

DANA STAY CLEAN & SAFETY EXPERIENCE

COVID-19 OPENING PROGRAM

EXECUTIVE PRESENTATION

“Cleanliness and safety have always been our #1 Priority during your visit to Las Terrazas De Dana Boutique Lodge & Spa. We’ve added a few new protocols for this current COVID-19 circumstances prior to the opening of our operations”

Las Terrazas De Dana Boutique Lodge & Spa

Mindo Cloud Forest



Foreword

“Dana Stay Clean & Safety Experience” has been set out on the foremost practices and protocols we have developed over the last weeks, allowing our guests to have an easy leisure time and focus on Live The Dana Experience!.

We cannot predict the dead line when COVID-19 outbreak will stop or when our lives will return to some sort of normalcy. Even so, we would like our guests and employees realize that when the times come to travel once again, Las Terrazas De Dana Boutique Lodge & Spa will be ready to welcome you all back to Live The Dana Experience!, within a safe and clean Hotel environment.

“Dana Stay Clean & Safety Experience” will seek to improve our rules, behaviors and standards to ensure both guests and employees are confident in the cleanliness and safety of our Hotel once travel resumes.

Las Terrazas De Dana Boutique Lodge & Spa

Accommodation and Visits Established Directives

1. Cleaning and Disinfecting

- Cleaning and disinfecting in Las Terrazas De Dana Boutique Lodge & Spa will be frequent (multiple times per day) with an emphasis on frequent contact with hard non-porous surfaces including, but not limited to, front desk, social areas, furniture, tables, service bar, door handles, public bathrooms, room keys and locks, stairs and stair handrails, pool seating and surrounding areas, dining surfaces and all seating areas.
- Hand washing and hand sanitizer use dispenser will be allocated at mayor guests, clients and employees entrances and contact spots such as Lobby, Front Desk, Bar, Restaurant, Public Rest Rooms, Social Areas, Mandragora Spa and Swimming Pool.
- Bleach solution will be used to disinfect shoe soles of every guest, client and employee before get into the Hotel and facilities.
- Uninterrupted ventilation of crowding and public areas where there have been high traffic.
- Shared tools and equipment will be disinfecting after each shift or transfer to a new employee.
- Shuttle vehicles will be cleaning and sanitize before transfer service and after arrival to Las Terrazas De Dana Boutique Lodge & Spa.

2. Front Desk Directives

2.1. Overall Directives

- Room keys will be cleaned and sanitized every time a guest leave them at the Reception Desk.
- Vallet parking service will not be available.

- We will no longer be offering coffee, tea or purified water in our coffee station at main lobby during COVID-19 worldwide emergency.
- Coffee, tea, purified water and milk is still complimentary for all of our guests, but only under request.
- Las Terrazas De Dana Boutique Lodge & Spa will space out all furniture placed in main lobby and reception area to comply with social distancing guidelines.
- The usage of masks, health and hygiene reminders will be placed at high-traffic areas in the main lobby of Las Terrazas De Dana Boutique Lodge & Spa.
- The signage will indicate the proper way to wear, handle and dispose of masks, alcohol-based hand rub (ABHR) sanitizer process to be used, hands washing and sanitizing reminders.
- The signage will also remind guest, clients and employees to remain Physical Distancing.
- According to contactless directives in order to safeguard health and security of our guests, Check in online procedure has been implemented at Las Terrazas De Dana Boutique Lodge & Spa.
- Every guest will receive a password to access to our Check In online system which will be available prior arrival and few days after your reservation until your check in date.
- All expenses during the stay of our guests will be sent attached by email to the given address on the Check In online the night before to check out date.
- After presented account, being agreed, payment by credit card will be suggested to be done next morning at the Reception Desk.
- Paperless program has been implemented at Las Terrazas De Dana Boutique Lodge & Spa.
- The whole information about product and services offered by Las Terrazas De Dana Boutique Lodge & Spa, will be sent to our guests after check In confirmation and attached to the email provided.
- Any request, question, complaint, recommendation or special requirement during his or her stay at Las Terrazas De Dana Boutique Lodge & Spa will be attended by Virtual Concierge media provided to every guest.

2.2. Guests and Clients Directives

- Refer to Front of the House Signage disposed in main lobby in reception area.
 - ✘ Guests must use surgical mask, N95 mask or Filtering Facepiece mask FFP2.
 - ✘ Guests must follow directives about washing hands and hands sanitizing.
 - ✘ Guests must follow directives about Physical Distancing & Queuing.
- Refer and follow explained directives about Identify and Isolate Suspected Cases.
- Fulfill required information in mandatory fields during Check In online procedure.
- Act in accordance with instructions and guidelines presented by Front Desk Staff during Welcome Briefing in order to protect his or her health and bio-security during leisure time at Las Terrazas De Dana Boutique Lodge & Spa.

3. Housekeeping Directives

3.1. Overall Directives

- Rooms assignment will be done guaranteeing cleaning and sanitizing directives according to local and worldwide authorities.
- Front Desk staff will ensure if guests agree to receive House Keeping Service usually as standardized, just under request or deny to receive House Keeping Service at all during the stay in the Hotel. Anyway, towels will be replaced daily and bed linens every two nights stay.
- House Keeping staff will not provide room cleaning and sanitizing service while guests remain into the room, exceptional reasons will be considered.
- House Keeping staff will not provide room cleaning and sanitizing service if guests belongings are not properly handled within their bags or suitable disposed onto the room shelves.

- House Keeping staff is authorized to handle in order to clean and sanitize the entire room just furniture, decoration, instruments and accessories which are part of the room and belongs to Las Terrazas De Dana Boutique Lodge & Spa.

3.2. Guests and Clients Directives

- Guests must remain outside of the room while housekeeping staff make it up.
- Guests belongings will properly handled within their bags or suitable disposed onto the room shelves before housekeeping staff starts room cleaning and sanitizing.
- Guests must leave shoes, boots and sandals outside the room and next to the access door, while stay within the room.
- Guests will allocate bags and luggage outside the room to be taken down to the reception area before departure time.
- Act in accordance with instructions and guidelines presented by Front Desk Staff during Welcome Briefing in order to protect his or her health and bio-security during leisure time at Las Terrazas De Dana Boutique Lodge & Spa.

4. Food & Beverage Directives

4.1. Dining Room Directives

4.1.1. Overall Guidelines

- Guest will have access to the Restaurant Menu, Snacks Menu, Liquors and Wines Menu via Virtual Concierge Media provided to the guest when arrive to Las Terrazas De Dana Boutique Lodge & Spa.
- According to local laws, no more than 1/3 of Restaurant forum can be assisted, then, an itinerary will be scheduled in order to steer clear of have a crowded house. This schedule will be inquired to be considered by our guests via Virtual Concierge.

- Items and equipment in common use, included but not limited to cruets, salt and pepper shakers, oil cans, beverage dispensers, sugar and coffee will be removed from service.

4.1.2. Guests and Clients Directives

- Refer to Front of the House Signage disposed in main lobby in reception area.
 - ✘ Guests must use surgical mask, N95 mask or Filtering Facepiece mask FFP2, during food time in Hotel's Restaurant.
 - ✘ Guests must follow directives about washing hands and hands sanitizing before and after Restaurant Service.
 - ✘ Guests must follow directives about Physical Distancing & Queuing during food time in Hotel's Restaurant.
- Guests must order in advance via Virtual Concierge.
- Guests must confirm schedule assigned to have lunch or dinner during the stay.

4.2. Room Service Directives

4.2.1 Overall Guidelines

- Guest will have access to the Restaurant Menu, Snacks Menu, Liquors and Wines Menu via Virtual Concierge Media provided to the guest when arrive to Las Terrazas De Dana Boutique Lodge & Spa.
- Surgical mask, N95 mask or Filtering Facepiece mask FFP2 for Room Service Agents will be provided.
- While the order is placed in the room, guests must wait in the terrace of the room.
- Waste and dirty tableware will be taken from the room during housekeeping service. If housekeeping service was refused by guests, waste and tableware will be taken out when guests remain outside of the room, either in public areas or during an excursion.

4.2.2. Guests Directives

- Guests must remain in the terrace of the room while Room Service Agent place the order in the room.
- Guests must order in advance via Virtual Concierge.
- Guests must take personal belongings from Dining Table in the room before order arrives to be placed according to the instructions described above.

5. Swimming Pool Directives

5.1. Overall Guidelines

- In the way to reopening Las Terrazas De Dana Boutique Lodge & Spa's swimming pool, we have decided to base our decision to include this very important area of our infrastructure on the CDC directive which says: there is "no evidence that COVID-19 can be spread to humans through the use of pools and hot tubs." "Proper operation, maintenance, and disinfection of pools and hot tubs should remove or inactivate the virus that causes COVID-19." Keep in mind that surrounding surfaces and social distancing are things to be mindful of.
- Maintain safe behavioral practices will be requested to all of our guests and clients.
- Seating and resting hammocks will be placed at least six feet of separation one from each other.
- An alcohol-based hand rub (ABHR) sanitizer with at least 70% alcohol will be available at the swimming pool area and surroundings.
- To open our swimming pool during COVID-19, Las Terrazas De Dana Boutique Lodge & Spa has designed a plan which includes the following steps:
 - ✦ Clean and sanitize pool area and surroundings.
 - ✦ Clean swimming pool and accessories.
 - ✦ Verify Mechanical Equipment correct operation.

 - ✦ Verify Chemical Systems correct operation.
 - ✦ Verify Chemical Balancing.

5.2. Guest and Clients Directives

- Taking a shower in warm water, not cold or lukewarm water, before and after swimming.
- Maintain Social Social Distancing during the visit to the swimming pool area.
- Washing Hands and Hand Sanitizer during the visit to the swimming pool area.
- Maintain Respiratory and Cough Hygiene during the visit to the swimming pool area.
- Use surgical mask, N95 mask or Filtering Facepiece mask FFP2 during the visit to the swimming pool area.

6. Mandragora Spa Directives

6.1. Overall Directives

- Maintain safe behavioral practices will be requested to all of our guests and clients, including directives do keep physical distance and queuing.
- An alcohol-based hand rub (ABHR) sanitizer with at least 70% alcohol will be available at the Reception Área.
- Mandragora Spa will space out all furniture placed in main lobby and reception area to comply with social distancing guidelines. Blankets, neck pillows and extra cushions from lounges and chairs will be removed.
- Mandragora Spa will assure that disposable masks are available upon guest request.
- Mandragora Spa will ensure sufficient turnaround time between bookings, allowing for new Therapist and Treatment Room cleaning and sanitization procedures as described in chapter number one in Overall Guidelines of this Program.
- Reservations will be confirmed to our guests and clients via Virtual Concierge, email or telephone call.

- Mandragora Spa will ensure treatments have 30 minutes in between each service to allow for treatment room cleaning and sanitization according to chapter number one in Overall Guidelines of this Program.
- Mandragora Spa will remove from treatment rooms: bed skirts, duvets, pillows, runners, table warmers and mattress pads.

6.2. Guest Directives

- Taking a shower in warm water, not cold or lukewarm water, before and after therapies or treatments.
- Maintain Social Social Distancing during the visit to Mandragora Spa.
- Washing Hands and Hand Sanitizer during the visit to Mandragora Spa.
- Maintain Respiratory and Cough Hygiene during the visit to Mandragora Spa.
- Use surgical mask, N95 mask or Filtering Facepiece mask FFP2 during the visit to Mandragora Spa.

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Las Terrazas De Dana Boutique Lodge & Spa

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Foreword

“Dana Stay Clean & Safety Experience” has been set out on the foremost practices and protocols we have developed over the last weeks, allowing our guests to have an easy leisure time and focus on Live The Dana Experience!.

Our employee's health and safety is also our priority. By this program, Las Terrazas De Dana Boutique Lodge & Spa will describe how we focus on our visitors and staff's peace of mind, how we also emphasize on enhanced Hotel cleaning practices, social interactions and workplace protocols, while ensuring transparency throughout the guest journey.

We cannot predict the dead line when COVID-19 outbreak will stop or when our lives will return to some sort of normalcy. Even so, we would like our guests and employees realize that when the times come to travel once again, Las Terrazas De Dana Boutique Lodge & Spa will be ready to welcome you all back to Live The Dana Experience!, within a safe and clean Hotel environment.

“Dana Stay Clean & Safety Experience” will seek to improve our rules, behaviors and standards to ensure both guests and employees are confident in the cleanliness and safety of our Hotel once travel resumes.

Las Terrazas De Dana Boutique Lodge & Spa always had rigorous standards for cleaning and safety. With “Dana Stay Clean & Safety Experience”, we are enhancing these standards to boost consumer and workers confidence and doing so in accordance with guidance issued by public health and tourism authorities in Ecuador, United States, United Kingdom and Spain represented by Ministerio de Salud Pública del Ecuador, Agencia de Regulación y Control Sanitario (ARCSA), Centro de Operaciones de Emergencia (COE), Ministerio de Turismo del Ecuador, American Hotel & Lodging Association, Environmental Protection Agency (EPA),

Federal Emergency Management System (FEMA), Center for Disease Control & Prevention (CDC), National Health Service and Confederación Española de Hoteles y Alojamientos Turísticos (CEHAT). The emerging evidence base on COVID-19 is rapidly evolving. Further updates may be made to this Program as new detail or evidence emerges.

Program Review And Approval Record

Activity	Name / Role	Organization	Signature
Developed by	Cristian Vaca Soria Hotel Manager	Las Terrazas De Dana Boutique Lodge & Spa	
Evaluated by	Cristian Vaca Soria Hotel Manager	Las Terrazas De Dana Boutique Lodge & Spa	
	David Brito Riesco Chief Executive Officer	Las Terrazas De Dana Boutique Lodge & Spa	
Validated by	David Brito Riesco Chief Executive Officer	Las Terrazas De Dana Boutique Lodge & Spa	

Program Modifications Record

Version	Modification	Developed by	Updated
1.0	Development	Cristian Vaca Soria	
1.0	Evaluation	David Brito Riesco Cristian Vaca Soria	
1.0	Validation	David Brito Riesco	

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Introduction

“Dana Stay Clean & Safety Experience”

COVID-19 Opening Program

This program describes the prevention and control protocols of COVID-19 for all employees, guests and clients of Las Terrazas De Dana Boutique Lodge & Spa. The described guidelines to reduce the risks of infection, were developed on the basis of the risk assessment and prevention instructions settled down by Local, North American and European authorities in the Medical, Tourism and Hotelier divisions.

The safety, health and welfare of our guests and employees have always been our number one priority. Now as we work to reopen our operations to welcome all of you back, we want to ensure travelers and workers that Las Terrazas De Dana Boutique Lodge & Spa will be cleaner, safer and more comfortable than ever before when you are ready to resume traveling over again.

To encounter the new health, safe and comfortability challenges and expectations presented by COVID-19, Las Terrazas De Dana Boutique Lodge & Spa releases “Dana Stay Clean & Safety Experience”, our COVID-19 Opening Program. This new initiative is focused on enhanced our Hotel cleaning practices, social interactions and workplace guidelines.

Las Terrazas De Dana Boutique Lodge & Spa has a well-established commitment to safety, comfort and cleanliness to our guests, customers and workers. To continue this responsibility during this worldwide outbreak, we ensure our best practices by the following program which, as mentioned before, has been developed in accordance with recommendations of Local and worldwide authorities and must be executed in compliance with Ecuadorian Laws.

Coronavirus disease (COVID-19)

Coronaviruses (CoV) are a large family of viruses that cause illness ranging from the common cold to more severe diseases such as Middle East Respiratory Syndrome (MERS-CoV) and Severe Acute Respiratory Syndrome (SARS-CoV). A novel coronavirus (nCoV) is a new strain that has not been previously identified in humans.

