

HOUSEKEEPING PROTOCOL

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1 Introduction

Staff must use personal protective equipment depending on the level of risk considered in each situation, where mask and gloves are mandatory. A full protective apron could also be worn when entering the rooms for cleaning.

- Hand hygiene (with soap and water or disinfectant gel) before and after putting on gloves is very important, especially if potentially contaminated surfaces have been touched.
- New gloves will be used after cleaning each room.
- At any sign of deterioration (perforation, tear, etc.) they must be replaced.

Once cleaning is finished and after removing gloves and mask, cleaning staff must carry out a complete hand hygiene, with soap and water.

- Gloves and masks should be discarded and replaced when entering next room.
- The laundry carts are closed and covered with a protector until they are picked up by the external laundry service, which will also follow specific instructions.
- All laundry will be washed in between 60-90° C.

2 Cleaning trolleys

The carts are cleaned and disinfected daily, after use.

- 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 and the necessary cleaning products and equipment.

- Cleaning carts will have a set of different cleaning cloths made in different colours, each colour for a specific part of the room (WC; bathroom; kitchen; and windows).
- Additionally, another 3 sponges are used separately: 2 for WC and 1 for kitchen, per apartment.
- The cloths and sponges are disinfected before entering each room.

3 Room cleaning

Room cleaning will take place only when guest is out of the room.

- Blankets, pillows and extra duvets have been removed.
- Shaking textiles should be avoided.
- All occupied rooms are being aired throughout the whole cleaning process.
- Dirty textiles are transported in sealed bags to the hotel laundry and picked up by the external supplier following a special procedure according to the suppliers' protocol.
- To avoid cross contamination, clean laundry for a new guest will only be placed in the room after it has been properly disinfected.

We are training our entire staff in our new protocols; the use of protective equipment, use of new disinfecting chemicals/products and how to act when a person shows symptom of sickness.

Dirty dishes (i.e. dishes, glasses and cutlery) will be washed correctly, using the appropriate detergent.

Extra attention and disinfection will be given to frequent touch points (electrical switches, telephones, TV remote control, air conditioning control, bathroom taps, hairdryer, knobs and handles, buttons, etc).

All baby equipment is carefully cleaned and disinfected after every departure or when the rental has finished.

4 Departure apartment / room cleaning

When cleaning a room on departure day, we follow each step described above for our daily cleaning, with the below additional actions:

We disinfect the whole room with all the items and equipment with a fogging machine (applying a laboratory tested and approved product), which produces a disinfectant fog that penetrates everywhere in the room and sterilizes it.

The use of a complete PPE kit (FFP2 mask, gloves, eye protection glasses and disposable apron) will be mandatory.

5 Cleaning of common areas*

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

- High traffic areas: lobbies, corridors with railings and handrails.
- Equipment of high risk of infection: tables, armchairs, counters, chairs.
- Frequent points of contact: handles, doors, electrical switches, elevators.

The disinfection is carried out by a spray system for furniture surfaces and UV for fabrics (Laboratory tested product).

We ventilate common areas daily.

The garbage bins will have a plastic bag inside. When waste from bins is collected, it is put in closed / sealed bags and transferred safely to the waste room.

Automatic hydro alcohol dispensers are placed in all common areas.

Once cleaning is complete and gloves and masks are removed, cleaning staff must have a proper hand wash with antiseptic soap and water.

We minimize decoration at all our common areas to facilitate cleaning.

Gym and Mini Land Terrace Cleaning program showing the time and responsible person is displayed for customers to see.

6 Toilets in common areas

We disinfect the most frequently visited toilets every 30 minutes. The less frequently visited toilets are disinfected every 60 minutes.

- A cleaning program showing the time and responsible person is displayed for customers to see.
- An automatic hydroalcoholic gel dispenser is available at the entrance / exit.
- Paper towel dispensers or hand dryers are available.
- We frequently check the availability of consumables (soap and paper).

7 Elevators

People from different families should not share the elevator. Instruction signs are placed at their entrance.

- Cabins are disinfected as often as the frequent contact points in common areas.
- We have an automatic hydroalcoholic gel dispenser at the entrance of the elevator.

8 Rooms with sick people or people under investigation

Whenever a guest has symptoms, we strongly recommend that they are checked by the medical service.

Guests will strictly follow the doctor's advice.

No staff will be allowed to enter a room with a suspected case.

Cleaning of the room will take place at least after 36 hours of departure.

Cleaning process:

- Before entering the room, we run a first thorough disinfection using the disinfection fogging machine.
- Remove bedding and towels and place them in a bag separate from the other dirty laundry in the room, until properly taken away. We specifically instruct our external laundry service in matters of hygienic handling.

- We pay attention to disinfect all hand and body contact points, such as door handles, faucets, flushing toilets and toilet seats.
- In these rooms, we use only disposable cleaning materials, discarding all cleaning products and tools when cleaning is complete.
- After finishing the cleaning, we run a second thorough disinfection using the disinfection fogging machine.

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