Internal Protocol

Because the safety of our staff and those who visit us is, and has always been our priority!

COVID-19 Internal Security Plan in line with national and international best practices
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3. REGISTRATION OF ACTS / INCIDENTS
1. PREVENTION PROCEDURES

1.1 IN THE FACILITIES

1.1.1 Signage and Information

Information on how to comply with the prevention rules is provided to the client at the accommodation. This internal protocol is available at the reception for consultation.

1.1.2 Hygiene plan

**Reception and common areas**
- Team properly equipped with safety equipment (mask or visor, and gloves)
- Gel dispensers in various areas of customer use as well as reception
- Online check-in process to reduce the number of interactions with customers
- TPA and counter regularly disinfected
- Washing and disinfection of surfaces where employees and customers circulate, ensuring control and prevention of infections.
- Cleaning surfaces and objects in common use several times a day (including counters, light and elevator switches, door handles, etc.)
- Wet cleaning is preferred over dry cleaning and vacuuming.
- For the floor, washing is performed with hot water and common detergent, followed by disinfection with a bleach solution diluted in water, at least twice a day.
- In common sanitary facilities, washing is performed, preferably, with a product that contains detergent and disinfectant composition, at least three times a day
- Air renewal in rooms and enclosed spaces is done regularly
1.1.2 Hygiene plan

- **Restaurant area**

  **RESTAURANT**
  - Effective cleaning and disinfection of the tables is ensured after each customer rotation on the table.
  - Payment to “room account” or contactless is encouraged in order to avoid handling banknotes and coins
  - In the pantry and bar area, a reinforcement of the cleaning of utensils, equipment and surfaces and avoiding the direct manipulation of food by customers and employees as much as possible
  - It is encouraged to take meals in the apartments as well as the take-away or room service
  - Restriction on the maximum capacity of the room and the terrace in order to guarantee the safety distance between the tables.
  - Elimination of all buffets with client interaction
  - À la carte breakfast with Menu
  - Half board and full board with 3-course menu set
  - Team properly equipped with safety equipment (mask or visor, and gloves)
  - Restaurant Menus laminated and disinfected after each use

  **KITCHEN**
  - Team properly equipped with safety equipment (mask or visor, and gloves)
  - Space and equipment rigorously disinfected
  - Disinfection of all packages before placing them in refrigerators
  - Obligation to enter with mask from all suppliers
  - Continuation of full HACCP compliance
Hygiene plan

**Apartaments**
- There should be a waiting time of at least 2-3 hours between removing sheets and bedding and towels, and cleaning floors and surfaces after leaving the previous client.
- Team properly equipped with safety equipment (mask or visor, and gloves)
- When removing bed linen and towels, staff should not shake the clothes. They should be removed without shaking and rolled from the inside to the outside, making a package not touching the clothes. These should go directly to the washing machine or the appropriate place.
- Wet cleaning is mandatory as opposed to dry cleaning and the use of vacuum cleaner.
- Strict disinfection protocol of the apartment ((cleaning of door handles, furniture, ...)
- The waste collected from the apartments must be placed in a tightly closed bag.
- Bed linen and towels changed daily on request
- Daily disinfection of all employees' work material
- Option to prohibit people from entering the room (daily cleaning)
- Removal of carpets and any other type of tapestries on request

**In the bathrooms**
- Wash the bathroom, starting with the taps, washbasins and drains of these, then move on to the furniture, then the bath or shower, toilet and bidet;
- Finally, wash the floor

**Kitchen**
- Place dishes in the machine and clean the countertops starting with the taps, the sink, appliances and then moving on to the furniture.
- Finally, wash the floor

Open the windows in the area and let it air dry.
1.1.2 Hygiene plan

**Spa / Pools**
- Team properly equipped with safety equipment (mask or visor, and gloves)
- Sunlounges with more space in between
- Keep the wet areas closed, namely, Sauna, Turkish Bath, Showers, Jacuzzi, Indoor Pool.
- Showers open only for changing clothes and using a toilet. Not recommended the use.
- At the Gym, the attendance should be done keeping the safety distance and only 2 people at the same time (and pre-booked)
- The cleaning and disinfection of the pools must be carried out with the usual procedure.
- (If the patient has recently used any pool, the surfaces of that pool where people circulate should be washed and disinfected)
1.1.3 Suit the selected location for insulation

Location - Apartment E0A to isolate people who can be detected as suspected or confirmed cases of COVID-19, with natural ventilation and mechanical ventilation system.

