



**ABSTRACT**

Special protocols of healthcare operation of a hotel business in the context of taking measures against COV-ID 19.



“The safety of our customers and our partners has always been a top priority, but in the period we are going through this safety is gaining more importance given the unprecedented event of the new COV-ID 19. We inform our customers, partners and employees that our company fully implements the health operating protocol in full compliance with KYA 1881/29.05.2020, to prevent the risk of transmission of the infection from COV-ID 19, to protect the health of visitors, employees and external collaborators, so that it welcomes and re-hosts customers in a safe and clean environment when they return for vacation at our facilities”

The company’s strategy for effective prevention and management of the pandemic is focused on its management team, which will analyze the data, make decisions and take care of the implementation of procedures that will aim at the smooth running of the company in a way to ensure the prevention of the spread COV-ID 19.

The management team of the pandemic includes the company’s management, the hotel manager and all the other department managers, the Manager of Housekeeping and the Manager of staff office. It is necessary to appoint an application manager to ensure the implementation of the case management plan from the accommodation. The position of coordinator – responsible for implementation, is covered by the Hotel’s Manager. This team will review the plan of the company that includes the actions that are necessary but also the additional measures that the company has taken to ensure the protection of employees, customers and partners. Reviews and updates based on the development of the pandemic are considered a given and the contribution of public health experts is crucial for the protection of workers and customers but also for ensuring that the employer has taken all measures to control the business operation that does not endangers no one.

**Collaboration with a provider of secondary health care or a doctor of a similar speciality.**

The physician (detailed data), who acts on the instructions of EODY for the control of COVID-19 and in particular is trained in taking a nasopharyngeal sample for molecular testing from a suspected case. At the same time, in the context of telemedicine, he has the ability to monitor his suspected case and close contacts.

**Management Group – Health Responsibility**

The team consists of the heads of the reception, catering, kitchen, floor, staff and maintenance departments who faithfully implement the accommodation plan. The Hygiene Manager is appointed. Each department head who oversees the implementation of the action plan is responsible for training the staff in charge, assigning responsibilities to the staff in charge and verifying the relevant instructions.



## Certification of compliance

The certification of our hotel in terms of taking measures to prevent and treat the pandemic of the new Corona COVID-19 by an accredited certification body, Bureau Veritas.

### General elements :

In China, in a town in Hubei province, Wuhan, a new coronary strain was identified as the cause of a lung stroke in late 2019. There was a rapid spread of the virus and it initially led to an epidemic across China, then spread almost worldwide, now all continents.

Like any other respiratory virus, it is transmitted through droplets that come out of the mouth of infected people during speech, coughing and sneezing. The virus can survive in the environment from a few hours to a few days (depending on the surface and environmental conditions), while a possible mode of transmission is considered to be the touch of an infected surface and then the touch of mucous membranes (usually the eyes or mouth). People infected with the SARS-CoV-2 coronavirus may experience fever, cough, shortness of breath (difficulty breathing), feel tired, and have muscle aches. Disorders in smell and taste have also been reported. Respiratory problems occur when the infection infects the lungs, causing pneumonia. Symptoms usually appear a few days after infection with the virus, in most cases this period is 3-7 days (average 5.2 days) after exposure. However, in some people the symptoms appear after a longer period (up to 14 days). It is usually a mild illness and about 98% of people who become infected survive. The majority of cases (> 80%) are mild (with few symptoms, similar to the common cold) and can be cured at home. However, in some cases, it causes serious disease (about 14%) and to a lesser extent (about 5%) very serious disease. Some people have no symptoms at all, or only mild symptoms of the common cold. In other people, COVID-19 infection can cause serious problems, such as pneumonia or even death. This is more common in people who have other serious health problems and in the elderly. The scientific data and understanding of this newer SARSCoV-2 corona and the disease (COVID-19) it causes are still in progress.

### Symptoms:

People infected with the virus can have mild symptoms, such as the common cold, runny nose, sore throat, fever and cough, but in some cases can have serious symptoms such as pneumonia or difficulty breathing and rarely, the disease can lead to in death. Older people and people with underlying diseases such as diabetes, cardiovascular disease, lung disease and liver disease are more vulnerable to serious illness. SARS – CoV-2 is transmitted through contact with a patient, with

droplets produced when the patient coughs or sneezes, or through droplets from the saliva or nasal cavity, but also through contact with inanimate objects.

### **General measures to prevent the transmission of infections**

1. People who are sick (clinical signs) or feel they have symptoms should reduce their movement and be limited in their space in order to limit the spread of the virus.
2. Avoid associating healthy people with patients
3. Strict implementation of personal hygiene measures by all in order to reduce the chance of infecting healthy people:
  - A) The first line of defense against infections is careful hand hygiene. Frequent hand washing with soap and water is recommended. If the hands are not visibly soiled, an alternative alcoholic solution can be used (eg 70% alcohol). The use of gloves does not replace hand washing.
  - B) Covering the mouth and nose with a tissue during coughing or sneezing
  - C) Avoid contact of the hands with the mouth, nose or eyes to prevent the spread of germs
  - D) Avoid using common objects such as pencils, pens, markers, etc.
  - E) Avoid close contact (more than 15 minutes) at close range (<2 meters) with people who have a cough, sneezing or fever
4. Meticulous application of cleaning and disinfection plans to prevent the spread of the virus

### **Hand hygiene:**

- Wash your hands thoroughly before and after any operation and contact with a visitor. Regular hand hygiene is recommended throughout working hours
- Before and after each break during working hours
- Immediately after removing the gloves
- After touching blood, body fluids, secretions, intact skin or infected objects, even if you wear gloves
- After using the toilet
- Wash your hands with soap and water for at least 30 seconds

### **General measures for the hotel unit during the COV ID-19 epidemic if there is no case**

1. Provision of disinfectant solutions for use by both visitors and staff in all areas
2. Instruction and strict application by the staff that no patient - member of the hotel staff can come to work. A written certificate from the doctor is required to return to work
3. Implement a strict cleaning and disinfection program in all areas of the hotel
4. Preventive implementation of special disinfection interventions by disinfection by a specialized workshop at the opening of the hotel or at regular intervals
5. Recommendation to all customers to report cases that they feel unwell or are feverish
6. Good ventilation is recommended in all areas of the unit as well as easy access to running water and soap and antiseptic solution to follow the rules of hygiene