The new coronavirus is called SARS-CoV2, the disease is called Corona Virus Disease 2019, COVID19.

It is a new type of coronavirus that can affect people and was first detected in December 2019 in Wuhan City, Hubei Province, China.

Most people infected with the COVID-19 virus will experience mild to moderate respiratory illness and recover without requiring special treatment. Older people and those with underlying medical problems like cardiovascular disease, diabetes, chronic respiratory disease, and cancer are more likely to develop serious illness.

The best way to prevent and slow down transmission is be well informed about the COVID-19 virus, the disease it causes and how it spreads. Protect yourself and others from infection by washing your hands or using an alcohol based rub frequently and not touching your face.

The COVID-19 virus spreads primarily through droplets of saliva or discharge from the nose when an infected person coughs or sneezes, so it's important that you also practice respiratory etiquette (for example, by coughing into a flexed elbow).

Routes of transmission

Infection control advice is based on the reasonable assumption that the transmission characteristics of COVID-19 are similar to those of the 2003 SARS-CoV outbreak. The initial phylogenetic and immunologic similarities between COVID-19 and SARS-CoV can be extrapolated to gain insight into some of the epidemiological characteristics.

The transmission of COVID-19 is thought to occur mainly through respiratory droplets generated by coughing and sneezing, and through contact with contaminated surfaces. The predominant modes of transmission are assumed to be droplet and contact.

Initial research has identified the presence of COVID-19 virus in the stools and conjunctival secretions of confirmed cases. All secretions (except sweat) and excretions, including diarrhoeal stools from patients with known or possible COVID-19, should be regarded as potentially infectious.

Incubation and infectious period

The incubation period is from 1 to 14 days (median 5 days). Assessment of the clinical and epidemiological characteristics of COVID-19 cases suggests that, similar to SARS, most patients will not be infectious until the onset of symptoms. In most cases, individuals are usually considered infectious while they have symptoms; how infectious individuals are, depends on these verity of their symptoms and stage of their illness.

The median time from symptom onset to clinical recovery for mild cases is approximately 2 weeks and is 3 to 6 weeks for severe or critical cases. There have been case reports that suggest possible infectivity prior to the onset of symptoms, with detection of SARS-CoV-2 RNA in some individuals before the onset of symptoms.

Further study is required to determine the frequency, importance and impact of asymptomatic and pre-symptomatic infection, in terms of transmission risks. From international data, the balance of evidence is that most people will have sufficiently reduced infectivity 7 days after the onset of symptoms.

Survival in the environment

In light of limited data for SARS-CoV-2, evidence was assessed from studies conducted with previous human coronaviruses including MERS-CoV and SARS-CoV. Human coronaviruses can survive on inanimate objects and can remain viable for up to 5 days at temperatures of 22 to 25°C and relative humidity of 40 to 50% (which is typical of air conditioned indoor environments).

Survival on environmental surfaces is also dependent on the surface type. An experimental study using a SARS-CoV-2 strain reported viability on plastic for up to 72 hours, for 48 hours on stainless steel, 24 hours on paperboard and up to 8 hours on copper. Viability was quantified by end-point titration on Vero E6 cells.

Symptoms of Coronavirus (COVID-19)

COVID-19 affects in different ways depending on each person. Most people who are infected have symptoms of mild or moderate intensity, and recover without hospitalization.

The most common symptoms are listed below:

- Fever
- Dry cough
- Fatigue

Additional symptoms which are not common at all are listed as follows:

- Aches and pains
- Sore throat

- Diarrhea
- Conjunctivitis
- Headache
- Loss of sense of smell or taste
- Skin rashes or discoloration of the fingers or toes
- The severe symptoms are described below:
- Shortness of breath or feeling of shortness of breath
- Chest pain or pressure
- Inability to speak or move

If you have severe symptoms, seek immediate medical attention. However, you should always call your doctor or healthcare center before showing up at the location in question.

It is recommended that people with mild symptoms and in good general health are confined at home.

Stop the spread of germs

Help prevent the spread of respiratory diseases like COVID-19 attempting the suggestions listed below:

- Avoid close contact with people who are sick.
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash.
- Avoid touching your eyes, nose, and mouth.
- When in public, wear a cloth face covering over your nose and mouth.
- Clean and disinfect frequently touched objects and surfaces.
- Stay home when you are sick, except to get medical care.
- Wash your hands often with soap and water for at least 20 seconds.

Purpose

General Purpose

- Set up the overall and specific guidelines to preserve the safety, health and comfort of guests, clients and employees of Las Terrazas De Dana Boutique Lodge & Spa, within the current emergency by COVID-19 worldwide, once the activities in the hotels segment of La República del Ecuador resume and our Hotel could be able to welcome travelers over again.

Specific Purposes

1. Determine the guidelines to reinforce the cleaning and disinfection activities of each area of the Hotel, whether in the sections allowed to our guests, clients and employees, and also in areas which could be solely accessed by workers and directors of the Hotel.
2. Determine the healthy and bio-safety directives that shall be adopted by our guests, clients and employees, once the Hotel operations are restored.
3. Determine the best practices for suitable reception, storage, handling and delivery of food, whether in our Restaurant or by Room Service which are based on the regulations and guidelines established by local and international authorities and control institutions, in order to take care of the health and safety of our guests, customers and employees of the Hotel.
4. Determine the proper instructions to accurate handling of Personal Protection Equipment within waste control framework and litter handling directives.

5. Determine the bio-safety and cleaning requirements that employees must follow before, during and after their working day, in order to look after their health and safety once the Hotel operations are resumed.
6. Determine the reference guidelines to use appropriate personal protective equipment, which will let reinforce safety and health of our guests, clients and employees once Hotel operations are resumed. The outcome recommendations will be also presented like the reference framework to preserve health and safety of employees during the application of the achievements derived from the specific purpose number one of this program.
7. Determine the right activities to develop safe and effective procedures to use disinfectants to carry out the clean processes described through the specific purpose number one of this program. In addition; disinfectants recommended by health and control authorities for adequate cleaning and disinfection of all areas of the Hotel, within the context of the emergency by COVID-19, will be described.
8. Determine the guidelines to identify and isolate suspected cases of COVID-19 infection, according to the guidelines established by health authorities and local and international control agencies.
9. Describe actions and guidelines, achieved through the development of this program, to be applied to every area at Las Terrazas De Dana Boutique Lodge & Spa to guarantee safety and health of our guests, clients and workers once we are authorized to resume our operations.

Scope Of This Program

This Program concerns healthy and bio-security directives and guidelines established by local and worldwide tourism and sanitary authorities to assure our guests, clients and employees health and security, once the operations at Las Terrazas De Dana Boutique Lodge & Spa resumes, in the context of the current COVID-19 pandemic.

Guidelines and directives detailed in this Program also include specific requirements established by local sanitary authorities for suitable reception, handling, storage and service of food and beverages; as well as proper waste management, in the context of the current COVID-19 pandemic.

To proper and safe accomplish of the essential directives, guidelines and requirements to resume operations at Las Terrazas De Dana Boutique Lodge & Spa, this Program refers to Personal Protective Equipment: description, details and guidelines recommended to be used by guests, clients and employees of the Hotel, in the context of the current COVID-19 pandemic and according to the risk analysis of every position and activity.

This Program will be applied and reviewed solely by health and tourism authorities, guests, clients and employees of Las Terrazas De Dana Boutique Lodge & Spa while the worldwide COVID-19 crisis lasts; this Program describes directives, guidelines and requirements to resume operations at the Hotel, in accordance with local authorities requirements.

Legal Framework

- Constitution of the Republic of Ecuador.
- Public and State Security Law.
- Organic Health Law.
- Manual of the Emergency Operations Committee-COE.
- Ministerial Agreement No. 00126-2020. Declaration of a State of Sanitary Emergency, issued by the Ministry of Public Health.
- Executive Statute 2393. Regulation of Safety and Health of Workers and Improvement of Work Environment.
- Executive Statute No. 1017, March 16, 2020.

Definitions and Abbreviations

- **ABHR:** Alcohol-Based Hand Rub.
- **AGP:** Aerosol Generating Procedure. Is a medical or health-care procedure that results in the production of airborne particles (aerosols) or respiratory droplets, which may be pathogenic.
- **Airborne Particles.** Are sometimes referred to as 'particulate matter' or 'PM'. They include dust, dirt, soot, smoke, and liquid droplets. Some particles are emitted directly into the air from a variety of sources that are either natural or related to human activity.
- **Anthraxnose.** A mainly fungal disease of plants, causing dark lesions.
- **APF:** Assigned Protection Factor. The work- place level of respiratory protection that a respirator or class of respirators is expected to provide.
- **ARCSA.** Agencia de Regulación y Control Sanitario. Ecuador.
- **Asbestosis.** A lung disease resulting from the inhalation of asbestos particles, marked by severe fibrosis and a high risk of mesothelioma (cancer of the pleura).
- **Bio-aerosol.** Is a suspension of airborne particles that contain living organisms or were released from living organisms. These particles are very small and range in size from less than one micrometer to one hundred micrometers. Bio-aerosols react to air currents and move quickly or slowly depending on the environment.
- **Bio-compatibility.** The ability of a material to perform with an appropriate host response in a specific application.
- **Bio-hazard.** A risk to human health or the environment arising from biological work, especially with microorganisms.
- **Bio-safety.** Another term for bio-security.
- **Bio-security.** Procedures intended to protect humans or animals against disease or harmful biological agents.

- **Bloodborne Pathogens.** Pathogenic microorganisms that are present in human blood and can cause disease in humans. These pathogens include, but are not limited to, hepatitis B virus (HBV) and human immunodeficiency virus (HIV).
- **CDC:** The Centers for Disease Control and Prevention, the US agency charged with tracking and investigating public health trends. A part of the US Public Health Services (PHS) under the Department of Health and Human Services (HHS), the CDC is based in Atlanta, Georgia. It publishes key health information, including weekly data on all deaths and diseases reported in the US and travelers' health advisories. The CDC also fields special rapid-response teams to halt epidemic diseases. United States.
- **CEHAT:** Confederación Española de Hoteles y Alojamientos Turísticos.
- **Clean.** Free from dirt, marks, or stains.
- **COE:** Centro de Operaciones de Emergencia. Responsible for promoting and maintaining coordination and joint operation between the different levels, jurisdictions, and functions of the institutions involved in the management and care of emergencies and disasters in the country. Ecuador.
- **Confirmed Case.** Person with laboratory confirmation of COVID-19 infection, regardless of clinical signs and symptoms.
- **COSHH:** Control of Substances Hazardous to Health Regulations. United Kingdom.
- **COVID-19.** An infectious disease caused by a type of coronavirus that usually causes fever, tiredness, and a cough, and can also cause breathing problems. Most often the disease is not serious but it can lead to severe illness in some people.
- **Disinfect.** Clean (something), especially with a chemical, in order to destroy bacteria and virus.
- **EPA:** Environmental Protection Agency. An independent federal agency, created in 1970, that sets and enforces rules and standards that protect the environment and control pollution. United States.
- **FDA:** Food and Drug Administration. A government organization in the US that makes rules for the safety of food and medicines. United States.

- **FEMA:** Federal Emergency Management System. a federal agency that coordinates the response to disasters in the United States.
- **FFP:** Filtering Facepiece. a NIOSH-certified, negative pressure, particulate respirator with a filter as an integral part of the facepiece or with the entire facepiece composed of the filtering medium. Negative pressure means that the flow of air through the filter is achieved via inhalation.
- **FIFO:** First In, First Out. Is an inventory costing method that companies use to track the cost of inventory that is sold by assuming that the first product purchased is the first product sold. Hence the first product in the door is the first product out of the door.
- **GAD:** Gobierno Autónomo Descentralizado. The institutions which conform the territorial organization of the Ecuadorian State and are regulated by the Constitution of the Republic of Ecuador (Art. 238-241) and the Organic Code of Territorial Organization, Autonomies and Decentralization (COOTAD). The GAD are decentralized institutions with political, administrative and financial autonomy, and are governed by the principles of solidarity, subsidiarity, equity, inter-territorial, integration and citizen participation. Ecuador.
- **HEPA:** High Efficiency Particulate Air. Being, using, or containing a filter usually designed to remove 99.97 percent of airborne particles measuring 0.3 micrometers or greater in diameter passing through it.
- **HSE:** Health and Safety Executive. the government organization that is responsible for making sure employees do not suffer from illness or injury caused by problems at work. United Kingdom.
- **IFA:** Institut für Arbeitsschutz der Deutschen Gesetzlichen Unfallversicherung. The Institute for Occupational Safety and Health of the German Social Accident Insurance, is a German institute located in Sankt Augustin near Bonn and is a main department of the German Social Accident Insurance. Belonging to the Statutory Accident Insurance means that IFA is a non-profit institution.
- **INRS:** Institut national de recherche et de sécurité. The French National Research and Safety Institute for the Prevention of Occupational Accidents and Diseases, is a French

- association. It works under the auspices of the Caisse nationale de l'assurance maladie des travailleurs salariés (National Health Insurance Fund). Its board is composed of equal parts of representatives employers and representatives of the unions.
- **Isopropyl.** A volatile flammable alcohol C_3H_8O used especially as a solvent and rubbing alcohol.
- **Ministerio de Salud Pública Del Ecuador.** Organization in the Ecuadorian State in charge of exercising the stewardship, regulation, planning, coordination, control and management of Ecuadorian public health.
- **Ministerio de Turismo Ecuatoriano.** Organization in the Ecuadorian State in charge of tourism in Ecuador. As the governing dependence, it leads the tourist activity in Ecuador, developing the sector sustainably, consciously and competitively, exercising its regulatory, planning, management, promotion, dissemination and control roles.
- **NHS:** National Health Service. Is the publicly funded national healthcare system in the United Kingdom. The organization, funded primarily by taxation, provides free or low-cost healthcare to all legal residents of the U.K. Medications are subsidized as well and prescriptions may be free when situations warrant.
- **NIOSH:** National Institute for Occupational Safety and Health. United States Federal agency responsible for conducting research and making recommendations for the prevention of work-related disease and injury.
- **Non-fluid Resistant.** Medical procedures where the wearer is not at risk of blood or body fluid splash.
- **Non-oil Based.** Not relating to, containing, or derived from oil.
- **NPPTL:** National Personal Protective Technology Laboratory.
- **OPI:** Obligatory Preventing Isolation.
- **OSHA:** Occupational Safety and Health Administration. An agency of the United States government under the Department of Labor with the responsibility of ensuring safety at work and a healthful work environment.
- **PPE:** Personal Protection Equipment.

- **Probable Case.** A suspected case for which the test for COVID-19 is inconclusive or if you test positive using a pan-coronavirus assay and without laboratory evidence from others respiratory pathogens.
- **RPE:** Respiratory Protective Equipment.
- **SDS:** Safety Data Sheets. Documents that list information relating to occupational safety and health for the use of various substances and products.
- **SICPs:** Standard Infection Control Precautions.
- **Siderose.** Full of or like iron.
- **SOP:** Standard Operating Procedure. is a set of step-by-step instructions compiled by an organization to help workers carry out complex routine operations. SOPs aim to achieve efficiency, quality output and uniformity of performance, while reducing miscommunication and failure to comply with industry regulations.
- **Suspicious Case.** Described below:
 - ✦ Person with acute respiratory illness (fever and at least one sign / symptom of illness respiratory), and without a different, who traveled or is resident in a country / area or territory that reports local transmission of COVID-19 disease during the 14 days prior to onset of symptoms.
 - ✦ Person with an acute respiratory disease who, for 14 days before the start of the disease, had contact with a confirmed or probable case of COVID-19 infection, or worked or attended a health care facility where confirmed or probable patients COVID-19 infected were treated.
 - ✦ Person with severe acute respiratory infection (SARI) without other explanatory etiology Completely clinical presentation and requiring hospitalization.

