about state of implementation
Preverisk Group	<ul style="list-style-type: none"> - Provide training to the staff in the maintenance procedures. - Verification of implementation of the extra measures required by the Technical Services department
General Manager	<ul style="list-style-type: none"> - The final responsible for implementation of the new measures - To verify implementation of all measures indicated in the risk assessment COVID19



4. Working method

1. General rules

This document will identify all actions pertaining to and affecting the normal routine of RIU Group's Technical Services department (SAT).

It is essential that everyone reads, understands and knows what is contained in this document.

Furthermore, it is mandatory that all RIU Group employees, affected by the contents of this document, act in accordance with these rules (or any other) produced by the company.

Remember that, in order to facilitate the implementation of the following measures and to ensure that they are carried out effectively, staff training will be carried out as detailed below in the paragraph: **9. Staff training regarding COVID -19**

2. General Preventative Measures

2. 1. Hotel capacity

The capacity of RIU Group Hotels shall be limited to a maximum of 50 - 60% of the normal capacity, unless the country's legal regulations set a more restrictive mandatory limit.

2. 2. The elimination of physical contact with guests

For all members of the Technical Services Department, and with immediate effect, all physical contact with guests should cease. Therefore, all actions such as hand shaking, hugging, etc. are prohibited until further notice.

2. 3. Social Distancing between work companions

This is one of the 3 most important measures to prevent infection.

Respect distance between people (according to the latest recommendations from the Ministry of Health), as follows:

1. Without a mask:

In this case, maintain a minimum of 2 metres between people.

2. With a mask:

In this case, the distance between people is reduced to 1 to 1.5 metres (in America 6 feet)

3. Social Distancing with guests whilst carrying out tasks

The following includes a series of Preventative Measures Specifically for Maintenance Technicians, aimed at reducing the likelihood of infection to (or from) guests:

- a) Measures shall be put in place to ensure that when the technician is carrying out any room repairs, that the guest is not present, except in the case of a room with a sick person (which will be discussed later).
- b) To ensure the "Traceability" of each Technician. If a guest is affected by Covid-19 during their stay at the Hotel, any breakdowns which a Technician (or Technicians) were working on in that room over the last few days can be traced on the Computer System. This will make it easier to control the spread of infection amongst staff.



2. 4. Hand hygiene

This is the second of the 3 most important measures to prevent infection.

1. Hands should be washed with soap and water (for at least 40 seconds) as indicated at the end of this Document or...
2. They shall be disinfected with Hydroalcoholic Gel (minimum ethanol concentration of 62-71%), rubbing hands together until the product is dry. As the Technical Services teams work often involves touching surfaces that may be contaminated, so each Technician must carry a small container of Hydroalcoholic Gel with them.

2. 5. Correct Respiratory hygiene practices

This is the third of the 3 most important measures.

1. If you sneeze or cough, disposable tissues should be used (see picture 1) or failing that, cover your mouth and nose with the inner part of your elbow (picture 2).
2. Avoid touching your mouth, nose and eyes with your hands.



2. 6. Ventilation (Natural or Mechanical) in work areas

To reduce the environmental viral load in the workplace, it is recommended that these areas are ventilated a minimum of 3 times a day (for a minimum of 10 minutes each time).

This recommendation is even more important for workplaces located in the interior of buildings.

2. 7. Sharing tools

1. As a General Security Measure, each Technician should use their own Tools in order to greatly reduce the Risk of infection with colleagues.
2. Where this is not possible (e.g. with large SAT machines), any tool that is shared between members of the SAT Department (or any other Hotel Department) must be disinfected in advance. One of the virucides listed in the "Cleaning/Disinfection for use against Covid-19" section should be used for this purpose. Additionally, this tool should be disinfected after use.

2. 8. Social Distancing in work meetings

In line with what has already been discussed in this section, in order to reduce the likelihood of infection amongst workers:

1. Wherever possible, work meetings should be held in open places.
2. If this is not possible, such meetings shall be held in as wide an area as possible so that a distance of 2 metres is maintained between attendees.
3. These safety recommendations shall also be met during the Briefings between Management and Department Heads, and intradepartmental briefings for the distribution of tasks.



2. 9. Work uniform

Under no circumstances should staff wear their uniform (including work footwear) whilst travelling to or from work.

Therefore, the SAT Technicians should enter the communal changing rooms in their street clothes and put their uniform on whilst in the changing room (including their safety footwear). It is totally forbidden to go outside, on the street, wearing their uniform and/or safety footwear.

3. The General Organisation of Maintenance Work

3. 1. Health & Safety for SAT activities

The necessary safety measures should be taken before carrying out any task, in order to avoid accidents. This means:

1. Carry out tasks taking into account safety measures.
2. If the nature of the task requires it, use the appropriate Individual Protective Equipment at all times (which may involve having to use PPE such as special clothing).

3. 2. Positive aspects of facilities maintenance work

This section explains some measures that will help prevent the spread of infection to, or between SAT companions, as follows:

1. Where possible carry out the majority of tasks alone.

One of the main features of SAT work (with regards to resolving simple or routine breakdowns, controlling vital hotel facilities, etc.) is that it can be carried out alone. Examples of this are tasks such as running taps in empty rooms, purging boilers, reading meters, etc.

2. Little contact with guests

Another feature to bear in mind is that there is little chance of infection between a guest and a SAT employee, because the maintenance technician can see in the "Breakdown Book" the ones that need to be resolved without the guest having to personally inform them.

3. Many of the areas that SAT staff work in, are unoccupied.

This is another important aspect which suggests the low probability of infection for SAT staff in hotel areas such as Boiler Rooms, etc. Legislation considers these areas as unoccupied and therefore the expected viral load to be low. However, every effort must be made to minimise one of the characteristics of such enclosures: The lack of ventilation.

4. Questions Prior to Attending the Workplace

4. 1. Questions for RIU group employees

1. Any employee who has been in "close contact" (within 2 metres for a minimum of 15 minutes) with a person (e.g. co-habitants, family members, etc.) who has, or is suspected of having Covid-19, must **NOT** go to work.

They should then contact their doctor for evaluation.

2. Additionally, any employee who exhibits any symptoms (cough, fever, shortness of breath, etc.) that may be associated with COVID-19 **should NOT go to any RIU Group workplace and should advise their Manager immediately and go to their doctor.**



This employee should contact their Department Head (who in turn must contact the company doctor or designated doctor). They will assess whether it is necessary, or not, to conduct any type of surveillance on people that the employee has been in contact with.

During this period, the employee must follow their doctor's instructions, and when discharged must advise their Department Head, who will confirm when they can return to work.

4. 2. Questions for RIU Group's External Maintenance Companies

1. Anyone who has been in "close contact" (within 2 metres for a minimum of 15 minutes) with a person (e.g. co-habitants, family members, etc.) who has, or is suspected of having Covid-19, must **NOT enter any RIU Group workplace. They should then contact their doctor for evaluation**
2. Additionally, any worker who exhibits any symptoms (cough, fever, shortness of breath, etc.) that may be associated with COVID-19 **should NOT go to any RIU Group workplace and should advise their Manager immediately and go to their doctor**

The worker should notify their employer, and the company must then communicate this to the department in RIU to which they provide their service. They will assess whether it is necessary, or not, to conduct any type of surveillance on staff that that person has been in contact with.

3. In the Accident Prevention Notes (NPA No.13 and NPA No.14) contained in their contract with the RIU Group, they have accepted the requirements stated in "the Covid-19 clause" including amongst other things, subjection to the "Covid-19 Prevention and Control Measures" established by the country in which the Hotel is located, and as a minimum, those established by the RIU Group.

5.Tasks that have changed due to the appearance of Covid-19

This section shows those preventative measures that have been changed due to the appearance of Covid-19, however, before talking about them, bear in mind that they all now share a common global characteristic:

The level of disinfectant will be kept as high as possible in drinking water, recreational water, risk water, etc. (but must always remain within the legal parameters).

Below are all tasks whose importance or frequency has increased due to the appearance of Covid-19. These include:

5. 1. Conveyor dishwasher & dishwashers

Ensure that the conveyor dishwasher functions correctly, in particular:

1. Washing and Rinsing Temperatures. The temperatures of these critical points should be:
 - a) Washing: 55°C - 65°C
 - b) Rinsing: 80°C - 85°C
2. Correct dosage of products (especially detergent).



5. 2. Pools

One of the greatest risks encountered by SAT Technicians, whilst cleaning or maintaining pools, is the possibility of inhaling vapours given off by the Chemicals used (most are harmful, toxic or corrosive). Therefore, for these activities it is necessary to use PPE, such as a full mask (or semi-mask) to guard against particles/sprays and organic/inorganic vapours.

In this case, PPE should be for personal use only, as if shared they could lead to infection from one technician to another e.g. wearing another's PPE which has mucous on it.

5. 3. Water treatment systems & water treatment plants

On a daily basis, those responsible for Technical Services should check their status and ensure that they are functioning correctly.

In these premises, it is recommended that each task (especially with regards to water treatment) is carried out by a single person. Bear in mind that you should have a team of trained technicians who must know how to carry out these tasks. This ensures that these tasks are carried out and that the Hotel is "covered" every day of the year.

Given the appearance of Coronavirus, the level of protection for staff who carry out tasks such as cleaning the water treatment system membranes, etc. should be increased and they will need to wear gloves, a mask, eye protection and a waterproof hooded overall (e.g. Tyvek).

The cleaning of sludge from the water treatment system should be carried out by a specialist company.

In destinations where they have a **water treatment system** and that water is used for irrigation, the water must firstly be treated to meet the required criteria.

With **Water Treatment Plant** tasks, the risk level of these tasks is lower, therefore, it's enough to just wear gloves and a mask when carrying out normal procedures.

5. 4. Refrigeration Towers

Water, for the cooling towers, should be treated with hypochlorite or a disinfectant agent authorised by the healthcare department, and monitor that its pH does not exceed the values indicated in the Sanitary Hygiene regulations.

5. 5. Fan Coils

The air conditioning system should be checked. In particular, the cleaning of filters and fan coil trays to ensure that they are clean, and no Biofilm or any trace of water is present.

Depending on how these elements are when the Hotel opens, it may be decided to increase the frequency of their cleaning.

5. 6. Environmental Conditions in Hotels

The air conditioning should be maintained at an ambient temperature of between 23-24°C, with a relative humidity that provides comfort for users, ensuring sufficient air renewal.

5. 7. Air conditioning in communal areas

In closed communal areas such as:

1. Restaurants (both the main and themed ones).
2. Lobby.
3. Bar.
4. Conference rooms.
5. Discotheque.



Look into installing an Air Purification System to help reduce the Environmental Viral Load in the areas.

The cleaning frequency of the air conditioning filters will be significantly increased and should be carried out weekly from now on.

In some Hotels, this will also apply to guest rooms (if they have an air conditioning unit).

6. Technical Services (SAT) department's Good Practices

The following are a number of measures to prevent infection and should be carried out whenever possible and at least for the duration of the pandemic:

6. 1. Handling loads

One of the most common tasks of Maintenance Technicians is the handling of loads (during, for example, the transfer, assembly and disassembly of Machines). In such cases, the PPE indicated in the relevant section shall be used, which will be a minimum of a mask and gloves (appropriate to the task). Plastic gloves may NOT be worn to prevent the load from slipping from hands and injury to the employee. This is because the loads handled are often very heavy and/or very bulky and/or difficult to hold. Additionally, the greatest possible distance shall be maintained at all times between persons handling such cargo.

6. 2. Rotation and Division of SAT staff

The division of tasks amongst SAT staff: Each specific task (purging of boilers, water systems, Pools, Water treatment plants, etc.) should ideally be carried out by a single person, bearing in mind that you should have a team of trained technicians who know how to carry out that task (to ensure the Hotel is "covered" every day of the year).

The Creation of "permanent" teams of staff:

Wherever possible, "permanent" teams of staff should be established for each shift. Then if one member of a team were to become sick or asymptomatic, they would not infect the entire department, which they could do if they were changing from one team to another.

6. 3. Waste Management

Bins for used PPE.

In the SAT Workshop, upright automatic pedal bins (with lids) should be installed, in which to throw away all single-use PPE used by SAT staff.

7. Cleaning /Disinfection products for Covid-19

7. 1. Current Cleaning & Disinfection products

Cleaning and disinfection of the Technical Services Department (SAT) areas and equipment should be carried out using Chemicals approved by Purchasing Department (following the review of the products Safety Data Sheets by Occupational Risk Prevention) and using the appropriate Concentration/Dosage.



Unless scientific evidence says to the contrary, at present the following are considered as disinfectant products against Covid-19:

1. **Sodium Hypochlorite** - commonly known as bleach, or chlorine (in Mexico):

A sodium hypochlorite solution containing 1,000ppm (parts per million) of active chlorine would clean the surface to be treated if left to act for 5 minutes on said surface. Therefore:

- a) Bleach must have a concentration of 40-50gr/litre.

NB: In the photo you can see how to find out the concentration of the bleach we are using.

- b) To ensure that the bleach concentration is at least 1,000 ppm, **5 tablespoons of bleach with that concentration should be put in a container and water added to make it up to 1 litre.**

- c) To ensure correct cleaning and disinfection, the solution must be prepared the same day as it is used (a solution made the previous day may NOT be used).



2. **VIRKON:**

A solution should be prepared at 1:100 (i.e. 10ml of Virkon per litre of water):

- a) The Product's own container comes with a 10ml spoon which should be filled until level with Virkon.

In the photo you can see the spoon we refer to (with the 10ml mark on it).

- b) For every litre of water, we place in a container, we add a level spoon full.

First put in the Water and then add the Virkon.

- c) When Virkon is diluted in the water, the water should turn a strong pink colour. This colour indicates that it is effective. After a few days, it loses its colour and turns a pale pink, which indicates that it has lost its effectiveness and that you must throw the mixture away and prepare another.



3. **Hydrogen Peroxide** (commonly known as Oxygenated Water):

A solution of 0.5% volume should be prepared. To ensure disinfection the mixture should be left to act for 1 minute on the surface to be treated:

- a) Oxygenated Water usually has a concentration of 3% (or 10 volumes).

The label in the photo shows us the concentration of the Hydrogen Peroxide.

- b) As environmental conditions may degrade the contents, **the mixture is prepared in a container by using 4 volumes of Water for each volume of Oxygenated Water we use.**

- c) To ensure correct cleaning and disinfection, the solution must be prepared on the same day as it is used (a solution made the previous day may NOT be used).





7. 2. Possible new Cleaning & Disinfection products

Should any new products emerge for the effective cleaning and disinfection of surfaces to eliminate COVID-19, the list of Chemicals products shown in the previous section may be expanded.

Only products approved by the Sanitary Hygiene Department can be used for cleaning and disinfecting surfaces. To grant approval, the Sanitary Hygiene Department must have previously reviewed the product Safety data Sheet and verified its suitability for the elimination of Covid-19.

7. 3. Other elements for refitting SAT workplaces

Amongst these are:

1. Hydroalcoholic Gel

This is used to disinfect hands (both periodically and whenever they become contaminated).

There should be hydroalcoholic gel dispensers specifically in these areas, where Technical Services staff may go to carry out tasks: SAT Workshop, Industrial premises.

2. Gloves

There should always be a sufficient stock of gloves for staff (see the PPE section at the end of this Document).

3. Masks (see the PPE section at the end of this Document).

4. Rubbish bags and rubbish bins with lids.

8. Order, Cleaning & Disinfection of Specified SAT Areas

Using the Cleaning Chemicals included in the previous section, shown below are the general guidelines to follow regarding this.

8. 1. SAT workshops

As a general rule, capacity in premises should be limited in order to comply with the social distancing measures indicated in the "General Preventative Measures" section.

Therefore, SAT workshops or premises: machine rooms, product warehouses (including where the Robot is), will be ordered, cleaned and disinfected daily, with special attention paid to areas most likely to be contaminated (such as knobs, doors, and if they have a computer, keyboard, mouse, etc.).

If the workshop or premises are very small, capacity could be limited to a single employee.

If the workshop is very large, cleaning and disinfection can be carried out by several employees whilst maintaining the necessary distance between them at all times. If possible, it is best to divide the Cleaning and Disinfection of the various areas of large workshops so that they take place at different times of the day (i.e. in different shifts).

