



## COVID CONTINGENCY AND PREVENTION PLAN 19 UPDATE 15/15/2020

### Considering

- i) the state of emergency of Public Health, declared by the World Health Organization;
- ii) the most recent developments in the spread of infection due to respiratory disease caused by the Coronavirus agent (COVID-19);
- iii) having as reference the recommendations of the World Health Organization, the Directorate General of Portuguese Health and Tourism of Portugal.

The company's management defined and approved its Internal Contingency Plan. This document is in line with the guidelines of the General Health Directorate for infection by COVID-19 and defines the company's response and action level to minimize the risks of virus transmission. In view of the picture and scenarios that appear, the answer to this threat is to define a Contingency Plan to guide the actions to be followed by the company in a situation of prophylaxis.

### What is the new Coronavirus SARS-CoV-2

Coronaviruses are a group of viruses that can cause infections, including COVID-19. These infections are usually associated with the respiratory system, and may be similar to the common flu or progress to a more serious disease, such as pneumonia.

It is considered that COVID-19 can be transmitted:

- By respiratory droplets (particles larger than 5 microns);
- By direct contact with infectious secretions;
- By aerosols in therapeutic procedures that produce them (less than 1 micron).

Person-to-person transmission has been confirmed and is thought to occur during close exposure to a person with COVID-19, through the spread of respiratory droplets produced when an infected person coughs, sneezes, or speaks, which can be inhaled or landed in the mouth, nose or eyes of people who are close and also through the contact of the hands with a surface or object with the new coronavirus and, then, the contact with the oral, nasal or ocular mucous membranes (mouth, nose or eyes).

### Main symptoms

The symptoms are similar to the common flu, for example:

- Fever
- Persistent cough
- Shortness of breath (difficulty breathing)

## **Incubation time and forms of manifestation**

The incubation period (until the onset of symptoms) is between 2 to 14 days, according to the latest information published by the Health Authorities. As a precautionary measure, active surveillance of close contacts takes place for 14 days from the date of the last exposure to confirmed case. Preventive measures within the scope of COVID-19 take into account the direct transmission routes (by air and by contact) and the indirect transmission routes (contaminated surfaces / objects).

## **Objective of the Contingency Plan**

The purpose of the Contingency Plan is to maintain the company's activity and deal with the possible effects of infection with the new Coronavirus SARS-CoV-2. This plan consists of a set of measures and actions that should be applied in a timely manner, in an articulated manner, at each stage of the infection's evolution, to allow the company to prepare itself to adequately face the possible consequences of a pandemic caused by the SARS Coronavirus -CoV-2.

In this sense, the company proposes:

- a) Prepare the operational response to minimize the conditions for the spread of the disease and keep the activities running;
- b) Define the decision and coordination structure;
- c) Prepare to respond to the notification and communication needs, for the interior and exterior of the company;

This information can be updated at any time, taking into account the evolution of the epidemiological picture of COVID-19.

Situations not provided for in this document must be assessed on a case-by-case basis.

## **Policies and Principles**

The company's Contingency Plan is based on the following principles:

- 1° Safeguard the lives of people, reducing the risk of contamination in the workplace (through contact with colleagues or even third parties) and limiting the spread within the company's facilities;
- 2nd Preserve and protect the assets and continuity of the company's activities, minimizing the impact of any interruption, ensuring the maintenance of essential services;
- 3 - Involve official entities that can guarantee support in resolving the crisis situation;
- 4° Manage information, internal and external, so that the opinion of its employees, customers, suppliers and other partners in the business is understood as transparent, concise, clear and true.

## **Plan Coordination**

The overall coordination of this plan is assumed by any element of management. They should be informed by the services whenever a situation occurs.

Number of Useful Telephones

Administration 968 562 419 and 968 562 422

Health 24 808 24 24 24

Medicine Work (Cliso) 234 379 910 and 924 001 557

### **Scope of the Plan**

Following the guidelines of the DGS and Turismo de Portugal and the company of Safety and Hygiene at Work, the Administration prepares the following Contingency Plan in order to explain to its employees the procedures they must adopt in their workplace in the scope of the prevention of COVID -19.