TIL: Total Inward Leakage. The combination of contaminated air that leaks through a respirator from various sources, including face seal, valves and gaskets, and penetration through the filter. In benchmark testing, NIOSH found wide variability among half-mask respirators.

Overall Guidelines

1. Cleaning And Disinfecting

- Reducing the risk of exposure to COVID-19 by cleaning and disinfecting is an important part of reopening public spaces that will require careful planning. Every person around the world has been called upon to slow the spread of the virus through social distancing and prevention hygiene, such as frequently washing of hands and wearing face coverings. Everyone also has a role in making sure our facilities are as safe as possible to reopen and remain open.
- The virus that causes COVID-19 can be killed if use the right products. EPA has compiled a list of disinfectant products that can be used against COVID-19, including ready-to-use sprays, concentrates, and wipes. This list is been described in overall guideline number 7. Each product has been shown to be effective against viruses that are harder to kill than viruses like the one that causes COVID-19.

1.1. How to Clean and Disinfect

1.1.1 Clean

- Wear disposable gloves to clean and disinfect.
- Clean surfaces using soap and water, then use disinfectant.
- Cleaning with soap and water reduces number of germs, dirt and impurities on the surface.
- Disinfecting kills germs on surfaces.
- Practice routine cleaning of frequently touched surfaces.
- More frequent cleaning and disinfection may be required based on level of use.
- Surfaces and objects in public places, such as shopping carts and point of sale keypads should be cleaned and disinfected before each use.

● High touch surfaces include:

- ✘ Tables, doorknobs, light switches, counter tops, handles, desks, phones, keyboards, toilets, faucets, sinks, etc.

1.1.2 Disinfect

● Recommend use of EPA-registered household disinfectant.

- ✘ Follow the instructions on the label to ensure safe and effective use of the product.

- ✘ Many products recommend:

- * Keeping surface wet for a period of time (see product label).

- * Precautions such as wearing gloves and making sure you have good ventilation during use of the product.

● Diluted household bleach solutions may also be used if appropriate for the surface.

- ✘ Check the label to see if your bleach is intended for disinfection and ensure the product is not past its expiration date. Some bleaches, such as those designed for safe use on colored clothing or for whitening may not be suitable for disinfection.

- ✘ Unexpired household bleach will be effective against coronaviruses when properly diluted. Follow manufacturer's instructions for application and proper ventilation. Never mix household bleach with ammonia or any other cleanser. Leave solution on the surface for at least 1 minute.

- ✘ To make a bleach solution, mix:

- * 5 tablespoons (1/3rd cup) bleach per gallon of water or 4 teaspoons bleach per quart of water

● Bleach solutions will be effective for disinfection up to 24 hours.

● Alcohol solutions with at least 70% alcohol may also be used.

a) Hard (Non-porous) Surfaces

- If surfaces are dirty, they should be cleaned using a detergent or soap and water prior to disinfection.
- For disinfection, most common EPA registered household disinfectants should be effective.
 - ✦ A list of products that are EPA approved for use against the virus that causes COVID-19 will be described in overall guideline number 7. Follow the manufacturer's instructions for all cleaning and disinfection products for concentration, application method and contact time as detailed in overall guideline number 7.
 - ✦ Additionally, diluted household bleach solutions as detailed above can be used if appropriate for the surface. Follow manufacturer's instructions for application, ensuring a contact time of at least 1 minute, and allowing proper ventilation during and after application.

b) Soft (Porous) Surfaces

- For soft (porous) surfaces such as carpeted floor, rugs, and drapes, remove visible contamination if present and clean with appropriate cleaners indicated for use on these surfaces. After cleaning:
 - ✦ If the items can be laundered, launder items in accordance with the manufacturer's instructions using the warmest appropriate water setting for the items and then dry items completely.
 - * Otherwise, use products that are EPA approved for use against the virus that causes COVID 19 and that are suitable for porous surfaces.
- Frequently touched surfaces and objects that will need routine disinfection following reopening are:
 - ✦ Computers

- ✘ Soap dispensers
- ✘ Pens and pencils
- ✘ Tables
- ✘ Doorknobs
- ✘ Light switches
- ✘ Counter tops
- ✘ Handles
- ✘ Desks
- ✘ Phones
- ✘ Keyboards
- ✘ Toilets
- ✘ Faucets and sinks
- ✘ Gas pump handles
- ✘ Touch screens
- ✘ Televisions

c) Electronics

- For electronics such as tablets, touch screens, keyboards, remote controls, and televisions, remove visible contamination if present.
 - ✘ Follow the manufacturer's instructions for all cleaning and disinfection products.
 - ✘ Consider use of wipeable covers for electronics.
 - ✘ If no manufacturer guidance is available, consider the use of alcohol-based wipes or sprays containing at least 70% alcohol to disinfect touch screens. Dry surfaces thoroughly to avoid pooling of liquids.

d) Linens, Clothing, and Other Items That go in the Laundry

- In order to minimize the possibility of dispersing the virus through the air, do not shake dirty laundry.
- Wash items as appropriate in accordance with the manufacturer's instructions. If possible, launder items using the warmest appropriate water setting for the items and dry items completely.
- Dirty laundry that has been in contact with an ill person can be washed with other people's items.
- Clean and disinfect hampers or other carts for transporting laundry according to guidance above for hard or soft surfaces.
 - ✦ Many products recommend:
 - * Keeping surface wet for a period of time (see product label).
 - * Precautions such as wearing gloves and making sure you have good ventilation during use of the product.

1.2. Cleaning and Disinfecting Buildings, Community Areas or Facility if Someone is Sick

- Close off areas used by the person who is sick.
 - ✦ Hotel do not necessarily need to close operations, if close off affected areas.
- Open outside doors and windows to increase air circulation in the area.
- Wait 24 hours before you clean or disinfect. If 24 hours is not feasible, wait as long as possible.
- Clean and disinfect all areas used by the person who is sick, such as offices, bathrooms, common areas, shared electronic equipment like tablets, touch screens, keyboards, remote controls and frequently touched surfaces and additional than described objects.
- Vacuum the space if needed. Use vacuum equipped with high-efficiency particular air (HEPA) filter, if available.

- ✘ Do not vacuum a room or space that has people in it. Wait until the room or space is empty to vacuum, such as at night, for common spaces, or during the day for private rooms.
- Once area has been appropriately disinfected, it can be opened for use.
 - ✘ Workers without close contact with the person who is sick can return to work immediately after disinfection.
- If more than 7 days since the person who is sick visited or used the facility, additional cleaning and disinfection is not necessary.

1.3. Cleaning and Disinfecting Outdoor Areas

- Outdoor areas, like swimming pool surroundings, access paths, parking lots, view points and gardens generally require normal routine cleaning, but do not require disinfection.
 - ✘ Do not spray disinfectant on outdoor listed above, it is not an efficient use of supplies and is not proven to reduce risk of COVID-19 to the public which includes guests, clients and employees.
 - ✘ High touch surfaces made of plastic or metal, such as grab bars and railings should be cleaned routinely.
 - ✘ Cleaning and disinfection of wooden surfaces such as grab bars, pool wooden couches, benches or tables is not recommended, they just require normal routine cleaning.
- Sidewalks and roads should not be disinfected.
 - ✘ Spread of COVID-19 from these surfaces is very low and disinfection is not effective.

1.4. Cleaning and Disinfecting Reduce the Risk of Exposure

- Coronaviruses on surfaces and objects naturally die within hours to days. Warmer temperatures and exposure to sunlight will reduce the time the virus survives on surfaces and objects. Please pay attention to the following lines:
 - ✘ Plastic up to 72 hours
 - ✘ Steel up to 72 hours
 - ✘ Paperboard up to 24 hours

- ✘ Cooper up to 4 hours
- Normal routine cleaning with soap and water removes germs and dirt from surfaces. It lowers the risk of spreading COVID-19 infection.
- Disinfectants kill germs on surfaces. By killing germs on a surface after cleaning, you can further lower the risk of spreading infection. EPA-approved disinfectants are an important part of reducing the risk of exposure to COVID-19. If disinfectants on this list are in short supply, alternative disinfectants can be used (for example, 1/3 cup of bleach added to 1 gallon of water, or 70% alcohol solutions).
- Store and use disinfectants in a responsible and appropriate manner according to the label. Do not mix bleach or other cleaning and disinfection products together, this can cause fumes that may be very dangerous to breathe in. Keep all disinfectants out of the reach of children.
- Do not overuse or stockpile disinfectants or other supplies. This can result in shortages of appropriate products for others to use in critical situations.
- Always wear gloves appropriate for the chemicals being used when you are cleaning and disinfecting. Additional personal protective equipment (PPE) may be needed based on setting and product.
- Practice social distancing, wear facial coverings and follow proper prevention hygiene, such as washing your hands frequently and using alcohol-based (at least 60% alcohol) hand sanitizer when soap and water are not available.

1.5. Alternative Disinfection Methods

- The efficacy of alternative disinfection methods, such as ultrasonic waves, high intensity UV radiation, and LED blue light against COVID-19 virus is not known.
 - ✘ EPA does not routinely review the safety or efficacy of pesticidal devices, such as UV lights, LED lights, or ultrasonic devices. Therefore, EPA cannot confirm whether, or under what circumstances, such products might be effective against the spread of COVID-19.
- CDC does not recommend the use of sanitizing tunnels. There is no evidence that they are effective in reducing the spread of COVID-19. Chemicals used in sanitizing tunnels could cause skin, eye, or respiratory irritation or damage.

- CDC only recommends use of the surface disinfectants identified on List N against the virus that causes COVID-19.

2. Healthy and Bio-security Directives

2.1. Employees and Guests Health

2.1.1. Washing Hands and Hand Sanitizer

- CDC and local health authorities guidelines shall govern the duty of all hotel employees, guests and clients to engage in frequent hand washing and use of hand sanitizer. Washing hands with soap and water is the preferable method. In situations where soap/water is not available, alcohol-based hand rub (ABHR) recommended.
- Hand sanitizer dispensers shall include no less than 70% alcohol content, where available, and touchless where possible. As available, dispensers shall be placed at key guest and employee entrances and contact areas. At a minimum, this will include lobby, reception areas and employee entrances, but could also include any other reception areas, entire hotel lobby areas, restaurant entrances, meeting spaces, elevator landings, pools, exercise areas and other public areas as applicable to the property.
- Hand hygiene is essential to reduce the transmission of infection in health and other care settings. Every guest, client and employee should decontaminate their hands with alcohol-based hand rub (ABHR) as explained above, when entering and leaving public areas.
- Hand hygiene must be performed immediately before handling and delivery of food and after any activity or contact that potentially results in hands becoming contaminated, including the removal of personal protective equipment (PPE), linens handling, reception or food storage and waste handling.
 - ✘ Before performing hand hygiene:
 - * Expose forearms (bare below the elbows).
 - * Remove all hand and wrist jewellery (a single, plain metal finger ring is permitted but should be removed (or moved up) during hand hygiene).
 - * Ensure finger nails are clean, short and that artificial nails or nail products are not worn.

* Cover all cuts or abrasions with a waterproof dressing.

- If wearing an apron rather than a gown (bare below the elbows), and it is known or possible that forearms have been exposed to respiratory secretions (for example cough droplets) or other body fluids, hand washing should be extended to include both forearms. Wash the forearms first and then wash the hands.

2.1.2. Respiratory and Cough Hygiene

- Guests, staff and clients should be encouraged to minimize potential COVID-19 transmission through good respiratory hygiene measures which are:
 - ✘ Disposable, single-use tissues should be used to cover the nose and mouth when sneezing, coughing or wiping and blowing the nose – used tissues should be disposed of promptly in the nearest waste bin.
 - ✘ Tissues, waste bins and hand hygiene facilities should be available for guests, clients and employees.
 - ✘ Hands should be cleaned (using soap and water if possible, otherwise using ABHR) after coughing, sneezing, using tissues or after any contact with respiratory secretions and any surface.
 - ✘ Encourage guests, clients and workers to keep hands away from the eyes, mouth and nose.

2.1.3. Front of the House Signage

- During all times in which the usage of masks is recommended by the CDC and/or other local health authorities, health and hygiene reminders will be placed at high-traffic areas on
- property, including the front lobby area at a minimum, indicating the proper way to wear, handle and dispose of masks.

2.1.4. Back of the House Signage

- Signage shall be posted at a minimum in the employee break room and cafeteria, and other areas employees frequently enter or exit. Signage will remind employees of the proper way to wear, handle and dispose masks, use gloves, wash hands, sneeze and to avoid touching their faces.

2.2. Employees and Guests Health Concerns

- Responding swiftly and reporting to local health officials any presumed cases of COVID-19 at the hotel property shall be a staff-wide requirement. Employees exhibiting symptoms of COVID-19 shall remain or return home. While at work, employees who notice a coworker or guest exhibiting symptoms of COVID-19 shall immediately contact a manager. At a minimum, hotels shall follow CDC or local health authorities guidelines for employers and businesses, including instructing employees to self-isolate for the required amount of time, as defined by the CDC or local health authorities, from the onset of symptoms and be symptom-free for at least three days without medication.
- Well-being checks of all employees, including physical temperature checks where required by law, shall be carried out.

2.2.1. Case Notification

- At minimum, confirmed cases of COVID-19 shall be immediately reported to local health authorities in accordance with appropriate actions recommended by the CDC and local health authorities.

2.3. Employee's Responsibilities

2.3.1. Hand Cleaning

- If not wearing protective gloves, all employees shall follow CDC and local health authorities guidance regarding hand washing. Employees shall wash their hands for at least 40 seconds, or use sanitizer when a sink is not available, after any of the following activities: using the restroom, sneezing, touching the face, cleaning, smoking, eating, drinking, accepting items from a guest (ID, cash, credit card, key card), taking a break, and before a shift and as needed throughout the shift. When possible, employees shall wear gloves for added protection and sanitation efforts. Proper hand hygiene, in accordance with CDC guidelines and local health authorities, should be followed prior to and after removing the gloves.

2.3.2. COVID-19 Training

- All employees shall receive COVID-19 safety and facility sanitation protocols training recommendations from the CDC with more comprehensive training, consistent with the CDC, for employees with frequent guest contact including Housekeeping, Food & Beverage, Public Area Department, Hotel Operations, Security, Valet/Door/Bell Services, and Maintenance/Engineering.

2.3.3. Personal Protective Equipment (PPE)

- CDC recommendations along with federal and local government regulations shall dictate appropriate PPE to be worn by employees. PPE, along with appropriate training for use and disposal, shall be made available to any employee upon request.

2.3.4. When Cleaning

- Regular cleaning staff can clean and disinfect community spaces.
 - ✘ Ensure they are trained on appropriate use of cleaning and disinfection chemicals.
- Wear disposable gloves and gowns for all tasks in the cleaning process, including handling trash.
 - ✘ Additional personal protective equipment (PPE) might be required based on the cleaning/disinfectant products being used and whether there is a risk of splash.
 - ✘ Gloves and gowns should be removed carefully to avoid contamination of the wearer and the surrounding area.
- Wash your hands often with soap and water for 40 seconds.
 - ✘ Always wash immediately after removing gloves and after contact with a person who is sick.
 - ✘ Hand sanitizer: If soap and water are not available and hands are not visibly dirty, an alcohol-based hand sanitizer that contains at least 70% alcohol may be used. However, if hands are visibly dirty, always wash hands with soap and water.
- Additional key times to wash hands include:
 - ✘ After blowing one's nose, coughing, or sneezing.
 - ✘ After using the restroom.
 - ✘ Before eating or preparing food.
 - ✘ After contact with animals or pets.
 - ✘ Before and after providing routine care for another person who needs assistance.

