

# EXECUTIVE REPORT ON ILUNION HOTELS' CONTINGENCY PLAN FOR COVID-19



## TABLE OF CONTENTS:

1. AIM and SCOPE.....	3
2. QUIRONPREVENCIÓN.....	3
3. RESPONSIBILITY AND ORGANISATION.....	5
4. DEVELOPMENT OF THE PLAN.....	5
4.1. Starting point.....	5
4.2. General measures and actions to be carried out for the reincorporation.....	5
4.2.1. Basic hygienic measures.....	6
4.2.2. Technical measures. Interpersonal safety distance.....	7
4.2.3. Cleaning and disinfection measures.....	8
4.2.4. Organisational measures.....	9
4.2.5. Personal Protective Equipment.....	10
4.2.6. Information and training on COVID-19.....	10
4.2.7. Travelling to workplaces.....	11
4.3. Floor area and cleaning of common areas.....	11
4.4. Kitchen area.....	12
4.5. Restaurant area.....	13
4.6. Staff canteen.....	14
4.7. Changing rooms.....	15
4.8. Textile cleaning.....	15
4.9. Cleaning and disinfection of transport vehicles.....	15
4.10. Gyms.....	15
4.11. Lifts.....	16
4.12. Entertainment and children’s play areas. Events.....	16
4.13. Reception and welcome service.....	17
4.14. Maintenance and facility service.....	18
4.15. Swimming pools.....	18
4.16. SPA.....	19
4.17. Waste management.....	19
4.18. Customers.....	20
4.19. Central headquarters.....	20
4.20. Reception of goods.....	20
5. MEASURES TO PREVENT RISK AND HARM FROM PERSONS AT RISK AND PARTICULARLY VULNERABLE PERSONS.....	21
6. MEASURES TO BE TAKEN IN THE EVENT OF “SUSPICION OR ACTIVATION” OF A POTENTIAL CASE.....	21
7. PLAN MONITORING.....	23

## 1. AIM and SCOPE

The aim of this document is to establish an action plan for the return to the post SARS-COV-2 activity at ILUNION Hotels, to define the essential elements, guidelines to be applied and measures to be taken into account for the return to the activity, as far as the rules issued by the Government and the Health Authorities make it possible.

This Plan contemplates the actions to be developed to carry out this process of reincorporation into the activity, as well as the pertinent organisational, collective and individual measures to be adopted. These measures will always be aimed at preventing SARS-COV-2 infection and responding to the possible occurrence of cases or close contact with infected persons.

ILUNION Hotels, in its firm commitment to health risk management and the Safety, Health and Well-being of its employees, customers, suppliers and visitors, has drawn up this protocol in conjunction with Quironprevención and the guidelines and recommendations established by the Ministry of Health to deal with the SARS-COV-2 pandemic. The aim is to implement measures aimed at minimising the pandemic.

For ILUNION Hotels, the safety and well-being of our customers and employees is our top priority. Thus, by putting together the contingency protocol our aim is to guarantee the service provided in a safe environment for customers, employees and professionals.

In this way, and according to the document prepared by the MINISTRY OF HEALTH, "ACTION PROCEDURE FOR OCCUPATIONAL RISK PREVENTION SERVICES IN RELATION TO EXPOSURE TO SARS-COV-2" (last available update), depending on the nature of the activities and transmission mechanisms of the SARS-CoV-2 coronavirus, we can establish the different exposure scenarios in which workers may find themselves in.

In relation to the classification contained in this procedure, the employees of the Corporate Central Headquarters and the ILUNION Hotels would have a LOW PROBABILITY OF EXPOSURE level. Workers in this scenario will wear PPE when necessary depending on the assessment of the type of activity or specific task and, in any case, whenever the safety distance of 1.5 metres cannot be guaranteed. Some PPE components must be available for use in certain work situations (e.g. in cases where the safety distance cannot be guaranteed).

## 2. QUIRONPREVENCIÓN

With the firm conviction that caring for people begins with prevention, **Quirónsalud**, Spain's leading healthcare services company, decided to purchase 4 of the leading companies in the health and safety sector in 2016.



On 1 October 2017, **QuirónPrevención** was created, the occupational risk prevention company in which more companies place their trust at an international level. We guide our efforts towards fulfilling the mission of caring for companies, ensuring safety in their workplaces and the health of the people who work there.

We work not only to promote a preventive culture within organisations, but within society in general, because a preventive attitude goes beyond the work environment.

**Quirónprevención** has a long history in the field of occupational risk prevention, being leaders in experience, which allows us to develop as many activities as required in any area of action.