7. Strict application of all Good Practices by the food departments and the flooring (disposable gloves, work mask, proper garbage handling, work clothes, etc.)
8. Avoid close contact (distance > 1.5 meters) and especially with patients who have respiratory symptoms.
9. Maintain security distances (distance > 1.5 meters) with customers and partners as well.
10. Do not share items with other people as much as possible

### **RECOMMENDED PROTECTIVE EQUIPMENT FOR THE MANAGEMENT OF COVID-19 CASES**

- simple surgical masks
- one-use gloves
- waterproof robes with long disposable sleeves,
- protective glasses
- thermometers
- High respiratory masks (FFP2, FFP3)

Highly protected PPEs (masks, goggles, waterproof disposable robes) are recommended for doctors and cleaning staff to clean the room of a patient with COVID-19.

### **Care must be taken to ensure that the hotel immediately has sufficient consumables to prevent infections:**

- soap and water or alcoholic hand cleaning solution
- tissues
- simple surgical masks
- one-use gloves
- thermometers
- garbage bags
- surface cleaning fluids

### **Suspected Collision Management Plan for COVID-19**

If a visitor, after consulting the associating physician, meets the criteria for determining a case of infection with the new coronavirus (SARS-CoV-2) as shown below:

- Patient with sudden onset of the disease, with at least one of the following symptoms (fever, cough, shortness of breath), with or without the need for hospitalization
- At least one of the following epidemiological criteria, within the last 14 days before the onset of symptoms: close contact with a possible or confirmed case of infection or a history of travel to areas affected by SARS-CoV2 then the following applies:
  1. The hotel health manager informs the doctor in charge of evaluating the incident.
  2. The health officer of the hotel communicates IMMEDIATELY with EODY at 210 5212054 or the special four-digit number 1135 (24 hours a day), for a statement of the suspected case

and instructions for dealing with it, also initiates the activation of the crisis management team.

3. If the patient has an urgent need for hospitalization, presents a serious clinical picture, he is referred to the relevant health unit, as a suspected case of COVID-19. If it is not possible to manage a COVID-19 case from the health infrastructure of the area, there must be a provision for transporting the patient (EKAB, floating ambulance, air transport) to the nearest health unit where he can manage it.
4. It is recommended that the patient with a mild clinical picture remain in his room with the room door closed until the results of the laboratory test are announced. The air conditioning system of the room can remain open.
5. A patient who has symptoms of a respiratory infection (fever and cough or shortness of breath) is given a simple surgical mask and tissues immediately.
6. If there is a companion of the patient, who wishes to stay close to him to take care of him (eg spouse), he should be given a simple surgical mask and advised to wash his hands every time he comes in contact. with secretions of the patient (eg saliva) and definitely before the attendant touches his face or eats or drinks.
7. The contact details of the patient's relative should always be recorded if consent is required for interventions where the patient cannot communicate.
8. If confirmed as a case of COVID, the patient is transferred to the special quarantine hotel if it presents a mild clinical picture (see Confirmation of Confirmed Case of COVID-19 Outside the Hospital) and is treated as a confirmed case of COVID-19 outside the hospital or transferred to a medical unit which patients with COVID-19 if they need treatment. If not confirmed as a COVID-19 case, it is treated at the hotel with the instructions of the attending physician.
9. The patient is transported by using PPE by private means of transport.
10. Instruct staff to avoid entering the patient's room if there is no significant reason. If necessary, a hotel staff member is advised to deal exclusively with any suspicious case. In this way, the number of staff members exposed to the infectious agent is reduced.
11. Used protective equipment (simple surgical mask, gloves) should be discarded in a bucket and never used again.
12. After disposing of protective equipment, hands should be thoroughly washed with soap and water. It is emphasized that the use of gloves does not replace hand washing, which is a very important means of prevention.

### **Measures in case a hotel customer or hotel employee is assessed as close contact with a confirmed COVID-19 case**

- Isolation in a tourist accommodation designated as a hotel / quarantine area in the area.
- The person in isolation it to be fed in the room and not to use the common areas of the hotel.
- Hotel staff should avoid entering the room if there is no significant reason.

- When entering the room, it is recommended to use a simple surgical mask and gloves.
- When leaving the room, the used gloves and mask are discarded and hand hygiene follows.
- It is recommended that care be taken so that a limited number of staff can contact the person in quarantine as much as possible.

#### How is close contact with a COVID-19 case defined at the hotel?

- A person who has had direct physical contact with a patient with COVID-19 (eg handshake)
- A person with unprotected contact with infectious secretions of a patient with COVID-19
- A person who has had contact with a person in the same room as the suspect
- A person who had "face to face" contact with a patient with COVID-19 at a distance <2 meters and for ≥ 15 minutes
- An individual who remained indoors with a patient with COVID-19 at a distance <2 meters and for ≥ 15 minutes
- Pensioner on the same aircraft, who was sitting at a distance of two rows (in each direction) from the patient with COVID-19 infection, people traveling together or caring for the patient and crew members who served the specific part of the aircraft where he was sitting. patient.

#### Archive of staff members and all people in quarantine

For the purposes of public health protection, the hotel management must keep a record of the staff members and all persons residing in the hotel - name, nationality, date of arrival and departure, contact details (address, telephone, e-mail), to make it possible to communicate with close contacts in the event of a COVID-19 case, which may be settled afterwards.

#### GENERAL MEASURES OF WORK HEALTH AND SAFETY

Following the instructions given in the previous relevant circular instructions and taking into account the new development of things and in particular the fact of the increase in the number of employees who come to provide work with a personal presence, the following are reminded regarding the observance of hygiene and safety measures in the workplace:

- Respectfully obtain a distance of at least 1.5 meters between the workstations of employees in the same workplace.
- Avoid congestion and overcrowding in any space inside the building. In this context, all workstations (offices / computers) of those employees who are on leave (either of the special permits that have been established in the context of dealing with COVID 19 or with any other type of leave) should be used.
- Provide the necessary materials for hand washing, such as disposable soap and handkerchiefs, or alcohol antiseptic in public areas, such as waiting rooms and hallways, break spaces and staff feeding, etc.

