



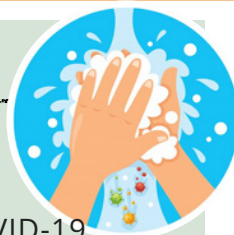
# "CLEAN&SAFE" GUIDELINES

## TOURISTIC DEVELOPMENT | REQUIREMENTS TO BE MET

### TRAINING FOR ALL EMPLOYEES

All employees received specific information and / or training on:

- Internal protocol for the COVID-19 coronavirus outbreak.
- How to comply with basic infection prevention and control precautions for the COVID-19 coronavirus outbreak, including the procedures:
  - > **Sanitization of Hands:** wash your hands frequently with soap and water for at least 20 seconds or use hand sanitizer that has at least 70° of alcohol, covering all surfaces of your hands and rubbing them until they are dry.
  - > **Breathing Procedures:** cough or sneeze into the flexed forearm or use a tissue, which should then be immediately thrown in the trash; Always wash your hands after coughing or sneezing and after blowing; Avoid touching the eyes, nose and mouth with your hands.
  - > **Social Conduct:** change the frequency and form of contacts between workers and between ester and customers, avoiding (when possible) close contact, handshakes, kisses, shared jobs, face-to-face meetings and sharing of food, utensils, glasses and towels.
- How to comply with daily self-monitoring to assess fever (measure body temperature and record the value and time of measurement), check for cough or difficulty breathing.
- How to comply with the guidelines of the DGS for cleaning surfaces and treating clothes in establishments.



### INFORMATION TO ALL CUSTOMERS

The following information is available to all customers:

- How to comply with basic infection prevention and control precautions in connection with the COVID-19 Coronavirus outbreak.
- What is the internal protocol for the COVID-19 Coronavirus outbreak.



### SAFE OPERATION

> That there is always a responsible employee at the service to trigger the procedures in case of suspected infection (accompanying the person with symptoms to the isolation space, providing assistance and contacting the national health service).

> The decontamination of the isolation area whenever there are positive cases of infection and reinforcement of cleaning and disinfection whenever there are patients suspected of infection, especially on surfaces frequently handled and most used by the same, as indicated by the DGS.

> The storage of waste produced by patients suspected of infection 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.



## THE HOTEL ENSURES

- > Washing and disinfection, in accordance with the internal protocol, of the surfaces where employees and customers circulate, ensuring the control and prevention of infections and resistance to antimicrobials.
- > Cleaning, several times a day, surfaces and objects in common use (including counters, light and elevator switches, door handles, cabinet handles).
- > Preference will be given to wet cleaning, over dry cleaning and the use of vacuum cleaner.
- > The air renovation of rooms and enclosed spaces is done regularly.
- > The disinfection of the swimming pool or other equipment in SPAs / wellness areas (whenever they exist) is carried out as defined in an internal protocol.
- > Disinfection of the jacuzzi (whenever there is one) is done regularly with the discharge of all water followed by washing and disinfection; later it is filled with clean water and disinfected with chlorine in the appropriate amount and according to the internal protocol.
- > In the F&B areas, the reinforcement of the cleaning of utensils, equipment and surfaces is avoided as far as possible the direct handling of food by customers and employees.



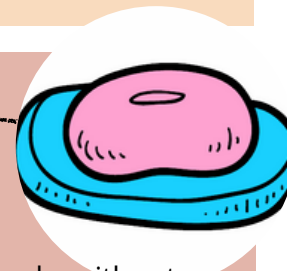
## THE HOTEL HAS

- > Sufficient personal protective equipment for all workers.
- > Personal protective equipment available to customers (maximum capacity of the Hotel).
- > Stock of single-use cleaning materials proportional to their dimensions, including single-use cleaning wipes moistened with disinfectant, bleach at 70°.
- > Dispensers of alcohol-based antiseptic solution or alcohol-based solution near the entry / exit points, and whenever applicable by floor, at the entrance to the restaurant, bar and common sanitary facilities.
- > Waste container with non-manual opening and plastic bag.
- > A room to isolate people that can be detected as suspected or confirmed cases of COVID-19, which should preferably have natural ventilation, or mechanical ventilation system, and have smooth and washable coverings, bathroom, stock of cleaning materials, masks disposable surgical gloves and gloves, thermometer, autonomous waste container, waste bags, used clothes collection bags, kit with water and some non-perishable food.
- > In the sanitary facilities, hand washing equipment with liquid soap and paper towels.