8. 2. Machine rooms

With regards to the machine rooms and other premises, as cleaning and disinfection is carried out weekly (except when there is a breakdown, when it will be carried out once the work is finished), it is much easier to manage the schedules as to when this cleaning is carried out and thus achieve the necessary social distancing between staff.



8.3. Cleaning all the department's equipment

Once work is completed, items such as:

1. Trolleys.
2. Ladders.
3. Tools.
4. Scaffolding.
5. Extension cables, etc.

which department employees have used, will be disinfected with a suitable virucide product (such as those already mentioned in this Document) including bleach, Virkon, Hydrogen Peroxide or any other product considered as a suitable virucide against Covid-19.

9. Staff training regarding COVID-19

Training is essential in order that all written procedures are carried out and to avoid RIU Group staff being infected.

Training content must be up-to-date and easy for all staff of the RIU Group to understand. Likewise, as training is carried out, new presentations will be generated which will answer staff members' main questions and concerns, and will include any new information or scientific evidence that affects work routines.

Training for the technical services department of any Hotel must contain at least:

1. Definition, causes and symptomatology of COVID-19
2. Means of infection.
3. Hygiene measures to prevent infection.
4. "Minimum" health conditions to attend your place of work.
5. Aspects to consider if public transport is used (or shared).
6. The use of Chemical products to eliminate COVID-19 (virucides).
7. Practical advice on how to carry out the new procedures implemented for COVID-19.
8. What to do if you suspect that a guest or another staff member is potentially affected with Covid-19 (or when it is confirmed that they have the illness).
9. Putting on and taking off individual PPE.



10. Individual Personal Protection Equipment for staff (PPE)

10. 1. PPE for staff

The Technical Services department staff should have the appropriate PPE for the tasks they perform:

1. Mask.

The type of mask used will depend on the availability of the mask in each area

Each mask should be used for 1 day maximum (8 hours in total). In the case of reusable masks, they should be washed after each working day (if in a household wash, the temperature should reach above 60°C).

For tasks which have a higher risk of viral exposure (e.g. cleaning water system membranes), it is recommended to wear FFP2 or N95 masks.

2. Gloves

The general rule is that, whenever they need them, all SAT Technicians will wear gloves for individual use and which are suitable for the task to be carried out (e.g. always when handling loads whose surfaces are slippery, or may cause injury: Abrasions, cuts, etc.).

3. Use of eye protection

4. Facial Mask for Pool Chemicals. A self-filtering mask to protect from organic/inorganic spray/particles and vapours.

Each Facial Mask and accompanying filters must be for personal use (See photo of a filter example). Ideally use a full-face mask to protect your eyes from potentially contaminated liquids splashing.



5. Full Tyvek type overall (hooded).

Mandatory use in water treatment systems (e.g. during maintenance or for cleaning membranes) to avoid staff becoming infected when treating potentially contaminated liquid (these suits act as a barrier against infectious agents).





10. 2. PPE for use in rooms of those infected/potentially infected

As a general rule, restrict non-sanitary staff from entering an isolated guest's room. Therefore, a Maintenance Technician should NOT enter the room where a person infected with Covid-19 is located, except in order to resolve a major malfunction (damaged TV, obstruction in the bathroom, etc.).

Additionally, before the Technician enters the room, the guest must be notified to put on their mask, so that when the Technician enters, the sick guest is already wearing it.

The SAT employee should be correctly protected with the following PPE:

General Rule: PPE will be put on outside of the sick guest's room and before entering it. PPE will also be removed inside the sick person's room, before leaving it.

1. Gloves (preferably nitrile, but if not available vinyl or another material suitable for the tasks they perform, can be used), will be discarded at the end of the task carried out in that room.
2. Mask N95 or FFP2.
 - a) The Purchasing Department must purchase a stock of these masks prior to the opening of the Hotel (a minimum stock of 100 of these masks per hotel is recommended).
 - b) These masks have an average shelf life of 8 hours. If in doubt, consult the mask's product description.
3. Eye protection (which should be closed glasses to avoid splashing).
4. Disposable Integral overall with hood, that will be discarded upon finishing each room.

Should be Tyvek type because they form a barrier against infectious agents. The Purchasing Department should buy a stock of these disposable integral overalls prior to the hotel opening.

Additionally, PPE which the employee removes, must be classified according to whether or not they can be reused:

- a) The gloves and disposable integral overall will be placed in a normal rubbish bag (closed and deposited in the trolley along with the normal rubbish).
- b) Eye Protection and Masks will be placed in a different coloured (and easily identifiable) rubbish bag (closed and deposited in another closed bag). This bag will be taken to an area authorised for the cleaning and disinfection of PPE. The hotel management should decide which isolated staff area is dedicated for this purpose.

13.10

RIU PR013.10 LAUNDRY

HOTELS & RESORTS





1.Objective

In this document, all the actions that affect the ordinary routine of the RIU Group's Laundry department will be identified.

2. Supporting documents

- Risk Assessment
- PR Training programme
- PR Staff policies.
- PR Housekeeping
- PR Receipt of Goods

3.Responsibilities

Who	Responsibilities
Laundry Supervisor	<ul style="list-style-type: none"> - Ensure the implementation of new measures against COVID19 - The final responsible for the implementation of the current procedure in his own department - Report back to the H&S Supervisor or Quality responsible if any deficiencies or even difficulties in implementation.
Quality responsible or H&S supervisor	<ul style="list-style-type: none"> - Follow up implementation of the required control measures against COVID19 in the Laundry department. - Report back to General Manager about state of implementation
Preverisk Group	<ul style="list-style-type: none"> - Provide training to the staff in the maintenance procedures. - Verification of implementation of the extra measures required by the Laundry department
General Manager	<ul style="list-style-type: none"> - The final responsible for implementation of the new measures - To verify implementation of all measures indicated in the risk assessment COVID19



4. Working method

1. General rules

This document will identify all actions pertaining to and affecting the normal routine of RIU Group's Laundry department.

It is essential that everyone reads, understands and knows what is contained in this document.

Furthermore, it is mandatory that all RIU Group employees, affected by the contents of this document, act in accordance with these rules (or any other) produced by the company.

Remember that, in order to facilitate the implementation of the following measures and to ensure that they are carried out effectively, staff training will be carried out as detailed below in the paragraph: **5. Staff training regarding COVID -19**

2. General Preventative Measures

2. 1. Social Distancing between work companions

This is one of the 3 most important measures to prevent infection.

Respect distance between people (according to the latest recommendations from the Ministry of Health), as follows:

1. Without a mask:
In this case, maintain a minimum of 2 metres between people.
2. With a mask:
In this case, the distance between people is reduced to 1 to 1.5 metres (in America 6 feet).

2. 2. Hand hygiene

This is the second of the 3 most important measures to prevent infection.

1. Hands should be washed with soap and water (for at least 40 seconds).
2. They shall be disinfected with Hydroalcoholic Gel (minimum ethanol concentration of 62-71%) rubbing hands until the product dries.

The following explains in what situations it is advisable to wash your hands and in which to use hydroalcoholic gel:

- a) Where possible, correctly wash hands first using soap and water and subsequently disinfect with hydroalcoholic gel.
It is important to bear in mind that, after using soap and water, hands should be dried well using a disposable paper towel, if you are going to use the hydroalcoholic gel afterwards.
- b) If both measures cannot be taken and if the hands are NOT visibly dirty, the Hydroalcoholic Gel may be used.
- c) If hands are visibly dirty, soap and water should be used.



2. 3. Respiratory hygiene

This is the third of the 3 most important measures.

1. If you sneeze or cough, disposable tissues should be used (see picture 1) or failing that, cover your mouth and nose with the inner part of your elbow (picture 2).
2. Avoid touching your mouth, nose and eyes with your hands.



2. 4. Ventilation (Natural or Mechanical) in work areas

To reduce the environmental viral load in the workplace, it is recommended that these areas are ventilated a minimum of 3 times a day (for a minimum of 10 minutes each time).

3. Washing from a normal room

3. 1. Preventative Measures in the facility

1. A clearly signed, one-way circuit shall be designated for laundry from normal rooms.
2. In this circuit, the areas of clean and dirty clothing must be well marked and separated.
3. The trolleys to be used exclusively for dirty laundry should be clearly distinguished from those for clean clothes.
4. The laundry should, wherever possible, always be kept well ventilated.
5. Enough hydroalcoholic gel dispensers must be available throughout the facility and used whenever necessary.

3. 2. Preventative Measures for staff

In addition to general preventative measures:

1. Two groups of workers shall be appointed, one group to work exclusively with dirty laundry and the other group to work exclusively with clean laundry.
2. All personnel in charge of handling and washing laundry from normal rooms will wear gloves, a mask and goggles.
3. Hands should be washed or disinfected whenever they change tasks.

3. 3. Action Procedures

Laundry from the room of a healthy guest shall be washed in such a way as to ensure the elimination of any COVID-19 presence. This is the procedure:

1. When the laundry is collected from the hotel, staff must already be equipped with the assigned protective equipment.
2. The laundry, once it enters the launderette, must follow the marked circuit
3. When separating and counting/weighing the laundry, it is important that staff do not shake it, to avoid viruses that could be present in the laundry from spreading through the air.
4. The washing process shall be carried out according to established methods, using detergent or enzymatic ozone with oxygen.
5. Afterwards, they will be dried, and the temperature inside the dryer should be 60°C or higher.
6. In the final stage of the washing process, the towels go to the folding machine, and the sheets and other items go to the iron, where temperatures reach around 150°C.
7. Once the clean laundry is ready, it will be deposited in the clean laundry trolleys, which have been previously disinfected, ready for delivery to the hotel.
8. Throughout the process, monitor time and breaks to avoid staff who load clean clothes coinciding with staff who unload the dirty laundry.



3. 4. Preventative Measures in the delivery vehicle

Whenever the laundry is transported to the Hotels and vice versa, the following measures should be followed:

1. The driver should wear a mask, gloves and goggles.
2. The gloves should be thrown away when the delivery is finished.
3. The driver should use hydroalcoholic gel every time they enter and leave the vehicle.
4. To avoid cross-contamination, after unloading each batch of dirty laundry, the vehicle's loading cabin should be disinfected, using an authorised virucide.
5. Each day, at the end of the shift, the driver's cabin and the loading cabin of the delivery vehicle should be disinfected using an authorised virucide.

3. 5. Cleaning and disinfection

The following are additional measures to those already established by RIU in their rules for all launderettes:

1. Daily, and several times a day, using an authorised virucide, disinfect all main touch points in the launderette such as knobs, door handles, washing machine and tumble dryer doors, machine buttons, rubbish bins, telephone, etc.
2. The clean laundry trolleys should be disinfected using an authorised virucide at the end of each day.
3. The dirty laundry trolleys should be disinfected using an authorised virucide, after each use.
4. All used cloths and scouring pads should be disinfected using an authorised virucide.
5. Regularly spray all areas using an authorised virucide.

4. Washing from a contaminated room

4. 1. Specific Preventative Measures in the facility

Apart from the general preventative measures specified for normal laundry, the laundry facility should also comply with the following specific preventative measures:

1. A clearly signed, one-way circuit shall be designated for contaminated textiles, which will lead to an isolated area ("Red Zone") where they will be separated.
2. This "Red Zone" should not contain any clean laundry and entry to it should be restricted to only the disinfection team.
3. In the "Red Zone" there should be an automatic rubbish bin with a lid, in which to deposit the bags which contained the contaminated laundry.
4. Those trolleys exclusively for dirty laundry should be distinguished from those for clean laundry.
5. The laundry trolleys, specifically for dirty laundry, should be large enough to hold the contaminated laundry.
6. The laundry should, wherever possible, always be kept well ventilated
7. Specific machinery (washing machine and tumble dryer) should be distinguished for the cleaning and disinfection of contaminated laundry.



4. 2. Additional Specific Preventative Measures for staff

In addition to the general preventative measures mentioned previously, every laundry staff member must also comply with the following specific preventative measures:

1. The first stage is to designate a "**Disinfection Team**" who will be responsible for handling laundry which is likely to be contaminated by people who have, or potentially have, COVID-19. These staff are the only ones who can handle this type of laundry.

Any member of the disinfection team responsible for handling and washing laundry from infected or potentially infected rooms/areas, must not belong to any "Risk Group" (as considered by health authorities).

The following belong to this "Risk Group":

1. People aged 60 years or over.
 2. Pregnant women.
 3. People with chronic ailments related to the respiratory tract, heart, liver and/or kidneys and those with high blood pressure.
 4. Diabetic people, or those undergoing cancer treatment and immunocompromised patients.
2. Two groups of staff shall be appointed, one group to work exclusively with dirty laundry and the other group to work exclusively with clean laundry.
 3. Hands should be washed or disinfected whenever they change tasks.
 4. All personnel in charge of handling and washing laundry from contaminated rooms will wear gloves, a mask, goggles and disposable overall.

4. 3. Action Procedures

Laundry, from the room of a guest who has, or potentially has COVID-19, should follow these procedures:

1. This type of laundry will be delivered to the launderette in a double, closed bag, of a different colour to the normal ones for quick identification.
2. As soon as bags of contaminated laundry are identified, the disinfection team who handle them, should have their protective equipment on.
3. Always keeping the laundry inside the closed bags, the disinfection team will take it along its designated route, to the "Red Zone".
4. When opening the bags, be careful and avoid handling the laundry wherever possible.
5. Separate it by fabric and type, count it, weigh it and place it in one of the trolleys specifically for this type of laundry. It is very important that during this process staff do not shake the laundry, to avoid viruses that could be present in the laundry from spreading through the air.
6. The laundry in the trolley should be covered until it's time to wash it.
7. Once the laundry has been separated, the bags which contained the contaminated material should be disposed of in the automatic rubbish bin (which has a lid). The bag should be closed and thrown away with the ordinary rubbish.
8. This contaminated laundry is to be washed in one of the designated washing machines.
9. The washing process is to be carried out using the established method, using detergent or enzymatic ozone with oxygen.
10. Afterwards, the laundry will be dried, and the temperature inside the dryer should be 60°C or higher.
11. In the final stage of the washing process, the towels go to the folding machine, and the sheets and other items go to the iron, where temperatures reach around 150°C.



12. Throughout the process, be careful to monitor time and breaks to avoid coinciding with staff who load clean laundry.

For scouring pads and sponges which have been used in the rooms of infected or potentially infected guests, and which cannot be washed at 80°C, use a virucide solution to disinfect them and then wash them at normal temperatures.

4. 4. Preventative Measures in the delivery vehicle

Whenever laundry is transported from the launderette to the Hotels and vice versa, the following measures should be taken:

1. As a general recommendation, should you receive contaminated laundry from more than one room, it should all follow the same route and that route should only be used for contaminated laundry.
2. To avoid cross-contamination, the vehicle's loading cabin should be disinfected, using an authorised virucide, after unloading each batch of dirty laundry.
3. The driver should wear a mask, gloves and goggles.
4. The gloves should be thrown away when the delivery is finished.
5. The driver should use hydroalcoholic gel each time they enter and leave the vehicle.
6. Each day, at the end of the shift, the driver's cabin and the loading cabin of the delivery vehicle should be disinfected using an authorised virucide.

4. 5. Cleaning and disinfection

In addition to the measures already established in RIU's rules for all launderettes, you should:

1. Daily, and several times a day, using an authorised virucide, disinfect all main touch points in the launderette such as knobs, door handles, washing machine and tumble dryer doors, machine buttons, rubbish bins, telephone, etc.
2. The laundry trolleys should be disinfected using an authorised virucide at the end of each day.
3. All used cloths and scouring pads should be disinfected using an authorised virucide.
4. Regularly spray the area for separating contaminated laundry using an authorised virucide.



5. Staff training regarding COVID-19

5. 1. General "Basic" Training for staff:

Training is essential in order that all written procedures are carried out and to avoid RIU Group staff being infected.

Training content must be up-to-date and easy for all staff of the RIU Group to understand. Likewise, as training is carried out, new presentations will be generated which will answer staff members' main questions and concerns and will include any new information or scientific evidence that affects work routines.