2.4. Social Distance

- Keep your distance to slow the spread. Limiting face-to-face contact with others is the best way to reduce the spread of coronavirus disease 2019 (COVID-19).

2.4.1. What is Social Distancing?

- Social distancing, also called “physical distancing,” means keeping space between yourself and other people outside of your home. To practice social or physical distancing:
 - ✦ Stay at least 6 feet (about 2 meters length) from other people.
 - ✦ Do not gather in groups.
 - ✦ Stay out of overcrowding places and avoid mass gatherings.
- Keeping space between you and others is one of the best tools we have to avoid being exposed to this virus and slowing its spread locally and across the country and world.
- Limit close contact with others outside your household in indoor and outdoor spaces. Since people can spread the virus before they know they are sick, it is important to stay away from others when possible, even if you —or they— have no symptoms. Social distancing is especially important for people who are at higher risk for severe illness from COVID-19.

2.5. Physical Distancing

2.5.1. Physical Distancing & Queuing

- As recommended by the CDC’s social distancing guidelines summarized above, guests shall be advised to practice physical distancing by standing at least six feet away from other groups of people not traveling with them, including any area where guests or employees queue.
- Such areas shall be clearly marked for appropriate physical distancing, and where possible, encourage one-way guest flow with marked entrances and exits. When applicable, lobby furniture and other public seating areas will be reconfigured to promote social distancing.

2.5.2. Guest Rooms

- In anticipation of individual concerns of guests, housekeeping shall not enter a guest room during a stay unless specifically requested, or approved, by the guest, or to comply with established safety protocols.
- Housekeeping shall maintain the practice of cleaning rooms thoroughly following check-out.

2.5.3. Hotel Front Desk, Concierge, and Parking Services

- Front desk agents shall practice social distancing including utilizing every other workstation to ensure separation between employees whenever applicable and possible.
- The use of technology to reduce direct contact with guests, lobby population and front desk queue is encouraged, where feasible.
- In addition, contactless payment processes are encouraged, and when not available, employees should minimize contact as much as possible.
- Self-parking options should be emphasized, where possible. If valet service is provided, disinfecting of contact points within the vehicle is required. Van and shuttle service shall be limited, and disinfecting of contact points will be required.
- Bell boys must disinfect guest's luggage applying detailed procedures in specific purpose number one and deliver stuff outside the guest's room.

2.5.4. Pools and Beaches

- Seating shall allow at least six feet of separation between groups of guests.

2.5.5. Back of the House

- Physical distancing among all employees shall be practiced in employee dining rooms, uniform control areas, training classrooms, shared office, spaces, and other high-density areas.

2.6. Maintain Safe Behavioral Practices

- We have all had to make significant behavioral changes to reduce the spread of COVID-19. To reopen Hotel business, we will need to continue these practices:
 - × Social distancing (specifically, staying 6 feet away from others when you must go into a shared space).
 - × Frequently washing hands or use alcohol-based hand rub (ABHR), at least 70% alcohol), hand sanitizer when soap and water are not available.
 - × Wearing cloth face coverings.
 - × Avoiding touching eyes, nose, and mouth.
 - × Staying home when sick.
 - × Cleaning and disinfecting frequently touched objects and surfaces.
- It's important to continue to follow federal, state, tribal, territorial, and local guidance for reopening Hotel business.

2.7. What To Do if You are Sick With Coronavirus Disease 2019 (COVID-19)

2.7.1. Stay Home Except To Get Medical Care

- Stay home. Most people with COVID-19 have mild illness and can recover at home without medical care. Do not leave your home, except to get medical care. Do not visit public areas.

- Take care of yourself. Get rest and stay hydrated. Take over-the-counter medicines, such as acetaminophen, to help you feel better.
- Stay in touch with your doctor. Call before you get medical care. Be sure to get care if you have trouble breathing, or have any other emergency warning signs, or if you think it is an emergency.
- Avoid public transportation, ride-sharing, or taxis.

2.7.2. Separate Yourself From Other People

- As much as possible, stay in a specific room and away from other people and pets in your home. If possible, you should use a separate bathroom.
- If you need to be around other people or animals in or outside of the home or household place, wear a cloth face covering.

2.7.3. Monitor Your Symptoms

- Symptoms of COVID-19 include fever, cough, and shortness of breath but other symptoms may be present as well as described in chapter one.
- Trouble breathing is a more serious symptom that means you should get medical attention.
- Follow care instructions from your healthcare provider and local health department. Your local health authorities may give instructions on checking your symptoms and reporting information.

2.7.4. Call Ahead Before Visiting Your Doctor

- Call ahead. Many medical visits for routine care are being postponed or done by phone or telemedicine.

- If you have a medical appointment that cannot be postponed, call your doctor's office, and tell them you have or may have COVID-19. This will help the office protect themselves and other patients.

2.7.5. If You Are Sick Wear a Cloth Covering Over Your Nose and Mouth

- You should wear a cloth face covering, over your nose and mouth if you must be around other people or animals, including pets (even at home).
- You don't need to wear the cloth face covering if you are alone. If you can't put on a cloth face covering (because of trouble breathing, for example), cover your coughs and sneezes in some other way. Try to stay at least 6 feet away from other people. This will help protect the people around you.
- Cloth face coverings should not be placed on young children under age 2 years, anyone who has trouble breathing, or anyone who is not able to remove the covering without help.

2.7.6. Cover Your Coughs and Sneezes

- Cover your mouth and nose with a tissue when you cough or sneeze.
- Throw away used tissues in a lined trash can.
- Immediately wash your hands with soap and water for at least 40 seconds. If soap and water are not available, clean your hands with an alcohol-based hand rub (ABHR) sanitizer that contains at least 70% alcohol.

2.7.7. Clean Your Hands Often

- Wash your hands often with soap and water for at least 40 seconds. This is especially important after blowing your nose, coughing, or sneezing; going to the bathroom; and before eating or preparing food.
- Use hand sanitizer if soap and water are not available. Use an alcohol-based hand rub (ABHR) sanitizer with at least 70% alcohol, covering all surfaces of your hands and rubbing them together until they feel dry.
- Soap and water are the best option, especially if hands are visibly dirty.
- Avoid touching your eyes, nose, and mouth with unwashed hands.

2.7.8. Avoid Sharing Personal Household Items

- Do not share dishes, drinking glasses, cups, eating utensils, towels, or bedding with other people in your home.
- Wash these items thoroughly after using them with soap and water or put in the dishwasher.

2.7.9. Clean All “High-Touch” Surfaces Everyday

- Clean and disinfect high-touch surfaces in your “sick room” and bathroom; wear disposable gloves. Let someone else clean and disinfect surfaces in common areas, but you should clean your bedroom and bathroom, if possible.
- If a housekeeper or other person needs to clean and disinfect a sick person’s bedroom or bathroom, they should do so on an as-needed basis. The housekeeper person should wear a mask and disposable gloves prior to cleaning. They should wait as long as possible after the person who is sick has used the bathroom before coming in to clean and use the bathroom.

- High-touch surfaces include phones, remote controls, counters, tabletops, doorknobs, bathroom fixtures, toilets, keyboards, tablets, and bedside tables.
- Clean and disinfect areas that may have blood, stool, or body fluids on them.
- Use household cleaners and disinfectants. Clean the area or item with soap and water or another detergent if it is dirty. Then, use a household disinfectant.
 - ✦ Be sure to follow the instructions on the label to ensure safe and effective use of the product. -Many products recommend keeping the surface wet for several minutes to ensure germs are killed. Many also recommend precautions such as wearing gloves and making sure you have good ventilation during use of the product.
 - ✦ Most EPA-registered household disinfectants should be effective. A full list of disinfectants can be found in chapter number seven.

2.8. How To Discontinue Home or Household Isolation

People with COVID-19 who have stayed home (home isolated) or has to declare obligatory preventive isolation can leave home or household place under the following conditions (In all cases, follow the guidance of your doctor and local health department. The decision to stop home isolation should be made in consultation with your healthcare provider and state and local health departments. Some people, for example those with conditions that weaken their immune system, might continue to shed virus even after they recover):

- If you have not had a test to determine if you are still contagious, you can leave home or household place after these three things have happened:
 - ✦ You have had no fever for at least 72 hours (that is three full days of no fever without the use of medicine that reduces fevers).
 - ✦ Other symptoms have improved (for example, when your cough or shortness of breath have improved).

- ✘ At least 10 days have passed since your symptoms first appeared.
- If you have had a test to determine if you are still contagious, you can leave home or household after these three things have happened:
 - ✘ You no longer have a fever (without the use of medicine that reduces fevers).
 - ✘ Other symptoms have improved (for example, when your cough or shortness of breath have improved).
 - ✘ You have received two negative tests in a row, at least 24 hours apart. Your doctor will follow CDC and local authorities guidelines.

People who did not have COVID-19 symptoms, but tested positive and have stayed home or house hold isolation can leave home under the following conditions (In all cases, follow the guidance of your doctor and local health department. The decision to stop home isolation should be made in consultation with your healthcare provider and state and local health departments. Some people, for example those with conditions that weaken their immune system, might continue to shed virus even after they recover):

- If you have not had a test to determine if you are still contagious, you can leave home after these two things have happened:
 - ✘ At least 10 days have passed since the date of your first positive test.
 - ✘ You continue to have no symptoms (no cough or shortness of breath) since the test.
- If you have had a test to determine if you are still contagious, you can leave home after:
 - ✘ You received two negative tests in a row, at least 24 hours apart. Your doctor will follow CDC and local authorities guidelines.

3. Best Practices for Suitable Reception, Storage, Handling and Delivery of Food

3.1. Managing Employee Health

- Instruct employees with symptoms associated with COVID-19 to report them to their supervisors. Instruct sick employees to stay home and to follow the CDC's: What to do if you are sick with coronavirus disease 2019 (COVID-19), as described in chapter number two, and also local authorities laid down guidelines.
- If employees are sick at work, send them home immediately. Clean and disinfect surfaces, as described in chapter number one, in their workspace. Others at the facility with close contact (i.e., within 6 feet) of the employee during this time should be considered exposed.
- Instruct employees who are well, but know they have been exposed to COVID-19, to notify their supervisor.
- Inform fellow employees of their possible exposure to COVID-19 in the workplace, if an employee is confirmed to have COVID-19, while maintaining confidentiality.
- *Implement workplace controls to reduce transmission among employees, such as those described below:
 - × **Pre-Screen:** Employers should measure the employee's temperature and assess symptoms prior to them starting work. Ideally, temperature checks should happen before the individual enters the facility.
 - × **Regular Monitoring:** As long as the employee doesn't have a temperature or symptoms, they should self-monitor under the supervision of their employer.
 - × **Wear a Mask:** The employee should wear a face mask at all times while in the workplace for 14 days after last exposure. Employers can issue face masks or can approve employees' supplied cloth face coverings in the event of shortages.
 - × **Social Distance:** The employee should maintain 6 feet and practice social distancing as work duties permit in the workplace.
 - × **Disinfect and Clean work spaces:** Clean and disinfect all areas such as offices, bathrooms, common areas, shared electronic equipment routinely.

- For returning previously sick employees to work, refer to guidelines on How to discontinue home or household isolation described in chapter number two.
- Follow CDC, FDA and local authorities information on PPE, information which is disposed in chapter number six of this program.

3.1.1. Personal Hygiene for Employees

- Emphasize effective hand hygiene including washing hands for at least 40 seconds, especially after going to the bathroom, before eating, and after blowing your nose, coughing, or sneezing.
- Always wash hands with soap and water. If soap and water are not readily available, then use an alcohol-based hand rub (ABHR) sanitizer with at least 70% alcohol and avoid working with unwrapped or exposed foods.
- Avoid touching your eyes, nose, and mouth.
- Use gloves to avoid direct bare hand contact with ready-to-eat foods.
- Before preparing or eating food, always wash your hands with soap and water for 40 seconds for general food safety.
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash and wash hands after.

3.2. Managing Operations in a Food Service Establishment

General guidelines based on current regulations disposed by local authorities:

3.2.1. Best Practices for Suitable Reception

a) Nonspecific Food

To be suitable for human expending, food must be forestall from being adulterated, decomposing, dirty or otherwise contaminated. When receiving food products, the following guidelines should be considered:

- Verify the attributes such as smell, color, flavor, aroma and texture that fit to each type of product. Decomposed products have been rejected and discarded.
- Verify expiration date of all products upon receipt.
- Immediately store food in appropriate places and in adequate conditions of temperature indicated for each one.
- Do not overload refrigerators and freezers.
- Do not place food in direct contact with the floor.
- Do not receive or use expired products.

b) Canned Food Reception

When receiving and prior to storage, you should consider:

- Cans must be free of rust and dents, they must be properly sealed and tagged.
- All leaking cans or ends must be separated and identified swollen, badly rusted or dented, or dented in some of its three joints (top, bottom or side).
- Damaged cans should not be used, they should be separated and identified and discarded.

c) Receiving Groceries

- Groceries such as cereals, beans, flour, rice, and sugar must be dry upon reception because moisture will cause mold and deterioration.
- Broken and defective packaging products must not be received because they can cause contamination or attract pests. When receiving this type of products, it must be verified that they do not have insects or signs of rodent teeth.

3.2.2. Best Practices for Suitable Storage

The warehouse must have sanitary conditions in order to keep products away from contamination and the spread of pests. This place shall preserve the following storage conditions:

- Store the product according to the producer's specifications. If the product requires freezing conditions, follow the guidelines of **attachment 1**.
- Store the new product beyond the previous stored products.
- Food should be stored 3.15 inches separated from walls and 5.9 inches separated from floors. Consider leaking pipes to be fixed immediately.
- Moisture conditions and adequate temperature according to the type of food.
- All food, bulk or otherwise, should be kept covered and free from contamination.
- Check food every day and discard spoiled food or contaminated.
- Keep cleaners, disinfectants and other toxic chemicals away of food. Mark them clearly and keep them in their original containers, preferably place them in a different warehouse.
- Retail Food Stores, Restaurants, and Food Pick-Up/Delivery Services shall store dishes and utensils once they are completely clean, right classified and upside down.
- FIFO procedure must be applied.

a) Refrigeration and Freezing

Retail Food Stores, Restaurants, and Food Pick-Up/Delivery Services must have freezers and refrigerators according to their capacity in order to store potentially dangerous food such as meat, poultry and fish. Follow the guidelines of **attachment 2**.

- Store cooked food on top of raw food to avoid cross contamination.
- Keep cooked food covered.
- Avoid placing large pots of hot food in the refrigeration units.
- Avoid, if possible, re-freezing food.

b) Dry Storage

You need to have adequate space to dry store food such as grains and other items that do not require refrigeration.

- Products must be stored in areas designated for that purpose.
- Products should be stored away from exposed drainage pipes or unprotected, separated from the walls and floor as described above for easy cleaning and to avoid rodent nesting and insects.

3.2.3 Best Practices for Suitable Handling

Summary of established food safety protocols and best practices for retail food establishments and important COVID-19 recommendations described by CDC and local authorities are detailed below:

3.2.3.1. Food Handling Staff Requirements:

- Bathing every day and wearing clean clothes, including a clean apron.
- Do not wear watches, rings, earrings, bracelets.
- Wear a cap, hairnet or any other object to prevent the hair falls on the face, hands or food.
- Wear a mask, which must cover the nose and mouth.
- Wear disposable gloves which must be changed frequently necessary according to the operation being performed. Gloves must be used for specific actions, especially in handling of cooked ready-to-eat products, if handling with kitchen instruments is not possible.
- Keep nails clean and short, with no enamel.