The best cover letter to offer solid, reliable and profitable help:



**5,000 professionals**



**50 years of experience**



**Comprehensive advice for your company**



**Quality, innovation and continuous research**



**300 offices**



**Flexibility to adapt to your company**

### **3. RESPONSIBILITY AND ORGANISATION.**

The management department of ILUNION Hotels assumes a firm commitment to risk management, leading the systematic implementation of measures aimed at minimising risk. Risk management is part of all processes at ILUNION Hotels; therefore, the different processes developed in the company will be coordinated with each other.

To fulfil this commitment, ILUNION Hotels has created a committee for risk management at a corporate level, which is complemented by the committee created in each of the hotels, in the event that there is no health and safety committee to take on this role.

In each of the hotels, the management department of the centre will be responsible for implementing and controlling the measures established in this plan, adapting them to the specific needs of each establishment, with the participation and supervision of the health and safety/management committee of the centre and the Corporate Committee.

The aim of these committees is to assume the definition of strategies and decision-making to minimise the hygienic-sanitary risks of SARS-COV-2.

### **4. DEVELOPMENT OF THE PLAN**

#### **4.1. Starting point.**

Based on the provisions of Order SND/257/2020 of 19 March, which declared the suspension of the opening of tourist accommodation establishments to the public, ILUNION Hotels has closed all hotel establishments nationwide, leaving a minimum number of people working to ensure surveillance and maintenance of the facilities.

During the state of alarm, the relevant measures recommended by the health authorities have been taken in order to be able to continue with the development of the organisation's basic activities under safe conditions.

#### **4.2. General measures and actions to be carried out for the reincorporation.**

The fundamental aim in the analysis of the criteria to be taken into consideration when evaluating the incorporation of workers into the labour activity is to minimise as much as possible the potential exposure to COVID-19 of its staff, minimising the contact between workers and between the latter and the customers, public or staff of other companies that may visit each of the hotels.

### 4.2.1. Basic hygienic measures.

Their purpose is to prevent the potential risk of contamination or contagion, either from oneself or from others, in the workplace.

Adequate protection of employees shall be ensured by facilitating the washing of hands with soap and water and, if this is not possible, the use of hand sanitiser.

#### Cleaning and disinfection:

- Disinfectant cleaning products shall be used under safe conditions, and shall be virucidal products authorised by the Ministry of Health.
- Disinfectant gel dispensers have been identified and planned in the reception area and in the common areas for use by customers and workers, among others, at the entrance to the restaurant and at the access to the lifts.
- The main entrance to the hotel and the different accesses from the outside will be equipped with a mat with disinfectant means.

#### Supplies:

- Posters and signs promoting hygiene measures shall be placed in the centres. Standard posters will be provided for use in all workplaces.
- All areas of the workplaces (reception, restaurants, swimming pools, common areas, etc.) will be equipped with waste bins with lids and pedal openers. They shall be equipped with replaceable bags for the collection of their contents

#### Reduction of contact elements:

- Collective protection measures shall be available to prevent contact and the safety distance of 1.5 metres shall be maintained. If this is not possible, face masks will be used.
- Payment by card or other electronic means will be encouraged, preferably contactless (cards, mobiles, etc.) avoiding, as far as possible, the use of cash and with some type of support (tray or similar) to avoid possible contamination.
- The removal of decorative elements that may affect the spread of the virus, such as cushions, mats, etc., will be assessed in the reception hall and all common areas in the hotel, ...
- The sharing of office supplies, equipment and tools should be avoided as much as possible (especially when not wearing gloves).
- Where this is not possible, the equipment shall be disinfected after each use by each worker.

## 4.2.2. Technical measures. Interpersonal safety distance.

In order to reduce the risk of exposure to the lowest possible level, all protective measures shall ensure to adequately protect working staff and customers from risks to their health or safety which cannot be avoided or sufficiently limited by technical measures, organisational measures and, finally, personal protection measures.

- The maximum capacity of all the facilities has been calculated and defined, and these have been marked, and the necessary measures have been established to ensure distance between customers and employees.
- Rules will be established for the use of facilities where work is carried out and shared spaces to maintain a safe distance (e.g. in lifts, dining rooms, access and common areas, changing rooms).
- Work tasks and processes must be planned in such a way as to guarantee the safety distance established by the health authorities; the layout of workstations, the organisation of the movement of people and the distribution of space (furniture, shelves, corridors, etc.) in the workplace.
- Appropriate means (signage, boundary posts and dividers, etc.) shall be used to ensure distance measures in those areas where a greater number of people may be present (reception, entrance to restaurants, swimming pools, common areas, terraces, etc.).
- When the safety distance cannot be maintained, the use face masks will be mandatory.
- The possibility of redistributing tasks will be considered. As far as possible, reorganising jobs by applying flexible working hours and/or staggered shifts for entry and exit to reduce gatherings of workers.
- The necessary measures will be implemented to minimise contact between workers and between them and potential customers or the public that may visit their workplace.
  - The layout of workstations, the organisation of the movement of persons and the distribution of space (furniture, shelves, corridors, etc.) in the workplace must be changed as far as possible to ensure that safety distances of 1.5 metres are maintained.
  - Arranging for insulation, enclosure, physical barriers, etc.
  - Placing signs on the ground, with adhesive tape or similar, to ensure that the 1.5 m is respected in places where queues are expected.