**Isolation zone**
The Isolation Room has:
- smooth and washable coatings
- exclusive bathroom
- telephone
- Chair
- stock of cleaning supplies
- Non-perishable water and food
- Surgical masks
- Disposable gloves
- Paper Wipes
- Thermometer (with record sheet and pen)
- Pedal bin
- Used laundry bag

This apartment has natural ventilation and / or A / C, exclusive WC and curtains and carpets have been removed
1.2 **FOR STAFF**

**Isolation zone**

1 - Any worker with signs and symptoms of COVID-19, or who identifies a worker in the company as a suspicious case, must immediately inform the direct manager by phone and go to the “isolation” area, APARTMENT E0A

2 - The direct manager must immediately contact the SNS 24 (808 24 24 24);

3 - The SNS 24 health professional questions the sick worker about signs and symptoms. After evaluation, the SNS 24 informs the Worker about the validation or non-validation. In case of validation, DGS activates INEM

4 - The direct manager of the worker informs the employer of the existence of a suspected case validated in the company

The sick worker must remain in the isolation area (with a surgical mask, as long as their clinical condition permits), until the arrival of the INEM team, who will ensure transportation to the reference Hospital;

Other workers' access to the “isolation” area is prohibited

The “isolation” area must be closed until the decontamination (cleaning and disinfection) is validated by the Local Health Authority.

This ban can only be lifted by the Health Authority.
1.2.2 Equipment - Personal protection

Depending on their role, employees have the following EPI available:
- Mask
- Visor
- Disposable gloves
- Disposable aprons
- Disinfectant gel
- Covers feet
- Protective goggles

**However, they must take into account the following basic rules:**
- Avoid close contact with people who have symptoms of respiratory diseases;
- Adopt respiratory label measures
- Cover the nose and mouth when you sneeze or cough (with a tissue or your arm, never with your hands; throw the tissue in the trash)
- If there are symptoms of respiratory diseases, use masks to limit the spread of these diseases
- Do not share food, utensils, glasses and towels. Use a spoon to help yourself;
- Avoid touching your eyes, nose or mouth with dirty hands;
- Wash your hands frequently with soap and water or alcohol-based solution between 40 and 60 seconds; (Wash your hands whenever you blow, sneeze or cough)

Employees must take care of the daily measurement of body temperature.
1.2.2 **Equipment - Personal protection**

**Presentation:**
Employees should privilege:
- Absence of personal adornments
- Trimmed beard
- Caught hair
- Short and clean nails
- Beware of using makeup

1.2.3 **Trainning**
All Employees received information and / or specific training on:
Internal protocol for the COVID-19 coronavirus outbreak.
How to comply with basic infection prevention and control precautions for the outbreak including:

a) hand hygiene: wash your hands frequently with soap and water for at least 20 seconds or use hand sanitizer that has at least 70º of alcohol, covering all surfaces of the hands and rubbing them until they are dry.
b) respiratory label: cough or sneeze on the forearm or use a tissue, which must then be immediately thrown away; always wash your hands after coughing or sneezing and after blowing; avoid touching the eyes, nose and mouth with your hands.
c) social conduct: change the frequency and form of contact between workers and between them and customers, avoiding (when possible) handshakes, kisses, face-to-face meetings and sharing of food, utensils, glasses and towels.
d) Some of the employees received external training by Turismo de Portugal
CORONAVÍRUS (COVID-19)

RECOMENDAÇÕES | RECOMMENDATIONS

Quando espirrar ou tossir, tape o nariz e a boca com o braço ou com lenço de papel que deverá ser colocado imediatamente no lixo.