Training for the Laundry Department of any Hotel must contain at least:

1. Definition causes and symptomatology of COVID-19.
2. Means of infection.
3. Hygiene measures to prevent infection.
4. "Minimum" health conditions to attend your place of work.
5. Aspects to consider if public transport is used (or shared).
6. The use of Chemical products to eliminate COVID-19 (virucides).
7. Practical advice on how to carry out the new procedures implemented for COVID-19.
8. Putting on and taking off individual PPE.

5. 2. "Specific" training:

All staff who, are at a higher risk of infection at work (as they have more contact with those infected or potentially infected with Covid-19), will receive specific training.

All members of the "Disinfection Team" belong to this group.



6. Individual Personal Protection Equipment (PPE)

6. 1. PPE for handlers of non-contaminated materials

Staff responsible for washing uncontaminated laundry should wear the following protective equipment:

1. Gloves (preferably nitrile, but if not available vinyl or another material suitable for the tasks they perform, can be used).
2. A mask (the type of mask used will depend on availability in the area).

Each mask will be used for one day at most. For reusable masks, they should be washed after each shift (if this is done in a domestic washing machine the temperature should be above 60°C).

6. 2. PPE for handlers of contaminated materials

As a general rule PPE will be put on before handling any laundry which is susceptible, or likely to be contaminated.

The members of the "disinfection team" responsible for washing contaminated laundry should wear the following PPE:

1. Gloves (preferably nitrile, but if not available vinyl or another material suitable for the tasks they perform, can be used), will be discarded after each room.
2. Masks N95 or FFP2.
 - The Purchasing Department must purchase a stock of these masks prior to the opening of the Hotel (a minimum stock of 100 of these masks per hotel is recommended).
 - In this case the masks N95 or FFP2 have a longer shelf life than disposable masks or reusable masks. To determine the maximum period of use, follow the health authorities' instructions.
3. Eye protection.
4. Disposable Integral overalls which should be discarded upon finishing each room.

The Purchasing Department should ensure there is a stock of these disposable integral overalls prior to the hotel opening.

Additionally, PPE which the employee removes, must be classified according to whether or not they can be reused:

- a) The gloves and disposable integral overalls will be placed in a normal rubbish bag (closed and deposited in the trolley along with the normal rubbish).
- b) Eye Protection and Masks will be placed in a different coloured (and easily identifiable) rubbish bag (closed and deposited in another closed bag). This bag will be taken to an area authorised for the cleaning and disinfection of PPE.

The hotel management should decide which isolated staff area is dedicated for this purpose.

13.11

DRAFT

RIU PRO13.11 ENTERTAINMENT

HOTELS & RESORTS



1.Objective

In this document, all the actions affect the ordinary routine of the RIU Group's Entertainment department will be identified.

2. Supporting documents

- Risk Assessment
- PR Training programme
- PR Staff policies
- PR Receipt of Goods

3.Responsibilities

Who	Responsibilities
Entertainment manager	<ul style="list-style-type: none"> - Ensure the implementation of new measures against COVID19 - The final responsible for the implementation of the current procedure in his own department - Report back to the H&S Supervisor or Quality responsible if any deficiencies or even difficulties in implementation.
Quality responsible or H&S supervisor	<ul style="list-style-type: none"> - Follow up implementation of the required control measures against COVID19 in the Entertainment department. - Report back to General Manager about state of implementation
Preverisk Group	<ul style="list-style-type: none"> - Provide training to the staff in the maintenance procedures. - Verification of implementation of the extra measures required by the Entertainment department
General Manager	<ul style="list-style-type: none"> - The final responsible for implementation of the new measures - To verify implementation of all measures indicated in the risk assessment COVID19

4. Working method

1. General rules

This document will identify all actions pertaining to and affecting the normal routine of RIU Group's Entertainment department.

It is essential that everyone reads, understands and knows what is contained in this document.

Furthermore, it is mandatory that all RIU Group employees, affected by the contents of this document, act in accordance with these rules (or any other) produced by the company.

Remember that, in order to facilitate the implementation of the following measures and to ensure that they are carried out effectively, staff training will be carried out as detailed below in the paragraph:

11. Staff training regarding COVID -19

2. General Preventative Measures

2. 1. Hotel capacity

The capacity of RIU Group Hotels shall be limited to a maximum of 50 - 60% of the normal capacity, unless the country's legal regulations set a more restrictive mandatory limit.

This will mean a reduction in capacity for the Miniclubs, Theatres, RIUFit, RIU4u, RIUArt and other spaces dedicated to entertainment.

2. 2. The elimination of physical contact with guests

For all members of the Entertainment Departments, and with immediate effect, all physical contact with guests should cease. Therefore, all actions such as hand shaking, hugging, etc. are prohibited until further notice.

The Animation team will have a "new" greeting, for example, touching your heart with the palm of your hand, a RIU phrase, etc.

2. 3. Social Distancing

This is one of the 3 most important measures to prevent infection.

Respect distance between people (according to the latest recommendations from the Ministry of Health), as follows:

1. Without a mask:

In this case, maintain a minimum of 2 metres between people.

2. With a mask:

In this case, the distance between people is reduced to 1 to 1.5 metres (in America 6 feet)

2. 4. Hand hygiene

This is the second of the 3 most important measures to prevent infection.

1. Hands should be washed with soap and water (for at least 40 seconds) as indicated at the end of this Document or...

2. They shall be disinfected with Hydroalcoholic Gel (minimum ethanol concentration of 62-71%),

Bear in mind these recommendations for their use:

- a) Where possible, correctly wash hands first using soap and water (the correct way is shown at the end of this document) and subsequently disinfect with hydroalcoholic gel.

It is important to bear in mind that, after using soap and water, hands should be dried well using a disposable paper towel, if you are going to use the hydroalcoholic gel afterwards.

- b) If both measures cannot be taken and if the hands are NOT visibly dirty, the Hydroalcoholic Gel may be used.
- c) If hands are visibly dirty, soap and water should be used.

2. 5. Respiratory hygiene

This is the third of the 3 most important measures.

1. If you sneeze or cough, disposable tissues should be used (see picture 1) or failing that, cover your mouth and nose with the inner part of your elbow (picture 2).
2. Avoid touching your mouth, nose and eyes with your hands.



2. 6. Ventilation (Natural or Mechanical) in work areas

To reduce the environmental viral load in the workplace, it is recommended that these areas are ventilated a minimum of 3 times a day (for a minimum of 10 minutes each time).

This recommendation is even more important for workplaces located in the interior of buildings.

NB: In enclosed spaces, the door should be left open and fans should be placed within the stipulated time

2. 7. Social Distancing in work meetings

In line with what has already been discussed in this section, in order to reduce the likelihood of infection amongst workers:

1. Wherever possible, work meetings should be held in open places.
2. If this is not possible, such meetings shall be held in as wide an area as possible so that a distance of 2 metres is maintained between attendees.
3. These safety recommendations shall also be met during the Briefings between Management and Department Heads, and intradepartmental briefings for the distribution of tasks.

3.The General Organisation of the Entertainment Department's Work

3. 1. Planning Activities

1. Entertainers should arrive at least 15 or 20 minutes in advance of the scheduled activity so they can have all materials and protocols prepared.
2. The entertainers responsible for all materials (toys, utensils, games, etc.) on behalf of the Entertainments Team, shall disinfect them before and after each activity using an authorised virucide, and store each item in individual bags and/or cling film.
3. The entertainer, before starting an activity, will remind all participants of the relevant sanitary measures.
4. Activities shall be presented in a "Safe" manner, respecting the safe distance, capacity, sanitised materials, availability of disinfectant gel, etc.

5. As far as possible, activities shall be carried out which do not involve the use of objects and materials. If this is not possible, the exchange of objects between guests or between guests and staff, etc. will be avoided.
6. The daytime programme will be reduced and only those activities that are 100% safe for both guests and staff will be carried out. The same activity can be repeated several times a day.

3. 2. Conditions for participation in Night and Day Activities

In addition to what is shown in the General Preventative Measures, the following applies to any person (Child or Adult) who wishes to participate in the Entertainment Activities:

1. The capacity of each activity shall be monitored in order to comply with social distancing as required by current Regulations.
2. Each hotel should designate the material and human resources necessary for this measure, as well as the allocation of spaces for the entertainment activities to be carried out.
3. For any activities carried out in RIULand, RIUFit, RIU4U and RIUArt, prior to the start of activities, those who wish to participate must pass a temperature check, and entry will be denied to any child who has a temperature above 37.5°C.
4. Hands should be disinfected with hydroalcoholic gel, available at each activity and at the entrance of any entertainment area (RIULand, Riu4u, Theatre, etc.).
5. Remember that people sharing a room are considered as a single unit, so they are allowed to remain together without keeping to the safe distance.

4. Questions Prior to Attending the Workplace

4. 1. Questions for RIU group employees and those of External Companies

1. Any employee who has been in "close contact" (within 2 metres for a minimum of 15 minutes) with a person (e.g. co-habitants, family members, etc.) who has, or is suspected of having Covid-19, must **NOT** go to work..
2. Additionally, any employee who exhibits any symptoms (cough, fever, shortness of breath, etc.) that may be associated with COVID-19 **should NOT go to work**.

They should not go to work until it is confirmed that there is no risk to either the employee or their companions.

The ban on going to work is valid even in the absence of symptoms, for a minimum period of 14 days. During this period, the employee should follow their doctor's instructions and follow up if any of the illness's symptoms appear.

4. 2. Questions for RIU group employees

1. It is important to bear in mind that any RIU Group employee who has any symptoms associated with Covid-19, in addition to not going to work, should contact their Department Head (who in turn must contact the company doctor or designated doctor).
2. **Work Uniform.**

Under no circumstances may staff wear uniforms (including work footwear) whilst travelling to or from their workplace.

3. **Receipt of Goods.**

Any entertainer who is pending receipt of a delivery from a supplier, must follow the "Receipt of Goods" protocol.

4. Interaction between people

- a) In entertainment spaces where the distance between companions is less than 1.5 metres, a mask should be worn.
- b) Where the distance between entertainers is greater than 2 metres, the use of a mask shall not be necessary, as long as safe distances are maintained.
- c) They should avoid exchanging objects between them.
- d) There should be hydroalcoholic gel dispensers in all entertainment spaces (RIULand, RIU4U, RIU Fun, Dressing Rooms, DJ cabin, RIUArt, RIUFit) and they should be used frequently and whenever necessary.
- e) They should disinfect all touch surfaces at the end of each activity.
- f) All participants in corporate shows should wear personalised masks and transparent gloves (this includes rehearsals).
- g) Each Master of Ceremonies (MC) or presenter will use their assigned microphone, colour coded to differentiate it from the others, and these should not be exchanged. When changing presenters, another microphone will be available and if this is not possible, personal protectors will be assigned to each presenter.
- h) Suppliers may never leave any materials in the hotel.
- i) Books cannot be exchanged.

4.3. Questions for External Companies' Staff

1. Shows carried out in the hotel by External Companies.

- a) The dressing room and WC shall be completely clear of objects other than those of the Supplier. Bars/clothes racks will be provided for the supplier's wardrobe
- b) Personal belongings of External Companies artists:
Access of said artists personal belongings will be limited, and they should only bring into the hotel what is required for the show. These Personal Items must be removed once the show has finished.
- c) Artists should bring their own equipment and materials to carry out their activity. These (but not limited to these), include:
 1. Microphones, cables, instruments.
 2. Wardrobes, Accessories (Props).
 3. Towels.
- d) Additional staff or companions are not permitted to enter, only the cast and the person in charge, or artistic director of the company responsible for the show that night may.

2. Request External Companies Action Protocols in case of Covid-19.

If External Companies do not have these Protocols, they will be required to **comply with and sign** our Protocol if they wish to enter our facilities. They must also certify that all members of their artistic staff are free of Covid19.

Companies must, as a minimum, comply with the conditions set out in the RIU Protocol for Access to our Hotels (Temperature Control and Hand Washing).

5. Entertainment department's Good Practices

The following are measures to prevent infection and should be carried out whenever possible, and at least for the duration of the pandemic:

5. 1. Entertainment information sources

1. Information Panels and Totems

The new capacities required due to Covid-19 must be clearly indicated. The entertainer responsible for changing the physical signage and animation panels, will always use gloves and a mask when changing them. On entertainment totems all information will be in "Loop" mode.

5. 2. Lifting Loads

If lifting loads is required (assembly and disassembly of shows, stages, etc.), the PPE indicated in the relevant section shall be used, a minimum of a mask and gloves (appropriate to the task). Additionally, the greatest possible distance shall be maintained at all times between persons handling such cargo.

5. 3. Rotation and Division of Entertainment staff

The division of tasks amongst Entertainment staff: Wherever possible, each specific task (Activities: RIULand, RIUFit, RiuFun, RIUArt, and nighttime presentations) will be carried out by a pair (or no more than three) specific entertainers. That means that RIULand staff will only attend the Mini Club, the entertainment staff who carry out RIUFit activities will only carry out activities in this category, the RIUArt entertainers will just attend that. Each will have their own departmental tasks and only a very small group of staff will carry them out.

The Creation of "permanent" teams of staff: Wherever possible, "permanent" teams of staff should be established for each shift. Then if one member of a team were to become sick or asymptomatic, they would not infect the entire department, which they could do if they were changing from one team to another.

5. 4. Waste Management

Bins for used PPE

In all areas where masks are required to be worn (Miniclub, RIUArt, Riu4u, etc.), upright automatic pedal bins (with lids) should be installed, in which to throw away all single-use PPE (masks) used.

6. CHILDREN'S Entertainment Activities

6. 1. Children's Activities (RIULand) which have been cancelled

As already mentioned, the young age of some children makes them unaware of the risk that Covid-19 poses to people so:

1. All activities for children between 4 and 7 years old have been cancelled.

An exception to the above is Megas programme 4 to 7 years where it may be possible to carry out controlled activities in which the entertainer can control distancing between children (e.g. Crafts, Colouring, etc) providing the setting has extreme sanitary hygiene measures. For these "extra" Megas Programme activities, a meeting point should be established, for example the Theatre or Plaza, where all materials will have been prepared in advance. Parents who do not wish to sign the "Enrolment Form" must be present throughout the activity.

2. Until further notice, it is prohibited to use the following spaces/facilities:

- a) Ball park.
- b) Children's Parks and Children's Splash.
- c) The children's show "Once upon a dream" due to children's participation in the show.

6. 2. Permitted Children's Activities (RIULand)

1. The Activities for children over 7 years that have been cancelled due to Covid-19, and those which are permitted are shown in the RIULand Manual.

6. 3. Preventative Measures for children

All necessary safety measures will always be taken to prevent infection between co-workers and guests. This implies:

1. Activities will be chosen bearing in mind safety measures to prevent infection.
2. The young age of some children makes them unaware of the risk that Covid-19 poses primarily to their parents, grandparents or legal guardians. So RIU Group will design the activities and modify the configuration of some facilities in order to reduce the risk to guests' health and safety.
3. Maximum capacity in mini clubs

This measure is aimed at promoting Social Distancing amongst children. The capacity should be on view at the entrance to the Miniclub on the RIULand information panel.

Admission process for children to the Miniclubs.

Before a child can be accepted into any of the RIU Group Miniclubs, proceed as follows:

- a) Parents or guardians must complete the child's "Registration Form".

The child's temperature will be taken.

The child will not be allowed to enter if their temperature exceeds 37,5 °C.

In the "Daily Control", add that the child's temperature is within the permitted range.

The child should wash their hands with soap and water, or Hydroalcoholic Gel.

On the Registration Form, it should be indicated if the child has any allergies.

It is essential, for the child to be admitted to the Miniclub, that the parents accept the terms and conditions indicated on the Registration Form

6. 3. 1. RIULand (Miniclub)

The capacity of all facilities will be adapted to current authorised Social Distancing measures.

All children attending RIULand must wear child-friendly masks. If a child turns up without a mask, the RIULand Manager will provide one.

The hand washing procedure information poster will be displayed in the RIULand WC.

6. 3. 2. RIULand Party

Once again, the RIULand Party's Capacity will be adapted to current authorised Social Distancing measures.

Each hotel will be responsible for reviewing the spaces and removing the first rows of the theatre to make the dance floor bigger.



There will be no physical contact games or shared items between children. The entertainer will not move the microphone¹ towards children to ask their names or where they come from, but will ask from a certain distance, away from the microphone.