- The maximum occupancy of the toilets for customers, visitors or users will be one person, except in the case of people who may need assistance, in which case the use of the toilets by the person accompanying them will also be permitted.
- Where applicable, measures shall be established to organise people staying outside the hotel waiting for access when capacity permits. All the public, including those waiting outside the hotel, must keep a safe distance.

### **4.2.3.. Cleaning and disinfection measures.**

All ILUNION Hotels will comply with the measures set out in the updated Stiqk Cleaning and Disinfection Process, which reflects the additional measures that hotels and employees in the floors department must take to ensure proper sanitation of rooms and public areas, in order to protect all staff and guests

#### **Cleaning:**

- The cleaning procedure will be updated with the incorporation of a virucidal product authorised by the Ministry of Health for disinfection.
- The textiles of the rooms, table linen, work uniforms or similar, will be bagged and closed, and will be moved to the point where they are washed normally, with a wash with a complete cycle at a temperature between 60 and 90 degrees being completed or, in the case of work uniforms, they will be disinfected with an approved virucidal product.
- Toilets shall be cleaned and disinfected at least six times a day.
- The work area used by an employee at each shift change shall be cleaned.

#### **Procedures:**

- In all the workstations and facilities of the centres, the cleaning and disinfection guidelines indicated in the cleaning protocol established for this purpose shall be followed.
- Cleaning tasks will be reinforced in all rooms, with special emphasis being placed on surfaces, especially those that are most frequently touched such as windows or door handles, cranks, buttons, handrails, lifts, switches, railings, as well as all the most commonly used appliances.
- The operation of soap dispensers, disinfectant gel, disposable paper, etc., should be checked at least daily, and those that present faults should be repaired or replaced. It is recommended to have a record of these actions. The operation and cleanliness of toilets and taps will also be monitored.
- If the disinfection of the time control method with contact (fingerprint, digits) cannot be ensured, a method shall be implemented that avoids different employees using the same surface. If disinfection is chosen after each use, the availability of a disinfectant solution must be ensured.



## Waste management:

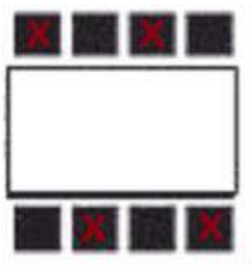
- The management of ordinary waste will continue to be carried out in the usual way, respecting waste separation protocols.
- After each cleaning, the materials used and the protective equipment used should be safely disposed of and hands must be washed. Buckets with lids will be provided for storage and subsequent management.
- All personal hygiene equipment (masks, latex gloves, etc.) should be deposited in the "Fracción resto" (grouping of domestic waste obtained after separate collection) rubbish bin.
- If a worker shows symptoms while at work, the container in which they have placed tissues or other used products should be isolated. The rubbish bag in question will be removed and placed in a second, ziplocked rubbish bag for deposit in the "Fracción resto" rubbish bin.

### 4.2.4. Organisational measures.

This section deals with those measures for the organisation/regulation of work activity that may involve the prevention of overcrowding in facilities:

- At all ILUNION Hotels receptions:
  - The information mechanisms established by the health authorities in the event of the detection of cases in the hotel itself will be implemented, as well as the specific preventive measures to be established in the event of the detection of compatible symptoms.
  - Having the health care telephone numbers of each autonomous community in the event of any type of incident.
- At ILUNION Hotels we have identified the essential operations, establishing the appropriate processes to reduce the duration, frequency and intensity of exposure to risk, eliminating or delaying all those operations that are not essential and do not interfere with the normal development and quality of service offered by ILUNION Hotels

- Entry to the workplaces will be staggered, with a single access route for all workers.
- Use of teleconferencing (audio and video):
  - Wherever possible, travel for meetings will be avoided by holding teleconferences.
- When this is not possible, the occupancy distribution for the meeting rooms will be kept.



- Whenever possible, due to the characteristics of the task to be carried out and of the work activity itself, teleworking will be facilitated, which will help us not only to reduce the number of people present in our facilities, but also to reduce the risk due to mobility and use of public or collective transport.
- A very effective complementary measure could be to have “compliance officers” in the work areas who remain in the centres to monitor and help maintain these measures.