## THE CLEANING AND SANITIZATION PROTOCOL GUARANTEES

- > The disinfection of specific care for changing bed linen and cleaning in the rooms, favoring two spaced intervals and with adequate protection according to the internal protocol.
- > The removal of bed linen and towels is done without shaking or shaking it, rolling it outwards, without touching the body and transporting it directly to the washing machine.
- > Separate machine washing and high temperature for employees' uniforms and bed linen / towels (around 60°C).





# Internal Good Practice Protocol

COVID-19 PREVENTION

TONDELA, JUNE 18 OF 2020



# INDEX OF CONTENTS

## **1 PREVENTION PROCEDURES**

### **1.1 ON THE PREMISES**

- 1.1.1 Signaling and information
- 1.1.2 Hygiene plan
- 1.1.3 Adequacy of the selected space for insulation
- 1.1.4 Adequacy of accommodation units
- 1.1.5 Hygiene equipment

### **1.2 FOR EMPLOYEES**

- 1.2.1 Training
- 1.2.2 Equipment - Personal protection
- 1.2.3 Appointment of those responsible
- 1.2.4 Conduct
- 1.2.5 Stock of cleaning and sanitizing materials

### **1.3 FOR CLIENTS**

- 1.3.1 Equipment - Personal protection
- 1.3.2 Conduct

### **1.4 FOR PROVIDERS**

## **2 PROCEDURES IN CASE OF SUSPECTED INFECTION**

### **2.1 ACTION PLAN**

### **2.2 DECONTAMINATION OF THE INSULATION PLACE**

## **3 REGISTRATION OF ACTS / INCIDENTS**

This Protocol provides detailed information on the procedures that the management of the company Pé Na Terra Lda., The concessionaire of Hotel SJ Tondela, instituted with its work team, customers and suppliers in order to comply with the basic precautions for infection prevention and control in relation to the COVID-19 coronavirus outbreak, in compliance with the guidelines of the World Health Organization (WHO), and the Directorate-General for Health (DGS).

# 1 PREVENTION PROCEDURES

## 1.1 AT HOTEL SJ FACILITIES

### 1.1.1 Signaling and Information

- Hotel SJ's clients are aware of and have access to this Internal Protocol regarding the COVID-19 coronavirus outbreak through a digital document hosted on the website:  
***www.sjhotel.pt.***

### 1.1.2 Hygiene plan

- In accordance with this internal protocol, the washing and disinfection of surfaces where employees and customers circulate is carried out several times a day, ensuring the control and prevention of infections and resistance to antimicrobials;
- Cleaning, several times a day, surfaces and objects of common use (including counters, light and elevator switches, door handles, cabinet handles);
- The hotel favors wet cleaning, to the detriment of dry cleaning and the use of a vacuum cleaner that will be replaced by water equipment;
- The air renovation of rooms and enclosed spaces is done regularly during the day and night;
- Daily disinfection of the pool with chlorine in the appropriate amount;
- In the Breakfast and Bar areas, the cleaning of utensils, equipment and surfaces is enhanced, avoiding as much as possible the direct handling of food by customers and employees. Breakfast stops being buffet and starts to be served at the table;
- Whenever a customer leaves, the cleaning of tables and chairs is ensured;
- The buckets, mops and mops used in the Hotel are differentiated by each area to be cleaned. After each use, they will be properly replaced and disinfected;
- For washing floors in common areas that are not carpeted, hot water and common detergent will be used, followed by disinfection with a bleach solution diluted in water 3 times a day;
- In common sanitary facilities, washing is performed with *Aquagenol* and *SprintLimpiador* products, products that contain detergent and disinfectant in their composition, 3 times a day.