In the RIULand Party "Calú and the Island of Dreams", "The Crazy Race of Calú", "PokaPok" and "Calú Quiz" all children will be seated in separate chairs, with 1 to 1.5 metres between them, or they can stay with their parents.

The Calú Mascot will come out according to each RIULand Party script and the same entertainer will always play Calú. Once the RIULand Party has ended, an entertainer must disinfect the inside of the costume's head with an authorised virucide, which will not damage the costume.

Calú will only appear in RIULand Parties, and will not take part in other activities, (street walks, parades etc.). Children will not be able to touch Calú.

7. Entertainment Activities DAY

7. 1. Day time Activities which have been cancelled

1. All Adult and Teenage activities (RIUFun and RIU4U) involving physical contact between people have been cancelled, as they are incompatible with maintaining distances between people.

These activities include:

- a) Volleyball.
 - b) Waterpolo.
 - c) Basketball.
 - d) Football.
2. All games where materials are required to be exchanged have been cancelled (Crazy Games).
 3. Guest libraries are cancelled until further notice.
 4. The loan of board games to guests will be cancelled. They will only be used for the Indoor/bad weather programme, always under supervision and sanitised by the entertainers both before and after use.

7. 2. Permitted Day time Activities

1. Day time activities for adults, where social distancing can be maintained, will remain. Capacities for these activities will be adapted to Social distancing measures in accordance with current regulations.

2. Requirements by category:

- a) **RIUFun and RIU4U**

Sufficient materials will be available to allow sanitising before exchanging between participants, for example: Darts Games, Ping-Pong, boules, etc.

Consult the corresponding RIUFun and RIU4U manual which gives details of the activities that have been cancelled, as well as those which are permitted.

The number of participants will be limited according to each activity and hotel, so the guest must register in advance, or at the time of the activity, until the maximum number of participants is reached. Always adhering to social distancing measures.

¹ In the night entertainment section, microphone terms are discussed in more detail.

If there are a large number of participants, depending on the activity, two sessions can be organised. Or the same activity can be repeated several days a week, so that everyone who wants to participate can do so.

The Riu4u space (in the hotels which have it) will be sanitised at least twice a day, before opening, once in the morning and again in the afternoon.

b) RIUArt

Participants must book activities either by way of the Hotel App or by registering for the activity 24 hours in advance.

Shifts or sessions will be held so that all guests wishing to participate can do so.

"Canvas and Brush" packs will be prepared. i.e. guests will purchase not only the canvas but also 1 or 2 brushes for individual/personal use.

Other lesser used items will be sanitised before and at the end of each activity. Enough materials will be available so that each participant does not have to share materials.

Guests when entering RIUArt must sanitise their hands.

The premises will be sanitised at least twice a day, before opening, once in the morning and again in the afternoon.

c) RIUFit

Participants must be a minimum of 2 metres from each other. Therefore, each hotel must calculate and limit capacities, taking into account the RIUFit Space and the activity to be carried out.

Each participant must bring their towel, and entertainers should also have sufficient towels for each participant.

Disinfectant Gel and a roll of paper will be available for use before and at the end of each activity.

After each shift, the floor must be cleaned with disinfectant

Whenever mats are used, a personal towel should be placed on top of them.

The entertainer will always verbally give any exercise correction to guests and never touch them.

d) Entertainment Pools

Pool Capacities shall be adapted to meet Covid-19 social distancing requirements. As a guide, there must be a minimum of 2 metres between bathers.

There will be no activities involving physical contact such as Waterpolo. For activities which can be carried out (aqua gym, magic carpet, etc.) it is mandatory that all participants shower first.

It is strictly forbidden to use inflatables or any other elements in pools.

The use of goggles is recommended.

8. Entertainment Activities NIGHT

8. 1. Night time Activities which have been cancelled

All night time entertainment activities involving physical contact between people have been cancelled, as they are incompatible with maintaining social distancing. These activities include:

- a) RIU Get Together Party.
 - b) RIU Pool Party.
 - c) All audience participation activities are cancelled: Ideal Couple, Mister, Miss, Men vs. Women
 - d) All Parties: Foam Party, White Party or any activity where crowds of people could form are cancelled until further notice.
 - e) RIU Corporate Shows (RIU Stage).
 - f) Discotheque.
1. All games where any exchange of materials is required are cancelled (Crazy Games).

8. 2. Permitted Night time Activities

1. Activities in which safe distances can be maintained, albeit with changes to promote Social Distancing. These activities include:

- a) Karaoke.

Disposable protective gloves are to be used. For microphones a pop-up disposable protector (see photos) will be used, which will be changed for each new participant.



The Microphone will be on a stand and the participant must not touch the microphone with their hands. The microphone will be protected by plastic protectors, which if any participant touches it, will be changed before the next participant.

- b) Icebreakers.

Without any physical interaction with the public - Choreography or small games from the stage.

- c) "RIU Club dance".

The "RIU Club Dance" at the end of the show, will be without physical contact. Other ways will be explored for guests to do the Club dance, from where they stand etc.

- d) Public Relations:

Public Relations behind the shows will not have any physical interaction with guests, or if they do, they will wear masks and gloves.

Public Relations staff stationed at restaurant doors has been cancelled. Only "promotional photocalls" can be carried out provided that the recommended distance is maintained, on a podium or mini stage defining the area using tape or cords/chains, and always without any interaction with the public.

- e) Dance Activities/Dance Floor:

The dance floor will be large enough for guests to dance on without congregating and whilst maintaining social distancing measures.

2. Dressing Room (Access Rules and terms of use)

This section is for all entertainment staff/suppliers or anyone who must access the dressing room for their work.

- a) Antibacterial Gel should be used, upon both entering and leaving the dressing room.
- b) The dressing room will always be free of objects, costumes and accessories (props).
- c) The costumes and props will be for one person only and cannot be exchanged with other entertainers.
- d) All accessories will be sterilised each time they are used and stored safely afterwards.
- e) All of the show's costumes will be washed the day after the performance. They must be washed with products authorised for their sanitation, and which do not damage the costumes or harm the entertainer.
- f) Towels will be for one person use only and should not be exchanged. Once used they should go directly to the laundry.
- g) Each RIUStage entertainer will have their own "make up" kit which should not be exchanged. Materials which touch the skin should not be shared.
- h) Each presenter will have their own microphone (see the microphone section) and capsule protectors.
- i) Disposable cups or cones will be available for the water dispenser.
- j) Dressing Room sterilisation:
The dressing room will always be sterilised in the morning and again before closing.
- k) The Hotel will have lockers available and nothing should be left in them as they should be disinfected after use.
- l) Between the stage and the dressing room, exit and entry paths will be marked (one for entry and the other for exiting).

3. Microphones and Earpieces (Terms of use)

- a) Microphones are for one person use: They will have different colour protectors for identification purposes (see photo).
- b) Shared microphone: The body of the microphone will be covered with a plastic film each time it is sanitised.
- c) Microphones must be cleaned and disinfected regularly and in accordance with the directives set out in the manual.



Steps to correctly clean a Microphone:

1. Unscrew the microphone's grille.
2. Clean the grille with a little disinfectant liquid and water.
3. Use a soft bristle brush.
4. Allow the grille to dry properly before placing it on the microphone.
5. It is recommended that you dry it outdoors, or with a dryer at a low temperature.
6. For microphones where you cannot remove the grille, hold the microphone down and using a brush gently wash it.
7. Water must never get into the microphone's interior.

d) The DJ's headphones will also be protected by disposable protectors.

Pop up protectors for Karaoke

Microphone Distinguishing Protectors



9. Cleaning /Disinfection products for Covid-19

9. 1. Current Cleaning & Disinfection products

Cleaning and disinfection of the areas and equipment of the Entertainment Department should be carried out using Chemicals approved by Purchasing Department (following the review of the products Safety Data Sheets by Occupational Risk Prevention) and using the appropriate Concentration/Dosage.

Unless scientific evidence says to the contrary, at present the following are considered as disinfectant products against Covid-19:

1. **Sodium Hypochlorite** - commonly known as bleach, or chlorine (in Mexico):

A sodium hypochlorite solution containing 1,000ppm (parts per million) of active chlorine would clean the surface to be treated if left to act for 5 minutes on said surface. Therefore:

- a) Bleach must have a concentration of 40-50g/litre.

NB: In the photo you can see how to find out the concentration of the bleach we are using.

- b) To ensure that the bleach concentration is at least 1,000 ppm, 5 **tablespoons** of bleach with that concentration should be put in a container and water added to make it up to 1 litre.



2. **Virkon:**

A solution should be prepared at 1:100 (i.e. 10ml of Virkon per litre of water):

- a) The Product's own container comes with a 10ml spoon which should be filled until level with Virkon.

In the photo you can see the spoon we refer to (with the 10ml mark on it).



- b) For every litre of water, we place in a container, we add a level spoon full.

First put in the Water and then add the Virkon.



- c) When Virkon is diluted in the water, the water should turn a strong pink colour. This colour indicates that it is effective. After a few days, it loses its colour and turns a pale pink, which indicates that it has lost its effectiveness and that you must throw the mixture away and prepare another.

3. **Hydrogen Peroxide** (commonly known as Oxygenated Water):

A solution of 0.5% volume should be prepared. To ensure disinfection the mixture should be left to act for 1 minute on the surface to be treated:

- a) Oxygenated Water usually has a concentration of 3% (or 10 volumes).

The label in the photo shows us the concentration of the Hydrogen Peroxide.



- b) As environmental conditions may degrade the contents, **the mixture is prepared in a container by using 4 volumes of Water for each volume of Oxygenated Water we use.**

- c) To ensure correct cleaning and disinfection, the solution must be prepared on the same day as it is used (a solution made the previous day may NOT be used).

9. 2. **Possible new Cleaning & Disinfection products**

Should any new products emerge for the effective cleaning and disinfection of surfaces to eliminate COVID-19, the list of Chemicals products shown in the previous section may be expanded.

Only products approved by the Sanitary Hygiene Department can be used for cleaning and disinfecting surfaces.

To grant approval, the Sanitary Hygiene Department must have previously reviewed the product Safety data Sheet and verified its suitability for the elimination of Covid-19.

9. 3. **Other elements for refitting workplaces**

Amongst these are:

- 1. Hydroalcoholic Gel

This is used to disinfect hands (both periodically and whenever they become contaminated).

There should be hydroalcoholic gel dispensers which the entertainment staff can use for their work: Miniclub and Miniclub bath entrances.

- 2. Gloves

There should always be a sufficient stock of gloves for staff (see the PPE section at the end of this Document).

- 3. Masks

There should always be a sufficient stock of gloves for staff (see the PPE section at the end of this Document).

- 4. Rubbish Bags.

- 5. Antibacterial spray and virucide (Gymnasium and RIUFit).

- 6. Paper kitchen towel (rolls) (Gymnasium and RIUFit).

10. Order, Cleaning & Disinfection of Specified ENTERTAINMENT Areas

RIULand, RIUArt and RIU4U will be cleaned a minimum of twice daily (once before opening in the morning and once before opening in the afternoon, as long as no one enters the areas in between.

RIULand, RIUArt and RIU4U and the dressing room/Backstage must be cleaned and disinfected using a virucide in a spray, paying special attention (not limited) to the following:

1. Manual Hydroalcoholic Gel dispensers.
2. Furniture: Entrance Desk, Tables and Chairs, Shelves.
3. Removal of rubbish and bin disinfection.

At the end of each activity:

1. The entertainer/s responsible for the activity shall be responsible for disinfecting all materials, games, toys or implements that have been used. For this they will use a cloth dampened with an authorised Virucide.
2. Where possible, the sharing of objects between staff and guests shall be avoided, and if it is not feasible, they shall be disinfected before and after use, with an authorised product suitable for this purpose.
3. Once a week all entertainment spaces will be "Deep Cleaned": floor, stockrooms, shelves, toys, etc.

10. 1. Toy Hygiene Procedure

1. Entertainment staff will stack and gather all toys for disinfection the day before.
2. The Manager of communal areas should clean all toys with the Virkon disinfectant.
3. Clean each toy carefully with the prepared disinfectant solution.
4. Separate the toys to allow them to dry.

10. 2. RIUFit

At the end of each activity, the RIUFit floor should be cleaned with a disinfectant solution and left to dry before starting the next activity.

10. 3. Dressing Room/Backstage

As already stated, these areas can be shared with External Companies, therefore we should:

1. Improve the order and cleanliness of Dressing Rooms and costume stores/Sets.
2. The entertainment department shall be responsible for keeping the Costume stores and Set stores in order. The dressing rooms will be free of objects and with nothing visible. To clarify, the dressing room must be in order and clear, so that cleaning staff can clean in the afternoon and at the end of the show.
3. Backstage there will always be fans to keep the space ventilated.
4. The Dressing Room/Backstage will be cleaned at least twice a day, once before opening hours in the morning and once before opening hours in the afternoon/night (before the RIULand Party), as long as no one enters the areas in between.
5. Should the dressing room be used as a meeting point for the entertainment team, it should be cleaned at least 3 times: In the morning before starting activities, before the afternoon and before beginning the evening programme (RIULand Party).

11. Staff training regarding COVID-19

Training is essential in order that all written procedures are carried out and to avoid RIU Group staff being infected.

Training content must be up-to-date and easy for all staff of the RIU Group to understand. Likewise, as training is carried out, new presentations will be generated which will answer staff members' main questions and concerns, and will include any new information or scientific evidence that affects work routines

Training for the Entertainment Department of any Hotel must contain at least:

1. Definition, causes and symptomatology of COVID-19
2. Means of infection.
3. Hygiene measures to prevent infection.
4. "Minimum" health conditions to attend your place of work.
5. Aspects to consider if public transport is used (or shared).
6. The use of Chemical products to eliminate COVID-19 (virucides).
7. Practical advice on how to carry out the new procedures implemented for COVID-19.
8. What to do if you suspect that a guest or another staff member is potentially affected with Covid-19.
9. Putting on and taking off individual PPE.

12. Individual Personal Protection Equipment (PPE)

12. 1. PPE for staff and those participating in activities

The Entertainment Department staff should have the appropriate PPE indicated below. The Hotel will ensure that a small stock of the following PPE is kept:

1. Masks

As well as having masks for the entertainment staff, the Miniclub should have a small stock of masks for children, in case their masks are worn/damaged.

The size of the mask should be appropriate for children.

2. Gloves

All entertainment staff should use gloves whenever they touch materials or implements that are shared with guests.

The general rule is, if the surfaces of the load are slippery, or may cause injury to the employee (Abrasions, Cuts, etc.), the employee will wear suitable gloves for the task.

3. Disposable Earphone and Microphone Protectors

4. Spray or Atomizers: To be used before each activity in RIUFit.

13.12

DRAFT PREVISION

RIU PR013.12 SPA & GYM

HOTELS & RESORTS





1.Objective

In this document, all the actions that affect the normal routine of SPA and gymnasium areas in RIU Group facilities will be identified.

2. Supporting documents

- Risk Assessment
- PR Training programme
- PR Staff policies
- PR Receipt of Goods

3.Responsibilities

Who	Responsibilities
Spa manager	<ul style="list-style-type: none"> - Ensure the implementation of new measures against COVID19 - The final responsible for the implementation of the current procedure in his own department - Report back to the General Manager responsible if any deficiencies or even difficulties in implementation.
General Manager	<ul style="list-style-type: none"> - The final responsible for implementation of the new measures - To verify implementation of all measures indicated in the risk assessment COVID19



4. Working method

1. General rules

The capacity of RIU Group Hotels shall be limited to a maximum of 50 - 60% of the normal capacity, unless the country's legal regulations set a more restrictive mandatory limit.

This document will identify all actions pertaining to and affecting the normal routine of SPA and gymnasium areas in RIU Group facilities.

It is essential that everyone reads, understands and knows what is contained in this document.

Furthermore, it is mandatory that all staff affected by the contents of this document, act in accordance with these rules produced by the company.

Remember that, in order to facilitate the implementation of the following measures and to ensure that they are carried out effectively, staff training will be carried out as detailed below in the paragraph

"7. Staff training regarding COVID -19".

Additionally, companies on which these areas and/or activities may depend, will be urged to carry out adequate training for all their staff.

Where applicable, the company responsible for the activity should have control over their staff member's health situation, with regards to the presence of COVID-19 symptoms, and/or any risk contact, as well as identifying vulnerable staff.