Lave frequentemente as mãos com água e sabão ou use solução à base de álcool.

Se regressou de uma área afetada, evite contacto próximo com outras pessoas.

When coughing or sneezing, cover your mouth and nose with your forearm or with tissue paper that should be placed immediately in the trash.

Wash your hands frequently with soap and water or an alcohol-based solution.

If you returned from an affected area, avoid contact close with people.

Lavagem das mãos

Duração total do procedimento: 40-60 seg.

1. Molhe as mãos com água.
2. Aplique sabão suficiente para cobrir todas as superfícies das mãos.
3. Palma direita sobre o dorso esquerdo com os dedos entrelaçados e vice-versa.
4. Palma com palma com os dedos entrelaçados.
5. Parte de trás dos dedos nas palmas apontadas com os dedos entrelaçados.
6. Esfregue o polegar esquedo em sentido rotativo, entrelaçado na palma direita e vice-versa.
7. Esfregue rotativamente para trás e para a frente os dedos dos dedos da mão direita nas palmas da mão esquerda e vice-versa.
8. Seque as mãos com toalhete descartável.
9. Utilize o toalhete para fechar a torneira se esta for do comando manual.
10. Agora as suas mãos estão seguras.

EM CASO DE DÚVIDA LIGUE IF IN DOUBT, CALL

SNS 24 808 24 24 24

REPÚBLICA PORTUGUESA 40 SNS 120 DGS

BELMAR PALMIRA & BEACH HOTEL

BOMBARDIER

INTERSA SAFETY MANAGEMENT SERVICES
1.2.4 Appointment of those responsible

Whenever a suspected case of COVID-19 is detected, the person responsible for initiating the procedures will be the receptionist on duty and in the absence of this, the security guard.

Only after performing all the procedures, should you inform the direct manager by phone who will be in charge of informing the Director / Employer.

He/she should:
- Accompany the person with symptoms to the isolation space
- Provide the necessary assistance
- Establish the contact link with the SNS

1.2.5 Stock of cleaning and sanitizing materials

Customers have at their disposal in public areas (receptions, restaurants, Bar, Spa, Changing Rooms, etc.) disinfectant gel.

Any and all disinfection and cleaning material from the different areas must be properly labeled, closed, and kept in their original packaging in the respective warehouses.
1.3 FOR CUSTOMERS

1.3.1 Equipment - Personal protection

The client will have at his disposal a surgical mask that he must use in confined areas.

1.3.2 Conduct

Guests cannot refuse to wear a mask in confined areas, hence the use of the mask is mandatory in confined areas and in public spaces / public areas is recommended.

We can measure temperature to the customer but only with the customer's consent and it cannot be registered. If the customer refuses, we must respect it. In the case of allowing and presenting temperature, it should be informed and suggest to the client that we call health 24. From here on, it will be treated as a suspicious case.
2. PROCEDURES IN CASE OF SUSPECTED INFECTION
2.1 ACTION PLAN

In case of suspected COVID-19 infection:

a) Any Customer with signs and symptoms of COVID-19, must inform the reception by telephone.

b) You should not go to the health center, private office or the hospital emergency room;

c) In the event that the Client is in his Accommodation Unit at the time of the complaint, he must remain in the room, which will function as an Isolation Room.

d) If the Client is not in his Accommodation Unit, he must be immediately lodged in the Isolation Room, APARTMENT E0A.

e) In the case of being a Client, the Resort must contact the SNS 24 (808 24 24 24) and wait for the instructions of the health professionals who will assist him and the clinical decision.
2.2 DECONTAMINATION OF THE INSULATION PLACE

The “isolation” area must be closed until the decontamination (cleaning and disinfection) is validated by the Local Health Authority.

The isolation area will always be decontaminated whenever there are positive cases of infection and reinforced cleaning and disinfection whenever there are patients suspected of being infected, especially on surfaces frequently handled and most used by the same as indicated by the DGS.

The waste produced by patients suspected of infection, will be stored in a closed plastic bag that will be sent to a licensed hospital waste management operator with biological risk.