



SANITARY PROTOCOL TO IMPLEMENT AFTER THE TOURISTIC REOPENING POS COVID 19

TOURIST GROUP GAVIOTA SA

INTRODUCTION

The tourist Group Gaviota SA, as a member of the tourist sector, is facing a new paradigm when the confine is left behind. Once a vaccine is found, all will be back to normal, but until then we will face a new scenario and we have immediately prepared ourselves.

In due course, we have implemented a group of measures aimed at guaranteeing the quality and safety of our tour services.

GENERAL MEASURES

- 1.** Take to the extreme the sanitary measures.
- 2.** Keep physical distancing among people.
- 3.** Demand the sanitary certificates from the providers.
- 4.** Update the existing disinfection and cleaning procedures especially emphasizing cleaning frequency and the products to use.
- 5.** Increase the daily surveillance by our medical personnel that is in all our hotel facilities.

6. Place signs along with the hygienic and isolation basic rules to be followed by guests when in common areas.
7. Implement technological measures to minimize the contact staff - customer and customer - customer.
8. Accessible and visible hand sanitizers.
9. Offer training courses to the staff based on this document.

SAFETY AND HYGIENIC MEASURES FOR THE STAFF

1. A cleaning and disinfection program will be available.
2. Hygienic areas will be equipped with disinfectant products for hand washing in all areas (*dining room, kitchen, stock, houses, offices, bathrooms*).
3. Place signs with basic rules of hygiene and isolation to be followed by the staff in common areas.
4. Mandatory use of face masks for all workers from the moment they get on the shuttle to work and these have to be changed every 3 hours maximum.
5. Mandatory use of face masks and gloves by all the food handlers when they do their work.
6. Kitchenware cleaning will be done immediately after their use, removing food scraps with hot water.
7. Keep the food handlers' physical exam updated (*kitchen, gastronomic, grocer*).
8. Constant and proper disinfection of surfaces and working station.
9. Set access hours to the dining hall to avoid agglomeration.
10. Plan and execute training courses at the facilities mainly based on:
 - New cleaning standards.
 - Proper use of disinfectant products.
 - Supervision and control.
 - Rules of personal hygiene.

MEASURES TO IMPLEMENT IN OPERATIONAL AREAS IN HOTELS AND EXTRA HOTEL FACILITIES.

1. Receptions

- Mandatory use of disposable face masks and gloves.
- Set safety distance between staff and guests.
- Set limits when checking in and out to avoid crowds and make the guests feel protected

(floor stickers).

- Room keys must be disinfected before being handed in to guests and employees.
- No facial towels service upon arrival.
- Stimulate the use of credit cards to avoid the use of note bills and coins.

- Design and implement strategies to minimize the check in procedure in the facilities (at airports, during transfers, express and private).

- Carpets removal.
- Use of automatic doors or the presence of a doorman.

2. Restaurants

2.1. Buffet. (Proposed measures will be adapted in every facility).

- Compulsory use of disposable face masks and gloves by the food handlers during their shift.
- Place dispensers with hand sanitizer at the restaurant entrances.
- Replace the use of kitchen clamps and other common appliances for the guests to be served by the waiter.
- Enhance the micro kitchen and thus offer portioned dishes.
- Distance the tables for guests and consequently reorganize shifts as necessary according to the restaurant size and/or extend the opening hours.
- Remove tables with more than six seats.
- Enhance the use of show cooking to prevent guests from food handling.
- Assess the possibility and feasibility to replace and/or modify breakfast, lunch, and dinner services for brunch to increase buffet areas and minimize crowds.
- Constant and proper disinfection of contact surfaces and food making stations.
- Verify and guarantee the existence, functioning and proper use of all hygienic areas in the facilities.
- Remove the buffet service when possible in certain facilities, according to the guest volume.
- Offer more variety of cooked processed food and less raw food.
- Remove cloth napkin and use disposable napkins that will be handled with clamps.

2.2. Specialized Restaurants

- Compulsory use of disposable face masks and gloves by all food handlers (***kitchen and gastronomic***) during their shift.
- Enhance the hot dishes since they offer less risk of infection by the virus.
- Offer more variety of processed food and less raw food.
- Place dispensers with hand sanitizer at the restaurant entrance.
- Distance the tables for guests and consequently reorganize shifts as necessary according to the restaurant size and/or extend the opening hours.
- Remove cloth napkins and use disposable ones that will be handled with clamps.
- Remove the menu and verbally inform it or display it on a TV screen for the guests to choose.

3. Rooms

- Compulsory use of disposable face masks and gloves by the house keeping staff that interact with objects or room lingerie either clean or dirty (***maids, supervisor, wardrobe, technical services, minibar***).
- Offer the guests hand sanitizer as part of the hotel amenities.
- Reinforce cleanliness of every room but most of all, disinfection of the key elements like the TV remote control, phone, coffee maker and glasses that, once disinfected, will be placed into sanitary bags as far as possible.
- Reduce as far as possible non-essential elements in the rooms such as cushions, magazines, or decorative elements that are unnecessary risks.
- Avoid assigning rooms that have recently checked out during the check in in order to keep them empties 24 hours minimum until they are used again.

4. Common areas

- Increase the frequency and depth of cleaning and disinfection of both areas and furniture in all the common areas.
- Guests should have access to disinfectant solution dispensers.
- Increase distance among existing spaces in every common area.
- Place basic hygienic and isolating rules signs that must be followed by guests when in a common area.
- Place disinfectant solution dispensers at the entrance of restaurants, bars, bungalow elevators, restrooms, spa, gym, etc.
- Enhance the use of natural ventilation when possible.