2. Staff Preventative Measures

All staff in order to enter the facilities should:

1. Pass a temperature control. If the staff member's temperature is above 37.5°C then they will not be permitted to work.
2. Wash or disinfect hands before beginning work. For this:
3. Hands should be washed with soap and water (for at least 40 seconds), or,
4. Hands should be disinfected with Hydroalcoholic Gel (minimum ethanol concentration of 62-71%).

Bear in mind when one or the other should be used:

1. If hands are not visibly dirty, hydroalcoholic gel can be used.
2. If hands are visibly dirty, soap and water should be used.

It is important to bear in mind that hands should be dried well first, using a disposable paper towel, if you are then going to apply gel.

1. Disinfect the soles of shoes on a disinfecting mat, soaked in an authorised virucide.
2. Use a clean uniform for each shift and work shoes should only be worn at work.
3. Uniforms should be washed at a minimum temperature of 60°C, and if this temperature cannot be ensured then the uniform should be adequately disinfected first.
4. Hair should be worn up and jewellery is not allowed.



When using stock rooms:

1. Disinfect hands with hydroalcoholic gel before entering.
2. Access to these areas is restricted to certain staff.
3. To enter you must wear gloves.
4. All containers and spatulas, used to apply products, must be washed with soap and disinfected using an authorised virucide after each use and before returning to storage.

When using the staff room:

1. Disinfect hands with hydroalcoholic gel before entering.
2. Minimum safe distances must be adhered to, which will limit capacity.
3. A mask should be worn, given that this is an area which many staff use.
4. Eating in this area is prohibited.
5. Use gloves when handling items such as towels, bathrobes, etc.

3.Preventative Measures when accessing SPAs and Gymnasiums

1. Any guest who wishes to access the facilities:
 - a) Should pass a temperature control. Any person whose temperature is above 37.5°C will be denied access.
 - b) Hands should be disinfected correctly with Hydroalcoholic Gel, which should be available at the entrance.
 - c) A safe distance of 2 metres should be maintained or, if this is not possible, a mask should be worn and a minimum distance of 1 to 1.5 metres (in America 6 feet) maintained. If the client does not have a mask, one will be provided at the SPA entrance.
2. The capacity in all areas should be limited, in order to adhere to minimum safe distances. To ensure this, corporate posters will be on display to inform clients that in all areas of the SPAs and gymnasiums, minimum safe distances should be adhered to.
3. If there are reception staff, then they should wear a mask and gloves, and they must also have a hydroalcoholic gel dispenser available to disinfect their hands whenever necessary.
4. Eliminate any leaflets and magazines around the entrance. All information shall be provided on fixed panels to prevent them being handled by various people
5. Eliminate anything decorative which clients could handle.
6. If beverages are available in the waiting area, they must be disposed of, or replaced with bottles of mineral water.
7. Seats should be arranged to ensure the minimum safe distance.
8. Payment by credit card is recommended and the credit card machine will be disinfected after each use.
9. Additionally, every area's entry (toilets, changing rooms, water areas, gym, etc.) should have its own hydroalcoholic gel dispenser.



4. Preventative Measures in SPAs

If you are unable to ensure the preventative access measures detailed in paragraph 3: "Preventative measures when accessing SPAs and Gymnasiums" and those given below, then the SPA area should be closed.

4. 1. Preventative Measures in water areas

1. Social distancing is the main principle applicable to all pool areas, as clients will not be wearing gloves or masks, therefore:
 - a) In Jacuzzis and small pools, where safe distances cannot be ensured, the maximum capacity will be one person.
 - b) In larger pools the capacity will be limited in order to comply with the minimum safe distance of 2 metres.

One exception to this rule is if users belong to the same family unit, then there is no need to comply with social distancing.
2. Turkish baths and saunas will remain closed.
3. Clients should shower before using the facilities.
4. Clients should deposit their clothing in a closed bag before placing it in a locker.
5. A suitably sized container/trolley, with a lid and non-manual opening mechanism, should be set up in which to deposit used towels.
6. Disinfectant levels should be kept as high as possible, always within legal parameters.

4. 2. Preventative Measures in treatment and massage areas

When clients arrive:

1. Any client who wants a treatment or massage should come alone and by appointment.
2. They should shower, preferably in their room, before coming for their treatment.
3. Additionally, it is recommended that they remove jewellery before coming. If they are wearing jewellery when they arrive, they should remove it and place it in a bag
4. It is advisable, before starting treatment, to complete and sign a health questionnaire where they will be asked about possible COVID-19 related symptoms. If the questionnaire leads you to believe that they may be infected, then treatment should be postponed.
5. The client must put their clothes in a closed bag before placing them in a locker.
6. The client shall be met at the door, where they will put on the appropriate personal protective equipment for their treatment and then be taken to the cubicle.
7. Should the client need to be naked for their treatment or massage, they must leave the bathrobe or towel on the cubicle rack or in a bag.
8. The entire bed should be covered with a protector, which will be discarded after each client's treatment.



During treatment:

1. The treatment area (cubicle) should be as clear as possible, so avoid having any decorative objects around the bed.
2. All materials for the treatment should be prepared and ready before the client arrives.
3. Staff responsible for any treatment or massage must wear gloves and a mask (type FFP2 or N95). If carrying out facial treatments or massages, also wear goggles or a face screen to avoid splashes, as the minimum safe distance cannot be ensured, and the client will not be wearing a mask.
4. Wherever possible use disposable paper. If this is not possible, give the client a towel, for their sole use.
5. Oils and/or products (tonics, creams, etc.) shall be applied using a dispenser, spray or in single-dose form.

At the end of the treatment:

1. Between different client's treatments allow sufficient time to carry out all cleaning and disinfection tasks, to ensure that, when the next client arrives, the facilities meet all necessary safety and hygiene conditions.
2. After each treatment, all utensils and personal protective equipment used should be disinfected, sanitised, or if appropriate, disposed of.
3. A suitably sized container/trolley with a lid and non-manual opening mechanism should be set up in which to deposit used towels.
4. After completion of each treatment, staff must clean and then disinfect all areas that the client has been in contact with, using an authorised virucide. It is important to remember that these surfaces may have oils or secretions on them, so it is recommended not to use the same side of the cloth or disposable paper more than once, or on more than one area, to avoid contamination.
5. Between each client's treatment or massage, if possible, the cubicle should be aired, preferably with fresh air.

4. 3. Receipt of goods

All goods that are delivered to the SPA must comply with the specifications of the "COVID-19 Protocol Action for the Receipt of Goods".



5. Preventative Measures in gymnasiums

If you are unable to ensure the preventative access measures detailed in paragraph 3: "Preventative measures when accessing SPAs and Gymnasiums " and those listed below, then the gym area should be closed.

Remember:

1. Clients are required to use a towel on all sports equipment.
2. After using a machine, each client should disinfect it.
3. Wherever possible, and if space permits, machines shall be relocated to ensure the minimum safe distance of 2 metres between them.
4. Various disinfectant and disposable paper dispensers should be available for the disinfection of machines.
5. If the disinfection of communal gym equipment such as weights, fitness balls, dumbbells, etc. cannot be ensured after each client's use, the equipment should be removed.
6. A suitably sized container/trolley with a lid and non-manual opening mechanism should be set up in which to deposit used towels.
7. Communal fountains will be closed off.

6. General cleaning and disinfection

In addition to continuing with the normal cleaning procedures:

1. Increase the cleaning and disinfection frequency of areas most likely to be contaminated by client contact such as, floors, knobs and door handles, railings, handrails, reception surfaces, gym machines, beds, sunbeds, clothes racks, lockers, benches, etc., to at least several times a day, using an authorised virucide
2. Likewise, at the end of the day, the entire area must be aired, naturally if possible.
3. Additionally, organise a schedule for spraying all areas regularly with an authorised virucide. Twice a week is recommended.
4. All textiles used by clients and deposited in the container, should be sent to the laundry to be washed (complete cycles at a temperature above 60°C).

7. Staff training regarding COVID-19

Training is essential in order that all written procedures are carried out and to avoid RIU Group staff being infected.

Training content must be up-to-date and easy for all staff of the RIU Group to understand. Likewise, as training is carried out, new presentations will be generated which will answer staff members' main questions and concerns and will include any new information or scientific evidence that affects work routines.



Training for the staff of any Hotel must contain at least:

1. Definition causes and symptomatology of COVID-19.
2. Means of infection.
3. Hygiene measures to prevent infection.
4. "Minimum" health conditions to attend your place of work.
5. The use of Chemical products to eliminate COVID-19 (virucides).
6. Practical advice on how to carry out the new procedures implemented for COVID-19.
7. Putting on and taking off individual PPE.

It is mandatory that any company managing any area and their own staff within the hotels, ensures they provide training for all of their staff which should include, at the very least, all of the above.

8. Individual Personal Protection Equipment (PPE)

All staff working in any of the areas described in this protocol should carry:

- a) A mask (the type of mask used will depend on availability in the area).
- b) Gloves (preferably nitrile, but if not available vinyl or another authorised material suitable for the tasks they perform, can be used).

Employees who carry out any treatment or massage on clients where minimum safety distances cannot be met should wear:

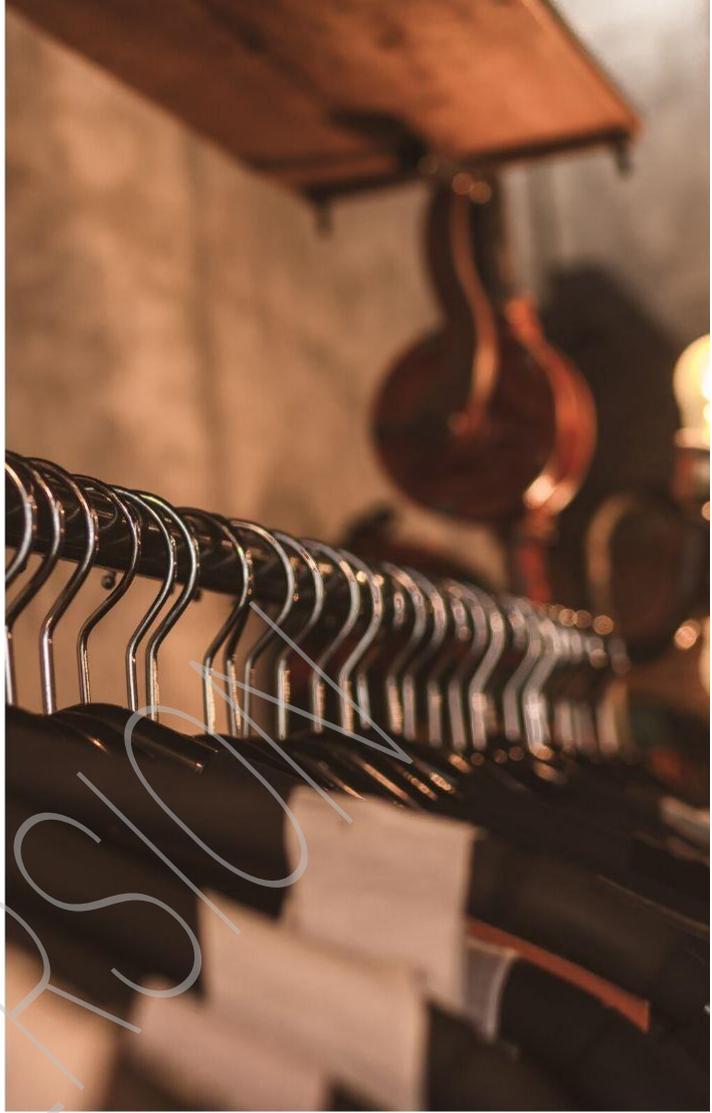
- a) Masks type N95 or FFP2
- b) Gloves (preferably nitrile, but if not available vinyl or another authorised suitable material).
- c) Eye protection.

13.13

DRAFT

RIU PR013.13 SHOPS

HOTELS & RESORTS



1.Objective

In this document, all the actions that affect the ordinary routine of Shops in RIU Group facilities will be identified.

2. Supporting documents

- Risk Assessment
- PR Training programme
- PR Staff policies
- PR Receipt of Goods

3.Responsibilities

Who	Responsibilities
Shop manager	<ul style="list-style-type: none"> - Ensure the implementation of new measures against COVID19 - The final responsible for the implementation of the current procedure in his own company - Report back to the General Manager responsible if any deficiencies or even difficulties in implementation.
General Manager	<ul style="list-style-type: none"> - The final responsible for implementation of the new measures - To verify implementation of all measures indicated in the risk assessment COVID19

4.Working method

1.General rules

The capacity of RIU Group Hotels shall be limited to a maximum of 50 - 60% of the normal capacity, unless the country's legal regulations set a more restrictive mandatory limit.

This document will identify all actions pertaining to and affecting the normal routine of Shops in RIU Group facilities.

It is essential that everyone reads, understands and knows what is contained in this document.

Furthermore, it is mandatory that all staff affected by the contents of this document, act in accordance with these rules produced by the company.

Remember that, in order to facilitate the implementation of the following measures and to ensure that they are carried out effectively, training should be given, so companies on which these areas and/or activities depend, will be encouraged to carry out adequate training for all their employees.

Where applicable, the company responsible for the activity should have control over their staff member's health situation, with regards to the presence of COVID-19 symptoms, and/or any risk contact, as well as identifying vulnerable staff.

2. Staff Preventative Measures

All staff in order to enter the facilities should:

1. Pass a temperature control. If the staff member's temperature is above 37.5°C then they will not be permitted to access the hotel.
2. Wash or disinfect hands before beginning work. For this:
 1. Hands should be washed with soap and water (for at least 40 seconds), or,
 2. Hands should be disinfected with Hydroalcoholic Gel (minimum ethanol concentration of 62-71%).

Bear in mind when one or the other should be used:

- ✓ If hands are not visibly dirty, hydroalcoholic gel can be used.
- ✓ If hands are visibly dirty, soap and water should be used.

It is important to bear in mind that hands should be dried well first, using a disposable paper towel, if you are then going to apply gel.

3. Use a clean uniform for each shift and work shoes should only be worn at work.
4. Uniforms should be washed at a minimum temperature of 60°C, and if this temperature cannot be ensured then the uniform should be adequately disinfected first.
5. At work all staff should wear gloves and a mask.

3. Preventative Measures for client access

1. For any guests wanting to access the facilities:
 - a) Their hands should be disinfected correctly with Hydroalcoholic Gel, which should be available at the entrance. The person in charge of the shop should supervise this.
 - b) Disposable gloves should be worn.
 - c) A safe distance of 2 metres should be maintained or, if this is not possible, a mask should be worn and a minimum distance of 1 to 1.5 metres (in America 6 feet) maintained. If the client does not have a mask, one should be provided at the entrance
2. The capacity in all areas should be limited, in order to adhere to minimum safe distances. To ensure this, corporate posters will be on display to inform clients that in all areas of the shop safe distances should be adhered to.
3. At the shop's exit, there should be a rubbish bin with bag, and a lid with a non-manual opening system, to dispose of clients' gloves.

4. Preventative hygiene measures

1. All products should be sanitised when leaving the warehouse.
2. Eliminate anything decorative which clients could handle.
3. The minimum distance which clients should adhere to at the counter, shall be marked either by physical barriers or with adhesive stickers on the floor.
4. Payment by credit card is recommended, and the credit card machine should be disinfected after each use.

5. Ensure that the necessary hygiene measures are taken to disinfect any products tried on/tested, such as clothing and accessories. If such measures cannot be ensured, then they should be prohibited from being tried on/tested.
6. It is advisable to not allow certain products, such as clothing, to be exchanged or returned.
7. In case of exchanges or returns, they should be stored for 72 hours and sanitised.

5.Receipt of goods

All goods that are delivered to the shops, should comply with the specifications of the "COVID-19 Protocol Action for the Receipt of Goods".

As well as these supplementary measures:

1. All products offered shall comply with all hygiene and safety measures by manufacturers, suppliers and distributors.
2. All goods received must be handled and managed in the warehouse.