Model of Records posted in different areas:

Area	Cleaning priority	Product	Method of use	Frequency	Responsible	Comments



Registration of cleaning of each common space; Hygiene record of each common sanitary installation; Hygiene record of each accommodation unit; Hygiene record of each service area compartment; Registration of cleaning of each common outdoor space; Registration of suspected incidents / cases; Inventory record of the isolation site.

#### 1.1.3 Adequacy of the selected space for insulation

- The Hotel has a local accommodation unit (room 01) to isolate people who can be detected as suspected cases or confirmed cases of COVID-19. This accommodation unit has natural ventilation and has smooth and washable coverings, bathroom, stock of cleaning materials, surgical masks and disposable gloves, thermometer, autonomous waste container, waste bags, used clothes collection bags, Kit with water and some non-perishable foods.

#### 1.1.4 Adequacy of accommodation units

- The change of bed linen and cleaning of the occupied rooms privileges two spaced intervals and with adequate protection;
- The removal of bed linen and towels is done without shaking or shaking it, rolling it outwards, without touching the body and transporting it directly to the washing machine;
- The washing of bed linen / towels is done separately, in the machine and at high temperatures (about 60°C);
- The washing and disinfection of the cushions is done whenever the customer changes;
- The TV and air conditioning controls will be wrapped in plastic film, so that they can be disinfected whenever the customer changes.

#### 1.1.5 Hygiene equipment

- Dispensers of alcohol-based antiseptic solution or alcohol-based solution are available at the Hotel entrance / exit points, next to the elevators and common sanitary facilities, entrance to the Bar and entrance to the Breakfast Room;
- There are automatic liquid soap dispensers for hand washing and paper towels in all sanitary facilities.

### **1.2 FOR EMPLOYEES**

#### 1.2.1 Training

- All Employees carried out the training given by Turismo de Portugal / Lamego Hotel School on the procedures inherent to the "Clean & Safe" seal, as well as specific training on:
  - The present Internal Protocol of Good Practices to combat the coronavirus COVID-19;
  - How to comply with basic precautions for prevention and infection control in relation to the COVID-19 coronavirus outbreak, including the procedures:
    - Hand hygiene: wash your hands frequently with soap and water, for at least 20 seconds or use hand sanitizer that has at least 70° of alcohol, covering all surfaces of the hands and rubbing them until they are dry;

- Respiratory etiquette: coughing or sneezing on the forearm or using a tissue, which must then be immediately thrown away; hand hygiene always after coughing or sneezing and after blowing; avoid touching the eyes, nose and mouth with your hands;
- Social conduct: change the frequency and form of contact between workers and between them and customers, avoiding (when possible) close contact, handshakes, kisses, shared jobs, face-to-face meetings and sharing of food, utensils, glasses and towels.
- How to comply with daily self-monitoring to assess fever, check for cough or difficulty breathing.
- How to comply with the guidelines of the Directorate-General for Health for cleaning surfaces and treating clothes in establishments.

### Training actions given to employees

Action date	Description of the action - No. Hours	No. of trainees
11, 12 e 13 of may	"Clean & Safe" Tourist Developments - 4 hours	12
18 of june	"Internal Protocol and Best Practices against COVID-19" - 4 hours	12
25 of july	"Use and handling of cleaning and disinfection products" - 2 hours	7

#### 1.2.2 Equipment - Personal protection

- There are enough Personal Protective Equipment for all employees. Depending on their role, employees receive masks, gloves, visor, gown or apron, cap and shoe covers.
- The employees' uniform is washed separately in the machine and at high temperatures (around 60°C).

#### 1.2.3 Appointment of those responsible

- One of the board members (António Tavares or Margarida Azevedo) will be responsible for initiating the procedures in case of suspected infection (accompanying the person with symptoms to the isolation space, providing the necessary assistance and contacting the national health service).