#### 4.2.5. Personal Protective Equipment.

- Supply of PPE, especially surgical masks, FFP2 masks and gloves protecting against biological agents (EN-374-5), for those positions that cannot keep a safety distance of 1.5 metres.
- It is the responsibility of the Health and Safety/Management Committees of each workplace to guarantee the availability of a stock of the necessary protective equipment for the development of all activities, ensuring safety against the SARS-CoV-2 coronavirus, especially surgical masks, FFP2 masks and gloves for protection against biological agents (EN 374-5).
- However, the optimum way to prevent transmission is to use a combination of all preventive measures, not just PPE, as the application of a combination of control measures can provide an additional degree of protection.

#### 4.2.6. Information and training on COVID-19.

All staff will be provided with specific and up-to-date information on the measures to be implemented. The information and training will be adapted according to the measures that are updated by the health authorities.

- A training plan will be organised to be carried out with internal and external resources.
- The use of posters and signs promoting hygiene and prevention measures will be encouraged. It is important to stress the importance of adapting information and training to the measures that the Ministry of Health updates, which requires continuous monitoring.
- The posters displayed will be in at least one foreign language (considering the country/countries of origin of the customers).
- Information on coronavirus exposure (modes of transmission, prevention, use of PPE and placement, particularly vulnerable staff, etc.) will be provided.
- The contingency plan prepared by ILUNION Hotels will be communicated to the workers' representatives (if any), to all employees for its proper implementation and maintenance, to suppliers and customers. They will be informed of the measures that directly affect them and must be applied (use of face masks, hand washing, safety distance, capacity control, etc.)
- All information on the contingency plan will be communicated through the website, social networks, agencies and Tour Operators and providers through CAE.
- All customers will be informed of the measures taken by ILUNION Hotels at the time of entry into the establishment, being accepted by a document that will be delivered at the time of signing the check-in.
- All hotels will include information on health care facilities, fire department, local and national police in the area, with schedules and emergency phone numbers and their location.

#### 4.2.7. Travelling to workplaces.

ILUNION Hotels, taking into account the guidelines and recommendations of the health authorities, will inform workers who are entering the workforce of the best health safety conditions for their journeys to and from work.

### 4.3. Floor area and cleaning of common areas.

#### Cleaning::

- The specific cleaning and disinfection procedures indicated by ILUNION Hotels will be followed.
- Correct cleaning and disinfection will be ensured, with a record of this visible to the customer.
- All rooms and common areas will be aired daily.
- Hangers will be disinfected when customers check out.
- If a hair dryer is available in the room, it will be cleaned (including the filter) when the customer checks out.
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#### Supplies:

- A sufficient supply of cleaning material will be maintained to enable the daily reinforced sanitisation tasks to be carried out with products authorised by the Ministry of Health for disinfection.
- The replacement of consumables (soap, paper towels, etc.) will be ensured.
- There will be an increased number of cleaning cloths, and they will be disinfected according to the guidelines established by the organisation.
- Commonly used toilets will have paper towel dispensers or hand dryers. Towels, even those for individual use, should be avoided.
- The bathrooms will be equipped with a waste bin with a lid, double bag and non-manual operation.

#### Protective equipment:

- The floor and cleaning area will use appropriate personal protective equipment depending on the level of risk considered in each situation. At a minimum, staff should wear a face mask and gloves.
- When each room is finished being cleaned, the gloves shall be changed for new ones following the procedure established for this purpose.

#### Procedures:

- The staff of the floor and cleaning area will not agree to provide service in the rooms while the customer remains inside, except for justified cause.
- The use of tools, cleaning trolleys and other work equipment shall be for individual use and disinfected after use.
- The collection of waste bins from common areas shall be carried out under safe conditions, so that the bags are closed and transferred to the waste collection point.
- Laundry service will be temporarily suspended for hygienic and sanitary reasons.

## Reduction of contact elements:

- Textiles (including mats) will be removed from the rooms, as well as decorative objects and anything else that is dispensable. Amenities will be of individual use.
- Stationery and press will be removed from the premises.
- The blankets and pillows in the cabinets will be protected.
- The contents of the minibar service in the room will be taken out, guaranteeing cleaning and disinfection between customers.

## 4.4. Kitchen area.

### Cleaning:

- The Hotel will adapt its cleaning and disinfection plan taking into account the analysis of the identified risks.
- A general disinfection of the working surfaces will be carried out before the beginning of each service. There will be disinfectant soap dispensers next to the sink. Paper should be used for drying and disposed of in a waste bin with a non-manual lid.
- Cleaning tools shall be identified and isolated in their working area ensuring that no cross-contamination occurs.
- All crockery, cutlery and glassware shall be washed in the dishwasher and disinfected at temperatures above 80°C, including that which has not been used but may have come into contact with customers' hands.
- Utensils (tongs, pallets of ice machines, cocktail utensils, ice cream spoons, etc.) should be cleaned and disinfected in accordance with the HACCP requirements.
- Cloths and scourers should be kept clean at all times and changed regularly. The use of tea towels should be avoided, using in any case single-use paper or disposable cloths. Single-use paper rolls should be placed in the appropriate roll holder.
- When entering the kitchen, staff should wash their hands, as well as before and after handling/processing food; when changing food to be handled/processed; after handling waste; after sneezing, blowing their nose or coughing.
- At the end of the day, tools and equipment will be cleaned with the recommended products.