6.General cleaning and disinfection

In addition to continuing with the normal cleaning procedures:

1. Increase the cleaning and disinfection frequency of areas most likely to be contaminated by client contact such as, knobs, door handles, handrails, display cabinet surfaces, etc., to at least several times a day, using an authorised virucide.
2. Likewise, at the end of the day, the entire area must be aired, naturally if possible.
3. Additionally, organise a schedule for spraying all areas regularly with an authorised virucide. Twice a week is recommended.

7.Staff training regarding COVID-19

Training is essential in order that all written procedures are carried out and to avoid staff being infected.

Training content must be up-to-date and easy for all staff to understand. Likewise, as training is carried out, new presentations will be generated which will answer staff members' main questions and concerns and will include any new information or scientific evidence that affects work routines.

Training for the staff of any Hotel must contain at least:

1. Definition, causes and symptomatology of COVID-19.
2. Means of infection.
3. Hygiene measures to prevent infection.
4. "Minimum" health conditions to attend your place of work.
5. The use of Chemical products to eliminate COVID-19 (virucides).
6. Practical advice on how to carry out the new procedures implemented for COVID-19.
7. Putting on and taking off individual PPE.

It is mandatory that any company managing any area and their own staff within the hotels, ensures they provide training for all their staff which should include, at the very least, all of the above.

8. Individual Personal Protection Equipment (PPE)

All staff working in shops should wear:

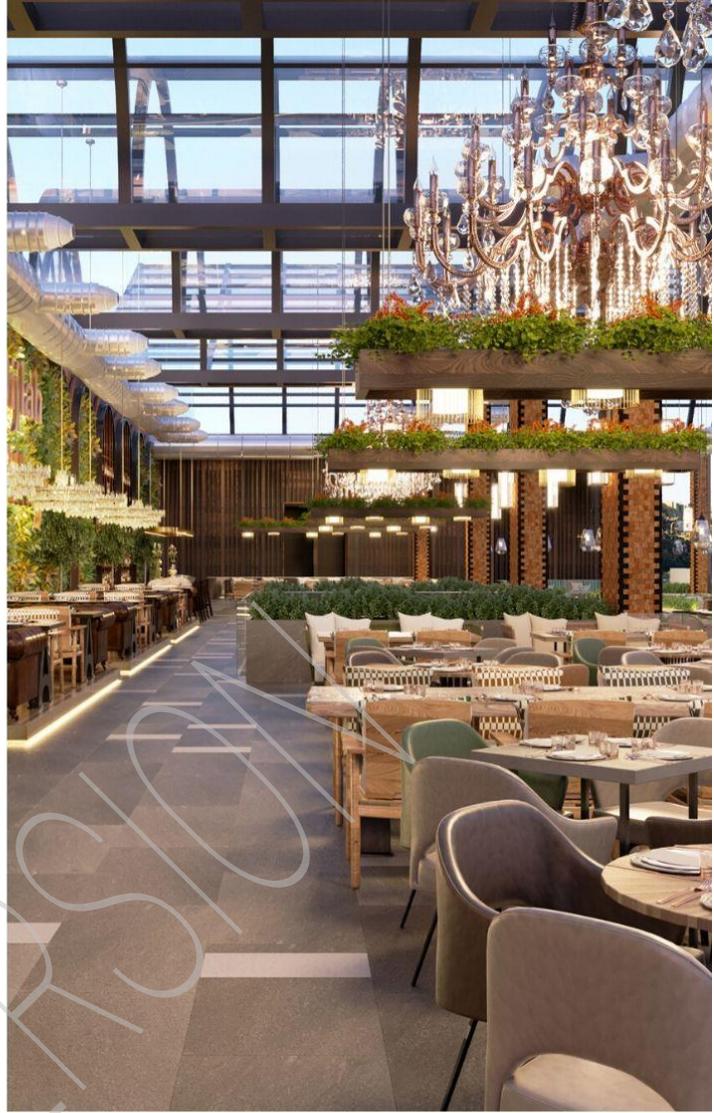
- a) A mask (the type of mask used will depend on availability in the area).
- b) Gloves (preferably nitrile, but if not available vinyl or another authorised material can be used).

DRAFT VERSION

13.14

RIU PR013.14 COMMUNAL AREAS

HOTELS & RESORTS





1.Objective

In this document, all the actions that affect the ordinary routine of the RIU Group's Communal areas department will be identified.

2. Supporting documents

- Risk Assessment
- PR Training programme
- PR Staff policies

3.Responsibilities

Who	Responsibilities
Communal areas Departments Heads	<ul style="list-style-type: none"> - Ensure the implementation of new measures against COVID19 - The final responsible for the implementation of the current procedure in their own department - Report back to the H&S Supervisor or Quality responsible if any deficiencies or even difficulties in implementation.
Quality responsible or H&S supervisor	<ul style="list-style-type: none"> - Follow up implementation of the required control measures against COVID19 - Report back to General Manager about state of implementation
Preverisk Group	<ul style="list-style-type: none"> - Provide training to the staff in the procedures. - Verification of implementation of the extra measures required.
General Manager	<ul style="list-style-type: none"> - The final responsible for implementation of the new measures - To verify implementation of all measures indicated in the risk assessment COVID19



4. Working method

1. General rules

This document identifies all actions pertaining to and affecting the normal routine of RIU Group's Communal Areas.

It is essential that everyone reads, understands and knows what is contained in this document.

Furthermore, it is mandatory that all RIU Group employees, affected by the contents of this document, act in accordance with these rules (or any other) produced by the company.

Remember that, in order to facilitate the implementation of the following measures and to ensure that they are carried out effectively, staff training will be carried out as detailed below in the paragraph:

11. Staff training regarding COVID -19

2. General Preventative Measures

2. 1. Hotel capacity

The capacity of RIU Group Hotels shall be limited to a maximum of 50 - 60% of the normal capacity, unless the country's legal regulations set a more restrictive mandatory limit.

2. 2. The elimination of physical contact with guests

For all staff in Communal Areas Departments, regardless of the Department to which they belong, and with immediate effect, all physical contact with guests should cease. Therefore, all actions such as hand shaking, hugging, etc. are prohibited until further notice.

2. 3. Social Distancing between work companions

This is one of the 3 most important measures to prevent infection.

Respect distance between people (according to the latest recommendations from the Ministry of Health), as follows:

1. Without a mask:

In this case, maintain a minimum of 2 metres between people.

2. With a mask:

In this case, the distance between people is reduced to 1 to 1.5 metres (in America 6 feet)

2. 4. Hand hygiene

This is the second of the 3 most important measures to prevent infection.

1. Hands should be washed with soap and water (for at least 40 seconds) as indicated at the end of this Document or...

2. They shall be disinfected with Hydroalcoholic Gel (minimum ethanol concentration of 62-71%) rubbing hands until the product dries.

As an additional measure, in Communal Areas, ensure that Soap, Paper and Hydroalcoholic Gel dispensers are reviewed regularly to ensure that they function properly.



2. 5. Respiratory hygiene

This is the third of the 3 most important measures.

1. If you sneeze or cough, disposable tissues should be used (see picture 1) or failing that, cover your mouth and nose with the inner part of your elbow (picture 2).
2. Avoid touching your mouth, nose and eyes with your hands.



2. 6. Ventilation (Natural or Mechanical) in work areas

To reduce the environmental viral load in the workplace, it is recommended that these areas are ventilated a minimum of 3 times a day (for a minimum of 10 minutes each time).

2. 7. Sharing tools and utensils

1. As a General Security Measure, each person that carries out an activity in Common Areas, should use their own Tools in order to greatly reduce the risk of infection with colleagues.
2. Where this is not possible (e.g. with large gardening machines: lawn mowers, chainsaws, etc.), any tools or utensils that are shared between staff who carry out their activity in Common Areas (or any other Hotel Department) must be disinfected first. One of the virucides listed in the "Cleaning/Disinfection for use against Covid-19" section should be used for this purpose. Additionally, these tools should be disinfected after use.

2. 8. Social Distancing in work meetings

In line with what has already been discussed in this section, in order to reduce the likelihood of infection amongst workers:

1. Wherever possible, work meetings should be held in open places.
2. If this is not possible, such meetings shall be held in as wide an area as possible so that a distance of 2 metres is maintained between attendees.
3. These safety recommendations shall also be met during the Briefings between Management and Department Heads, and intradepartmental briefings for the distribution of tasks.

2. 9. Work uniform

Under no circumstances should staff wear their uniform (including work footwear) whilst travelling to or from work.

Therefore, Communal Areas staff should enter the communal changing rooms in their street clothes and put their uniform on whilst in the changing room (including their safety footwear). It is totally forbidden to go outside, on the street, wearing their uniform and/or safety footwear.

3. The General Organisation of Work in Communal Areas

Staff in Communal Areas are made up of a group who:

1. Carry out their activities in a variety of areas, some of which are outdoors (e.g. Swimming Pools), whilst others are in enclosed facilities (e.g. Hotel Lobby).
2. These activities have little to do with each other, except that they all work to improve the hotel guests' experience.

Therefore, we address the issues of staff working in Communal Areas, department by department: Guests' Communal Areas (both indoors and outdoors), Pools and Gardening.



3. 1. Health & Safety for Communal Area activities

In order to avoid accidents, the necessary safety measures should be taken before carrying out any task. This means:

3. Carry out tasks taking into account safety measures.
4. If the nature of the task requires it, use the appropriate Individual Protective Equipment at all times (this may involve using PPE such as special clothing).

3. 2. Positive aspects of tasks in Communal Areas

This section explains some of the positive aspects that help prevent the spread of infection to, or between Communal Area companions, as follows:

1. Many of the areas that SAT staff work in, are unoccupied.

In the hotel there are areas such as the Pool Rooms, etc. where legislation considers these areas as unoccupied and therefore the expected viral load to be low. However, every effort must be made to increase ventilation in such areas.

4. Questions Prior to Attending the Workplace

4. 1. Questions for RIU group employees

1. Any employee who has been in "close contact" (within 2 metres for a minimum of 15 minutes) with a person (e.g. co-habitants, family members, etc.) who has, or is suspected of having Covid-19, must **NOT** go to work.

They should then contact their doctor for evaluation.

2. Additionally, any employee who exhibits any symptoms (cough, fever, shortness of breath, etc.) that may be associated with COVID-19 **should NOT go to any RIU Group workplace and should advise their Manager immediately and go to their doctor..**

This employee should contact their Department Head (who in turn must contact the company doctor or designated doctor). They will assess whether it is necessary, or not, to conduct any type of surveillance on people that the employee has been in contact with.

During this period, the employee must follow their doctor's instructions, and when discharged must advise their Department Head, who will confirm when they can return to work.

4. 2. Questions for RIU Group's External Maintenance Companies

1. Anyone who has been in "close contact" (within 2 metres for a minimum of 15 minutes) with a person (e.g. co-habitants, family members, etc.) who has, or is suspected of having Covid-19, must **NOT enter any RIU Group workplace. They should then contact their doctor for evaluation**
2. Additionally, any employee who exhibits any symptoms (cough, fever, shortness of breath, etc.) that may be associated with COVID-19 **should NOT go to any RIU Group workplace and should advise their Manager immediately and go to their doctor.**

The employee should notify their employer, and the company must then communicate this to the department in RIU to which they provide their service. They will assess whether it is necessary, or not, to conduct any type of surveillance on staff that that person has been in contact with.

3. In the Accident Prevention Notes (NPA No.13 and NPA No.14) contained in their contract with the RIU Group, they have accepted the requirements stated in "the Covid-19 clause" including amongst other things, subjection to the "Covid-19 Prevention and Control Measures" established by the country in which the Hotel is located, and as a minimum, those established by the RIU Group.



5. Cleaning Communal Areas

In this section, Communal Areas have been classified as Interior or Exterior, and for guests or staff.

5. 1. Cleaning Client External Communal Areas

Included in this category are facilities such as outdoor bathrooms, Beach Bars, Pool Bars, Stages, etc. that are outside of the main Hotel facility.

5. 1. 1. Exterior bathrooms

The cleaning procedure for reviewing and spraying guest bathrooms will be carried out as follows:

Cleaning frequency: Every hour. A written record must be made in the Cleaning log.

Tools: The normal tools for this type of task, not forgetting the spray bottle (containing an authorised virucide, as described later in this Document).

1. Put on a mask and protection goggles.
2. Put on Gloves exclusively for these bathrooms.
3. Use the normal cleaning products for bathrooms and clean in the following order:
 - a) Washbasin taps.
 - b) Washbasin.
 - c) The hand dryers' pushbuttons and urinal flush buttons.
 - d) WC areas, cistern pushbutton, WC door, handles/knobs and bathroom doors and finally the toilet.

The scouring pad for the toilet will be a different/exclusive colour.

4. Virucide is then applied to the above: washbasins, urinals, etc.
5. Finish off the bathrooms by applying virucide throughout the WC enclosure.
6. Sweep and mop the floor.
7. Throw away the Gloves that were used in that bathroom and clean hands with Hydroalcoholic Gel.

5. 1. 2. Beach bars, Pool Bars, Stages, Pool changing cubicles, etc.

The cleaning of these External Areas will be carried out as follows:

Cleaning frequency: Every 1 or 2 hours.

Tools: The normal for this type of task, not forgetting the spray bottle (containing an authorised virucide, as described later in this Document).

1. Put on a mask and protection goggles.
2. Put on Gloves exclusively for these bathrooms.
3. Use the normal cleaning product for bathrooms and clean in this order:
 - a) Washbasin taps.
 - b) Washbasin.
 - c) The hand dryers' pushbuttons and urinal flush buttons.
 - e) WC areas, cistern pushbutton, WC door, handles/knobs and the bathroom doors and finally the toilet.

The scouring pad for the toilet will be a different/exclusive colour.



4. Virucide is then applied to the above: washbasins, urinals, etc.
5. The other facilities should be cleaned in this order:

- a) Firstly, the Buffets.
- b) Then, handrails, chairs and tables.

(if a Theatre Bar is being cleaned), afterwards the DJ area, the Stage, the dressing rooms and costumes stockrooms would be cleaned.

- c) Finish off by cleaning the floor.
6. Virucide is then applied to all of the above.
7. Finish off bathroom by applying virucide throughout the WC enclosure.
8. Sweep and mop the floor.
9. Throw away the Gloves that were used in that bathroom, take off the mask and clean hands using Hydroalcoholic gel.

5. 1. 3. Pools.

1. For the pool surround and solarium area, a suitable Virucide should be used (sodium hypochlorite is recommended at a concentration of 1,000ppm), as it is an Outdoor area with Natural Ventilation and probably a breeze.
2. Whilst cleaning, always ensure that the Virucide never spills into the pool.

5. 2. Cleaning Client Interior Communal Areas

For the cleaning of Indoor Communal Areas, the following applies:

Those in charge of cleaning and disinfecting guests' Communal Areas should ensure that all contact areas are disinfected, by spraying a virucide every 2 hours. Applicable (but not limited) to the following Contact areas:

1. Reception desk and screen.
2. Bar counters.
3. Railings and handrails of the main staircase (and any others used by guests).
4. Manual Hydroalcoholic Gel Dispensers.
5. Lift buttons.
6. Handrails inside lifts.
7. For Communal toilets (including taps, manual soap dispensers, door handles, etc.) this will be carried out as follows:

The cleaning procedure for reviewing and spraying guest interior bathrooms, using virucide, is at the same frequency and following the steps indicated for exterior communal areas.

The following interior communal areas:

- a) "Motor lobby", Lobby and reception.
- b) Restaurants.
- c) Themed restaurants.
- d) Bars (including the Sports Bar).
- e) Gymnasium.
- f) Miniclub.
- g) Communal toilets.
- h) SPA and/or Gymnasium (Fitness) changing rooms.
- i) Luggage room.



Clean, as indicated in section: "5. 1. 2. Beach bars, Pool Bars, Stages, etc."

Likewise, guests' Indoor Communal Areas (those not outdoors) previously mentioned should be fumigated at least weekly.

As an exception to the above, the luggage room should be fumigated every night.

6. Preventative Measures Specific to the Pool dept. due to Covid-19

In addition to the General Preventative Measures, the Pool Department also have the following additional Specific Preventative Measures:

6. 1. Capacity Limitations in Pools

To achieve the necessary Social Distancing, there must be 2 metres between all bathers (in America, 6 feet). This means that, in the Pool, there will be 1 bather every 12.5m² (in America, 1 bather every 10.5m² or every 113 feet²).