#### 1.2.4 Conduct

- Daily self-monitoring to assess fever, cough or difficulty breathing.
- Behaviors to be adopted by the staff:
  - maintain the distance between employees and customers and avoid physical contact, including handshakes;
  - not entering and leaving the establishments wearing the establishment's uniform;
  - keep your hair up and your nails short and clean with varnish;
  - the use of personal ornaments (namely rings, threads, bracelets, etc.) is discouraged;
  - existence of a wet disinfection mat at the entrance of personnel to clean the sole of the shoes;
  - breaks and main meal times are staggered to avoid encounters in staff / dining areas;
- Cleaning professionals are familiar with the products to be used (detergents and disinfectants), the precautions to be taken when handling, diluting and applying them in safe conditions, such as good practices for self-protection during cleaning procedures for spaces and how to ensure good ventilation during cleaning and disinfection.

#### 1.2.5 Stock of cleaning and sanitizing materials

- There is at Hotel SJ, a stock of cleaning materials for single use proportional to the dimensions of the enterprise, including cleaning wipes for single use moistened with disinfectant, bleach and alcohol at 70°.
- Dispensers or refills of alcohol-based antiseptic solution or alcohol-based solution · Waste container with non-manual opening and plastic bag.
- Hand washing equipment or refills with liquid soap and paper towels.

#### 1.2.6 Scales / shifts

- Service schedules / shifts were designed to reduce the number of simultaneous employees, in order to allow greater control of safety and hygiene rules.
- Rules / phasing of the cleaning acts of the accommodation units and the common areas of the Hotel were defined.

### 1.3 FOR CLIENTS

#### 1.3.1 Equipment - Personal protection

- There are individual protection kits for customers consisting of a mask, disinfectant wipe and gloves.

#### 1.3.2 Conduct

- The hotel defines simple and clear rules for staying in common spaces:

**Reception:** the hotel has instituted online check-in. Two days before arriving at the hotel, the customer receives by email a link through which he can check in online. Upon arriving at the hotel, the client's identity will only be quickly validated, thus avoiding the stay of several clients in the reception area. The reception desk is prepared for two different circuits, one for check-in and one for check-out. The Hotel favors payment by bank transfer, in order to expedite check-out.



**Breakfast:** the breakfast room has only 8 tables and customers will have to select a period of 30 minutes to eat, in order to avoid crowds. The buffet is eliminated and breakfast is served at the table, also avoiding the manipulation of utensils and food by customers.

**Pool:** the hotel has a capacity of 8 people permanently in the pool for periods of 20 minutes each. The customer should use his towel on the outdoor furniture, as well as his slippers to move around.

## 1.4 FOR PROVIDERS

### 1.4.1 Relationship with suppliers

- Suppliers are unable to enter the hotel. Orders are placed via e-mail or telephone contact and the delivery of goods is ensured in a specific area for this purpose, safeguarding a safe distance on the part of those who deliver and the employee who receives and checks the order.

# 2 PROCEDURES IN CASE OF SUSPECTED INFECTION

## 2.1 ACTION PLAN

- The responsible employee must accompany the suspect of infection to the isolation space, provide the necessary assistance and contact the National Health Service.

## 2.2 DECONTAMINATION OF THE INSULATION PLACE

- The decontamination of the isolation area is ensured whenever there are positive cases of infection and enhanced 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 Directorate-General for Health;
- The storage of waste produced by patients suspected of infection is done in a plastic bag that, after being closed (eg with a clamp), will be segregated and sent to a licensed operator for the management of hospital waste with biological risk;
- The separation and management of common waste at the Hotel SJ Tondela is carried out in accordance with the procedures established by the company Pé Na Terra Lda., In compliance with the Biosphere Responsible Tourism framework and the Hotel certification.

# 3 REGISTRATION OF ACTS / INCIDENTS

Registo de ocorrências:

Date of occurrence	Occurrence Description	Action measures	Comments



# MANIFESTO OF THE RESPONSIBLE COMPANY

*companies committed to change*





## BE AWARE OF THE RISKS OF YOUR ACTIVITY AND TAKE THE NECESSARY PRECAUTIONS

*Ensure Safety*

Ensure the safety of workers and costumers with risk prevention measures and emergency protocols. Likewise, check the origin of the products you purchase and inform your customers of the products that are included to avoid any health risk such as allergic reactions or intolerances.