### Procedures:

- The requirements established in the Food Safety Management System (FSMS) to combat the SARS-CoV-2 pandemic will be met.
- The criteria defined in the HACCP system updated according to the SARS-CoV-2 context shall be implemented and applied.
- A cleaning and disinfection procedure shall be carried out that includes the following facilities and the elements present in them:
  - Kitchen
  - Goods receiving area
  - Changing rooms, lockers and toilets

## 4.5. Restaurant área

### Cleaning:

- Table or chair surfaces that come into contact with the customers will be cleaned. Table surfaces (if not covered) and armrests, as applicable, should be cleaned after each use.
- The living and dining rooms will be ventilated before and after each service by opening the windows.
- A cleaning and disinfection procedure shall be carried out that includes the following facilities and the elements present in them:
  - Bar (between different customer groups and especially at times of high traffic)
  - Event room
  - Changing rooms, lockers and toilets

### Reduction of contact elements:

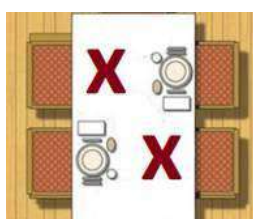
- Priority will be given to the use of single-use linen. If this is not feasible, the use of the same tablecloth or tablemat with different customers will be avoided, opting for materials and solutions that facilitate their change between services.
- Self-service products (napkin rings, toothpicks, cruets, oil cruets, etc.) will be taken away, giving priority to disposable single-dose products or their service in other formats by the waiters at the request of the customer.
- All crockery will be provided by ILUNION Hotels staff, thus avoiding it being handled by the customers.
- Auxiliary service elements (crockery, glassware, cutlery, table linen, bread baskets, coffee cups, sugar, etc.) shall be stored in closed areas or, at least, away from areas where customers and employees pass through. Any decorative elements must be removed from the tables.
- The information on the gastronomic offer will be transferred to the customers through a QR code, thus avoiding the use of menus.

### Service:

- Customers will be encouraged to disinfect their hands before entering.
- The POS will be disinfected if the person using it is not always the same.
- Room service will be subject to the characteristics of each establishment. If this service is provided, as a general rule, the cart will be left at the door so the waiter will not access the interior of the room. If they have to, they will do so wearing a face mask and keeping a safe distance from the customer.
- The conventional buffet system will be replaced by a type of assisted service that minimises customer contact.

## Technical measures. Interpersonal safety distance

- Screens will be installed in reception lecterns at the entrance to the restaurant.
- The customer's accommodation at the table will always be ensured in order to avoid an undue use of space and distribution.
- The hotels will consider, according to their facilities, a suggested or predefined itinerary to avoid crowding in certain areas and prevent contact between customers.
- The reorganisation will see that the distribution of the number of chairs in the room ensures that the 1.5 metres distance is maintained. The rest of the chairs will be removed from the room or taken out of service.



- Terrace Service
  - The open-air terraces may be reopened to the public with the limitations established for the phase for ending lockdown in which the territory where the establishment is located is found. In any case, it must be ensured that the appropriate physical distance of at least 1.5 metres is maintained between tables or, where appropriate, groupings of tables.
  - The Hotel will establish how it can be ensured that customers do not make arbitrary use of the equipment on the terrace (tables and chairs), so that it can be disinfected between one customer and another.

## 4.6. Staff canteen

If a staff canteen is set up, measures must be taken to ensure interpersonal safety distance. Likewise, the use of dining rooms, rest rooms, canteens, etc. must be regulated, establishing the capacity of these to keep the minimum safety distance and an optimum state of hygiene.

To ensure this, measures will be taken such as:

- It will be implemented as a measure to increase the meal shifts, the number of breaks, alternate breaks, etc., staggering access to the staff canteen so that as few people as possible coincide during the breaks.
- Each employee, with a previously established organisation of shifts and capacity, will pick up, in an area set aside for this purpose, their daily menu in a closed container and will consume it in the staff canteen.

- The food utensils and kitchenware will be of individual use and previously they will have undergone the established process of cleaning and disinfection. The cutlery will come prepared in individual sets.
- The water fountains shall have a non-manual operation (pedal).

#### **Technical measures. Interpersonal safety distance:**

- A sufficient number of chairs shall be removed or marked to ensure that the remaining chairs are kept at a safe distance.
- To ensure this, measures may be taken such as appointing people to check that the maximum capacity of the rooms is respected at these times.

