

# 01

## Preventive measures taken to combat COVID-19

The measures adopted at the facilities of HOTEL DON CANDIDO, based on the action procedure implemented, to guarantee the health and safety of customers and workers to combat COVID-19 are stated below:

### 1.1 General measures

- A Monitoring Committee has been set up to conduct the decision-making and strategy to be followed to combat COVID-19.
- Temperature of all hotel workers is taken before starting their shift.
- COVID-19 screening test every 15 days for all hotel workers.
- Maximum capacities have been set in each of the hotel's spaces.
- Permanent disinfection, strengthening of hygiene, ventilation, and air conditioning measures at all the hotel's facilities.
- Card payment is recommended at all the hotel services and the POS terminal is disinfected after each use.
- Hydroalcoholic hand gel is distributed in common areas: reception, access to the dining room, lift, toilets, etc.
- Information provided on healthcare centres, fire services, etc.
- There is a protocol of action in the event of COVID-19 symptoms of workers and/or customers.

### 1.2 Reception

- Signs set up to keep a safe distance in order to avoid crowding.
- A screen has been set up in reception for the protection of customers and workers.
- Hydroalcoholic hand gel has been installed for hygiene when arriving at the hotel.
- All material delivered to customers is disinfected.
- A box to deposit the customer's keys has been installed.

### 1.3 Common Areas

- Signs in lifts stating they can only be shared per family unit.
- Signs set up to keep a safe distance on stairways.
- Increased cleaning and disinfection of shared toilets.

### 1.4 Restaurant

- Maximum capacity signs in halls and on terraces.
- The service has been adapted to reduce customer handling and involvement.
- Spaces have been reorganised to uphold safe distancing between tables and in the bar area.
- Breakfast and lunch service shifts are organised, where necessary.
- Hotel staff use face masks if they are unable to uphold safe distancing.
- Itineraries have been established to avoid crowding in certain areas and to prevent contact between customers.
- Hydroalcoholic hand gels have been placed at the entrance and instructions for customers to sanitise their hands before accessing the dining rooms, bar area, or halls.
- Commonly used elements (oil, vinegar, salt pots, etc.) have been replaced by other single-use items.
- Menus; new materials and viewing using QR code.
- Equipment between customers is cleaned and disinfected.

### 1.5 Rooms

- Cleaning and inspection frequencies have been increased, specifically in the highest contact areas.
- A system has been set up to prevent cross-contamination.
- Sanitizer cleaning products approved by the healthcare system are used.
- Cleaning trolleys are cleaned and disinfected after daily use.
- Laundry service uses disinfectant products and above 60° C.
- Rooms are cleaned when guests are not inside.
- PPEs are used by the room attendants following health protocols.
- Viricidal disinfectant spray used for disinfection (disinfectant included on the list of products authorised by the Ministry of Health).
- Amenities adapted to the new situation arising from COVID-19: face mask, hydroalcoholic hand gel, and disposable cups.
- There are bins with lids for the elimination of: disposable tissues, face masks, etc.

### 1.6 OQUO – Spa Area

- Maximum capacity signs in the Oquo areas.
- Service appointment booking has been set up to avoid crowding.
- Hydroalcoholic hand gels have been placed at the entrance and instructions for customers to sanitise their hands when accessing the area.
- PPEs are used by workers in the Oquo area.
- Customers are given a face mask for any treatments where possible.
- Cleaning and disinfection frequencies have been increased in the highest contact areas and common areas.
- The elements of the premises each person comes into contact with are cleaned after they leave.
- Daily ventilation/aeration of commonly used areas where there have been customers.



*Avoid touching your face, especially your eyes, nose, and mouth*



*Avoid shaking hands and kissing when greeting or saying goodbye*



*Wash your hands when you enter and leave the facilities, common areas, etc.*



*Respect the established layout*



*Follow the instructions indicated and respect the signs of the Hotel*



*Keep a safe distance from other people*