SUPPORT ENTREPRENEURSHIP  
AND LOCAL DEVELOPMENT  
CONSUMING LOCAL  
PRODUCTS OR SERVICES

*Consume local products*



Support local entrepreneurship through the consumption, whenever possible, of products or services that are produced in the destination and whose direct and indirect benefits are distributed transversally and favor the most vulnerable groups. Ask the travelers to buy only what they really need.





OFFER PRODUCTS, SERVICES OR  
EXPERIENCES THAT CAN BOOST  
THE SUSTAINABILITY OF YOUR  
ENTERPRISE THROUGH R&D

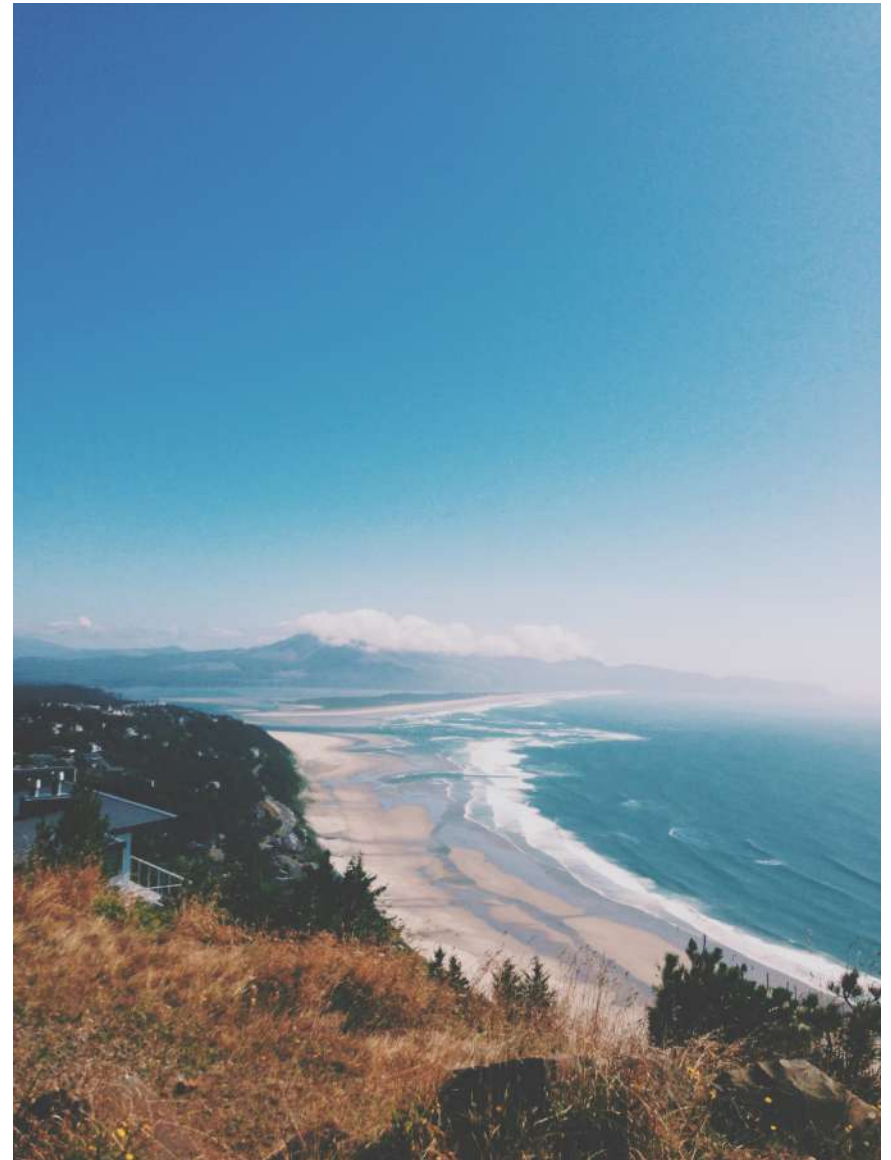
*Innovate technologically*

Incorporate, whenever possible, new technologies or innovative methods that allow customers to enjoy a better experience and contribute to the sustainability of your enterprise through savings or better use of resources, information or communication capacity.