### **4.7. Changing rooms**

- Reinforce cleaning in these areas, in particular: benches, chairs, coat racks, floors, covers, handles, showers, bathrooms and sinks, doors, handlebars... with disinfectant solutions.
- Street clothes shall be stored in plastic bags so that there is no contact between street clothes and work clothes, and shall be kept in individual lockers.

#### **Technical measures. Interpersonal safety distance**

- The number of people who can access it simultaneously will be limited

### **4.8. 60 Textile cleaning.**

The following requirements shall be met:

- The "dirty" textiles will be collected and put in a bag and closed until they are treated in the laundry.
- Shaking the dirty textiles will be avoided. In the case of lingerie, avoid placing it on the floor of the room or bathroom.
- After handling "dirty" textiles, the staff will wash their hands.
- Dirty" textiles will be washed at >60°. If the laundry service is outsourced, the service provider must be informed of the minimum required temperature.

### **4.9. Cleaning and disinfection of transport vehicles.**

- All workplaces that have their own transport with vans, cars, motorcycles or other vehicles will be included in the cleaning and disinfection plan of the centre. This plan should cover the exterior and interior of the vehicle, the drawers of the motorcycles, etc.
- All transport equipment (boxes and insulated bags, rucksacks, trolleys, helmets, etc.) must also be cleaned and disinfected correctly.



#### 4.10. Gyms.

- After the use of each of the machines between customers, they will be cleaned and disinfected. The same applies to common gym elements such as weights, fitness balls, dumbbells, etc., which should be removed if their cleaning and disinfection cannot be ensured.
- Users will be encouraged to use towels in all sports equipment and deposit them in the buckets provided for this purpose.
- If the safety distance cannot be guaranteed in this type of facility, it is recommended to close the facility temporarily and offer other alternatives to the customers (e.g. customised exercise tables to be performed in outdoor areas).

#### 4.11. Lifts.

- The frequency of cleaning and disinfection of the lift car will be increased, with particular emphasis on the lift's push-button panels and handrails.
- Customers will be provided with hand sanitiser at each lift access.
- The rules for use and maximum capacities in lifts have been defined. The rule of not sharing between persons from different family units shall apply. This information will be transferred to the customer and information posters will be placed at the appropriate places.
- The button panel will be pressed with an object, avoiding doing it directly with your hands.

#### 4.12. Entertainment and children's play areas. Events

- If they can be used with the competent authority allowing so and always following its indications, a programme of more frequent cleaning and disinfection of both the areas and the games and facilities shall be maintained.
- Hygienic measures should be established at the entrance to the play area (hand washing or, if not, the use of disinfectant solution).
- Access to the games/toys will only be allowed after each child has washed their hands.
- All equipment and games/toys should be disinfected after each use.
- Caregivers will observe high personal hygiene with frequent hand washing and/or disinfection.

## Technical measures. Interpersonal safety distance

- The entertainment activities will be designed and planned in such a way as to control the capacity and respect the minimum safety distance between people. Otherwise, face masks must be worn. They shall be held outdoors whenever possible and the exchange of objects shall be avoided.
- The events will be designed and planned in such a way that capacity can be controlled and the safety distances between people at the reception, breaks, food and drink services and at the end of the event can be respected. Each hotel must redefine its maximum capacity on the plan so that the hiring of the event is done properly.
- The rooms will be ventilated at least 2 hours before the event and disinfected once empty and after the event.
- When hiring for the event, specific recommendations and protocols will be included and signed by the customer.
- The PR or maître d' will be in charge of welcoming the customers, informing them at all times about the hygienic measures, accompanying the attendees through a clear and previously defined itinerary to avoid crowds and prevent contact between customers.
- The distribution of material in working meetings will be reconfigured.

### 4.13. Reception and welcome service.

#### Cleaning:

- At each change of shift, the counter, screen and other reception elements will be cleaned and disinfected.
- Computer equipment and any other items used (e.g. telephone) must be cleaned and disinfected at the beginning and end of the shift.
- Sharing pens will be avoided. If lent, they shall be disinfected after use and hands shall also be disinfected.

#### Supplies:

- Safety screens will be installed in all ILUNION Hotels reception areas to ensure the protection of staff.
- A computer and telephone will be available at each reception desk for individual use.
- A container will be placed to deposit the access cards to the rooms. Next to it, a hand sanitiser dispenser will be provided.

## Procedures:

- A document will be given to the customer for them to sign it. It will show the compliance with the sanitary measures of the establishment.
- Room service will be encouraged whenever possible. The hotel staff will perform this service in adequate safety conditions.
- To avoid contagion from reception staff, greetings involving physical contact with customers or other employees should be avoided. Objects should not be shared with customers or other employees.