- Take care of regular disinfection with antiseptic solution of work surfaces (eg desks or tables) or objects (eg knobs, telephones, keyboards, elevator surfaces, etc.) with which they come to you frequent contact employees or the public.
- Avoid using an elevator. Elevators should only be used by vulnerable groups and to transport material resources. At the same time, their occupancy should not exceed 40% of the projected capacity.
- Take care to ensure and maintain adequate ventilation of the workplace.
- Must be up to dated regarding the latest data on prevention measures in collaboration with the Occupational Physician / Medical Examiner, where available, and about the relevant information material available from EODY, pointing out the need to adhere to personal hygiene measures.

**Regarding the obligations of the employees, it is reminded again that they should:**

) Strictly follow personal hygiene measures, as careful hand hygiene is the first line of defense against infections. Hands should be washed frequently with soap and water, especially after coughing or sneezing, or an alcoholic antiseptic should be used and contact with the eyes, nose, or mouth should be avoided, as this can spread the virus. .

- Implement respiratory hygiene measures to prevent droplet transmission: e.g. cover the nose and mouth with a tissue when coughing or sneezing.
- Make use of the necessary personal protective equipment (eg mask, where it is provided as mandatory or there is a relevant recommendation for optional use during the transition but also during their stay in the workplace, when congestion and overcrowding are observed).
- In case they show symptoms (fever, cough or difficulty breathing) or in case of contact with a confirmed case they inform the health manager, their doctor and they must then contact the EODY.

**Accommodation staff:**

- ) The Personnel Office will record the Responsible statement of each member of the staff that it has been informed and trained on the COVID-19 health and case management protocols concerning its scope of competence.
- ) Education is at least related to the following:
- The sources and modes of transmission of the virus
  - Information procedures for hotel officials and customers themselves
  - Behavior and actions in case of illness by staff
  - Methods and practices for cleaning and disinfecting identified sites based on the risk and likelihood of transmitting the disease
  - Methods and communication approach of visitors
  - Observance of the basic measures of avoiding transmission of the virus regarding diligent and regular hand washing, avoidance of handshakes, observance of distances, avoidance of hand contact with eyes, nose and mouth and hygiene of breathing



- Maintaining training files and documenting recruitment for each employee
- ) Each staff member must strictly adhere to the basic protection measures against COVID-19: observance of hand hygiene, physical distance (physical distance) from customers and other staff, in all workplaces, hotel areas and rest areas, avoiding touching the face and general personal and respiratory hygiene
- ) The tourist accommodation must provide each member of the staff with adequate Personal Protective Equipment and ensure the continuous adequacy of the stocks.
- ) It is recommended that staff stay at home and seek medical attention if they experience symptoms related to the disease, notifying the health manager of the accommodation.
- ) A person with symptoms should be excluded from work and returned to work if the laboratory test is negative.
- ) It is recommended that staff staying in the accommodation be provided with double rooms. If a staff member belongs to a vulnerable group, it is recommended that they be given single beds.
- ) It is recommended that staff be thermometered every morning as part of their personal responsibility. Careful monitoring of staff may follow depending on the epidemiological picture of the local community / area.
- ) If a staff member comes in contact with a case, he or she must report it immediately to the health manager of the accommodation and be removed from work

## PREVENTIVE MEASURES AND RESPONSIBILITIES IN VARIOUS DEPARTMENTS OF THE HOTEL

### Reception desk/concierge

Supervises visitors and guides them to the office where they have an appointment after confirmation. They are not allowed to visit the hotel premises without specific work. It adheres to the safety distance of 2 meters and applies all the instructions for precaution when it belongs to a vulnerable risk group. The use of a mask in this case is imperative.

It lists visitors by listing their name and company name. Informs those responsible. There must be a hand sanitizer in this position.

- Conducting relevant staff training on new behaviors, services, so that the staff is well informed about the approved communication with the relevant measures to prevent the spread of the new Corona COVID-19 at the hotel
- The staff takes the necessary hygiene measures (hand washing), keeps distances of at least one meter from customers (avoid handshakes, etc.) and follows the rules of hygiene, hand washing and use of hand sanitizer after every contact with customer items (passports, room cards etc.)
- It is recommended to avoid placing in places of reception of people belonging to the vulnerable groups of the population.
- When requested, it will be possible: a) to inform visitors about the policy of the accommodation and the measures it has taken to deal with any incidents, b) to provide useful information for health providers, public and private hospitals, reference hospitals for COVID-19, pharmacies, etc. in the area and c) provision of Personal Protective Equipment.