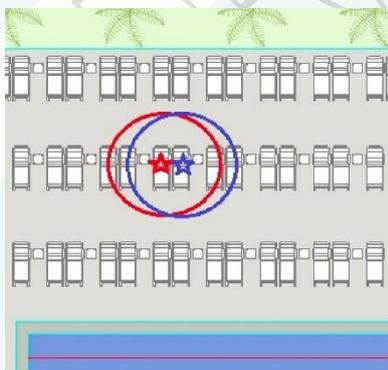
Pool maintenance staff will be responsible for ensuring compliance with Social Distancing.

6. 2. Distribution and Cleaning of the sunbeds around the pool/on the beach

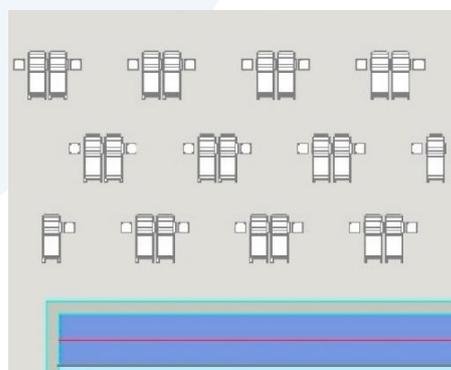
1. Since the current regulations require us to control social distancing between persons (which influences pool capacities), the distances between pool sunbeds (loungers), will be increased as follows:
 - a) The Social Distancing rule does not apply to guests who share a room (or who are members of the same family unit, such as parents with children, even if those children sleep in another room).
 - b) For all other situations, the Preventative Measure to adopt is a "safe" distance, which for 2 people not wearing masks, who are not related or sharing a room, is 2 metres.
 - c) Additionally, sunbeds situated next to narrow walkways in the Pool area, should be removed to avoid contamination from passing people.

The figure on the left shows the area affected by 2 so-called guests who share a room or are from the same family unit. In the figure in the middle, you can see how, even trying to create more space, at the expense of "minimizing" the radius of the affected areas, the Pool Area's capacity is reduced to approximately 50%.

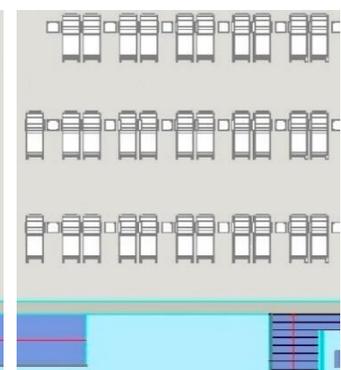
Affected area



Distribution due to Covid-19



Distribution prior to Covid-19



- d) Each hotel should allocate the necessary human resources to comply with this measure and space for entertainment activities.



2. Pool sunbeds (loungers), must be cleaned and disinfected using a Cleaning Product, but it should never stain or fade towels or guests'/staff garments.
3. Whilst cleaning sunbeds ensure that the Virucide (or the water used) does not enter the pool.

6. 2. Pool maintenance

For those staff in charge of pools, one of the greatest risks they face whilst cleaning or maintaining pools, is inhaling vapours given off by the Chemicals used (most are harmful, toxic or corrosive). Therefore, for these activities it is necessary to use PPE, such as a full mask (or semi-mask) to guard against particles/sprays and organic/inorganic vapours.

In this case, PPE should be for personal use only, as if shared they could lead to infection from one technician to another e.g. wearing another's PPE which has mucous on it.

7. Preventative Measures Specific to the Gardening Department due to Covid-19

Regarding Preventative Measures for the Gardening Department, the following changes are highlighted:

7. 1. Changes to the order of caring for Exterior Areas

Wherever possible, to minimise the risk of infection to, or from, guests, Gardening staff are advised to carry out their tasks in this order:

1. First, work in areas where there is a higher chance of guest contact. These are the landscaped areas alongside the main road leading to reception and alongside the pathways leading to the blocks of rooms (pictured, marked in Yellow).
2. Next, the garden areas that face the property boundaries (marked in Red).



It is important to bear in mind, do not share tools or machinery, and if they must be shared, they should be disinfected both before and after each task.

8. Good Practices in Communal Areas Departments

The following are measures to prevent infection and should be carried out whenever possible, and at least for the duration of the pandemic:

8. 1. Handling Loads

One of the most common tasks of staff in the Communal Areas is handling loads (during, for example, the transfer, assembly and disassembly of Machines). In such cases, the PPE indicated in the relevant section should be used, which is a minimum of a mask and gloves (appropriate to the task). Plastic gloves may NOT be worn, to prevent the load from slipping from hands and causing injury to the employee. Loads handled are often very heavy and/or very bulky and/or



difficult to hold. Additionally, the greatest possible distance should be maintained at all times between persons handling such cargo.

8. 2. Rotation and Division of Communal Areas Departments' staff

1. The division of tasks amongst said departments' staff:

Ideally each specific task should be carried out by a single person, bearing in mind that you should have a team of trained staff who know how to carry out that task (to ensure the Hotel is "covered" every day of the year).

The Creation of "permanent" teams of staff: Wherever possible, "permanent" teams of staff should be established for each shift. Then if one member of a team were to become sick or asymptomatic, they would not infect the entire department, which they could do if they were changing from one team to another.

8. 3. Waste Management

Bins for used PPE

Each department should choose a place (e.g. the gardening departments could opt for the gardening departments' stockroom), in which to install upright automatic pedal bins (with lids) for the disposal of all single-use PPE that staff of said department have used.

9. Cleaning /Disinfection products for Covid-19

9. 1. Current Cleaning & Disinfection products

Cleaning and disinfection of the areas and equipment of any of the Communal Areas departments will be carried out using Chemicals approved by Purchasing Department (following the review of the products Safety Data Sheets by Occupational Risk Prevention) and using the appropriate Concentration/Dosage.

Unless scientific evidence says to the contrary, at present the following are considered as disinfectant products against Covid-19:

1. **Sodium Hypochlorite** - commonly known as bleach, or chlorine (in Mexico):

A sodium hypochlorite solution containing 1,000ppm (parts per million) of active chlorine would clean the surface to be treated if left to act for 5 minutes on said surface. Therefore:

- a) Bleach must have a concentration of 40-50gr/litre.

NB: In the photo you can see how to find out the concentration of the bleach we are using.

- b) To ensure that the bleach concentration is at least 1,000 ppm, **5 tablespoons of bleach with that concentration should be put in a container and water added to make it up to 1 litre.**
- c) To ensure correct cleaning and disinfection, the solution must be prepared the same day as it is used (a solution made the previous day may NOT be used).





2. Virkon:

A solution should be prepared at 1:100 (i.e. 10ml of Virkon per litre of water):

- The Product's own container comes with a 10ml spoon which should be filled until level with Virkon.

In the photo you can see the spoon we refer to (with the 10ml mark on it).

- For every litre of water, we place in a container, we add a level spoon full.

First put in the Water and then add the Virkon).

- When Virkon is diluted in the water, the water should turn a strong pink colour. This colour indicates that it is effective. After a few days, it loses its colour and turns a pale pink, which indicates that it has lost its effectiveness and that you must throw the mixture away and prepare another.



3. Hydrogen Peroxide (commonly known as Oxygenated Water):

A solution of 0.5% volume should be prepared. To ensure disinfection the mixture should be left to act for 1 minute on the surface to be treated:

- Oxygenated Water usually has a concentration of 3% (or 10 volumes).

NB: The label in the photo shows us the concentration of the Hydrogen Peroxide.

- As environmental conditions may degrade the contents, the mixture is prepared in a container by using 4 volumes of Water for each volume of Oxygenated Water we use.

- To ensure correct cleaning and disinfection, the solution must be prepared on the same day as it is used (a solution made the previous day may NOT be used).



9. 2. Possible new Cleaning & Disinfection products

Should any new products emerge for the effective cleaning and disinfection of surfaces to eliminate COVID-19, the list of Chemicals products shown in the previous section may be expanded.

Only products approved by the Sanitary Hygiene Department can be used for cleaning and disinfecting surfaces.

To grant approval, the Sanitary Hygiene Department must have previously reviewed the product Safety data Sheet and verified its suitability for the elimination of Covid-19.



9. 3. Other elements for refitting Communal Areas workplaces

9. 3. 1. Cleaners in Communal Areas

From now on, the cleaners' trolleys in communal areas must contain:

1. Hydroalcoholic Gel for hand disinfection at every room change.
2. Sufficient stock of gloves (preferably made of nitrile, but if not possible, of vinyl or another material suitable for the task).
3. Rubbish bags, of a different colour to the normal ones, to store all material which could be contaminated.
4. All necessary cloths, microfibre cloths, souring pads, etc. according to this protocol.

As for staff in other departments.

9. 3. 2. Staff who work in other Communal Area Departments

These staff should have:

1. Hydroalcoholic Gel

This is used to disinfect hands (both periodically and whenever they become contaminated).

Specifically, there should be hydroalcoholic gel dispensers in all areas where they work: Machinery stores, etc.

2. Gloves

There should always be a sufficient stock of gloves for staff (see the PPE section at the end of this Document).

3. Masks (see the PPE section at the end of this document).
4. Eye protection (should be closed goggles to avoid splashes).
5. Rubbish bags and bins with lids.

10. Order, Cleaning & Disinfection of Specific Communal Areas

Using the Cleaning Chemicals included in the previous section, these are the general guidelines to follow:

10. 1. SAT workshops

As a general rule, capacity in premises should be limited, in order to comply with the social distancing measures indicated in the "General Preventative Measures" section.

Therefore, SAT workshops or premises (including where the Robot is) will be ordered, cleaned and disinfected daily. However, capacity may be limited to a single employee. If the workshop is very large, cleaning and disinfection can be carried out by several employees whilst maintaining the necessary distance between them at all times.

If possible, it is best to divide the Cleaning and Disinfection of the various areas of large workshops, so that they take place at different times of the day (i.e. in different shifts).

10. 2. Machine rooms

With regards to the machine rooms and other premises, as cleaning and disinfection is carried out weekly (except when there is a breakdown, when it will be carried out once the work is finished), it is much easier to manage the schedules as to when this cleaning is carried out and thus achieve the necessary social distancing between staff.



10.3. Cleaning all the department's equipment

Once work is completed, items such as:

1. Trolleys.
2. Ladders.
3. Tools.
4. Scaffolding.
5. Extension cables, etc

which department employees have used, will be disinfected with a suitable virucide product (such as those already mentioned in this document) including bleach, Virkon, Hydrogen Peroxide or any other product considered as a suitable virucide against Covid-19.

11. Staff training regarding COVID-19

Training is essential in order that all written procedures are carried out and to avoid RIU Group staff being infected.

Training content must be up-to-date and easy for all staff of the RIU Group to understand. Likewise, as training is carried out, new presentations will be generated which will answer staff members' main questions and concerns, and will include any new information or scientific evidence that affects work routines

Training for the housekeeping department of any Hotel must contain at least:

1. Definition, causes and symptomatology of COVID-19
2. Means of infection.
3. Hygiene measures to prevent infection.
4. "Minimum" health conditions to attend your place of work.
5. Aspects to consider if public transport is used (or shared).
6. The use of Chemical products to eliminate COVID-19 (virucides).
7. Practical advice on how to carry out the new procedures implemented for COVID-19.
8. What to do if you suspect that a guest or another staff member is potentially affected with Covid-19 (or when the illness is confirmed).
9. Putting on and taking off individual PPE.

12. Individual Personal Protection Equipment (PPE)

12.1. PPE for staff

The members of the Technical Services department should have the appropriate PPE for the tasks that they carry out:

1. Mask.

The type of mask used will depend on the availability of the mask in each area.

Each mask should be used for 1 day maximum (8 hours in total). In the case of reusable masks, they should be washed after each working day (if in a household wash, the temperature should reach above 60°C).



For tasks which have a higher risk of viral exposure (e.g. cleaning water system membranes), it is recommended to wear FFP2 or N95 masks.

2. Gloves

The general rule is that, whenever they need them, all Communal Areas staff will wear gloves for individual use and which are suitable for the task to be carried out (e.g. always when handling loads whose surfaces are slippery, or may cause injury: Abrasions, cuts, etc.).

3. Use of eye protection (closed goggles should be used to avoid splashes).

4. Facial Mask for Pool Chemicals.

A self-filtering mask to protect from organic/inorganic spray/particles and vapours.

Each Facial Mask and accompanying filters must be for personal use (See photo of a filter example).

Ideally use a full-face mask to protect your eyes from potentially contaminated liquids splashing.



5. Full Tyvek type overall (hooded).

Mandatory use in water treatment systems (e.g. during maintenance or for cleaning membranes) to avoid staff becoming infected when treating potentially contaminated liquid (these suits act as a barrier against infectious agents).

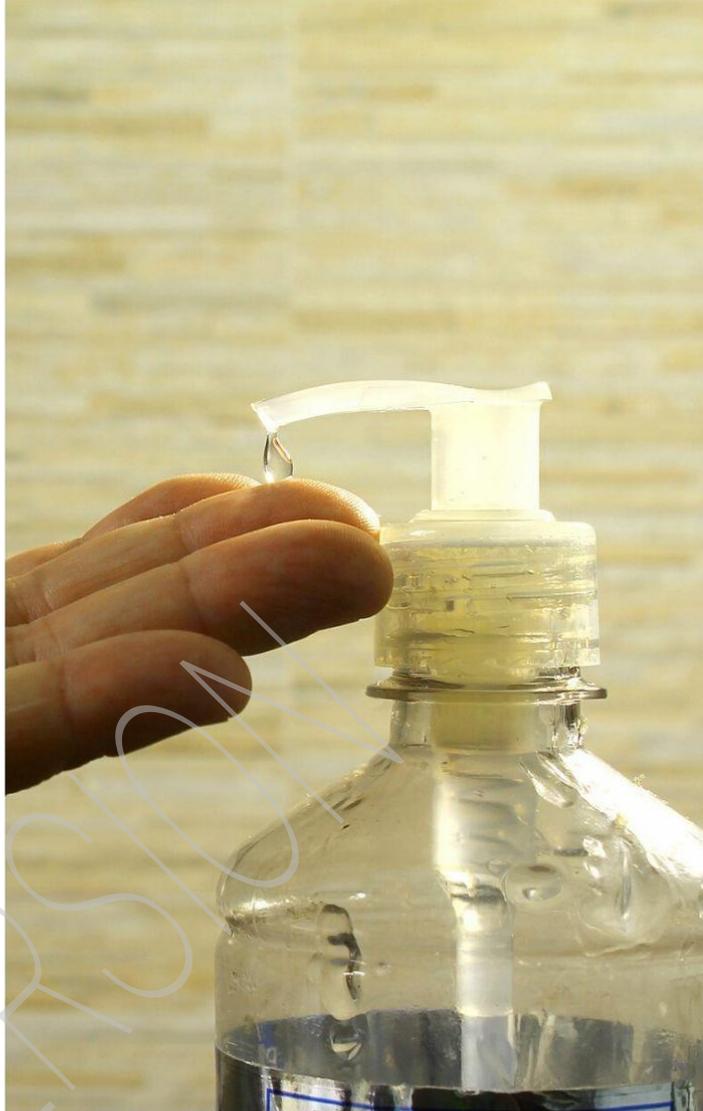


13.15

DRAFT

RIU PR013.15 STAFF AREAS

HOTELS & RESORTS



1.Objective

In this document, all the actions that affect the ordinary routine of the RIU Group's staff areas will be identified.

2. Supporting documents

- Risk Assessment
- PR Training programme
- PR Staff policies

3.Responsibilities

Who	Responsibilities
Departments Heads	<ul style="list-style-type: none"> - Ensure the implementation of new measures against COVID19 - The final responsible for the implementation of the current procedure in their own department - Report back to the H&S Supervisor or Quality responsible if any deficiencies or even difficulties in implementation.
Quality responsible or H&S supervisor	<ul style="list-style-type: none"> - Follow up implementation of the required control measures against COVID19 - Report back to General Manager about state of implementation
Preverisk Group	<ul style="list-style-type: none"> - Provide training to the staff in the procedures. - Verification of implementation of the extra measures required.
General Manager	<ul style="list-style-type: none"> - The final responsible for implementation of the new measures - To verify implementation of all measures indicated in the risk assessment COVID19

4. Working method

1. General rules

The capacity of RIU Group Hotels shall be limited to a maximum of 50 - 60% of the normal capacity, unless the country's legal regulations set a more restrictive mandatory limit.