## Technical measures. Interpersonal safety distance:

- Customers shall be informed of the maximum capacity of the common areas in use.
- Collective protection measures shall be put in place to ensure physical separation between the customer and reception staff through the placement of glass screens.
- A specific place shall be provided, located in such a way as to guarantee a safe distance from reception, where external staff can deposit parcels and courier envelopes.
- Whenever the reception staff has to leave the reception for any reason, it will be done without the presence of other people or, if this is not possible, at least 1.5 m away and equipped with face masks at all times.
- Technological options, which limit access to the reception area, will be assessed in relation to check in – check out.

## 4.14. Maintenance and facility service.

### Cleaning:

- Particular attention shall be paid to the disinfection of working items after use.
- Once the assistance or repair has been completed, the staff will wash their hands.

### Protective equipment:

- Maintenance staff shall be protected by personal protective equipment as determined by the outcome of the risk assessment of the post.
- For operations that may involve potential risks of infection, such as changing filters, etc., the established PPE (masks, gloves and goggles) should be used.

## Procedures:

- The maintenance staff will enter the rooms when the customers are not there.
- If the customer is in the room because their presence is required, they will be urged to put on their face mask while the maintenance staff remains in the room if the minimum safety distance cannot be ensured.
- The technical service and maintenance staff will prioritise the work orders generated from those elements of the facility that may have the greatest influence on the hygiene conditions.
- Dishwashers: the work order will be prioritised to ensure that the temperatures to be reached (above 80° during rinsing) and the dosage of the chemical products are correct.
- In case of coordinating the work with external companies, all the preventive measures of physical distance and hygiene with the external staff, already indicated in the present document, will be adopted establishing the necessary coordination measures.

## Maintenance plan:

- The air conditioning system will be checked according to the maintenance plan, reinforcing the cleaning of filters. It is recommended to maintain the air conditioning at a room temperature between 23° and 25°, ensuring an efficient air renewal.
- Particular attention will be paid to compliance with the obligations established with regard to legionella in the CWHC and DHW system.

## 4.15. Swimming pools.

### Cleaning:

- Each of the hotels that have a swimming pool shall identify the different equipment, materials or facilities that are susceptible to cleaning and disinfection (basin, lane ropes, stainless steel stairs, showers, auxiliary material for classes, changing rooms, perimeter grid, first aid kit, air filters, walls, lockers and any other in contact with users) and shall establish a frequency of cleaning and disinfection for each of them.
- Furniture used by customers shall be cleaned and disinfected after each use. For the cleaning and disinfection of hammocks or chairs, disinfectants such as bleach at a dilution of 1:50, or disinfectants with virucidal activity that are commercially available, should be used.
- The utensils used (brush, mop, broom, pressure hoses, sweeping machine, etc.) and the products used in each case shall be listed. These should be disinfected after their use.

- The wet areas of bathrooms, showers, changing rooms and transit areas for bathers shall be swept and cleaned.
- Detergent will be prepared and applied to wash furniture, showers, railings, and bather transit areas.
- The products applied in the washing process should be cleaned and rinsed with plenty of water.

#### **Procedures:**

- The sequential turning on of the taps in showers, fountains, bars and toilets will be recommended, leaving the water running so that the water that was retained in the pipes is renewed.
- After each cleaning, the materials used and the protective equipment used should be safely disposed of and hands must be washed.

#### **Signage:**

- Information signs on health and safety measures in the pool area will be established.

#### **Technical measures. Interpersonal safety distance.**

- Once the established capacity has been reached, the user will not be able to access the facility until other users leave. The lifeguard or the staff designated by the hotel management will be responsible for supervising the number of bathers in each of the basins and controlling access to them.
- If possible, separate entrance and exit doors will be used to try to avoid crossings as much as possible.

#### **4.16. SPA.**

- In the spa facilities, the standards contained in ICTE 2020, "Measures for the reduction of SARS-CoV-2 infection in spas", will be applied, as applicable..

#### **4.17. Waste management.**

- The management of ordinary waste will continue to be carried out in the usual way, respecting waste separation protocols.
- Tissues used by staff for hand drying or to comply with "respiratory etiquette" should be disposed of in waste bins or containers protected by lids and, if possible, pedal operated.

- All personal hygiene equipment (masks, latex gloves, etc.) should be deposited in the “Fracción resto” (grouping of domestic waste obtained after separate collection) rubbish bin.
- If a worker shows symptoms while at work, the container in which they have placed tissues or other used products should be isolated. The rubbish bag in question will be removed and placed in a second, ziplocked rubbish bag for deposit in the “Fracción resto” rubbish bin.

#### **4.18. Customers**

- The Hotel must inform the customer at the time of check-in at the Hotel of the service conditions and prevention measures established, for their acceptance.
- At the reception desk, the customer will respect the minimum safety distance between customers by standing on the markers or similar, in order to avoid crowding.