- It is recommended to provide basic information health guidelines for customers translated into English, French, German. In addition, the provision of these instructions through the development of an application on mobile phones or QR code medium.
- Special equipment (medical kit) for the occurrence of an incident, such as gloves and disposable masks, antiseptics, cleaning wipes, apron, long-sleeved robe, laser thermometer.
- The staff, in case of identification of random customers, reports it directly to the health officer.
- Optional use of plexiglass in the socket (placement of polycarbonate material)
- In the reception desk there is an antiseptic for use by the customer (fixed or non-fixed devices) and by the staff
- Regular cleaning and disinfection of the reception desk is required every two hours, with the signature of the employee and the supervisor (either reception or floors)
- In order to maintain distances, our hotel applies a suitable configuration of the reception (reception desk), addition of floor marking at a distance of two meters where the customer will stand / appropriate distance marking in the waiting area, proper arrangement of furniture and proper queue management reduction of waiting time. We apply one-way directions to prevent the flow of visitors from different areas, to avoid congestion and reduce the effectiveness of social distance
- To avoid overcrowding during check-in, keeping distance will be strictly monitored by all reception staff.
- Upon arrival, the customer will be identified with his travel documents (passport and voucher) and then will receive in an envelope the electronic room key, the registration form, etc. which will be delivered later or the next day.
- During check-in, the reception staff will wear disposable gloves to pick up the travel documents of the customers. After the completion of the works, they are carefully removed and discarded in the appropriate place. The digital passport scanner is also thoroughly disinfected.
- Electronic payment of accommodation expenses (cash acceptance in exceptional cases), electronic sending of accounts, invoices and receipts where possible is recommended.
- Disinfection of key cards & towel cards by responsible staff - their placement in a special container for disinfection.
- Extension of check-out and check-in between stays (check out until 11.00 am and check in from 3.00 pm). This change in the time interval between each check in and check out is mandatory to ensure that between different customers the room is thoroughly cleaned and disinfected, as well as that adequate natural ventilation of the space is followed.
- It is imperative that clear shifts be planned in advance, that dividing shifts and or overlapping changes should be kept to a minimum.
- Prohibition of entry into the rooms to non-residents
- Conducting relevant staff training on new behaviors, services, so that the staff is well informed about the approved communication with the relevant measures to prevent the spread of the new Corona COVID-19 at the hotel
- Groups take the necessary hygiene measures (hand washing), keep a distance of at least one meter from customers (avoid handshakes, etc.) and follow the rules of hygiene, such as hand washing and use of hand sanitizer after every contact with customer items.
- Arrival / Departure: Undertakes the transportation of luggage and customers of a room each time or relatives who live or travel together. Uses hand sanitizer after every contact with customer luggage.
- Before transporting the next customer, clean the club car thoroughly with disinfectant, paying special attention to the places where customers touch their hands

- In case of accidental customer identification, the groups immediately report it to their health care provider.
- At the end of the day, they disinfect the club car and the luggage storage area again.
- In the event of a need to enter a customer's room as a suspected or confirmed case, the groups must bring the necessary PPE before entering the room. After completing their transport, they make sure to safely place the equipment in the appropriate place and thoroughly disinfect the club car.

## **HOUSEKEEPING SERVICES**

### **Cleaning and disinfection of rooms and common areas**

- According to international literature, the virus carries lipophilic outer layer, which makes adequate and thorough cleaning necessary before each disinfection. The above lipophilic behavior leads us to take the necessary meticulous daily measures of cleaning - disinfection of surfaces and objects.

The following definitions are provided for sufficient clarification:

A) Cleaning is the mechanical removal of organic and inorganic pollutants (eg dust) from a surface or from a tool resulting in the reduction of the microbial load. Also cleaning can be applied to human limbs (eg hands, face, head, etc.).

B) Disinfection is the process by which the inactivation or destruction of pathogenic microorganisms is achieved but not of their resistant forms (eg seeds) with chemicals (eg alcohol) or natural methods (eg temperature) on objects, tools and surfaces.

### **Instructions on cleaning and disinfection**

- A permanent program of procedures for their cleaning and disinfection is drawn up for each installation, to ensure that all areas and points of contact (floors, walls, ceilings, workbenches, shelves, strollers, baskets, elevators, knobs, stair rails, telephone devices, keyboards, etc.) are sufficiently cleaned. All cleaning staff should be familiar with the proper cleaning techniques. Cleaning procedures must take place before disinfection.
- For the use of detergents (soaps and other cleaners) lukewarm water should be used while for the use of disinfectants, eg chlorine, cold water to avoid the creation of adverse reactions, for all the instructions for use of the manufacturer must be strictly observed. After cleaning using a suitable detergent, the surface should be dried to be followed by disinfection using a suitable disinfectant, which must be approved by the AEO (ref. E), with ionizing action (including coronoids) and be accompanied by the relevant security bulletins. Its application is done with strict adherence to the terms and instructions for their use and adequate ventilation of the space is ensured.
- It is pointed out that a check must be made so that the expiration date of the product has not expired, while special attention is to be paid to the avoidance of mixing detergents and disinfectants, unless the labels indicate that their combination is appropriate (eg combination of bleach with ammonia detergents) as it can cause serious injury or even death).
- Conducting relevant staff training on the relevant measures to prevent the spread of the new COVID-19 Coronation and general hygiene measures at the hotel.
- Conduct staff training on new service behaviors so that staff are well informed about approved customer contact instructions.

- Cleaning staff must wear a simple surgical mask (in case of non-availability of a surgical mask, the use of canvas is recommended), gloves and a disposable waterproof robe. As long as he works, the cleaning staff should not touch his mouth, nose or eyes with his hands, smoke or eat.
- Implementation of integrated space disinfection programs.
- In the event of a confirmed case of SARS-CoV-2 infection at the business premises (employee or visitor), the consolidation of the surfaces of the surfaces and objects is necessary. The person in charge of the operation should be informed so that stricter measures are taken and a comprehensive cleaning-disinfection program is implemented, according to the instructions of E.O.D.Y. (ref. g).
- The application and planning of disinfections must be the responsibility of a specialist scientist, as provided by their professional rights (eg Public Health Supervisors). The staff (applicants) who perform the specific applications must be properly trained, have all the necessary personal protective equipment and meticulously observe all the prescribed measures and rules of hygiene and safety at work.
- The choice of method of application (spraying, spraying, etc.) and respectively the use of the required equipment must always aim at the effective and safe way to combat the viral load of infected areas, surfaces and spots, without further challenge pollution as well as damage and destruction of other materials and objects.
- Regular cleaning of common areas at least 4 times a day, with a special program the frequently used points e.g. public bathrooms, lobby space, elevator buttons, inspiration desks, touch screens, door handles, faucets, sinks, automatic paper and soap dispensers should be cleaned with a damp cloth and multi-purpose disinfectant
- Meticulous cleaning and very good room ventilation during the hours between stays
- Checking the proper operation of washing machines (in terms of temperature used and the dosage of detergents)
- Adequate staff PPE (gloves, masks, robe, closed shoes)
- Clear shift design will be applied to cleaning staff without intermittent working hours or shift overlap.
- Make sure the cleaning cloth is properly washed at the highest possible ideal temperature above 70 ° C and disinfectant must be added during washing.
- After removing the gloves, it is necessary to wash your hands thoroughly with soap and water. It is emphasized that the use of gloves does not replace hand washing, which is the most important means of prevention
- Discreet monitoring of customers with symptoms for management by the administration

## Rooms

- In addition to regular room cleaning, all rooms and additional equipment in the room must be disinfected before new arrivals.
- Items such as extra pillows, blankets, bathrobes, slippers, etc. must be packaged and signed to be clean and disinfected for each new arrival
- Frequent cleaning of the room during the stay (avoid contact of cleaning workers with a possible case and further transmission)
- Abolition of daily change of clothing and towels, of the evening preparation only at the request of the customer.

