

PORTA HOTELS

PROTOCOL DUE TO COVID-19



What to expect to face the pandemic?

Introduction

Due to the SARS-CoV-2 Coronavirus pandemic, requires establishing protocols so that the reopening of the facilities of Porta Hotels properties does not increase the risk of community contagion, as well as establishing protection measures necessary for staff and guests. For this reason, the Crisis Committee has agreed to coordinate a single health protocol against COVID-19 to prepare for the reopening of properties managed by Porta Hotels, as the lockdown and containment measures of COVID-19 contagion are softened.

For the elaboration of this protocol, we took as a reference the documents developed by WTTC, AGEXPORT and the Government of the Republic of Guatemala, generated, issued and communicated through the Ministry of Public Health and Social Assistance; also have been reviewed the files generated by the Spanish Ministry of Health and the Institute for Spanish Tourist Quality, which has already developed tools to help hotels and restaurants to identify and analyze risks in their organizations, as well as implement best practices in the service, in our facilities and staff to deal with the virus.

Scope

This document brings together, without prejudice to current legislation, guidelines and recommendations to be applied by hotels managed by Porta, to minimize the risks of contagion by the SARS-CoV-2 virus

The entry into operation of the different services will be carried out according to the calendar published by the government or according to the modifications that may be in the future



General Objective

Implement an Occupational Health and Safety plan that respects current legislation, guidelines and considers the recommendations issued by the health authorities of the Republic of Guatemala seeking to minimize the spread of COVID-19 and thereby guarantee safe working conditions for our collaborators and safe areas for our guests.

Specific Objectives

- Define strategies and make decisions to minimize hygiene-health risks
- Identify, evaluate and intervene in the different risk factors and significant dangers to the health of workers
- Assign the personal protection team (PPE) to collaborators, attending to the needs derived from the prevention of occupational risks and contagion
- Surveillance and monitoring of workers' health status associated with occupational risk factors and existing pandemics
- Incorporate and disseminate good practices that establish and guarantee the prevention of disease transmission
- Allocate the human, physical and financial resources necessary for the management of health and safety at work
- Achieve integration of collaborators, headquarters and management in participation in prevention
- Create and maintain active Occupational Health and Safety Committees COVID-19, in the different prevention centers in the organization

Prevention Measures

STAFF

Compliance with prevention measures and avoiding the spread of COVID-19 is the responsibility of all collaborators. The following indications must be followed:

- *Go home from work and try not to leave home if not strictly necessary*
- *Maintain social distance of people at least 1.5 meters*
- *Wash your hands frequently*
- *When coughing, cover with the elbow*
- *Notify your immediate boss of any suspicious symptoms*
- *Use of mask*
- *Cleaning of work areas and equipment*
- *Constant use of antibacterial gel*

FRONT DESK

- Cleaning and disinfection at each shift change of corresponding work areas and electronic equipment
- Guest health survey
- Periodic temperature measurement for guests at home and visitors by means of an infrared thermometer
- Receptionists:
 - Use of mask
 - Use of latex gloves when exchanging documents or paying with the client
 - Constant washing of hands with soap and water or use of antibacterial gel
 - Maintain the proper cleaning and disinfection of your work area and electronic equipment during your work shift

BELL BOYS

- Disinfection of suitcases before entering the facilities
- Use of latex gloves at check-in and check-out
- Constant washing of hands / gloves with soap and water and use of antibacterial gel



CUSTOMER SUPPORT

- Support to the Department of Hosts and Order, in the control and periodic temperature taking of guests at home and visitors by means of an infrared thermometer
- Make sure that Hosts and Order and Reception always have the database of emergency telephone numbers, the Health Center and the Ministry of Health available in the event of any COVID-19 alarm that must be addressed by the Occupational Safety and Health Committee
- Support AyO with transfer of guests to isolation areas (rooms or infirmary) in case of people with high temperature or suspicious symptoms. It will only be a collaborator who will coordinate the isolation process
- Audit that the protocols of each department are fully complied with.
- Keep control of records and statistical data so that managers can provide information requested by government entities

- *Taking daily temperature at the entrance of collaborators and clients by means of a non-contact infrared thermometer*
- *Monitor that the entrance sanitizing mats are with enough disinfecting liquid*
- *ATM cleaning of entrance door*
- *Bus cleaning and disinfection at each transfer of guests or suitcases*

HOSTS AND ORDER



HOUSEKEEPER

- Cleaning and sanitizing of rooms and public areas
- Supply anti-bacterial gel dispensers to all areas
- Provide disinfecting liquid with sanitizing rugs and ATM cleaning containers
- Waitresses: Use of latex gloves, mask and protective gown throughout your workday
- Public areas: Use of latex gloves and mask throughout your working day

RESTAURANT

- Coordinate distances between diners with a minimum distance of 1.5mts
- Frequent cleaning and sanitizing of surfaces
- Cleaning and sanitizing dishes and utensils
- Correct storage of targets and utensils
- Maintain anti-bacterial gel dispensers in strategic restaurant areas and promote their use
- Promote food and beverage service in the room (Room Service)