4.1. Elevators

- Cleaning and disinfection of the elevators 3 times a day, minimum morning, afternoon and evening.
- Determine the maximum capacity of people that will be allowed in the elevator and show it as part as the information signs that will be placed in the areas.
- A hand sanitizer dispenser must be placed at the entrance of the elevators.

4.2. Gyms

- Establish and guarantee the safety social distancing.
- New arrangement of equipment to guarantee social distancing.
- Guarantee disinfection of all equipment after every use.
- A hand sanitizer dispenser must be placed at the entrance.
- Remove small items to share such as dumbbells, mats, ropes, etc.
- Only bottled water service.

4.3. SPA

- A hand sanitizer dispenser must be placed at the entrance.
- In the waiting room, all magazines, decorative elements and welcoming rituals are proposed to be removed.
 - Arrange chairs and sofas with a minimum distance of 1.5 meter between them.
 - All magazines, promotional brochures and decorative elements must be removed from the spa reception desk.
 - The receptionist at the spa will wear disposable gloves and face masks and will have a cleaning kit to make cleaning and disinfecting easier.
 - Delimit the floor and the desk to guarantee the social distancing according to the recommended regulations.
 - Massage services, beauty treatments and hairdressing will be limited. Only water facilities.
- Only bottled water service
- Ensure social distancing protocols.
- In the toilet areas:
 - Remove hand towels.
 - Remove locker services.
 - Remove sandals and bathrobes.
 - Gel and paper towel dispensers available at the exit.
 - Pedal litter bins.

4.4. Swimming pools

- Manage and calculate the maximum capacity of the different pools and solariums to guarantee social distancing.
- Disinfect beach chairs and hammocks daily.
- Deep cleaning.

4.5. Entertainment areas

- Guarantee physical distancing.
- Avoid sharing microphones establishing a cleaning protocol of them.
- Guarantee safety measures for outdoor shows.
- Keep safe distance during performance.
- No pets allowed.
- Keep safe areas in the dressing rooms.
- Enhance outdoor activities.

STEPS TO TAKE BY OPERATONAL AREAS AT GAVIOTA TOURS TRAVEL AGENCY

The tour guides while at service must:

- Wear a face mask
- Have hand sanitizer in spray for contact surfaces making its use easier, faster and effective.
- Keep one-meter distance from customers to avoid direct contact or salivary drops exchange among them.

Brief the customers when welcomed the following information:

- The sanitary measures taken by the country (***thoroughly inform them and also the legal consequences in case of not following them***).
- If coming from a high risk of infection country, avoid direct contact with people in their surroundings and carry face masks and antiseptic solutions that allows a constant hand cleaning.
- Keep constant watch during 14 days and be alert in case of any symptoms that might show up during their stay.
- Prepare promotional information with the measures to be adopted at all times and make it available to the office staff as well as the tour guides in charge of the customers.

MEASURE TO IMPLEMENT IN THE OPERATIONAL AREAS AT TRANSGAVIOTA SA

1. Rent

- Compulsory use of disposable face masks and gloves by the staff at the rental offices during their shifts.
- Establish safety distancing in a visible way between staff and customers (**2 meters**) and also when the customers are waiting.
- Guarantee the proper disinfection of the keys having them in a sanitary bag when handed in to the customer.
- Place signs with basic sanitary and isolation rules to be followed by customers at the rental offices.
- Increase the depth of cleaning and disinfection of cars and motorcycles once they are returned emphasizing frequent contact places.
- Place hand sanitizer dispensers in the rental spots.
- Encourage the use of credit cards to avoid the use of note bills and coins.
- Update the cleaning and disinfecting plans, especially emphasizing the cleaning frequency, products to be used and contact surfaces with higher risk as door knobs at the rental offices.

2. Buses

- Compulsory use of face masks by the bus drivers during their shift.
- Establishing distancing when getting on and off the bus to avoid crowds and make the customers feel safer.
- Guarantee dispensers with hand sanitizer at the bus door.
- Guarantee constant and proper disinfection of contact surfaces.
- Increase the frequency and depth of cleaning and disinfection of the buses once the service is over with emphasis on filters, railings, handrails, seats, etc.
- Temperature on the bus is recommended between 23 -26 celsius.

MEASURES TO IMPLEMENT IN OPERATIONAL AREAS AT MARINAS GAVIOTA

- Compulsory use of disposable face masks and gloves by all the crew.
- Limit the number of customers per vessel.
- Place hand sanitizer dispensers in the vessels.
- Constant and proper disinfection of the contact surfaces.
- Verify and guarantee the existence, functioning and proper use of incinerators.
- Guarantee the staff preparation that allows their active participation in the epidemiology surveillance and detection of the virus symptoms.
 - Perform the proper disinfection of the vessels once the service is over, increasing the frequency and depth of the cleaning and disinfection.
 - Availability of spots with face masks and hand sanitizers for customers.
 - Increase distance among the existing seats in every area on board.
 - Place signs with basic hygienic and isolation rules to be followed by customers when in a common area.

For rooms and life on board vessels

- Compulsory use of disposable face masks and gloves by the maids.
- Hand sanitizers should be included and offered to customers as part of the amenities in the rooms.
- Reinforce the cleaning of the whole room, but highlighting the disinfection of key elements such as TV remote controls, telephones, coffee makers and once disinfected, to be placed into sanitary bags as far as possible.
 - Reduce the non-essential elements in the rooms such as cushions, magazines, blankets or decorative elements that are unnecessary risks.