### For departures, it is possible to choose between 2 protocols (proportional to completeness)

- regular cleaning and waiting 24 hours before the room is available to a customer or
  - meticulous cleaning - disinfection (eg with steam cleaner) on the disputed rooms of the room and bathroom
- It is recommended to remove decorative objects (pillows, bedding)
  - It is recommended to remove shared multi-purpose items such as menus, magazines, etc.
  - Installation of a disposable cover in the controls of the TV and the air conditioner for the duration of the customer's stay, change in the arrival of the next one
  - Fabric surfaces (eg furniture upholstery) should be cleaned with a steam cleaner (temperature > 70 ° C)
  - Opening doors and windows for natural ventilation of the space daily.
  - Marking is recommended to inform the customer about when and how the room was cleaned.
  - It is recommended to place individual antiseptic fluids in each room or antiseptic device

### Cleaning and disinfecting a patient's room:

1. The cleaning of patients' rooms should be done strictly by the "impact group", ie some people from the trained floor staff who are always the same in order to reduce the risk of the virus spreading.
2. Clean surfaces that the patient often touches, such as knobs, toilet surfaces, etc., need to be thoroughly cleaned, especially if the surfaces are contaminated with biological fluids.
3. Cleaning staff must use a simple surgical mask, gloves and a disposable waterproof robe. As long as he works, the cleaning staff should not touch his mouth, nose or eyes with his hands, smoke or eat.
4. After removing the gloves, it is necessary to wash your hands thoroughly with soap and water. It is emphasized that the use of gloves does not replace hand washing, which is the most important means of prevention.
5. Fabric surfaces (eg furniture upholstery) should be cleaned with a steam appliance (at a temperature > 70 ° C).

6. The patient's room should remain closed while the balcony door and window should be left open to ventilate the room as much as possible.
7. When cleaning a patient's room, it is recommended to use paper towels instead of cloths.
8. The same cloth should not be used for more than one job. The cloths should be of a different color depending on their use, and should always be stored separately to reduce the risk of contamination.
9. If the floor staff uses a cloth to wipe and dry the various types of bathrooms, then they should start with low-risk items such as a mirror, sink and bathtub, and move on to high-risk items such as toilets, bidets and bidet.
10. If mops are used, they should have either a disposable head or a washable head. Reusable heads should be washed daily.
11. Glassware should be removed from the rooms and replaced with disposable plastic cups. Plastic cups should be changed daily.
12. Waxed bedding or bedding from a sick room should be placed in a separate bag, preferably in a different color. The staff of the laundries should be advised to pay special attention and use disposable gloves and protective clothing when handling dirty bedding.
13. All layers and fabrics that have been soiled with vomit should be removed for steam cleaning.
14. Detailed data should be recorded and the files should be kept.

#### Room cleaning after departure of a sick client:

- ) When a sick client's room is evacuated, it should be thoroughly cleaned and ventilated as soon as possible.
- ) If certain items cannot be cleaned properly, they should be discarded.
- ) Unused disposable items, e.g. Health rolls and plastic cups should be discarded.
- ) The curtains should be removed from the windows, avoiding stirring as much as possible, so that they can be washed in the washing machine separately.
- ) Bedding, as well as unused bedding, should be removed and washed in the washing machine. All should be washed at 65 ° C (149 ° F) for at least ten minutes or at 71 ° C (160 ° F) for at least three minutes.
- ) All surfaces must be thoroughly cleaned with a neutral detergent.
- ) For upholstered furniture and mattresses in the rooms, steam cleaning is recommended after customers leave. After cleaning, they must be disinfected with 0.1% sodium hypochlorite (1000 ppm available chlorine).
- ) Rooms that have recently been vacated by patients who have been ill should be left empty for as long as possible or at least until the above cleaning process is completed.
- ) The patient's room as well as any other part is considered to be infected and can be disinfected after emptying with the intervention of a specialized workshop which is disinfected with disinfectant.

#### Action plan for cases of vomiting:

In the event of a vomiting incident, especially in areas often used by customers and staff, the "impact group" trained in the management of such incidents will be mobilized. The space should be closed or isolated from customers for at least one hour and, if necessary, the windows should be opened to allow air circulation.

**Coverage:** All areas where there is vomiting should be covered as soon as possible. Insert towels, tablecloths, newspapers, etc. on vomiting before calling for help. This will reduce further air pollution.

**Evacuation:** All customers and staff members who are not required should be removed from the space and, if possible, the space should be completely evacuated. The door should be closed and the windows should be open for at least an hour to adequately ventilate the space.

**Cleaning:** The special cleaning team should be instructed to collect vomit and thoroughly clean the entire room or space.

### Line Closet - washing machines

- Conducting relevant staff training on the relevant measures to prevent the spread of the new COVID-19 and general hygiene measures at the hotel.
- Conduct staff training on new service behaviors so that staff are well informed about approved customer contact instructions.
- Strict adherence to hygiene rules by staff involved in the sorting of dirty linen using the appropriate PPE (special disposable apron over the uniform, gloves and mask)
- Used fabrics, bedding and towels will be placed in special, closed, colored bags in order to be transported to the washing machine areas and not to be mixed or come into contact with clean ones.
- Careful separation (marking) of areas of dirty and clean linen, to avoid contamination of clean from dirt.
- Trolleys for carrying closed bags with linen should be disinfected after each use
- Instructions should be given for washing their covers in hot cycles (> 70 ° C) with the usual detergents.
- Care should be taken when storing clean clothing to keep them in good and clean condition. The same applies to the transfer of clothing to use areas (rooms, restaurants, etc.).