This document will identify all actions pertaining to and affecting the normal routine of RIU Group's hotels' staff areas.

It is essential that everyone reads, understands and knows what is contained in this document.

It is mandatory that all RIU Group employees, affected by the contents of this document, act in accordance with these rules (or any other) produced by the company.

Remember that, in order to facilitate the implementation of the following measures and to ensure that they are carried out effectively, staff training will be carried out as detailed below in paragraph: **8. Staff training regarding COVID -19**

2. Preventative measures before the hotel entrance

General rules:

1. Any employee who exhibits any symptoms (cough, fever, shortness of breath, etc.) that may be associated with COVID-19 should not go to work.
2. Likewise, all employees who have been in "close contact" (within 2 metres for a minimum of 15 minutes) with a person (e.g. co-habitants, family members, etc.) who has, or is suspected of having Covid-19, may not go to work.

Employees in any of the situations described above should contact their Department Head (who in turn should contact HR).

3. Any employee who travels to the Hotel by public transport, staff transport or by any other means where social distancing measures are not respected, must wear a mask throughout their journey. For more detailed information, see "COVID-19 Protocol for the use of staff transport".
4. At no time are staff allowed to access or leave the hotel in their work uniform. When travelling to and from work they must wear their own clothing and footwear. However, they are permitted to carry their uniform in a closed bag or backpack, but neither on the journey to or from work are they to wear their work uniform.
5. Uniforms must be washed at home. When washing the uniform, the temperature should reach a minimum of 60°C. If this temperature cannot be ensured, then the uniform should be adequately disinfected.

3.Preventative measures at the hotel entrance

All staff in order to access the facilities must, at the staff entrance:

1. Pass a temperature check, and the employee will not be able to access the hotel if their temperature exceeds 37.5°C.
2. Wash or disinfect hands before entering the hotel. To do this:
 1. Hands should be washed with soap and water (for a minimum of 40 seconds) or,
 2. Hands should be disinfected with hydroalcoholic gel (an ethanol concentration of minimum 62 - 71%).

When using one or the other:

- ✓ If hands are not visibly dirty, hydroalcoholic gel could be used.
- ✓ If hands are visibly dirty, soap and water should be used.

It is important to bear in mind that hands should be dried thoroughly with a disposable paper towel and hydroalcoholic gel can be used afterwards.

3. Disinfect the soles of the shoes using a mat impregnated with an authorised virucide product.

To monitor and ensure that all employees who access comply with the above measures, the hotel must provide the necessary resources for this.

Furthermore, ensure that all employees access the facilities through the equipped staff entrance.

4.Preventative measures in changing rooms

The general rules for changing rooms are:

1. Each hotel shall provide the necessary means to ensure:
 - a) The maximum capacity in order for minimum safety distances to be respected between workers (2 metres if they are not wearing a mask, 1 to 1.5 metres (in America 6 feet) if they are wearing a mask.
 - b) Do not create bottlenecks at the start and end of each shift.
 - c) In the event that there are already staff in the changing room, and it is at maximum capacity, other staff must wait to enter, queuing at the minimum safe distance.
2. Changing rooms should be adapted to ensure that each employee has a locker, in which to leave their personal belongings whilst working. Furthermore, at the shift change, empty lockers will be disinfected, as they could have been contaminated by the outdoor clothing and/or footwear belonging to the employee who ended their shift.
3. When changing clothes, to avoid contamination, there should be no contact between employees personal clothing and their uniform.
4. Before leaving the changing room, personal items (e.g. glasses, etc.) in addition to their work mobile phone, should all be disinfected.
5. It is mandatory that before leaving the changing room, all staff wash their hands correctly with soap and water for a minimum of 40 seconds.
6. Before entering and after leaving the changing rooms, staff must disinfect their hands with hydroalcoholic gel, using the dispenser provided at the changing room entrance.
7. The hotel shall ensure, by all necessary means, that disinfection of the changing rooms is carried out. An authorised virucide should be used, various times a day, to disinfect those surfaces which are more likely to be contaminated, such as all handles and doorknobs, locker doors, taps, etc.

8. Furthermore, spraying with an authorised virucide shall be carried out daily, and where possible, the area should be naturally ventilated.

5. Preventative measures in communal toilets

General rules:

1. Distancing measures:

As the minimum safety distance must be maintained within the communal toilets and in the queue to them (1 to 1.5 metres/in America 6 feet if a mask is worn, or 2 metres if not), this will most likely involve reducing the capacity of communal toilets.

2. Hygiene measures:

- a) It is very important that, both at the entry and exit, every employee who uses the communal toilets, correctly disinfects their hands with hydroalcoholic gel, from the dispenser provided at the entrance.
- b) Additionally, hands should be washed with soap and water for a minimum of 40 seconds and hands dried really well before exiting.

Next to the washbasins there should be information posters with instructions on how to wash hands correctly (also available on the RIU Intranet).

It is recommended that these posters are placed on the washbasin mirrors so that staff can see them when washing their hands (see Photo).



3. Cleaning measures:

- a) Areas more likely to be contaminated such as doorknobs and handles, taps, etc. should be disinfected more frequently using an authorised virucide.
- b) Additionally, an authorised virucide should be sprayed daily and where possible, the area should be naturally ventilated.

6. Preventative measures in coffee shops

General rules:

1. The capacity inside the coffee shops shall always be limited and should always comply with minimum safe distances. As capacity will be limited, please only remain there for the minimum amount of time (to avoid queues forming in the corridor).
2. Informal meetings inside the coffee shops are prohibited, as minimum safe distances cannot be ensured.
3. Staff waiting in the corridor must maintain a minimum safe distance from others of 1 to 1.5 metres (in America 6 feet) if they are wearing a mask, or 2 metres if they are not.
4. Disinfect more frequently, surfaces which are more likely to be contaminated such as dispenser machine buttons, doorknobs, handles, taps, etc.
5. Additionally, spray each day using an authorised virucide and where possible naturally ventilate the area.

7. Preventative measures in canteens

General rules:

1. Distancing measures:

- a) Remember that distancing measures apply at all times in the staff canteen. Therefore, during food and beverage service, respect the distancing of 2 metres (not wearing a mask) or 1 to 1.5 metre (in America 6 feet) (wearing a mask).

If a lot of people are eating in the staff canteen, then staff will be asked to limit the time they spend there (30 minutes for each shift).

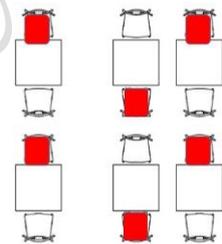
The best solution would likely be to organise shifts for dining (this could mean that dining room schedules need to be lengthened). The idea is to limit the maximum capacity as well as the shift times.

- b) The distance between the backs of the chairs should be greater than 1 metre.

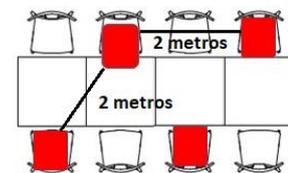
- c) In order to increase the distance between people (to prevent infection), tables may not be pushed together.

- d) At 2-person tables, only one person can eat.

If the tables are small and there is no more than 2 meters between diners (see figure), only one person can sit at each table. If the passageways between tables allow for 2 metres between diners, people can sit in alternate seats (marked with red squares). This will increase the distance between people and reduce the risk of infection between them.



- e) On tables of more than 2 people, if there is no more than 2 metres separation between them, they should be seated "diagonally".



2. Hygiene measures for the dining shift:

- a) During the processing and transport of food to the canteen, all sanitary hygienic measures set out in the RIU and HACCP regulations shall be respected

- b) Once more, remember that hands must be washed or disinfected, and a mask put on before serving food (so as not to contaminate serving spoons or tongs). All canteens will have a hydroalcoholic gel dispenser at the entry point.

- c) Where food is provided by self-service:

1. In addition to hand disinfection and mask use, all staff will be required to use gloves.
2. The tongs, serving spoons and other serving utensils will be changed every 30 minutes. Once each meal shift is finished in the canteen, all trays, pots and pans and utensils for serving food (spoons, tongs, etc.), must be changed.

- d) Where food is served:

1. The cooks responsible for serving food must wear gloves and a mask.
2. The cooks should have a hydroalcoholic gel dispenser at their disposal, to disinfect their hands whenever necessary.

e) Glasses should be placed face down to avoid contamination.

3. Hygienic measures after the dining room shift:

a) Persons in charge of cleaning the dining room, should increase their hand hygiene measures.

Additionally, once each meal shift in the canteen has ended, disinfect all surfaces that workers will have touched, using an authorised virucide. For example:

- ✓ Tables.
- ✓ Chairs
- ✓ Buffet surfaces
- ✓ Drinks dispenser buttons
- ✓ Knobs and door handles

b) Additionally, each day, spray with an authorised virucide and where possible naturally ventilate the area.

8. Staff training regarding COVID -19

Training is essential in order that all written procedures are carried out and to avoid RIU Group staff being infected.

Training content must be up-to-date and easy for all staff of the RIU Group to understand. Likewise, as training is carried out, new presentations will be generated which will answer staff members' main questions and concerns and will include any new information or scientific evidence that affects work routines.

Training for the staff of any Hotel must contain at least:

1. Definition, causes and symptoms of COVID-19
2. Means of infection.
3. Hygiene measures to prevent infection.
4. "Minimum" health conditions to attend your place of work.
5. Aspects to consider if public transport is used (or shared).
6. The use of Chemical products to eliminate COVID-19 (virucides).
7. Practical advice on how to carry out the new procedures implemented for COVID-19.
8. Putting on and taking off individual PPE.

9. Individual Personal Protection Equipment (PPE)

1. Staff who, whilst travelling between home and the workplace, cannot ensure the minimum safe distance of 2 metres from others, are required to wear a mask.
2. The use of a mask is mandatory in all staff areas where the minimum safe distance of 2 metres cannot be ensured.
3. Individual protective equipment, which each employee should wear, is determined by the characteristics and risks of their job and is described in each of the departmental COVID-19 action protocols.

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II. AUTHOR BIOGRAPHIES

**Dr Esteban Delgado, PhD, FRSPH, FRSM, MAE
Chairman and Technical Director, Preverisk Group.**

Degree and PhD in Biological Sciences (University of Balearic Islands, Spain). A practicing member of The Academy of Experts of London. A Fellow of the Royal Society of Public Health (UK). A Fellow of the Royal Society of Medicine (UK). An International Member of the Worshipful Company of Plumbers, City of London. Since April 2008 he has been an advisor to Public Health of the British Federation of Tour Operators (FTO)/ABTA (Association British Travel Agencies). Analysed health data, obtained through the Customer Satisfaction Questionnaires (CSQs) for the main British Tour Operators and ABTA/FTO. Has participated at conferences/consultations with the World Tourism Organisation and the World Health Organisation.

Assists senior managers and board members of Public Health and Tourism, to plan and implement their own environmental safety programmes, risk management systems and crisis management programmes. Previous experience: Researcher at Rothamsted Experimental station in the UK, CSIC in Spain, and Lecturer at the University of Balearic Islands.

**Prof Rodney Cartwright MB, FRCPath, Hon FRSPH, Hon FSoPHE, Hon FCIPHE
Medical and Public Health Expert advisor to Preverisk.**

Prof Rodney Cartwright is a medically qualified microbiologist and became a senior consultant in the British Public Health Laboratory Service. He developed expertise in both travel associated, and water born infections. Over the past forty years, he has been a medical adviser to the British Federation of Tour Operators and ABTA helping to develop health and hygiene guidelines for hoteliers and tourist resorts. His expertise has been recognised by international health agencies and Ministries of Tourism. He has also been recognised by water and public health engineering authorities. Rodney is strong believer in the importance of good hygiene practices and a strong public health infrastructure in the prevention of infections in both indigenous populations and tourists.

**Caterina Ramis Ferriol
Project Manager, Preverisk Group.**

Degree in Chemistry (University of Barcelona, Spain). Chartered Institute of Environmental Health - Level 3 Risk Assessments in Fire Safety and General Safety (2016). Travelife Sustainability System Auditor. Has a wealth of experience from working with hoteliers and major UK tour operators. Joined Preverisk in 2010 - Health & Safety/Sustainability consulting, auditing and training. Since 2015 involved in managing, supervising & coordinating teams of consultants participating in international projects for major tour operators.

Since 2018 has led RIU's Health & Safety project worldwide.



Miquel Puiggròs Noguera
Technical Manager, Preverisk Group.

Degree in Biology (University of the Balearic Islands 1999). Master's degrees: Certificate of Pedagogical Aptitude (1997), Quality & Environmental Management (2000), Industrial Microbiology (2002). Travelife Sustainability System Auditor (2007). Chartered Institute of Environmental Health - Level 3 Risk Assessments in Fire Safety and General Safety (2016). Has 22 years' experience in food safety, water safety, health & safety, sustainability and animal welfare. Has worked as a consultant, auditor, trainer, in crisis resolution and in developing new safety programmes, auditing systems and on content for auditing Apps.

Has a wealth of experience from working with hoteliers and major UK tour operators. Worked for Cristal (1999-2003). Joined Preverisk when it began in 2004.

Diego Lorenzo Hernández
Operations Manager for Preverisk Group, Spain.

Degree in Biological Sciences (University of La Laguna, Canary Islands, Spain). Travelife Sustainability System Auditor (2009). Chartered Institute of Environmental Health - Level 3 Risk Assessments in Fire Safety and General Safety (2016). Joined Preverisk in 2006. Since 2018, Operations Manager of Preverisk Group. Manages, supervises and coordinates Preverisk's Health & Safety team (30+ staff). Has led key National and International company projects. Has developed and implemented food and water hygiene programmes for the travel and tourism industry, worldwide. Has a wealth of experience from working with hoteliers and major UK tour operators - developing projects including risk management and crisis management programmes.

Dr Ahmed Karam PhD, MSc
Country Manager for Preverisk, Egypt.

Degree and PhD in Agricultural Sciences (University of Cairo, Egypt). MSc in Environmental Sciences (University of Zaragoza, Spain). Travelife Sustainability System Auditor. Participated in the "Accommodation Safety & Security Management Seminar" 2015. Has over 21 years' experience in food safety, health & hygiene, health & safety, quality management and food safety management. Joined Preverisk Group in 2010, as Manager in Egypt. Has gained significant experience working within the travel and tourism sector in planning and implementing environmental safety programmes, risk management systems and crisis management programmes. He has significant experience through professional relationships with hoteliers and the UK's main tour operators. Previous experience: Researcher in Agricultural Research Centre (Cairo, Egypt). Consultant; Food Safety and Quality Management Systems for Precon Food Management. He has worked/studied in the Netherlands, Spain, Tunisia, Turkey, Jordan and Egypt. He speaks Arabic, English and Spanish.



Terry Auld

External Consultant to the board of the Preverisk Group

Terry Auld is an Independent consultant to the travel industry on matters involving Health and Safety. Following his retirement, as a senior officer with Suffolk Fire Service in 1998 he set up his own Fire and Safety Consultancy. He became an associate with Ron Wheal Associates and worked in assessing accommodation for UK tour operators and became Operators Director of Ron Wheal Associates in 1999. Terry worked with the Federation of Tour Operators to draft their Health and Safety Preferred Codes of Practice (now renamed as the ABTA Tourism Accommodation Health and Safety Technical Guide) and is still a member of the Review Panel of the Guide. In 2003 Terry worked with School Travel Operators in the formation of the School Travel Forum (STF), preparing technical guidance and establishing audit protocols for accommodation used by school groups travelling overseas. Internal audit protocols for STF member companies were also developed by him. He was also part of a team which established the Learning Outside the Classroom process for the forum. Terry joined Argent Health and Safety as Development Director and continued to work alongside ABTA, FTO, IAGTO BETA and the STF. Terry is a member of the Institution of Fire Engineers and attended the EU Committee for experts in fire safety.

Following 'retirement' in 2013 he continues to act as a consultant advising on tour operators on H&S issues whilst also doing some training, mentoring and monitoring of auditors.

Terry is currently retained by Preverisk a leading provider of safety related services as an advisor to the board and consultant.



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