## CONSUME RESPONSIBLY AND PARTICIPATE IN THE SUSTAINABLE MANAGEMENT OF RESOURCES

*Minimize the impact*

Ensure the management and smart- efficient use of the hydric and energetic resources, consuming those which produce the smallest impact on the environment and can be recyclable or reusable. Avoid the excessive consumption or waste of water and opt for transports with reduced or zero emissions. Also, ask for traveler to value and request the calculation and compensation of the carbon footprint.







## PROMOTE THE SUSTAINABILITY OF THE HERITAGE AND INFRASTRUCTURES OF THE DESTINATION

*Promote Sustainability*

Participate in the sustainable management of your community and its infrastructures (buildings, transports, housing, public spaces...) so that your activity does not alter local life. Moreover, contribute to the conservation of the tourist attractions, respecting the norms and the accesses designed for their preservation and protection.



PARTICIPATE IN THE ACTIVITIES  
OF CONSERVATION, PROTECTION  
AND REGENERATION OF THE AQUATIC AND  
TERRESTRIAL ECOSYSTEMS.

*Protect the ecosystems*

Offer only products, services and experiences that can guarantee the sustainable exploitation of the aquatic and terrestrial resources of the destination and that respect the natural habitat of native or foreign fauna and flora.

Moreover, adopt a responsible behavior, avoiding the generation of waste as well as collaborating with the sanitation and cleaning programs carried out in the destination to avoid the deterioration of natural spaces and to maintain biodiversity..



## IMPROVE THE QUALITY OF YOUR PRODUCTS, SERVICES OR EXPERIENCES THROUGH TRAINING

*Promote training*



Encourage knowledge and learning amongst your employees, facilitating channels and means for their training and professional recycling which can enhance their capacities and abilities to offer a quality service. Likewise, participate in internship and volunteer programs which can integrate vulnerable or at risk of social exclusion groups.

## ENCOURAGE THE KNOWLEDGE OF CULTURAL ELEMENTS AND USE THEM PROPERLY

*Share the culture*

Encourage learning about the cultural traditions of your community (customs, cuisine, languages or dialects, traditions, heritage ...).

Furthermore, be sure to use these elements correctly to avoid behaviors that may be offensive or humiliating.

Be an example of tolerance by creating opportunities for mutual learning with customers.







PROMOTE DIVERSITY AND DO NOT  
ENCOURAGE OR PARTICIPATE  
IN ACTIVITIES WHICH ARE DISCRIMINATORY

*Respect diversity*

Favor the elimination of barriers that limit the integration of people on the basis of gender, origin, religion, sexual orientation, economic situation or other conditions; avoiding sexist languages, offensive comments or the use of labels that contribute to negatively stereotyping these groups. Likewise, facilitate access and equal opportunities for those who have different needs in terms of mobility and communication, respecting spaces or services intended for their use.

## ENSURE DIGNITY AND FAIR WORKING CONDITIONS RESPECTING THE RIGHTS OF WORKERS

*Encourage fair working conditions*



Ensure that the working conditions of your employees are dignified, avoiding sexual and child exploitation or unhealthy conditions, among others. Moreover, ensure that the recruitment opportunities in your organization are fair, regardless of gender, origin, religion, sexual orientation or other status.





Offer your customers true and continuous information before, during and after enjoying your product, service or experience. Also, have all the information translated into the most frequent languages and enable the necessary means for them to contact you (emails, telephones, address ...).

BE RESPONSIBLE FOR YOUR  
COMMUNICATIONS AND PROVIDE THE  
NECESSARY MEDIA CONTACT

*Transparent information*



## JOIN THE RESPONSIBLE COMPANY MANIFESTO AND SHARE IT

*Exchange of experiences*

Support initiatives and programs that promote the exchange of experiences and good practices that encourage peace; actively participating in networks, partnerships, activities and alliances which promote sustainable development.

Begin by adhering to the Responsible Company Manifesto, carrying out sustainable actions and sharing your commitment with others.



MANIFESTO OF THE

# RESPONSIBLE COMPANY



RTI



BIOSPHERE



FUNDACIÓN  
InterMundial  
SEGUROS