Continue to follow established food safety protocols and best practices for retail food establishments and important COVID-19 recommendations, including the following:

- Sick people should not be allowed to work.
- Follow the 4 key steps to food safety: Always clean, separate, cook, and chill.

a) Clean

Wash Hands and Surfaces Often

- Wash your hands with warm water and soap for at least 40 seconds before and after handling food and after using the bathroom, changing diapers, and handling pets.
- Wash your cutting boards, dishes, utensils, and counter tops with hot soapy water after preparing each food item.
- Consider using paper towels to clean up kitchen surfaces. If you use cloth towels, launder them often in the hot cycle.

- Rinse fresh fruits and vegetables under running tap water, including those with skins and rinds that are not eaten. Scrub firm produce with a clean produce brush.
- With canned goods, remember to clean lids before opening.

When to Wash and Sanitize Your Hands

- Before starting to prepare food.
- After using the bathroom.
- After handling money.
- After handling raw food.
- After touching your hair, beard, or any part of your body.
- After sneezing or coughing.
- After smoking, eating or drinking.
- After touching anything that may contaminate the hands.
- Make sure not to contaminate your hands after wash and before starting to work.
- Do not use the apron to dry your hands or you will re-contaminate your hands.

Hands Sanitizers

The removal of pathogenic microorganisms from hands can be increased by the use of antiseptic substances after washing. The most antiseptic substances used are:

- Soaps. They are almost ineffective as antiseptics for the skin. *Pseudomonas aeruginosa* can grow in some liquid soaps. The main action of the soaps is their detergent activity, reducing the transitory bacteria of the hands.
- Alcohol. Ethyl and isopropyl alcohols are good antiseptics for the skin, but not they are effective against spores. Alcohol-based hand rub (ABHR), no less than 70% alcohol content is considered effective against COVID-19.

- Quaternary ammonium compounds. Soap residues limit their antiseptic action on the hands.
- Iodine compounds. Iodine compounds combined with detergents are considered good cleansing agents and do not irritate the skin, however their antiseptic action is moderate.
- Sodium Hypochlorite: Sodium Hypochlorite solutions (50 ppm of available chlorine) are used in Retail Food Stores, Restaurants, and Food Pick-Up/Delivery Services, but there is little evidence of their antiseptic action, since they are inactivated by the presence of organic matter. These substances irritate the skin.

b) Separate

Separate Raw Meats From Other Foods

- Separate raw meat, poultry, seafood, and eggs from other foods in your grocery shopping cart, grocery bags, and refrigerator.
- Use one cutting board for fresh produce and a separate one for raw meat, poultry, and seafood.
- Never place cooked food on a plate that previously held raw meat, poultry, seafood, or eggs unless the plate has been washed in hot, soapy water.
- Do not reuse marinades used on raw foods unless you bring them to a boil first.

c) Cook

Cook To The Right Temperature

- Color and texture are unreliable indicators of safety. Using a food thermometer is the only way to ensure the safety of meat, poultry, seafood, and egg products for all cooking methods. These foods must be cooked to a safe minimum internal temperature to destroy

any harmful bacteria. See safe minimum internal temperatures as measured with a food thermometer in **attachment 3**.

- Cook eggs until the yolk and white are firm. Only use recipes in which eggs are cooked or heated thoroughly.
- When cooking in a microwave oven, cover food, stir, and rotate for even cooking. If there is no turntable, rotate the dish by hand once or twice during cooking. Always allow standing time, which completes the cooking, before checking the internal temperature with a food thermometer.
- Bring sauces, soups and gravy to a boil when reheating.

d) Chill

Refrigerate Foods Promptly

- Use an appliance thermometer to be sure the temperature is consistently 40° F or below and the freezer temperature is 0° F or below.
- Refrigerate or freeze meat, poultry, eggs, seafood, and other perishables within 2 hours of cooking or purchasing. Refrigerate within 1 hour if the temperature outside is above 90 fahrenheit degrees.
- Never thaw food at room temperature, such as on the counter top. There are three safe ways to defrost food: in the refrigerator, in cold water, and in the microwave. Food thawed in cold water or in the microwave should be cooked immediately.
- Always marinate food in the refrigerator.
- Divide large amounts of leftovers into shallow containers for quicker cooling in the refrigerator.

3.2.4. Food Transportation

The transportation of food used in the preparation of meals will be done in such a way as to avoid damage due to heat or long transportation distances, as well as its contamination by undesirable substances or products (contaminants) that may be transported together with food, as they could accidentally mix with the food and cause poisoning.

- Establish designated pick-up zones for customers to help maintain social distancing.
- Food delivery staff must be provided with a mask, gloves and hair protection, which must be replaced every three hours or according to the needs, so that hygiene is guaranteed and permanent cleaning.
- Food must be transported in closed or covered containers.
- Transportation vehicles must be clean and disinfected using guidelines described in chapter one of this Program.
- Food cannot be transported along with toxic substances such as pesticides, disinfectants and detergents. To accomplish this condition barriers that prevent cross contamination of food must be disposed.
- Food must be protected from the sun, heat, rain, high temperatures and humidity.
- If delivery is made by food truck, it must be done by rigorous sanitized conditions to avoid contamination of food.

Food transportation to delivery destination must be done in containers hermetically closed and protected, to prevent them from coming into contact with dirty surfaces; if the vehicle is not suitable for the transportation of this type of products, high precautions should be taken to protect food. The food preparation place should be as close as possible to the places for sale, to avoid deterioration due to transport over long distances.

4. Accurate Handling of Personal Protection Equipment to Waste Management and Litter Handling Directives

4.1. Personal Protection Equipment – Accurate Handling

- Use mask (type to be used is been described in chapter number seven of this Program) for a maximum period of 4 hours and disposable gloves (once used, gloves should be discarded and hand washed and sanitized).
- Recommended mask should cover mouth and nose and should be discarded once wet or dirty, throw down into the container arranged for handling solid waste.
- Do not touch guests and clients personal belongings (ask for clients presentation of documents / information, do not establish contact).
- Hands sanitizing must be frequent.
- Do not touch your face.
- In crowded areas, you must keep social distance. Stay at least 6 feet (about 2 meters length) from other people.
- Hands washing must be frequent specially when look dirty and for around of 40 seconds.
- Reinforce personal hygiene directives:
 - ✘ -Short nails, proper use of water, soap, alcohol gel and disposable tissues.
- Sheets, towels, dishes and cutlery used by the guests, clients or staff should not be shared. These items do not need to be thrown away, but must be washed using disposable gloves, with warm water and detergent after use.
- In case of direct contact with a person suspected for COVID-19, please refer to chapter number eight of this Program.

4.2. Litter Handling Directives

- Staff in charge of handle waste must have prior knowledge of the bio-safety procedures.
- Employees must consider hygiene and sanitization directives prior reinstatement to different areas or activities.
- *For accurate waste management, Hotel must have containers and plenty of plastic bags and size according to the operation.
- The produced waste such as gloves, scarves and masks, must be disposed into a plastic bag (sleeve 1), this plastic bag thrown in into a garbage can (preferably with lid and foot pedal) arranged on site; these wastes should not be considered for recovery and subsequent reuse or recycling.
- When 3/4 parts of plastic bag 1 have been filled, the waste should be carefully sprayed with disinfectant solution (described in chapter number one) as uniform as possible, prevent leaking through the plastic bag; after this close the plastic bag doing double knot.
- Plastic bag 1 must be inserted in a second plastic bag (number 2). Disinfecting solution will be carefully sprayed as uniform as possible, closed tightly doing a double knot, preventing plastic bag 1 interfere with plastic bag 2 seal.
- Plastic bag 2 will be deposited into another plastic bag (number 3) with any additional waste, which do not include residues that may break up plastic bags, seal the last plastic bag doing a double knot, plastic bag 2 knot does not have to interfere with plastic bag 3 seal. Sanitize solution should be carefully sprayed.
- After spraying plastic bag 3 with the disinfectant solution, if applicable, it should stored in a suitable and safe place, out of the reach of children and pets, in a time not less than 72 hours (3 days).
- Plastic bag 3 will be disposed in a cluster point according to the waste collecting schedule arranged by the local GAD.
- Waste produced must be kept as long as necessary into the Hotel cluster point according to GAD collecting schedule.

- Immediately thereafter the person in the staff on charge to handle plastic bag number 3 into the cluster point, should washing hands with soap and water at least 40 seconds.

4.3. Waste Discarding From Food Handling

Below detailed guidelines must be following due to discard waste remains from food handling:

- Waste must be stored in closed containers.
- The accumulation of waste will be avoided.
- Trash containers should be kept covered and away from the area in where food is prepared.
- Liquid waste must be separated from solid waste and will be disposed of through the drain.

Proper handling of waste will prevent it from becoming a focus of contamination and proliferation of pests. Handling and delivering food area will be stay clean and tidy to avoid the proliferation of insects and rodents. Handling and delivering food area must be disinfected often to prevent illnesses. Waste must be handled properly, keeping them in covered containers with lids and evacuating them periodically. Food remains must not be kept in the stall.

5. Employees Healthy and Bio-security Directives

5.1. Employees Who Should Stay at Home

- Employees with current symptoms as described in the Introduction of this Program.
- Employees who have been in close contact or shared a physical space without saving the interpersonal distance (6 feet – 2 meters) with a confirmed case of COVID-19, even in the absence of symptoms, for a period of at least 14 days. During that period, the employer will follow up staff to check for signs and symptoms of the disease.
- Employees part of the priority attention groups and risk factors; such as older adults, people with disabilities, pregnant women or people with catastrophic diseases or comorbidities like high blood pressure, cardiovascular diseases, diabetes, chronic lung diseases or cancer.
- People over 55 years old because they are considered at risk according to local regulations.

5.2. Directives To Be Considered by Employees Before Leaving Home

- Daily personal hygiene.
- Clean clothes.
- Short nails.
- Tied hair.
- Do not use jewelry such as rings, earrings, necklaces or bracelets.
- Wear long-sleeved clothing. It is recommended that as much as possible cover the entire body. Move current dressing to work uniform must be done at the Hotel. Pay attention to hand washing and disinfection.
- Attend to local regulations about PPE.
- Do not use gloves if not necessary. Gloves wearing does not replace washing hands. Wash hands often instead of wearing gloves.

- Maintain social distance as described in chapter number two.
- Bring a 70% alcohol gel dispenser for personal use all the time.
- Do not touch your face or other parts of the body during the journey to your workplace.
- Employees with current symptoms as described in the Introduction of this Program, notify the employer straight away and stay at home.

5.3. On The Way To The Hotel and Back to Home Directives

- On the way to the Hotel, if use public transportation, maintain social distance as described in chapter number two of this Program. Personal Protection Equipment must be considered as local regulation guidelines and directives described in chapter number six of this Program.
- If you walk, ride a bicycle, a motorcycle or scooter, you need to attend local regulation guidelines and directives described in chapter number six of this Program about PPE. maintain social distance as described in chapter number two of this Program.
- Whenever is possible, own transportation will be recommended.
- When employer provide transportation, vehicles cleaning and disinfection as described in chapter number one of this Program must be applied.
- Washing and disinfecting hands when arriving at the workplace and when returning home as well.

5.4. At Work Directives

5.4.1. Employer Responsibilities

- Assess and check health status of employees before and after work shifts. Temperature screening (infrared thermometer) should be made to the staff before and after work

shifts, record outcomes. When assessment releases positive symptomatology please refer to chapter number eight of this Program.

- Employees who appear to have symptoms upon arrival at work or who become sick during the day should immediately be separated from other employees, guests and customers, and sent home.
- Record outcomes. Local authorities guidelines about employers responsibility is been developed in every chapter of this Program.
- Assign a private area in which employees can move home dress into work uniform, this area must be cleaned and sanitized often. Record outcomes.
- Encourage employees to maintain healthy habits.
- Provide employees with Personal Protective Equipment as described in chapter number six and in accordance to every activity.
- Stock plenty of soap, disposable tissues and alcohol gel, must be disposed. Local regulations which authorize release and delivery of described products must be followed. Plenty of containers and plastic bags will be also mandatory.
- Rest rooms and hands washing area must deliver the following products: liquid soap dispenser, paper towel dispenser or hand dryer, dispenser of alcohol gel or hand sanitizer according to local regulations.
- Encourage social distance as described in chapter number two of this Program.
- *Encourage accomplishment of guidelines developed in chapter number three of this program.

5.4.2. Employees Responsibilities

- Disinfect footwear.
 - ✘ Sodium Hypochlorite solutions (50 ppm of available chlorine).
 - ✘ Quaternary ammonium solution: 400 ppm or according to what is established in the safety and manufacturer's instructions.

- ✘ The recommendations of the supplier of chemicals and disinfectants must be followed.
- ✘ Refer to chapter number seven of this Program to learn about authorized and recommended chemicals and disinfectants and directives to use all of them.
- Increased frequency of hand washing with a minimum duration.
- Washing and disinfecting hands frequency:
 - ✘ Before access to kitchen and handling food areas.
 - ✘ After going to rest rooms.
 - ✘ After coughing or sneezing.
 - ✘ After handling money.
 - ✘ When hands look dirty.
 - ✘ After collecting or handling waste.
 - ✘ After finish handling foot activities and before start a different one.
 - ✘ Before and after wearing gloves and mask.
 - ✘ After using handling or cleaning products.
 - ✘ Before and after supplies reception.
 - ✘ After eating food or drinks.
 - ✘ After smoke.
 - ✘ Every time your hands get dirty from some activity.
- Disinfect personal objects such as: cell phone, glasses, lenses. It is essential to use a face mask, refer to chapter number six of this program, for no more than 4 hours according to local regulations.
- The face mask recommended in chapter number eight of this Program should cover the mouth and nose and should be discarded once it is wet or dirty and thrown away according to described in chapter number for of this Program.
- Gloves should be used just if necessary, recommend to use disposable gloves and must be replaced when a new activity needs to be developed.
- Gloves should be replaced under next considerations:

- ✘ Touch surfaces that have not been previously disinfected.
 - ✘ Touch your face or other parts of the body.
 - ✘ When access and when return after break time to a handling food area.
 - ✘ After use restrooms.
- Wear clean and in good condition work uniform. If you do not have a uniform, use apron and gown.
 - Food handling staff must be properly dressed on work uniform.
 - Use hairnet when is necessary.
 - Do not touch guests and clients' belongings.
 - Apply alcohol-based hand rub (ABHR) frequently.
 - Maintain social distance as described in chapter number two of this program.
 - In the case of directly contact with a confirmed or suspected patient for COVID-19, please refer to chapter number eight of this Program.

6. Personal Protection Equipment

PPE is equipment that will protect the user against health or safety risks at work. It can include items such as safety helmets, gloves, eye protection, high-visibility clothing, safety footwear and safety harnesses. It also includes respiratory protective equipment (RPE).

6.1. Surgical Masks (Face Masks)

- A surgical mask is a loose-fitting, disposable device that creates a physical barrier between the mouth and nose of the wearer and potential contaminants in the immediate environment. Surgical masks are not to be shared and may be labeled as surgical, isolation, dental, or medical procedure masks. They may come with or without a face shield. These are often referred to as face masks, although not all face masks are regulated as surgical masks.
- Surgical masks are made in different thicknesses and with different ability to protect you from contact with liquids. These properties may also affect how easily you can breathe through the face mask and how well the surgical mask protects you.
- If worn properly, a surgical mask is meant to help block large-particle droplets, splashes, sprays, or splatter that may contain germs (viruses and bacteria), keeping it from reaching your mouth and nose. Surgical masks may also help reduce exposure of your saliva and respiratory secretions to others.
- While a surgical mask may be effective in blocking splashes and large-particle droplets, a face mask, by design, does not filter or block very small particles in the air that may be transmitted by coughs, sneezes, or certain medical procedures. Surgical masks also do not provide complete protection from germs and other contaminants because of the loose fit between the surface of the face mask and your face.
- Surgical masks are not intended to be used more than once. If your mask is damaged or soiled, or if breathing through the mask becomes difficult, you should remove the face

mask, discard it safely and replace it with a new one. To safely discard your mask, place it in a plastic bag and put it in the trash. Wash your hands after handling the used mask.

