



**HYGIENE AND SECURITY COMMITMENT**  
**HOTEL D.SANCHO I**  
**2020**

## **OUR COMMITMENT**

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D. Sancho I Hotel is committed to promoting the safety, well-being and health of all our guests and employees. Being one of our main priorities, we have established and implemented measures and practices of hygiene and safety, in accordance with the recommendations and guidelines of the Portuguese General Health Organization, so that all our customers can feel safe when visiting or staying in our hotel.

Our teams have been trained and are focused on maintaining the safety/healthy environment that characterizes us and they are ready to provide any assistance you may need.

We are aware of this challenge, but with the same dedication we look forward to be able to welcome you soon.

## **CLEAN & SAFE SEAL**

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We were distinguished by Portugal Tourism Bureau with the "Clean & Safe" seal, because our establishment complies with the recommendations of the Portuguese General Health Organization to prevent contamination of spaces with SARS-CoV2.

## **PREVENTION PROCEDURES IN FACILITIES**

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### **Signaling and Information**

- All our customers will be able to know and have access to this Internal Protocol regarding the COVID-19 Coronavirus outbreak by requesting the internal file that can be found at the hotel's Reception or by consulting our website at <http://www.idesignhotel.com>.
- In order to comply with all the basic precautions for prevention and infection control in relation to the outbreak of the Coronavirus COVID-19, information was provided to all teams as defined in the contingency plan, and you may always request clarification from our internal Coordinator (Luis Caetano – Front Office Manager or whoever replaces him in his absence).

### **Hygiene plan**

- Washing and disinfection of surfaces where employees and customers circulate, ensuring control and prevention of infections.
- Cleaning, several times a day, surfaces and objects in common use (including counters, light and elevator switches, door handles and cabinet handles).
- We give preference to wet cleaning, over dry cleaning and avoiding the use of vacuum cleaner.
- Air renewal in rooms and enclosed spaces will be done regularly.
- In the areas of restaurants and beverages, the cleaning of utensils, equipment and surfaces was reinforced and direct manipulation of food by customers and employees was avoided as much as possible.
- In the restaurant / cafeteria areas, effective cleaning is ensured whenever a customer leaves and before another occupies the same table.

- Buckets and mops for cleaning the floor are cleaned and disinfected at the end of each use. These equipments are separated by areas.
- The floor is washed with hot water and common detergent, followed by disinfection with a disinfectant solution. Cleaning is carried out at least twice a day.
- In sanitary facilities, washing is performed with a product that contains detergent and disinfectant in its composition, in order to make disinfection more effective. Floor cleaning in these areas is carried out at least 3 times a day.
- The cleaning of common areas and areas of greater frequency of contact, including spaces where children may be playing, is reinforced several times a day.

#### **Adequacy of the selected space for isolation**

- The isolation room is room number 201, intended for people who can be considered suspicious cases or confirmed cases of COVID-19. This space has natural ventilation and mechanical ventilation system, as well as smooth and washable coverings, bathroom, stock of cleaning materials, surgical masks and disposable gloves, thermometer, autonomous waste container, waste bags, clothes collection bags used, Kit with water and some non-perishable foods.

#### **Adequacy of accommodation units**

- The bed linen change and cleaning procedures in the rooms include adequate protection.
- The removal of bed linen and towels is done without shaking it, being rolled outwards, without touching the body, placed in specific closed bags and duly identified for later delivery to the laundry service.
- After the customer has checked out, the pillows are replaced by others, properly cleaned and not used in less than 24 hours.
- The TV remote, air conditioning remote and the phone are disinfected after customers check out.

#### **Hygiene equipment**

- Dispensers of alcohol-based antiseptic solution or alcohol-based solution near the entry / exit points, on all floors, at the restaurant entrance, common sanitary facilities and other common areas.
- Liquid soap for hand washing and paper towels, in all sanitary facilities.