This Plan applies to all internal and external employees, guests, suppliers and visitors.

### **Implementation of essential services**

Analyze case by case, in an effort to avoid the extinction of jobs, the need to reduce the number of employees to those needed to cover the rooms provided, the use of lay-off, temporary closure of services or zones, etc.

In the same way, there may be a need to change working hours to face situations of sick leave, lack of staff and the need for social distance and new hygiene procedures. In the event that we are unable to guarantee the minimum service in any of the units, the closing of the same will be considered with the forwarding of reservations to another unit of the equivalent group upon acceptance by customers.

Suppliers must make deliveries at the service door to the designated employee who must wear a mask and gloves, without the need to enter the premises.

Goods that allow it must be quarantined for a period of 24 hours before being stored.

In case of the need for visits by external collaborators to the facilities, they must disinfect their hands and be informed of the mandatory use of a mask.

Mail delivery must be made at the reception door.

### **PPE availability**

We purchase the following PPE (surgical masks, FFP2 masks, reusable masks, glasses / visors, aprons / gowns, caps and disposable gloves), they will be made available to employees following the implementation of the care and cleaning procedures prepared in accordance with DGS indications.

We reinforced the availability of hand sanitizing gel, placing dispensers at the Hotel's entrances, on the floors, at the reception, in the breakfast room and on the cars on the floors.

At the reception, PPE (masks and gloves) will be placed for sale to customers.

## **Cleaning and disinfection products**

Together with our main supplier, Centroquimica (Diversey), we have prepared a Cleaning and Sanitization Manual, guaranteeing that the equipment and products we use are the most appropriate for these circumstances, ensuring your stock.

## ***PROCEDURES FACING A SUSPECTED CASE OF COVID-19***

### **Definition of suspicious case**

All persons who show symptoms of acute respiratory infection should be considered a suspect, namely:

Fever  
Dry cough  
Difficulty breathing

All workers must report a situation of suspected case of COVID-19 to the person in charge of the service or to the administration.

The company established in each unit a room that will serve as an “isolation zone” for employees and visitors, whenever they show symptoms.

Access to this area must be placed in a passage mode.

The isolation zone has a PPE kit (gloves, surgical mask, hand sanitizer) inside as well as a thermometer, drinking water and non-perishable food.

In the case of a guest, he must be isolated in the room he currently occupies and given a Kit equal to the one in the “isolation zone” found at the reception.

### **Collaborators and visits with symptoms**

If the employee detects symptoms before starting work, he or she must inform the person in charge of the situation about the situation by telephone and must not attend work, but must stay at home and contact the Saúde 24 line.

If the symptoms are detected after the start of the work period, the employee must inform the person in charge of the service or the reception of their situation, go or be accompanied, if necessary, (the companion must pay attention to the protective measures masks, cap, visor and gloves) to the “isolation zone”.

There you should disinfect your hands, put on your gloves, and put on the mask.

Contact SNS 24 (808 24 24 24) and follow the guidelines of the Health Service.

Given the possibility of being questioned, you must have identification data.

The SNS 24 health professional asks the sick employee about signs and symptoms and epidemiological link compatible with a suspected case of COVID-19.

Contact the occupational doctor, Cliso (924001557)

### **If it is not a suspicious case**

SMS 24 defines the procedures appropriate to the employee's clinical situation. The employee informs his direct manager (if he is an internal employee) or the external employer (if he is an external worker) of the non-validation

### **If it is a suspicious case**

SNS 24 contacts the Physician Support Line (LAM), of the Directorate-General for Health, to validate the suspicion.

### **Validated Suspect Case**

DGS activates INEM, INSA and the Regional Health Authority, initiating epidemiological research and contact management.

The employee informs his direct manager (if he is an internal employee) or the external employer (if he is an external worker) of the validation

Subsequently, the Health Authority proceeds to identify the close contacts (people and places on the company's premises), in the longest possible time interval (up to a maximum of 14 days).