6.2. N95 Respirators

- An N95 respirator is a respiratory protective device designed to achieve a very close facial fit and very efficient filtration of airborne particles.
- The 'N95' designation means that when subjected to careful testing, the respirator blocks at least 95 percent of very small (0.3 micron) test particles. If properly fitted, the filtration capabilities of N95 respirators exceed those of face masks. However, even a properly fitted N95 respirator does not completely eliminate the risk of illness or death.

6.2.1 Comparing Surgical Masks and Surgical N95 Respirators

- A surgical mask is a loose-fitting, disposable device that creates a physical barrier between the mouth and nose of the wearer and potential contaminants in the immediate environment. These are often referred to as face masks, although not all face masks are regulated as surgical masks. Note that the edges of the mask are not designed to form a seal around the nose and mouth. **See attachment 4.**
- An N95 respirator is a respiratory protective device designed to achieve a very close facial fit and very efficient filtration of airborne particles. Note that the edges of the respirator are designed to form a seal around the nose and mouth. Surgical N95 Respirators are commonly used in healthcare settings and are a subset of N95 Filtering Facepiece Respirators (FFRs), often referred to as N95s.
- The similarities among surgical masks and surgical N95s are:
 - ✘ They are tested for fluid resistance, filtration efficiency (particulate filtration efficiency and bacterial filtration efficiency), flammability and bio-compatibility.
 - ✘ They should not be shared or reused.

6.2.2. General N95 Respirator Precautions

- People with chronic respiratory, cardiac or other medical conditions that make breathing difficult should check with their health care provider before using an N95 respirator because the N95 respirator can make it more difficult for the wearer to breathe. Some models have exhalation valves that can make breathing out easier and help reduce heat build-up. Note that N95 respirators with exhalation valves should not be used when sterile conditions are needed.
- If your respirator is damaged or soiled, or if breathing becomes difficult, you should remove the respirator, discard it properly, and replace it with a new one. To safely discard your N95 respirator, place it in a plastic bag and put it in the trash. Wash your hands after handling the used respirator.
- N95 respirators are not designed for children or people with facial hair. Because a proper fit cannot be achieved on children and people with facial hair, the N95 respirator may not provide full protection.

6.2.3. N95 Respirators in Industrial and Health Care Settings

- Most N95 respirators are manufactured for use in construction and other industrial type jobs that expose workers to dust and small particles. They are regulated by the National Personal Protective Technology Laboratory (NPPTL) in the National Institute for Occupational Safety and Health (NIOSH), which is part of the Centers for Disease Control and Prevention (CDC)
- However, some N95 respirators are intended for use in a health care setting. Specifically, single-use, disposable respiratory protective devices used and worn by health care personnel during procedures to protect both the patient and health care personnel from the transfer of microorganisms, body fluids and particulate material. These surgical N95

respirators are class II devices regulated by the FDA, under 21 CFR 878.4040, and CDC NIOSH under 42 CFR Part 84.

- N95s respirators regulated under product code MSH are class II medical devices exempt from 510(k) premarket notification, unless:
 - ✘ The respirator is intended to prevent specific diseases or infections, or
 - ✘ The respirator is labeled or otherwise represented as filtering surgical smoke or plumes, filtering specific amounts of viruses or bacteria, reducing the amount of and/or killing viruses, bacteria, or fungi, or affecting allergenicity, or
 - ✘ The respirator contains coating technologies unrelated to filtration (e.g., to reduce and or kill microorganisms).

6.2.4. N95 Respirators Not for Use by the General Public

- The Centers for Disease Control and Prevention (CDC) does not recommend that the general public wear N95 respirators to protect themselves from respiratory diseases, including coronavirus (COVID-19). Those are critical supplies that must continue to be reserved for health care workers and other medical first responders, as recommended by current CDC guidance.

6.3. CDC Recommends Cloth Face Coverings for Use by the General Public

- The CDC recommends that members of the public use simple cloth face coverings when in a public setting to slow the spread of the virus, since this will help people who may have the virus and do not know it from transmitting it to others. For more information, see the CDC's Recommendation Regarding the Use of Cloth Face Coverings, Especially in Areas of Significant Community-Based Transmission.
- The best way to prevent illness is to avoid being exposed to this virus. However, as a reminder, the CDC always recommends everyday preventive actions, such as hand washing

and maintaining at least 6 feet of social distancing, to help prevent the spread of respiratory diseases.

6.4. FFP Mask

- A FFP (filtering face piece) mask (also called respiratory protection mask or simply respirator) is a type of protective mask certified by the European Union that serves to protect against particulates such as dust particles. The EN 149 standard defines three classes of filter efficiency for these masks, namely FFP1, FFP2 and FFP3.
- The mask is a half-face mask, which means that it protects the chin, nose and mouth. The mask must meet certain standards and effectiveness tests. Efficacy is assessed by the filtration rate (filter penetration, also referred to as efficiency), as well as the degree of leakage around the edges. The mask should be correctly adjusted to the face.
- This type of mask, unlike the surgical mouth mask, protects the wearer from inhaling infectious agents or pollutants in the form of aerosols, droplets, or small solid particles.

6.4.1. Types

The EN 149 standard defines performance requirements for three classes of particle-filtering half masks: FFP1, FFP2 and FFP3. The protection provided by an FFP2 (or FFP3) mask includes the protection provided by a mask of the lower-numbered classes.

a) FFP1 Mask

- It is the least filtering mask of the three.
- Aerosol filtration percentage: 80% minimum.
- Internal leak rate: Maximum 22%.[4]

- It is mainly used as a dust mask. Dust can cause lung diseases, such as silicosis, anthracnose, asbestosis and siderose (in particular dust from coal, silica, iron ore, zinc, aluminum or even cement).

b) FFP2 Mask

- With exhalation valve.
- Aerosol filtration percentage: Not less than 94%.
- Internal leak rate: Maximum 8%.^[4]
- This mask offers protection in various areas such as the glass industry, foundry, construction, pharmaceutical industry and agriculture. It effectively stops powdered chemicals. This mask can't also serve as protection against influenza viruses such as avian influenza or severe acute respiratory syndrome associated with the coronavirus (SARS), as well as against the bacteria of pneumonic plague and tuberculosis. It is similar to the N95 mask.

c) FFP3 Mask

- With exhalation valve.
- Aerosol filtration percentage: Not less than 99%.
- Internal leak rate: Maximum 2%.^[4]
- The FFP3 mask is the most filtering of the FFP masks. It protects against very fine particles such as asbestos and ceramic. It does not protect against gases and in particular nitrogen oxide.

6.4.2. Comparison of FFP3, FFP2 and N95

● It is widely accepted by industry that the N95 is comparable to an FFP2. The 3M technical bulletin ‘Comparison of FFP2, KN95, and N95 and other filtering facepiece respirator classes’ suggest it is reasonable to consider N95 and FFP2 masks are equivalent for filtering non-oil based articles including bio-aerosols (e.g. viruses). The respective test standards (European standard for filtering half masks EN 149:2001+A1:2009 and NIOSH 42CFR84) detail requirements ranging from the compatibility of materials to flammability. A review of the key requirements however is detailed in Table 1 which compares N95, FFP2, FFP3 respirators.

Table 1. Comparison of key requirements of N95, FFP2 and FFP3 respirators

Requirement	N95 (NIOSH42CFR84)	FFP2 (EN149:2001+A1:2009)	FFP3 (EN149:2001+A1:2009)
Assigned Protection factor (APF)	10	10	20
Filter efficiency	≥95% (85 l/min)	≥94% (95 l/min)	≥99% (95 l/min)
Test agent used	NaCl	NaCl and Paraffin oil	NaCl and Paraffin oil
Total inward leakage (TIL)	N/A	≤8%	≤2%
Inhalation resistance	≤343 Pa (85 l/min)	≤240 Pa (95 l/min)	≤300 Pa (95 l/min)
Exhalation resistance	≤245 Pa (85 l/min)	≤300 Pa (160 l/min)	≤300 Pa (160 l/min)
Re-breathed CO ₂	N/A	≤1%	≤1%

● The requirements detailed above show the N95 to be comparable to an FFP2 in assigned protection factor (APF), filter efficiency and breathing resistance. The N95 is not tested against a number of requirements, the differences observed are considered to have the following impacts on performance:

- ✘ **A liquid oil particulate test agent.** This is representative of oil-based particulates. The 3M technical bulletin (and subsequently verified by 3M Senior Respiratory Protection Research & Application Specialist) considers that the N95 and FFP2 are equivalent at
- ✘ filtering non-oil-based particles such as bio-aerosols, and that the WHO guidance confirms N95 will provide adequate protection against the coronavirus.
- ✘ **Total Inward Leakage.** This consists of face seal leakage, exhalation valve leakage (if fitted) and filter penetration, all while being worn by a human test subject and performing a series of exercises. The N95 mask is tested for exhalation valve leakage and filter penetration in a separate requirement. Provided that the N95 masks are fit tested prior to use, this would provide reassurance on face seal leakage during exercises.
- ✘ **Re-breathed CO₂.** There is little concern with this as the size of the N95 masks are small and comparable to the FFP2 and therefore should have a similar re-breathed CO₂ result. A further 3M technical bulletin 'Respiratory protection for airborne exposures to bio-hazards' shows the particle size range for six common N95 masks to be between 0.04 and 0.1 µm. This details the particle sizes of a range of microorganism, the smallest being Hepatitis B with a particle size of 0.042 0.047 µm and SARS with a particle size of 0.125 µm. The size distribution of droplet nuclei from a sneeze and a cough are much higher than the filtering efficiency measured for an N95 so will be easily filtered. This supports the N95 is suitable for filtering microorganisms.

6.5. Fit Testing

- In order to protect health workers from contracting and spreading COVID-19 and to comply with the ‘duty to adequately control’ in COSHH Regulation 7(1) a face fit test is required where staff are wearing tight fitting disposable respirators to ensure that they are adequately protected whilst carrying out AGPs.
- The performance of tight-fitting respirators depends on achieving a good contact between the wearer’s skin and the face seal of the facepiece. Healthcare workers facial characteristics vary significantly in shape and size so it is unlikely that one model of respirator will fit everyone. Inadequate fit will significantly reduce the protection provided to the wearer. **See attachment 5.**
- There are two basic types of RPE fit testing – qualitative (where the wearer needs to detect a sweet or bitter tasting solution sprayed into a hood whilst they are wearing the respirator) and quantitative (using a particle counter which measures the ratio of particles inside and outside the respirator).
- HSE produces guidance on its website in relation to the requirement for fit testing including INDG 479. This states that ‘A pre-use wearer-seal check should be carried out each time a fit-tested facepiece is worn and before entering the hazardous environment. This check is to determine whether the wearer has correctly donned a facepiece before entering a contaminated work area. The RPE manufacturer will provide instructions on how to carry it out. Note, however, that a pre-use wearer-seal check, also known as a fit check is not a substitute for fit testing.’
- HSE produced a research report RR1029 ‘Review of fit test pass criteria for filtering facepiece FFP3 respirators. Although not the main part of the research, the report found that subjective opinions on the fit of a mask, including the wearer fit check, were demonstrated to be of very little value as a substitute for a fit test.

6.6. The International Position

- NIOSH (USA), Institut für Arbeitsschutz der Deutschen Gesetzlichen Unfallversicherung (IFA), Institut national de recherche et de sécurité (INRS, France) have concluded that there was no material difference between the N95 and FFP2 masks, and both would provide comparable protection against coronavirus as long as the wearer was face-fit tested. These conclusions were supported by the international experts consulted.
- In coming to these conclusions, the group also considered the following important contextual issues:
 - ✘ The choice of respirator should be driven by the risk assessment, with this risk assessment being developed by those delivering the work so they can consider the local context.
 - ✘ That it is important that these considerations are based on an understanding of the risks rather than the hazards, and that a better understanding of the hierarchy of
 - ✘ aerosol generating procedures would help to inform the risk assessment process above.
 - ✘ That the information and guidance used in support of this process would be assisted by more visual communications which give consistent messages.
 - ✘ That in all cases, appropriate fit testing would be required to assure the performance of the chosen respirator on the specific user.

6.7. Eye and Face Protection

- Eye and face protection provides protection against contamination to the eyes from respiratory droplets, aerosols arising from AGPs and from splashing of secretions (including respiratory secretions), blood, body fluids or excretions.
- Eye and face protection can be achieved by the use of any one of:
- a surgical mask with integrated visor.

- ✘ a full face shield or visor.
 - ✘ polycarbonate safety spectacles or equivalent.
 - ✘ Regular corrective spectacles are not considered adequate eye protection.
- It is important that the eye protection maintains its fit, function and remains tolerable for the user. Eye and face protection should be discarded and replaced and not be subject to continued use if damaged, soiled (for example, with secretions, body fluids) or uncomfortable.

6.8. Disposable Aprons and Gowns

- Disposable plastic aprons must be worn to protect staff uniform or clothes from contamination when providing direct sanitization of guests rooms and during environmental and equipment decontamination.
- Disposable fluid repellent coveralls or long-sleeved gowns must be worn when a disposable plastic apron provides inadequate cover of staff uniform or clothes for the procedure or task being performed, and when there is a risk of splashing of body fluids. If non-fluid resistant gowns are used, a disposable plastic apron should be worn.
- Disposable aprons are subject to single use and must be disposed of immediately after completion of a procedure or task. Hand hygiene should be practiced as per SICPs and extended to exposed forearms.
- Disposable fluid repellent coveralls or long-sleeved gowns are for single use or for single session use in certain circumstances, but should be discarded at the end of a session or earlier if damaged or soiled.

6.9. Disposable Gloves

- Disposable gloves must be worn when providing direct rooms sanitization, including during equipment and environmental decontamination. Disposable gloves are subject to single use and must be disposed of immediately after completion of a procedure or task, followed by hand hygiene. Double gloving is not necessary.

- There are pros and cons to the selection, donning, use and doffing of aprons and gowns. Table number 2 summarizes these pros and cons.

Table 2. Prons and Cons Non-sleeve aprons and gowns

	Pros	Cons
Non-sleeved aprons	<ul style="list-style-type: none"> Easy to don, use and doff Easy waste disposal Common use Fluid repellent 	<ul style="list-style-type: none"> Reduced coverage compared with gowns Need to ensure top of bib is positioned high up at the neck
Gowns	<ul style="list-style-type: none"> Offers extra coverage for Covers the whole torso and arms 	<ul style="list-style-type: none"> More difficult to doff Not necessarily fluid repellent

7. Safe & Effective Disinfectant Use

7.1. Specific Guidelines

- Check that your product is EPA-approved.
 - ✘ Find the EPA registration number on the product. Then, check to see if it is on EPA's list of approved disinfectants.
- Read the directions.
 - ✘ Follow the product's directions. Check "use sites" and "surface types" to see where you can use the product. Read the "precautionary statements."
- Pre-clean the surface.
 - ✘ Make sure to wash the surface with soap and water if the directions mention pre-cleaning or if the surface is visibly dirty.
- Follow the contact time.
 - ✘ You can find the contact time in the directions. The surface should remain wet the whole time to ensure the product is effective.
- Wear gloves and wash your hands.
 - ✘ For disposable gloves, discard them after each cleaning. For reusable gloves, dedicate a pair to disinfecting COVID-19. Wash your hands after removing the gloves.
- Lock it up.
 - ✘ For disposable gloves, discard them after each cleaning. For reusable gloves, dedicate a pair to disinfecting COVID-19. Wash your hands after removing the gloves.