#### **4.19. Central headquarters**

- At the ILUNION Hotels’ central headquarters, the prevention measures implemented by the Group’s Corporate Committee with regards to access to the building and transit through common areas will be attended to.
- ILUNION Hotels will apply all of the above, and especially in relation to the disposition of employees at the desks, respecting the physical distance of 1.5 m, hygiene measures (frequent hand washing with soap and water, use of hand sanitiser dispensers) and the use of Personal Protective Equipment when it is not possible to respect the safety distance.
- Organisational aspects will be taken into account, such as assessing the minimum number of people attending in person, staggering entry and exit times, as well as meal times, promoting teleworking whenever possible.
- Additional measures will be put in place (separation of posts, access to toilets, access to printers, distribution of furniture with fixed interpersonal separation elements, etc.)
- In office areas, the layout of workstations, the organisation of the movement of persons and the distribution of space (furniture, shelves, corridors, etc.) will be modified as far as possible to ensure that the safety distance of 1.5 metres is maintained.

#### **4.20. Reception of goods.**

An update of the goods receipt procedure will be carried out depending on the COVID-19 context

- Limiting the time of entry of goods in order to better control the hygienic-sanitary measures implemented.
- A single access to the facilities will be enabled to improve security.
- The access of suppliers to the interior of the establishment will be limited to the essential ones.
- Those required at the time of receipt of the goods have been defined both for the worker carrying out the work and for the external supplier.
- The goods will be subjected to a disinfection process with virucide authorised by the Ministry of Health before the entry of raw materials and products inside the Hotel.
- The dispatch notes will be sent digitally. If this is not possible, a mailbox will be provided where they will be deposited and subjected to a period of quarantine (24 hours) before handling.
- Disinfectant gel dispensers will be available at the supplier entrance, reinforcing hygiene, cleaning and interpersonal safety measures.

## **5. MEASURES TO PREVENT RISK AND HARM FROM PERSONS AT RISK AND PARTICULARLY VULNERABLE PERSONS**

One of the mechanisms to guarantee the health and safety of the workers, which is the aim of the present plan to return to the activity of ILUNION Hotels, is to consider and protect the particularly vulnerable workers and vulnerable groups defined by the health authorities against SARS-COV-2.

These vulnerable groups include people with:

- Diabetes
- Cardiovascular disease (including hypertension)
- Morbid obesity (BMI >40)
- Chronic liver disease
- Chronic lung disease
- Chronic kidney disease
- Immunodeficiency
- Cancer in active treatment
- Pregnancy
- Over 60 years old

## 6. MEASURES TO BE TAKEN IN THE EVENT OF “SUSPICION OR ACTIVATION” OF A POTENTIAL CASE

In the current situation, new likely cases of COVID-19 will continue to occur, for which a number of measures, in addition to those indicated above, should continue to be implemented.

Each worker will observe their own state of health in the event of the appearance of any of the following symptoms: fever, cough, feeling of high fever, difficulty in breathing, shortness of breath. If they have any of these symptoms, they must inform their immediate superior and if possible do not go to work.

When suspicious symptoms of possible infection appear, such as fever (above 37.7), cough or difficulty in breathing, mainly, the measures to be applied will be the following:

### **Isolation of the potential case:**

- The affected person will be fitted with a surgical mask and taken to an isolation area for this purpose. If such an area is not available, because there is no other possibility, they shall be put in an area separated from other persons by at least 1.5 metres.
- In both cases, the accompanying person must also wear a surgical mask.

### **Action, evacuation and isolation measures:**

- Once the above measures have been adopted, the health authority will be contacted through 112 / 061 / COVID-19 telephone numbers in the Autonomous Communities, as established by each Autonomous Community (see ANNEX).

### **Cleaning measures:**

- Once the person suspected of being infected has been evacuated, the work area in which they were working should be cleaned, especially the work surfaces and the tools, utensils or devices they were working with at the time. This cleaning will be done with a solution of water with bleach or with cleaning cloths with hand sanitiser depending on the cases and type of device.

### **Contact identification:**

- The Health and Safety/Management Committee of the workplace together with the health service of the occupational risk prevention service, where appropriate, will be responsible for establishing the mechanisms for the investigation and monitoring of close contacts in the area of their competence, in coordination with the public health authorities.



### **Monitoring and control measures:**

- Once the information on the incidence has been analysed, the health authority will determine the measures to be taken in each case, the first of which will be a measure of isolation which, depending on the characteristics of the situation, will be accompanied or not by other specific actions which they will determine.

## **7. PLAN MONITORING**

For the development of the Plan and the analysis of the implementation of measures, monitoring, etc., the company has designated Mr Esteban Sola Gonzalez as the person to carry out the coordination of the exceptional prevention activities during the COVID-19 crisis and to be a person of reference for all the company's workers.

All the actions taken and all the documentation that can be generated must be recorded: cleaning reports, external maintenance controls, service dispatch notes, sick leaves, etc.