### Cleaning public toilets

Toilets in public areas should be cleaned more often and specifically per hour, with equipment clearly defined for each toilet separately. Disposable gloves should be used to clean toilets in public areas, which should be changed after cleaning each type of toilet (men, women and people with disabilities).

### Customer elevators

They can be used individually or by people living in the same room. Customers must disinfect their hands after use. Appropriate marking to inform customers outside each elevator.

The elevators must be cleaned and disinfected very often (it is recommended every hour), the application must be checked by the supervisor and signed by the employee and the supervisor alike.

### F&B departments

These include the bar in open and closed spaces & the breweries - kitchens.

- Conducting relevant staff training on dispersal prevention measures of the new COVID-19 and general hygiene measures at the hotel.
- Conduct staff training on new service behaviors so that staff are well informed about approved customer contact instructions.
- Clear shift design will be applied to cleaning staff without intermittent working hours or shift overlap.

### Mills - kitchens

- Necessary condition is the observance of HACCP hygiene and safety rules
- Receipt of goods by specific staff and always wearing gloves, mask and observing the natural distance of 1.5 meters
- Special care should be taken to keep the distance between employees in the kitchen according to the requirements of the health authorities, as they apply each time.
- It is not allowed to enter the kitchen area for those who do not have a job. In case this cannot be avoided, the visitor should be provided with appropriate PPE, which will be available and sufficient in the kitchen area.

### Food service:

The operation of restaurants, bars, etc. is in accordance with the applicable legal framework. The virus is not transmitted through food with scientific data so far. However, it can be transmitted by sick food handlers or used utensils.

- At the entrance of the restaurants there will be a hand disinfection station with the indication that before entering the place they will have to disinfect their hands. Entrance and exit from the restaurant will be at different points so that customers do not come in contact.
- During the service, the staff will use gloves of different colors, which are changed every half hour or whenever work changes.
- The buffet will be served only by the catering staff, who will bring the appropriate M.A.P. and will comply with the basic measures to prevent the transmission of corona - COVID-19. The purpose of the measures is to avoid contact of the customer with the food and utensils in the buffet.
- In order not to exceed the fullness, 50% of the restaurants will be served a meal of breakfast (breakfast and dinner) in three or four hours of attendance depending on the fullness of the unit. Upon arrival, the customer will be notified of the choice of time in consultation with Hostess.
- The service will be done by post mix, coffee machines, juice, etc. only by the waiters.
- There will be staff supervising the meal.
- In each change of table, the table should be disinfected using a disinfectant solution.
- It is preferable to serve outdoors where the survival and transmission of the virus is more difficult. Indoors should be ventilated as much as possible.
- Sick guests are fed in their rooms. Staff transporting food to these rooms must take all necessary precautions (use a mask, one-use gloves and a one-of-a-kind work uniform over work clothes). It is recommended that these customers be given the food pre-packaged in paper bags delivered to the door of the room.
- Washing of kitchen utensils and dishes / glasses should be done in washing machines that work properly and can capture the required washing and rinsing temperatures where disinfection is performed. The operation of the washing machines must be checked and documented daily.
- Washing linen (tablecloths, towels) used in the service should be washed at a temperature of at least (> 70 ° C) to disinfect.



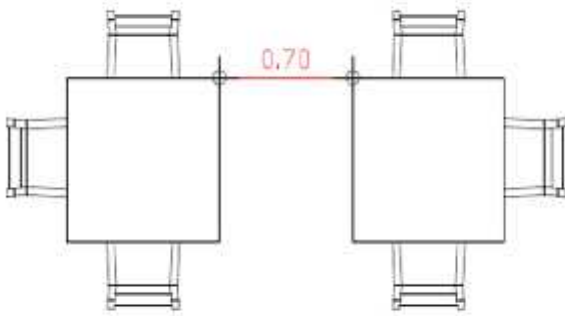
### Arrangement of table seats

The maximum number of customers allowed is defined as the number resulting from the ratio of one customer per 2 sqm total of allowable operating area.

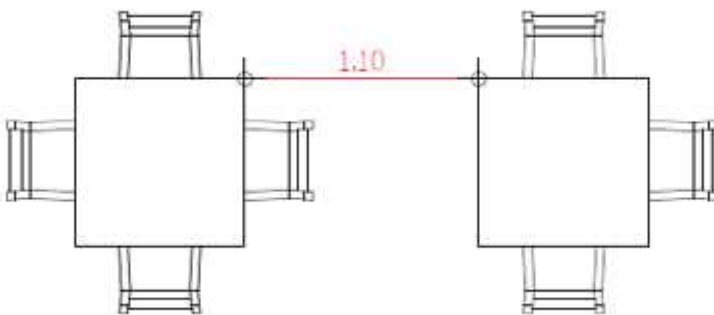
Six (6) people are defined as the maximum number of people sitting at a table. There is no limit in the case of a family with minor children.

It is defined as the minimum distance between the tables according to the layout of the seats as follows:

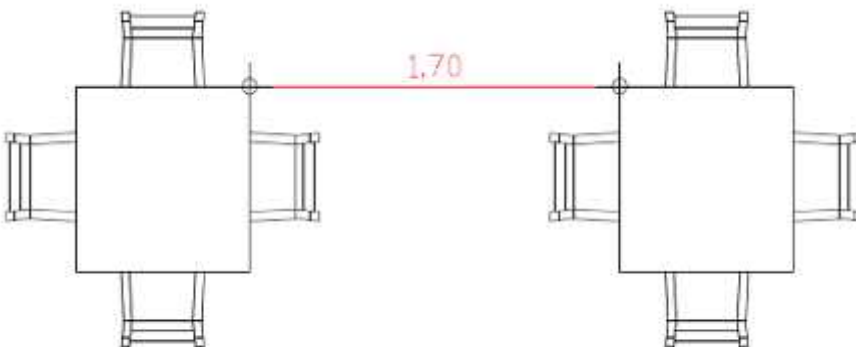
a. When no chair is placed in either of the two adjacent tables between the two sides, then the minimum distance between them (from table to table) is set at 0.70 m.



b. When a chair is placed in one of the two spaces between two side tables, the minimum distance between them is set at 1.10 m.



c. When a chair is placed in each of the two spaces between two side tables, the minimum distance between them (from table to table) is set at 1.70 m.