7.2. Cleaning Products

- Cleaning products and protocols shall include EPA-approved disinfectants that meet CDC requirements for use and effectiveness against viruses, bacteria and other airborne and blood borne pathogens.

● Table 3 details EPA-approved disinfectants that meet CDC requirements which could be found in Ecuadorian supermarkets.

Table 3. List N Disinfectants for use against SARS-CoV 2 provided by Ecuadorian Supermarkets

EPA	Active Ingredient	Product Name	Company	Surface Type
11346-4	Quaternary ammonium	Clorox QS	The Clorox Company	Hard Nonporous (HN)
56392-10	Sodium hypochlorite	Caltech Swat 200 9B	Clorox Professional P.C.	Hard Nonporous (HN)
5813-103	Sodium hypochlorite	Cgb3	The Clorox Company	Hard Nonporous (HN)
5813-104	Sodium hypochlorite	Cgb4	The Clorox Company	Hard Nonporous (HN)
5813-106	Sodium hypochlorite	Axl	The Clorox Company	Hard Nonporous (HN)
5813-50	Sodium hypochlorite	Ultra Clorox Brand Regular Bleach	The Clorox Company	Hard Nonporous (HN)
5813-73	Quaternary ammonium	Clorox Everest	The Clorox Company	Hard Nonporous (HN)
5813-86	Glycolic acid	CBW	The Clorox Company	Hard Nonporous (HN)
5813-98	Sodium hypochlorite	Lite	The Clorox Company	Hard Nonporous (HN)
5813-99	Sodium hypochlorite	Wave	The Clorox Company	Hard Nonporous (HN)
67619-10	Quaternary ammonium	CPPC Everest	Clorox Professional	Hard Nonporous (HN)

			P.C.	
67619-11	Sodium hypochlorite	CPPC Shower	Clorox Professional	Hard Nonporous (HN)
67619-13	Sodium hypochlorite	CPPC Storm	Clorox Professional P.C.	Hard Nonporous (HN)
67619-27	Sodium hypochlorite	Buster	Clorox Professional P.C.	Hard Nonporous (HN)
67619-28	Sodium hypochlorite	Milo	Clorox Professional P.C.	Hard Nonporous (HN)
67619-8	Sodium hypochlorite	CPPC Ultra Bleach 2	Clorox Professional P.C.	Hard Nonporous (HN)

8. Identify and Isolate Suspected Cases

- In workplaces where exposure to COVID-19 may occur, prompt identification and isolation of potentially infectious individuals is a critical first step in protecting guests, clients and employees at the Hotel.

- Take steps to limit the spread of the individual's infectious respiratory secretions, including by providing them a facemask and asking them to wear it, if they can tolerate doing so.

Note: A surgical mask on a patient or other sick person should not be confused with PPE for a worker; the surgical mask acts to contain potentially infectious respiratory secretions at the source.

- After isolation, the next steps depend on the type of workplace:

- ✦ Isolated individuals should leave the work site as soon as possible. Depending on the gravity of the isolated individual's illness, he or she might be able to return home or seek medical care on his or her own, but some individuals may need emergency medical services.
- ✦ Protect workers in close contact (CDC defines close contact as being within about 6 feet of an infected person while not wearing recommended PPE. Close contact also includes instances where there is direct contact with infectious secretions while not wearing recommended PPE. Close contact generally does not include brief interactions, such as walking past a person) with the sick person by using additional engineering and administrative controls, safe work practices, and PPE.
- ✦ Sick workers should leave the work site as soon as possible. Depending on the severity of the isolated worker's illness, he or she might be able to return home or seek medical care on his or her own, but some individuals may need emergency medical services.

8.1. Suspected Cases Identification

The person with possible symptoms of COVID-19 can be identified in the Hotel and could be a guest, a client or someone from the staff working in there.

8.1.1. Identification Guidelines

- The Front Desk Agent delivers to the guest an Information Booklet about identification of symptoms and recommendations on the disease by coronavirus (COVID-19).
- The Hotel employees must be trained on how to identify signs and symptoms of the disease and prevention directives.

If a suspected case in the Hotel is been identified, Front Desk Agent proceeds to:

- Report to the Manager of the Hotel, at local authorities of sanitary control, the tour operator and the Ministry of Tourism.
- Isolate the person who was identified in a room without centralized air and take individual isolation directives which are described below. If a person shares room with the possible suspected case, they should be separated and place them in different rooms.
- Deliver personal protective equipment to the assigned employee who will have contact with the identified suspected case.
- Refer to Hotel Reaction Directives described below.

8.2. Hotel Reaction Directives

- Once the information of the possible suspected case has been validated by the sanitary local authorities, contact with 9-1-1 or sanitary district staff, follow the recommendations of the health professionals.
- Guests and staff will remain in the Hotel waiting for local authorities Sanitary Department.
- Local Sanitary Authorities will identify and confirm the reported case.
- Prepare a register of guests and staff that includes the exact address and phone, which will be picked up by the staff of the Hotel to deliver to health personnel.
- Local Sanitary Authorities will check if there is any other suspicious case into the Hotel.
- An epidemiological hedge will be activated.
- Once the health protocols have been completed by the closest health center which must be authorized by local sanitary authorities, if the person requires hospitalization, will remain in the referral hospital, otherwise it will return to the Hotel under mandatory isolation directives, whether or not the virus has been confirmed. The expenses that imply your stay (accommodation and food) will be borne by you tourist in accordance with the provisions of the inter-ministerial agreement No. 001 of 12 March 2020.
- Hotel employees who had close contact with a suspected case, must accomplish directives issued by local sanitary authorities.
- Directives described above apply either for local or foreign tourists.

8.3. Obligatory Preventive Isolation Guidelines

- Suspected and confirmed Covid-19 patients should stay in the place intended for isolation.
- Observe respiratory recommendations: cover your nose and mouth with a disposable handkerchief, of paper or cloth; if not possible, use the elbow internal angle when coughing or sneezing. Never cover sneeze or cough with your hands.
- Throw off the disposable tissue in a closed plastic bag and wash your hands.

- Use a mask to avoid infecting others.

8.4. Essential Critical Workers Who Have Been Exposed To COVID-19

- To ensure continuity of operations of Hotel operations, CDC advises that critical infrastructure workers may be permitted to continue work following potential exposure to COVID-19, provided they remain asymptomatic and additional precautions are implemented to protect them and the community.
- A potential exposure means being a household contact or having close contact within 6 feet of an individual with confirmed or suspected COVID-19. The time frame for having contact with an individual includes the period of time of 48 hours before the individual became symptomatic.
- Hotel Infrastructure employees who have had an exposure but remain asymptomatic should adhere to the following practices prior to and during their work shift:
 - × **Pre-Screen:** Employers should measure the employee's temperature and assess symptoms prior to them starting work. Ideally, temperature checks should happen before the individual enters the facility.
 - × **Regular Monitoring:** As long as the employee doesn't have a temperature or symptoms, they should self-monitor under the supervision of their employer's occupational health program.
 - × **Wear a Mask:** The employee should wear a face mask at all times while in the workplace for 14 days after last exposure. Employers can issue face masks or can approve employees' supplied cloth face coverings in the event of shortages.
 - × **Social Distance:** The employee should maintain 6 feet and practice social distancing as work duties permit in the workplace.
 - × **Disinfect and Clean work spaces:** Clean and disinfect all areas such as offices, bathrooms, common areas, shared electronic equipment routinely.

- If the employee becomes sick during the day, they should be sent home immediately. Surfaces in their workspace should be cleaned and disinfected. Information on persons who had contact with the ill employee during the time the employee had symptoms and 2 days prior to symptoms should be compiled. Others at the facility with close contact within 6 feet of the employee during this time would be considered exposed.

8.4.1. Steps for employees

- Take your temperature before work.
- Wear a face mask at all times.
- Practice social distancing in the workplace as work duties permit.
- Do not stay at work if you become sick.
- Do not share headsets or objects used near face.
- Do not congregate in the break room or other crowded places.

8.4.2. Steps for employers

- Take employee's temperature and assess symptoms prior to their starting work.
- If an employee becomes sick during the day, send them home immediately.
- Test the use of face masks to ensure they do not interfere with workflow.
- Increase air exchange in the building.
- Increase the frequency of cleaning commonly touched surfaces.

Specific Guidelines

1. Cleaning and Disinfecting

1.1. Overall Directives

- Cleaning and sanitizing directives as described in chapter number one in overall guidelines of this program will be applied to accomplish the following indications.
- Disinfect and sanitize products and handling procedures as described in chapter number seven in overall guidelines of this program will be applied to accomplish the following indications.
- The frequency of cleaning and sanitizing will be increased according to needs, especially in crowding and high touch and traffic areas as detailed: Surfaces, knobs, sinks, taps, door handles, lifts, reception desk, doors, room keys, light switches, remote controls, toilet flush button, barriers protection, hair dryer if requested, electricity outlets, hangers, soap and shampoo dispensers, fences and stair handrails.
- Hand washing and hand sanitizer use dispenser will be allocated at mayor guests, clients and employees entrances and contact spots such as Lobby, Front Desk, Bar, Restaurant, Public Rest Rooms, Social Areas, Wardrobe, Kitchen and Laundry.
- Bleach solution as described in chapter number one in overall guidelines of this program will be used to disinfect shoe soles of every guest, client and employee before get into the Hotel and facilities.
- New guests' luggage will be disinfected following directives described in chapter number one and seven before being taken to the room. The whole stuff must be taken out from the vehicle and left on the floor to cleaning and disinfecting procedure as detailed. After clean and sanitize, the luggage will be transferred to the assigned room and left next to the access door.

- Public waste containers will be handling according to the directives detailed in chapter number four and number five in overall guidelines of this program and it will depend on the needs.
- Uninterrupted ventilation of crowding and public areas where there have been high traffic.
- Shuttle vehicles will be cleaning and sanitize before transfer service and after arrival to Las Terrazas De Dana Boutique Lodge & Spa.

1.2. Public Spaces and Communal Areas

- Cleaning and disinfecting in Las Terrazas De Dana Boutique Lodge & Spa will be frequent (multiple times per day) with an emphasis on frequent contact with hard non-porous surfaces including, but not limited to, front desk, social areas, furniture, tables, service bar, door handles, public bathrooms, room keys and locks, stairs and stair handrails, pool seating and surrounding areas, dining surfaces and all seating areas.

1.3. Back of the House

- Cleaning and disinfecting of all high touch areas in Las Terrazas De Dana Boutique Lodge & Spa will occur in accordance with CDC guidelines and as described in chapter number one in overall guidelines of this Program, including at least twice per day in high traffic areas. Hand washing stations and access to hand sanitizer will be disposed highly visible.

1.4. Shared Equipment

- Shared tools and equipment will be disinfected after each shift or transfer to a new employee.

1.5. Guest Rooms

- According to the guidelines described in chapter number one, number four, number five, number six and number seven in overall guidelines of this Program, Housekeeping Department at Las Terrazas De Dana Boutique Lodge & Spa, will follow the directives described below:
 - ✘ Uninterrupted room ventilation.
 - ✘ Replacement of towels and bed linen.
 - ✘ Cleaning and disinfecting of walls, floors and ceilings.
 - ✘ Cleaning and disinfecting of beds, table beds, lamps, chairs and dining table.
 - ✘ Cleaning and disinfecting of terrace, hammocks and fences.
 - ✘ Cleaning and disinfecting of mirrors and windows.
 - ✘ Cleaning and disinfecting of furniture, equipment and items functional decorative.
 - ✘ Cleaning and disinfecting of any surface or equipment with a high level of use.
 - ✘ Cleaning and disinfecting bathrooms and hot tubes.
- Place clean clothes only after cleaning and disinfecting the room.
- Dirty clothes are placed in bags before depositing in the cleaning containers.

1.6. Laundry

- According to guidelines described in chapter number five, number six and number seven in overall guidelines of this Program, employees on charge of Laundry Service at Las Terrazas De Dana Boutique Lodge & Spa will follow the next directives:
 - ✘ Dirty linens will be collected when rooms remain with no guests. Linens will be disposed in a cleaning container and close it until its treatment in the laundry.
 - ✘ Dirty linens will not be shaken.
 - ✘ Linens will not be disposed on the floor.

- ✘ After handling dirty linens, staff will refer to chapter number five in overall guidelines of this Program.
- ✘ Dirty linens will be washed above 60 celcius degrees and ironed before packed and placed onto laundry shelves.

1.7. Kitchen and Grocery

- According to chapter number one, number three and number seven in overall guidelines of this Program, kitchen employees at Las Terrazas De Dana Boutique Lodge & Spa will follow the directives described bellow:
 - ✘ Hazard Analysis and Critical Control Points System will be applied as were applied before, considering updates delivered by local and worldwide sanitary authorities because of COVID-19 worldwide crisis, and described in addition in chapter number three in overall guidelines of this Program.

1.8. Dining Room

- According to the guidelines described in chapter number one, number five, number six and number seven in overall guidelines of this Program, employees on charge of Restaurant at Las Terrazas De Dana Boutique Lodge & Spa, will follow the directives described below:
 - ✘ Uninterrupted Dining Room ventilation.
 - ✘ Replacement of table clothes and additional linen.
 - ✘ Cleaning and disinfecting of walls, floors and ceilings.
 - ✘ Cleaning and disinfecting of tables, chairs and service stations.
 - ✘ Cleaning and disinfecting of terrace, and fences.
 - ✘ Cleaning and disinfecting of doors and windows.
 - ✘ Cleaning and disinfecting of furniture, equipment and items functional decorative.
 - ✘ Cleaning and disinfecting of surfaces and exhibition shelves.

- Place clean table linens only after cleaning and disinfecting the dining room.
- Dirty table clothes are placed in bags before depositing in the cleaning containers.
- The dishes, cutlery and glassware used will not be thrown away, will be washed up by hand according to directives in chapter number five and six in overall guidelines of this Program, with warm water and detergent, after washing everything must be dried with a clean kitchen cloth and gloves must be removed and perform hand washing. Tableware, cutlery and glassware which were not used will be included in the detailed process.
- Tables, tablecloths, washable place mats:
 - ✘ Will be replaced after every service.
 - ✘ Cleaning and sanitizing surfaces after cleaning or before the next client.
- Table linens will be washed after service has finished and every time after guests and clients use the table with soap and water, or machine washed at 60–90 celcius degrees with detergent, tumble dry and iron using a setting hot or steam iron. Dirty table linen will not be shaken and will not come into direct contact with the skin. Directives in chapter number six in overall guidelines of this Program will be applied to accomplish the instructions detailed.
- Hands washing as described in chapter number one and number five of this program thereafter handling dirty tablecloths will be applied. Directives in chapter number five and six will be also applied to handle used PPE.

1.9. Mandragora Spa

- According to the guidelines described in chapter number one, number four, number five, number six and number seven in overall guidelines of this Program, Therapist on charge of Mandragora Spa at Las Terrazas De Dana Boutique Lodge & Spa, will follow the directives described below:
 - ✘ Uninterrupted room ventilation.
 - ✘ Replacement of towels, massage table linens, disposable lingerie stock.

- ✘ Cleaning and disinfecting of walls, floors and ceilings.
 - ✘ Cleaning and disinfecting of massage table beds, lamps, private and social areas.
 - ✘ Cleaning and disinfecting of shower cabin, mirrors and windows.
 - ✘ Cleaning and disinfecting of furniture, equipment and items functional decorative.
 - ✘ Cleaning and disinfecting of any surface or equipment with a high level of use.
- Place clean linens only after cleaning and disinfecting the room.
 - Dirty linens are placed in bags before depositing in the cleaning containers.