### **Close Contact**

Close contact is considered to be a worker who has no symptoms at the moment, but who had or may have had contact with a confirmed case of COVID-19.

The type of exposure of the close contact.

### **HIGH RISK**

- Worker at the same work station (office, room, section, zone up to 2 meters) in the case.
- Worker who was face-to-face with the Confirmed Case or who was with him in an enclosed space;
- Worker who shared with the confirmed case dishes (plates, glasses, cutlery), towels or other objects or equipment that may be contaminated with sputum, blood, respiratory droplets.

### **LOW RISK**

- Worker who had sporadic (momentary) contact with the confirmed case.
- Worker who provided assistance to the confirmed case, as long as you have followed the preventive measures (eg proper use of the mask and glove; respiratory label, hand hygiene)

### **Guests with symptoms**

Customers must inform reception by phone and stay in their room.

A PPE Kit will be left at the door of the room as well as a thermometer, drinking water and non-perishable food.

You should disinfect your hands, put on your gloves, and put on the mask.

Contact the SNS 24 (808 24 24 24) and follow the guidelines of the Health Service, if you need any kind of help, it will be provided by the person in charge of the Reception service after all the protective measures have been taken.

Then, the Health 24 technician will proceed in the same way as indicated above for employees.

### **Prevention and control measures**

Prevention and control measures are considered to be the measures to be taken to enable workers to adopt appropriate preventive behaviors that aim to intervene in the work environment, in order to facilitate those same behaviors.

#### 1st Phase - Immediately

- Placement of alcoholic disinfection devices in all areas of the unit.
- General information on social distance, respiratory etiquette and hand hygiene.
- Provision of the Contingency Plan to customers, on the website and at the reception.
- Specific training on the Contingency Plan and DGS recommendations.
- Implementation of an Isolation area equipped with Kit with water and some non-perishable supplies, waste container; antiseptic solution; paper wipes; surgical masks; disposable gloves; thermometer.
- Implementation and training of the new procedures for Customer Service and Cleaning and Hygiene and Breakfast.
- Update of POS terminals to allow contactless and MB Way operations.
- Restructuring of timetables in order to promote social distance and organization of services.
- Reinforcement of hygiene in common areas or areas with a lot of circulation.
- Change of check-in time to 16:00

#### 2nd Phase - Suspected validated case

- Follow DGS instructions
- Provide for cleaning and disinfection (decontamination) of the “isolation zone”, the workstation and common areas.
- Wait for validation by the Local Health Authority to lift the ban on the “Isolation Zone”

#### 3rd Phase - Confirmed case

- Request and follow DGS instructions
- Provide cleaning and disinfection (decontamination) of the “isolation zone”, reinforce cleaning and disinfection, especially on surfaces frequently handled and most used by the confirmed patient, with a greater likelihood of being contaminated. Pay special attention to cleaning and disinfecting the confirmed patient's work area (including materials and equipment used by the patient);

-Store the waste in a plastic bag that, after being closed (eg with a clamp), must be segregated and sent to a licensed operator for the management of hospital waste with biological risk.

- Wait for validation by the Local Health Authority to lift the ban on the “Isolation Zone”

### **Information and training of employees**

We ask our employees to adopt daily self-monitoring measures to assess fever and other suspicious symptoms.

If you experience symptoms of infection, you should inform your service providers as soon as possible, contact the health authorities and be in voluntary isolation.

At the beginning and at the end of each work period, workers must clean their hands in accordance with the posted procedure;

Workers should not greet each other through physical contact, to minimize contagion between peers and to use masks and whenever possible to guarantee 2 m of distance between them, to minimize contagion between peers, in carrying out tasks they must use the PPE's recommended in procedures manuals.

It is essential to ensure that all workers have information about the preventive measures - personal hygiene and the work environment - that must be adopted. Everyone's information and involvement must be actively promoted. In this sense, a set of actions will be carried out to clarify and train workers.

Procedural Manuals will be prepared for the specific areas of Customer Service, Cleaning and Sanitation and Breakfast Service.