KITCHEN

- *Supervision of the cleaning and sanitation of the collaborators' cafeteria. Ensure that the established cleaning schedule in which all departments participate is respected*
- *Strictly follow the cleaning and sanitizing process of kitchen products*
- *Frequent cleaning of kitchen surfaces, machinery and equipment; including air vents*
- *Tableware cleaning*
- *Correct storage of utensils*
- *Keep your products protected and sanitized before entering the kitchen*

PURCHASES (SUPPLIERS)

Communicate to suppliers the protocol for entering the facilities:

- Temperature taking
- Handwashing
- Disinfection of shoe soles
- Only one person per company will be allowed
- Correct handling of products upon admission

SPA

- Briefly assess your clients and always record their current health status. Subtly ask if in the last two weeks they have presented symptoms such as: fatigue, fever, dry cough, vomiting or diarrhea. In this way, the health of our collaborators and that of our clients will be taken care of
- Make an antiseptic alcohol gel for hand and nail hygiene available to employees and also customers. It should be taken into account that the virus is transmitted mainly by respiratory droplets that the person emits when they have a cough because they travel in the environment for a distance that can reach up to two meters
- Special care must be taken with hygiene and equipment, furniture and work instruments must be kept disinfected. Always use disposable materials such as gloves, gowns, paper or stretcher covers. In the same way, make sure to wash the sheets, aprons, towels and uniforms following the provisions contained in this program for the treatment of textiles later
- Properly manage appointment scheduling and take into account any possible changes that may occur



MAINTENANCE

- Daily cleaning of corresponding work areas and equipment
- Correct and individual use of all your protective equipment.
- When dealing with any guest in rooms, you should try to touch as little as possible any object to avoid any contagion.



PREVENTIVE MAINTENANCE

- Specifically, the air conditioning system should be checked periodically, especially the cleaning of filters and screens
- If the presence of Maintenance personnel in the rooms is strictly necessary while the guest is present, a specific protocol will be available that should include the following:
 - If the client is in the room because his presence is necessary, he should be urged to put on the mask while the maintenance personnel remain in the room as long as the minimum safety distance cannot be ensured.
 - Maintenance personnel should protect themselves with the personal protection means determined by the result of the job's risk assessment
 - Once the assistance or repair is finished, the staff will discard the PPE / PPE according to what is defined in the contingency plan, and will then wash their hands
 - Avoid any physical contact

GENERAL CLEANING PLAN

- An increase in the frequency of cleaning and reworking, especially in the areas of greatest contact (surfaces, knobs, sinks, taps, handles, elevators, reception desk, doors, keys / room cards, telephones, remote controls, toilet flush button, protection barriers, climate control, hairdryer, time control devices, gym machines, railings, room service menu, mini bar, hangers, etc.) Specifically, the area must be disinfected of work of employees at the end of their shift (eg reception desk, box, etc.)
- Daily ventilation / aeration of areas of common use where there have been clients
- Cleaning of surfaces with disinfectant products
- Use of disinfecting cleaning products in safe conditions, for example, freshly prepared dilution of bleach (chlorine concentration 1 g / L, prepared with 1:50 dilution of a bleach of concentration 40-50 gr / L). Concentrations of 62-71% ethanol / alcohol or 0.5% hydrogen peroxide in one minute are also effective, as well as the use of other authorized and proven alternative methods. In any case, the efficacy of the disinfectants that are used and will be used according to the safety data sheets and respect for the environment of the products must be ensured
- Cleaning rooms in security conditions
- Cleaning carts should be cleaned and sanitized after each shift change in which they have been used
- The collection of waste bins from common use areas must be carried out in safety conditions, so that the bags are closed / sealed and are transferred to the waste collection point.
- There should be a daily record of the cleanings carried out
- Determine the impact of the necessary cleaning measures in the planning and organization of work due to the special importance in this context of this area

CLEANING IN ROOMS

- Minimize decorative elements that are not essential in the room
- Cleaning of walls, floors, ceilings, mirrors and windows, furniture, equipment and decorative and functional elements
- Cleaning of any surface or equipment with a high level of use / contact
- Avoid cross contamination, putting clean clothes only after cleaning and disinfecting the room. Dirty clothing should be placed in bags before being deposited in cleaning carts
- Suspend the mini-bar service in the room if the establishment cannot guarantee cleaning between clients
- The staff of the floors and cleaning area will not agree to provide service in the rooms without the client (s) leaving the room, except in exceptional circumstances. This measure will be reported in advance



The cleaning and disinfection of the rooms in the COVID-19 context must specifically contemplate the airing of the room, the replacement of towels and lingerie / bedding. All this, attending to the frequencies established according to hotel category. In addition, special attention will be paid on this points

TEXTILE CLEANING

This protocol must be followed:

- "Dirty" textiles should be collected, placed in a bag and closed until treatment in the laundry
- Avoid shaking dirty textiles. In the case of lingerie, you should avoid putting it on the floor of the room or bathroom
- After handling "dirty" textiles, personnel should wash their hands
- "Dirty" textiles should be washed at > 60°C