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## PREVENTION PROCEDURES FOR EMPLOYEES

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### TRAINING

#### All Employees received information and / or specific training on:

- Internal protocol for the COVID-19 Coronavirus outbreak.
- Compliance with basic precautions for prevention and infection control in relation to the COVID-19 coronavirus outbreak, including the procedures:

**Hand hygiene:** wash hands frequently with soap and water for at least 20 seconds or use hand sanitizer that has at least 70° of alcohol, covering the entire surface of your hands and rubbing them until they are dry.

**Respiratory etiquette:** cough or sneeze into the fold of the forearm or use a tissue, which must then be immediately thrown into the trash; always wash hands after coughing or sneezing and after blowing. avoid touching the eyes, nose and mouth with their hands.

**Social conduct:** change the frequency and form of contact between workers and between them and customers, avoiding (whenever possible) close contact, handshakes, kisses, shared jobs, face-to-face meetings and food sharing, utensils , glasses and towels.

- How to perform daily self-monitoring to assess fever, check for cough or some difficulties in breathing.
- How to comply with the guidelines of the General Health Organization for cleaning surfaces and treating clothes in the establishment.

#### Equipment - Personal protection

- Enough for all employees (depending on their role: mask, gloves, visor, gown or apron, cap, shoe covers).

#### Appointment of those responsible

- There is a collaborator in the hotel responsible for initiating the procedures in case of suspected infection, who will accompany the person with symptoms to the isolation space, provide the necessary assistance and contact the national health service. If you need to contact the person in charge of the service for compliance with the prevention / action and / or alert rules in case of suspected infection, please contact the Reception or contact us by phone 213 513 160 or via the internal phone of your room, marking number 9.

**Conduct**

- Employees carry out daily self-monitoring to assess fever, cough or difficulty breathing.
- Behaviors to be adopted by employees:
  - Maintain distance between colleagues and customers and avoid physical contact, including handshaking.
  - Do not enter and leave the establishment wearing a work uniform.
  - Keep hair tied.
  - Not recommended the excessive use of personal ornaments (bracelets, threads, rings, etc.).
- Breaks and scheduled meal times to avoid meetings in the staff / cafeteria areas.
- Cleaning professionals are familiar with the products to be used (detergents and disinfectants), the precautions to be taken when handling, diluting and applying them in safe conditions, how to protect yourself during cleaning procedures and how to ensure good ventilation during cleaning and disinfection.

**Stock of cleaning and sanitizing materials**

- Stock of cleaning materials for single use proportional to the size of the project, including cleaning wipes for single use moistened with disinfectant, bleach and alcohol at 70°.
- Dispensers or refills of antiseptic alcohol-based solution or alcohol-based solution.
- Waste container with non-manual opening and plastic bag.
- Equipment or refills for hand washing with liquid soap and paper towels.

**Scales / Shifts**

- Definition of service schedules and / or shifts with a reduction in the simultaneous number of employees - The creation of teams may allow greater control of safety and hygiene rules.
- Definition of rules / phasing of acts of cleaning of accommodation units.

**AVAILABLE FOR OUR CUSTOMERS**

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**Equipment - Personal protection**

- Personal protective equipment (individual protective kits with a mask and disinfectant gel, with the possibility of adding gloves, visor or others) available to customers (for stock definition, the maximum capacity of the establishment must be taken into account) and these products have a cost associated.

**Conduct**

- Definition of simple and clear rules of stay in common spaces and different times for shared meals whenever appropriate by our teams.

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

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### **Action Plan**

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

### **Decontamination of the isolation site**

- The decontamination of the isolation area whenever there are positive cases of infection and reinforcement of cleaning and disinfection whenever there are patients suspected of infection, especially on surfaces frequently handled and most used by the same, as indicated by the Directorate-General for Health.
- The storage of waste produced by patients suspected of infection in a plastic bag that, after being closed (eg: with a clamp), must be segregated and sent to a licensed operator for the management of hospital waste with biological risk.

### **Registration of Incidents and Actions taken**

- The hotel keeps updated records, available for consultation, of the training sessions carried out, as well as of the high hygiene and sanitation procedures carried out in each section of the property, pertinent to the fight against Covid-19.

This Manual was revised on 1st June 2020

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The Management