

HOUSEKEEPING PROTOCOL

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1 Introduction

Staff must use the personal protective equipment (PPE) described in this protocol. It is described that each item of (PPE) will be used according to the level of risk considered in each situation, but mask and gloves (vinyl or nitrile) are always a must.

- Hand hygiene (with soap and water or disinfectant gel) before and after putting on gloves is very important. Particularly if potentially contaminated surfaces have been touched.
- New gloves will be used for each room. Gloves will be removed following specific instructions described in our Staff Protocol.
- At any sign of deterioration (perforation, tear, etc.) they must also be replaced.

Once cleaning is finished and after removing gloves and mask, cleaning staff must also carry out a complete hand hygiene, with soap and water. Hydroalcoholic gel can be used at any time if a proper hand wash is not available.

We are training our entire staff without exception in our new protocols; the use of protective equipment, and the use of new disinfecting chemicals and products. Staff will also receive instruction on how to act when a person shows any symptom of sickness.

- Gloves and masks should be discarded according to the manufacturer’s instructions and the conditions in which they are used, but they must always be discarded and replaced at any sign of deterioration.
- All clothes will be washed between 60-90° C.
- The laundry room in all our hotels will also be disinfected daily.

2 Cleaning trolleys

Cleaning carts are cleaned and disinfected daily, after use.

An individual hydroalcoholic gel disinfectant bottle is provided to each cleaner, for hand disinfection between each room, so each of our workers will have access to hand disinfection at any time. The bottles will be individual, and they must not be shared.

- Cleaning carts will not be allowed in the room. They must always remain in the corridor.
- Cleaning carts must always carry all personal protective equipment (PPE): gloves, masks and apron. They must also carry all the different cleaning products and tools we describe in this protocol.
- Cleaning carts will have one set of cleaning cloths per room, which is used for one room only.
- A set consists of three different cleaning cloths, each in a different colour and used for a specific part of the room (WC; Bathroom; Kitchen or minibar; and glasses). There are also two scouring pads, used separately for WC and kitchen or mini bar, per room or apartment.
- The cloths and scouring pads will be changed after each room. They must then be kept in a closed container or plastic bag until a proper disinfection later in the laundry.

3 Room cleaning

Room cleaning is forbidden with guests in the room. Only an authorized exception by management allows an exception to this rule.

- Blankets, pillows and extra duvets must be protected with their covers in the upper part of the wardrobe.
- Shaking textiles should be avoided.
- All occupied rooms will be aired out for a minimum of five minutes.
- We will reduce decorative textiles by temporarily removing cushions, plaids, hats and bags or any other decoration that we normally have on the wall and which has a purely decorative purpose.
- One lidded rubbish bin that can be opened by a foot pedal will be placed in each room, together with two bags to collect the rubbish. In the case of apartments, we also leave one lidded bucket for the kitchen, with another two bags.
- Dirty laundry will be placed in a separate sealed bag, which is then placed on the laundry cart. In addition, the laundry carts are closed and covered with a protector until they are collected by the external laundry service, which will also follow specific instructions. Dirty clothes will be placed in plastic bags when transporting them until they are taken away to the laundry.
- To avoid cross contamination, clean laundry for new guests will not be taken into the room until it has been properly disinfected and checked with an UV light.
- In the case of apartments, dirty dishes (i.e. dishes, glasses and cutlery) will be washed and disinfected correctly, using a laboratory tested product.

Our checklist that we use to double-check that we have properly cleaned every corner of each room, has now been adapted and personalized to every property, to identify frequent points of contact.

4 Departure apartment / room cleaning

When cleaning a room on a departure day, we will follow each step described above for our daily cleaning, adding these measures:

We disinfect textiles, sofa covers, pillows, hangers and walls by a sprayer system, applying a laboratory tested product.

All cribs, highchairs and other items will be removed from the rooms, disinfected and then checked under UV light before proper storage.

A room/apartment will only be authorized to be given to the next guest if all surfaces and corners have been checked under UV light. The lead housekeeper must give the final approval.

5 Cleaning of common areas

The risk of infection increases when people gather in large groups, which is why we regularly disinfect:

- High traffic areas: lobbies, corridors, breaks, railings and handrails.
- Areas with a high risk of infection: tables, armchairs, counters, chairs and information screens.
- Frequent points of contact; handles, doors, electrical switches, soap or gel dispensers, touchscreens, and telephones.