**Caution:**

Combine tables when needed so that distances between customers are maintained.  
Licensed tables should be labeled that should not be used.

**Mise en Place tables**

. The waiter who will set the table to use disposable gloves. Necessary to wash or disinfect his hands after picking and contact with unclean tablecloths and utensils. Make sure there are consumables available so that the gloves are changed frequently.

- Cutlery: follow the process of storing and storing them in a separate container at the workstation of each waiter and they will be laid during the preparation together with the individual napkins.
- The table salt and pepper will be removed. The customer will be served by the supply station of all these items (oils, spices, various types of salt, etc.).
- Use of cloth tablecloths and aprons only for the evening meal at the main restaurant. In this case, they will be washed in the washing machine at least at (> 70 ° C) and stored in closed cabinets.
- For a la carte restaurants, disposable paper placemats and napkins will be used.
- Tables are disinfected each time before Mise en Place for the next customer, which is executed when the customer arrives at the table

**Sequence of meal delivery procedure:**

Customers stay at a safe distance to the front door →Escorted at the table → Customers sit at the table → Mise en Place the table and order drinks from the waiter A' → the customer enters the buffet from the appropriate entrance → served by the staff and exits the appropriate exit→ this process is repeated each time the customer wishes to visit the buffet.

**Serving dishes**

Employees should manage clean utensils with gloves of a different color from employees who manage the utensils used by the customer.

Do not expose dishes before serving. The prepared dishes should be placed directly on the transport tray and served without delay. Use a bell on each plate from the moment it is ready until it reaches the table if possible.

The special bell (if any) that warns of the readiness of the dishes, should be disinfected frequently.

**Room Service:**

Before delivering meals to the customer's room, the clerk must wash his hands thoroughly and disinfect them using a hand sanitizer and transport food without delay.

**Kitchen areas – food preparation**

- ) Measures and practices of hygiene (on hand washing, use of gloves, etc.) by cooks as defined in HACCP.
- ) Where possible, keep cooking distances. Everyone stay healthy.
- ) Check the proper operation and temperature of dishwashers & glasses daily.

### **Servitors**

A prerequisite for working is to be healthy.

Frequent and good hand washing while being in the hotel facilities especially in the locker rooms and the staff restaurant.

Use of hand sanitizer before serving and after transferring used equipment from the table to its workstation (fold).

The waiters will wear a face shield throughout the service but also during the preparation of the restaurants.

Each waiter should be responsible for serving specific tables regarding drinks and food. There will be another waiter assistant to transport the used equipment from the customer

The use of disks for the transport of equipment to and from customer tables is mandatory. Disk cleaning and disinfection after each transfer of used equipment by customers. Disinfection of disks will be in accordance with the specifications and instructions of the disinfectant of the cooperating supplier.

### **Customer entrance**

- An antiseptic will be available at the reception area, which will be used by customers upon entering the restaurants. To avoid overcrowding at the entrance, there should be appropriate markings on the floor and there should be visible marking to keep the distance that customers should have from each other. At the entrance there will be a receptionist - hostess (two), who will indicate the customer table.
- The receptionist will wear a face shield and apply hand hygiene.
- The customers will be informed from the beginning to avoid unnecessary travel within the restaurant.
- The front door will remain open throughout the service. It is also necessary to disinfect the door knobs and the handrail.

### **Ordering process:**

- The plasticization of the catalog is applied so that it can be easily and quickly cleaned by the staff after each use by the customer.

### **Money collection - receipt**

- Recommend to customers the use of credit cards, mostly intact. If the payment is made directly to the waiters, it is recommended to supply waiters with a mobile POS. Terminal sharing can be done by employees who apply good hand washing or antiseptic before and after use. The machine should also be disinfected before and after each use. Alternatively, use a film that will change during the day.
- Use of gloves by waiters when paying. Immediate rejection of these and antiseptic. If there is a large number of customers and the use of gloves is expensive, antiseptic is recommended for the hands of the waiter (and good hand washing). The customer leaves the money on the table, rather than directly in the hand of the waiter and vice versa.

### **Receipt of raw materials**

The unloading should be undertaken by the driver wearing gloves and a mask. The supplier prefers not to enter the closed areas of the hotel. If he enters, he should apply hand hygiene and wear a mask.

Workers carrying raw materials should also wear gloves, which will be discarded after transporting the products. Avoid handshakes. Apply hand hygiene.

Any documents provided by suppliers to business executives must be sent electronically. Any signatures should be made with a pen, which will be exclusively for the person signing it (avoid using objects of other people).

#### About the package (upon receipt):

- 1) if it carries 2 packages, keep the inside and discard the outside
- 2) if it has 1 package, we can either consider changing the container (eg placing a product in a jar or other package, suitable for each food), or washing it well with soap and water.

Wash fruits and vegetables with plenty of water, just before processing and using them.

#### Storage

An important part is to follow all the rules and practices of hygiene. If the management of the packaging in the way mentioned above is difficult, due to time margins, then the storage space of the products should be relatively isolated. The products should remain there for as long as needed, before entering the kitchen. This time depends on the type of packaging (plastic, paper, metal). Cover food that is to be eaten raw (eg with membranes).

### GYM OPERATION PROTOCOL (COVID-19, 22.05.2020)

#### A. GYM AREA

- o Suspension, at the entrance and in visible places inside the gym, instructions for
    - o to the rules of respiratory hygiene
    - o the application of hand hygiene
    - o Symptomatic symptoms of COVID-19 infection
  - o Simultaneous presence of a number of people depending on the square footage (athletes and staff)
    - o Entrance of the athletes with prior consultation and with full recording of personal data (name, phone number) as well as the type and duration of the exercise
    - o provision for adequacy of medical supplies
    - o alcoholic antiseptic
    - o surgical masks
    - o Disposable gloves
    - o installation of closed foot-operated bins in prominent places
    - o distance of at least 2 meters between the instruments (eg corridors)
    - o cleaning / disinfection of instruments with detergent / disinfectant, according to the manufacturer's instructions, after each use
    - o Prohibition of using locker rooms, showers, saunas. It is recommended to place a chair next to each instrument in which the athlete places the clothes and their carrying bag.
    - o use of the toilet with specifications
    - o closing the basin and then the usual water storm

- the system of automatic release of chlorine at the same time as the storm of water
- washbasin with liquid soap with pump
- handkerchiefs
- foot-operated trash can
- Observance of physical distance measures (at the entrance of the toilet)

Frequent cleaning / disinfection according to the instructions of EODY for non-sanitary areas

- operation of air conditioning facilities according to the circular of the Ministry of Health, "Taking measures to ensure public health from viral and other infections during the use of air conditioning units"
- Prohibition of the use of vending machines
- Disposal of bottled water only

## B. PERSONEL

- Mandatory use of masks throughout their work
- Training, familiarization and frequent application of hand hygiene
- Training, familiarization and proper implementation of respiratory hygiene
- Abstinence from work in case of illness
- Immediate removal from the area in case of symptoms (fever, cough, shortness of breath) compatible with COVID-10 infection during his work
- If they belong to a high risk group forecast for assigning tasks with low exposure risk

## F. ATHLETES

- Use of alcohol antiseptic and / or hand washing before and at the end of the exercise as well as before each movement to another fitness equipment
- Application of physical distance rules, with instruments at safe distances
- Use of personal hygiene items (eg towel)
- Use of individual exercise equipment if possible by their size (eg balls, tires, mattresses)
- Washing of clothes, towels used in the gym in the washing machine with common detergent, at high temperature (600 C)
- Avoid indoor exercise, the current phase of the epidemic, if the person belongs to a high-risk group

## COMPLIANCE WITH RULES REGARDIGN CLEANING POOL WATER

- Suspension of operation of indoor swimming pools up to newer ones
- Regular cleaning and disinfection, according to no. Δ1γ / Γ.Π / οικ 19954 / 20.03.2020 circular of the Ministry of Health "Cleaning and disinfection measures in places and surfaces during the evolution of the pandemic of SARS-CoV-2" (ΑΔΑ: 6ΚΨ6465ΦΥΟ-1ΝΔ), water quality controls will be carried out tank twice a week by an accredited body
- There is a relevant check list for the proper operation and maintenance of chlorination systems in accordance with the current legislation (see Ministerial Decision No. Γ1 / 443/1973, as amended by No. Γ4 / 1150/76 and ΔΥΓ2 / 80825/05 similar to the circular on "Prevention of Legionnaires' disease"). It is recommended that according to the guidelines of the Π.Ο.Υ. (Guidelines for safe recreational water environments Volume 2 - Swimming pools and similar environments), the residual chlorine value in tank water be 1-3 mg / L for swimming pools. and up to 5 mg / L for

water cooling tanks. Manual control (or use of halogen analyzer with paper recorder) chlorine levels during operation every 4 hours for swimming pools and every one hour for water storage tanks and keeping a record file.

- pH regulation: pH values in the water of recreational water installations should be maintained within the limits provided by the current legislation (see Ministerial Decision No. Γ1 / 443/1973, as amended by No. Γ4 / 1150/76 and ΔΥΓ2 / 80825/05 similar). Regular measurement and maintenance of pH records every eight hours during the operation of the swimming pools and at least every two hours during the operation of the hydromassage and hydrotherapy tanks.
- The maximum total number of people entering the tank at any given time will not be greater than one bathtub per 5 m<sup>2</sup> of water surface
- The layout of the seats (sunbeds, chairs, poufs, sun loungers, etc.) should be such that the distance between the extremities of the seats of two people in two different umbrellas or two people living in a different room is at least 2 meters in each direction.
- After each customer change, the seats, tables, personal storage boxes, price lists and any other items that the next customer will use should be disinfected.
- Decorative fountains: use of drinking water and disinfection using halogen or other chemical disinfectant and keep in good condition on all sides. If they have been out of service for more than a month, they will need to follow the steps described in the guide: "ESGLI Guidance for managing Legionella in building water systems during the COVID-19 pandemic".

#### **DRINKING WATER – WATER SUPPLY/ SEWAGE NETWORK**

- Water and sewerage systems comply with no. Δ1 (δ) /ΓΠ16481/14.03.2020 circular of the Ministry of Health “Protection of Public Health from the SARS-COV-2”.
- During the reopening of our hotel, the steps described in the instruction are followed: “ESGLI Guidance for managing Legionella in building water systems during the COVID-19 pandemic”
- Odor traps (siphons) work properly and continuously, they always have water inside. In case the space is not used for a long time, water is added either by adding it directly to the bone traps or by opening / operating the connected devices. This is done at regular intervals depending on how quickly the water evaporates from the odor traps (eg every 3 weeks).
- Compliance with the provisions of no. Δ1 (δ) / ΓΠ οικ.26635 / 23.04.2020 circular of the Ministry of Health "Taking measures to ensure public health by viruses and other infections during the use of air conditioning units" (ΑΔΑ: 6ΒΟ5465 air and good natural ventilation in rooms and other areas (shutdown of the air conditioning system when the doors are open)

#### **COMMERCIAL SHOPS INSIDE HOTEL**

- Operation of these stores in accordance with the current legal framework

#### **LAYOUT OF SEATS THE HOTEL HAS FOR CUSTOMERS ON THE BEACH**

In accordance with the applicable legal framework

#### **Communication**

- The accommodation must notify the measures and requirements of the Action Plan to all internal and external bodies / partners (employees, tenants, contractors, suppliers, visitors and the general public) and interested parties.
- It is recommended to update the website of the tourist accommodation with a special section COVID-19, in which you will post the measures and the new policy of the accommodation about taking increased hygiene measures, changes in opening hours of



common areas, modification of check-in / check-out duration. Respectively, you can follow the information with the available means inside the accommodation (eg in public TVs, in room TVs, marking before entering the individual public areas and printed information in the reception).