The disinfection of furniture and fabrics is carried out by spray system with a laboratory tested product.

We ventilate common areas daily.

We will register the cleaning of every frequent touch point in our common areas using a common areas check-list.

The rubbish bins will have a double plastic bag inside. The collection of rubbish from common areas will be carried out so that the bags are closed and sealed before being transferred safely to the garbage room.

We place automatic hydro alcohol dispensers in passageways, entrances and lobbies.

Once cleaning is complete and gloves and masks are removed, cleaning personnel should perform a proper hand wash with soap and water, or hydroalcoholic gel when a hand wash is not available.

We minimize decoration in all our common areas in order to facilitate cleaning.

6 Toilets in common areas

We disinfect them a minimum of six times a day: paper dispenser, hydroalcoholic gel and soap dispensers; baby changing tables, taps, toilets, doorknobs, light switches, garbage cans, sinks and mirrors. The time and the name of the cleaner will be displayed for customers to see*.

An automatic hydroalcoholic gel dispenser will be available at the entrance.

Paper dispensers or hand dryers will be available. We avoid the use of towels. Rubbish bins with non-manual lid and double inner security bag will be placed next to the paper dispenser.

We frequently check the availability of consumables, such as soap and paper towels.

* Gym, Fitness and Mini Land will have the same display, showing the time and the name of the cleaner.

7 Elevators

People from different families will not be able to share the elevator. Signs with instructions for use will be posted at the entrance.

- Cabins will be disinfected as often as the frequent contact points in common areas.
- We have an automatic hydroalcoholic gel dispenser at the entrance or inside the elevator.

8 Rooms with sick people or people under investigation

Whenever a guest has symptoms, we will recommend a check-up by the medical service which most likely will run the Covid test. The result might take a day or two. During this time, we kindly ask the family unit to stay in the room.

We will explain how we are providing all food services to their room, just by contacting reception by phone. During this time, we will run no cleaning, as a precaution, but we will provide clean towels/amenities at any time, also by phone.

If the test is positive, chances are that the guest is moved to a hospital or hotel where health care institutions can guarantee that he or she receives proper treatment and the risk of contagion is minimized.

If the test is negative, normal procedures will resume.

The following plan is for an exceptional situation where a customer must remain in the hotel or when we have a confirmed case of coronavirus staying at the hotel, preparing us for any scenario:

- Guests will remain isolated; subject to availability, if the guest does not have a single room, we will try to relocate any companions.
- Guests who are ill or under investigation should wear surgical masks to avoid contagion.
- To enter the room, any worker must always have the authorization of the hotel manager. There will be no exceptions to this rule.
- The Hotel Manager will be responsible to select the most valid workers for this task among the most valid workers. Under no circumstance, will these rooms be assigned to workers that belong to a risk group, such as pregnant women, workers older than 60 years, with diabetes, heart disease or any kind of immunosuppression.

Services such as cleaning, maintenance, room service, etc., must be authorized by the hotel manager, and only under certain conditions:

- The staff will keep a social distance of 2 meters.
- Full personal protective equipment (PPE) will be used when cleaning these rooms: FFP2 mask instead of the regular ones (must be discarded after use), nitrile gloves, disposable apron, safety glasses. They will be put into a disposable closed bag after use.

Once cleaning is complete and gloves and masks are removed, cleaning personnel should thoroughly sanitize hands with soap and water or disinfectant gel.

The cleaning cart must not be brought into the room.

Cleaning process:

- Remove bedding and towels and place them in a bag separate from any other laundry, until properly taken away.
- We pay extra attention to disinfecting all hand and body contact points, such as door handles, taps, flushing toilets and toilet seats.
- In these rooms, we use only disposable cleaning materials. All cleaning products and equipment must be discarded after cleaning.
- On departure day, all toiletries must be discarded and replaced (i.e. amenities, unfinished, toilet paper rolls, etc.).
- We will run a thorough disinfection using a laboratory tested product.

The cleaning staff will report any possible cases among guests to the hotel management or reception, and this information will be handled with discretion.