2. Front Desk Directives

2.1. Overall Directives

- In accordance to directives described in chapter number two, section Social Distance in overall guidelines of this Program, a maximum capacity of the main lobby in the reception area at Las Terrazas De Dana Boutique Lodge & Spa has been established. Please refer to Front of The House Signage section in this chapter. If social distance as described is not possible to be applied, additional security directives has been willing to safeguard guests, clients and employees; please refer to chapter number six section Eyes and Face Protection in overall guidelines of this program to check listed additional security directives.
- An alcohol-based hand rub (ABHR) sanitizer with at least 70% alcohol will be available at The Front Desk and main lobby in the reception area. Sharing pens, tools or Front Desk Operation instruments will not be allowed, please refer to Digital Front Desk and Virtual Concierge Operations section in this chapter. Anyway, pens, tools and Front Desk Operation instrument will be sanitized at least twice during work shift.
- Please refer to Front of The House Signage section in this chapter to check listed advertisement to encourage social distance during operations which needs our guests and clients to be present in the main lobby:
 - ✦ Payment by credit card and by some other contactless electronic media will be encouraged and applied, if possible, to any transaction at Las Terrazas De Dana Boutique Lodge & Spa.
 - ✦ POS will be disinfected after any transaction.
- Front Desk counter will be cleaned and sanitized twice during work shift and attended to needs.
- Room keys will be cleaned and sanitized every time a guest leave them at the Reception Desk.

- Reception Desk instruments including but not limited to keyboard, screen, telephone, pens, rules, markers, stapler, mark seals and paper punch will be disinfected twice during work shift
- Disinfecting rugs will not be available in the access point to the main lobby, instead of this instrument we will proceed as described in chapter number one in specific guidelines, section Overall Directives of this Program. To AGP generated because of this guideline, please refer to chapter number six, section FFP.
- Rooms assignment will be done guaranteeing instructions described in chapter number one in specific guidelines, section Guest Rooms of this Program.
- Bellboy service, to luggage transportation, will be accomplished according to the instructions detailed in chapter number one in specific guidelines, section Overall Guidelines of this Program.
- Vallet parking service will not be available.
- Overall training during Welcome Briefing to guests and clients when arrive to Las Terrazas De Dana Boutique Lodge & Spa:
 - ✘ Directives taken by Las Terrazas De Dana Boutique Lodge & Spa about cleanliness and sanitizing referred in chapter number one in Overall Guidelines of this Program.
 - ✘ Directives taken by Las Terrazas De Dana Boutique Lodge & Spa about guests health and bio-security directives referred en chapter number two, section Guests Health in Overall Guidelines of this Program.
 - ✘ Directives taken by Las Terrazas De Dana Boutique Lodge & Spa about guests health and bio-security directives referred en chapter number six, in Overall Guidelines of this Program.
 - ✘ Directives taken by Las Terrazas De Dana Boutique Lodge & Spa about guests health and bio-security directives referred en chapter number eight, in Overall Guidelines of this Program.
 - ✘ Directives taken by Las Terrazas De Dana Boutique Lodge & Spa about cleaning and sanitizing assigned rooms as described in chapter number one, section Guest Rooms in Specific Guidelines of this Program.
 - ✘ Directives taken by Las Terrazas De Dana Boutique Lodge & Spa about cleaning and sanitizing public spaces, communal areas and dinning room as described in chapter number

one, section Public Spaces & Communal areas and Dining Room in Specific Guidelines of this Program.

- ✘ Front Desk staff will ensure if guests agree to receive House Keeping Service usually as standardized, just under request or deny to receive House Keeping Service at all during the stay in the Hotel. Anyway, towels will be replaced daily and bed linens every two nights stay.
- We will no longer be offering coffee, tea or purified water in our coffee station at main lobby during COVID-19 worldwide emergency.
- Coffee, tea, purified water and milk is still complimentary for all of our guests, but only under request.
- Las Terrazas De Dana Boutique Lodge & Spa will space out all furniture placed in main lobby and reception area to comply with social distancing guidelines.
 - ✘ Blankets, neck pillows and extra cushions from lounges and chairs will be removed.
- Las Terrazas De Dana Boutique Lodge & Spa, in accordance to chapter number two, section Social Distance, will eliminate handshake introduction and replace with a right hand to heart gesture or Thai greeting- palms pressed together in a prayer-like fashion.

2.2. Front of the House Signage. See attachment 6.

- The usage of masks, health and hygiene reminders will be placed at high-traffic areas in the main lobby of Las Terrazas De Dana Boutique Lodge & Spa.
- The signage will indicate the proper way to wear, handle and dispose of masks, alcohol-based hand rub (ABHR) sanitizer process to be used, hands washing and sanitizing reminders.
- The signage will also remind guest, clients and employees to remain Physical Distancing.

2.3. Digital Front Desk

2.3.1. Pre-arrival and Check In online

- According to contactless directives in order to safeguard health and security of our guests, Check in online procedure has been implemented at Las Terrazas De Dana Boutique Lodge & Spa.
- Every guest will receive a password to access to our Check In online system which will be available prior arrival and few days after your reservation until your check in date.
- Basic information will be requested in order to accomplish law requirements and get important information to complement our Virtual Concierge System:
 - × Name
 - × Surname
 - × Nationality
 - × Email
 - × Phone number
 - × Dietary restrictions
 - × Allergies
 - × Medical conditions
 - × Special requirements
 - × Passport photo field
- Dana Stay Clean & Safety Experience/COVID-19 Opening Program (Executive Presentation), will be sent to our guests pre-arrival.

2.3.2 Express Check Out

- All expenses during the stay of our guests will be sent attached by email to the given address on the Check In online the night before to check out date.
- After presented account, being agreed, payment by credit card will be suggested to be done next morning at the Reception Desk.
- Las Terrazas De Dana Boutique Lodge & Spa “Guest Survey satisfaction” will be sent by Virtual Concierge media and adjoining to expenses detail.
- Directives to maintain physical distance and bio-security guidelines had been already described in chapter number two in overall guidelines, section Social Distance of this Program; in addition, social distance reminders will be disposed in main lobby in the reception area as described in chapter number two in specific guidelines, section Front of the House Signage of this Program.

2.3.3. Virtual Concierge

- Paperless program has been implemented at Las Terrazas De Dana Boutique Lodge & Spa.
- The whole information about product and services offered by Las Terrazas De Dana Boutique Lodge & Spa, will be sent to our guests after check In confirmation and attached to the email provided.
- The information our guests will receive is listed above:
 - × Hotel Policies.
 - × Breakfast Menu.
 - × Restaurant Menu.
 - × Snacks Menu.
 - × Liquors & Wines Menu.
 - × Mindo Cloud Forest guide map.
 - × Mandragora Relax & Beauty Spa services, therapies, massages & packages.

- If guest reservation is only accommodation required, pre-arrival guest will also receive complementary information about Las Terrazas De Dana Boutique Lodge & Spa's Mindo All Inclusive Programs.
- Virtual Concierge media will be provided to every guests at the arrival time to Las Terrazas De Dana Boutique Lodge & Spa.
- Any request, question, complaint, recommendation or special requirement during his or her stay at Las Terrazas De Dana Boutique Lodge & Spa will be attended by Virtual Concierge media provided to every guest.

2.4. Employees Directives

- The employees have been trained about Dana Stay Clean & Safety Experience/COVID-19 Opening Program.
- Front Desk staff has clear and intelligible information about chapter number one, number two, number five, number six and number eight, described in Overall Guidelines of this Program.
- Las Terrazas De Dana Boutique Lodge & Spa will provide the necessary instruments and machinery, so employees will take care of clean and sanitize work uniforms, if Hotel can not provide washing machine, the employee must ensure clean and sanitize of his or her work uniform at home, following same directives applied at the Hotel. If cleaning cannot be treated at established temperature, the Hotel will proceed to sanitize work uniform.

2.5. Guests and Clients Directives

- Refer to Front of the House Signage disposed in main lobby in reception area.
 - ✘ Guests must use Personal Protection Equipment as described in chapter number six in Overall Guidelines of this Program.

- ✦ Guests must follow directives about washing hands and hands sanitizing as described in chapter number two in Overall Guidelines of this Program.
- ✦ Guests must follow directives about Physical Distancing & Queuing as described in chapter number two, section Social Distance in Overall Guidelines of this Program.
- Refer and follow explained directives about Identify and Isolate Suspected Cases as described in chapter number eight in Overall Guidelines of this Program.
- Fulfill required information in mandatory fields during Check In online procedure.
- Act in accordance with instructions and guidelines presented by Front Desk Staff during Welcome Briefing in order to protect his or her health and bio-security during leisure time at Las Terrazas De Dana Boutique Lodge & Spa.

3. Housekeeping Directives

3.1. Overall Directives

- House Keeping staff will not provide room cleaning and sanitizing service while guests remain into the room, exceptional reasons will be considered.
- House Keeping staff will not provide room cleaning and sanitizing service if guests belongings are not properly handled within their bags or suitable disposed onto the room shelves.
- House Keeping staff is authorized to handle in order to clean and sanitize the entire room just furniture, decoration, instruments and accessories which are part of the room and belongs to Las Terrazas De Dana Boutique Lodge & Spa.

3.2. Employees Directives

- Housekeeping staff have been trained about Dana Stay Clean & Safety Experience/COVID-19 Opening Program.
- Housekeeping staff has clear and intelligible information about chapter number one, number two, number four, number five, number six and number seven, described in Overall Guidelines of this Program.
- Housekeeping staff has clear and intelligible information about cleaning and sanitizing public spaces and communal areas as described in chapter number one, section Public Spaces & Communal areas in Specific Guidelines of this Program; and also clear and intelligible information about cleaning and sanitizing Guests Rooms as described in chapter number one, section Guest Rooms, in Specific Guidelines of this Program.
- Las Terrazas De Dana Boutique Lodge & Spa will provide the necessary instruments and machinery, so employees will take care of clean and sanitize work uniforms, if Hotel can not provide washing machine, the employee must ensure clean and sanitize of his or her

- work uniform at home, following same directives applied at the Hotel. If cleaning cannot be treated at established temperature, the Hotel will proceed to sanitize work uniform.
- Housekeeping staff will refer to chapter number one, section Laundry, in Specific Guidelines of this Program to achieve directives described about Laundry operation.

3.3. Guests and Clients Directives

- Guests must remain outside of the room while housekeeping staff make it up.
- Guests belongings will properly handled within their bags or suitable disposed onto the room shelves before housekeeping staff starts room cleaning and sanitizing.
- Guests must leave shoes, boots and sandals outside the room and next to the access door, while stay within the room.
- Guests will allocate bags and luggage outside the room to be taken down to the reception area before departure time.
- Act in accordance with instructions and guidelines presented by Front Desk Staff during Welcome Briefing in order to protect his or her health and bio-security during leisure time at Las Terrazas De Dana Boutique Lodge & Spa.

4. Food & Beverage Directives

4.1. Dining Room Directives

4.1.1. Overall Guidelines

- Guest will have access to the Restaurant Menu, Snacks Menu, Liquors and Wines Menu via Virtual Concierge Media provided to the guest when arrive to Las Terrazas De Dana Boutique Lodge & Spa.
- According to local laws, no more than 1/3 of Restaurant forum can be assisted, then, an itinerary will be scheduled in order to steer clear of have a crowded house. This schedule will be inquired to be considered by our guests via Virtual Concierge.
- Restaurant service will starts at 08:00 in the morning and will provide service to our guests uninterrupted, last reservation will be attended at 21:00.
- Guests orders for lunch, dinner, snacks or bar will be taken via Virtual Concierge uninterrupted since 08:00 to 20:00.
- For cleaning and sanitization guidelines please refer to chapter one in Overall Guidelines of this Program.
- For cleaning and sanitization of Dining Room please refer to chapter one, section Dining Room in Specific Guidelines of this Program.
- Items and equipment in common use, included but not limited to cruets, salt and pepper shakers, oil cans, beverage dispensers, sugar and coffee will be removed from service.

4.1.2. Employees Directives

- Restaurant staff have been trained about Dana Stay Clean & Safety Experience/COVID-19 Opening Program.

- Restaurant staff has clear and intelligible information about chapter number one, number two, number five, number six and number seven, described in Overall Guidelines of this Program.
- Restaurant staff has clear and intelligible information about cleaning and sanitizing public spaces and communal areas as described in chapter number one, section Public Spaces & Communal areas in Specific Guidelines of this Program; and also clear and intelligible information about cleaning and sanitizing Dining Room as described in chapter number one, section Dining Room, in Specific Guidelines of this Program.
- Restaurant staff has specific trained in directives detailed in chapter number three, section Personal Hygiene for Employees, section Best Practices for Suitable Food Handling and section Food Transportation in Overall Guidelines of this Program.
- Las Terrazas De Dana Boutique Lodge & Spa will provide the necessary instruments and machinery, so employees will take care of clean and sanitize work uniforms, if Hotel can not provide washing machine, the employee must ensure clean and sanitize of his or her work uniform at home, following same directives applied at the Hotel. If cleaning cannot be treated at established temperature, the Hotel will proceed to sanitize work uniform.

4.1.3. Guests and Clients Directives

- Refer to Front of the House Signage disposed in main lobby in reception area.
 - ✘ Guests must use Personal Protection Equipment as described in chapter number six in Overall Guidelines of this Program during food time in Hotel's Restaurant.
 - ✘ Guests must follow directives about washing hands and hands sanitizing as described in chapter number two in Overall Guidelines of this Program before and after Restaurant Service.
 - ✘ Guests must follow directives about Physical Distancing & Queuing as described in chapter number two, section Social Distance in Overall Guidelines of this Program during food time in Hotel's Restaurant.

- Act in accordance with instructions and guidelines presented by Front Desk Staff during Welcome Briefing in order to protect his or her health and bio-security during food time in Hotel 's Restaurant.
- Guests must order in advance via Virtual Concierge.
- Guests must confirm schedule assigned to have lunch or dinner during the stay.

4.2. Room Service Directives

4.2.1 Overall Guidelines

- Guest will have access to the Restaurant Menu, Snacks Menu, Liquors and Wines Menu via Virtual Concierge Media provided to the guest when arrive to Las Terrazas De Dana Boutique Lodge & Spa.
- Room Service will starts at 08:00 in the morning and will assist our guests uninterrupted, last service request will be attended at 20:00.
- To Personal Protection Equipment of Room Service Agents please refer to chapter number six in Overall Guidelines of this Program.
- While the order is placed in the room, guests must wait in the terrace of the room.
- Directives about cleaning and sanitizing dishes, cutlery and glassware have been detailed in chapter number one, section Dining Room in Specific Guidelines of This Program.
- Instructions and directives to handling waste have been detailed in chapter number four in Overall Guidelines of this Program.
- Waste and dirty tableware will be taken from the room during housekeeping service. If housekeeping service was refused by guests, waste and tableware will be taken out when guests remain outside of the room, either in public areas or during an excursion.

4.2.2. Employees Directives

- Room Service staff have been trained about Dana Stay Clean & Safety Experience/COVID-19 Opening Program.
- Room Service staff has clear and intelligible information about chapter number one, number five and number six, described in Overall Guidelines of this Program.
- Restaurant staff has specific trained in directives detailed in chapter number three, section Personal Hygiene for Employees, section Best Practices for Suitable Food Handling and section Food Transportation in Overall Guidelines of this Program.
- Las Terrazas De Dana Boutique Lodge & Spa will provide the necessary instruments and machinery, so employees will take care of clean and sanitize work uniforms, if Hotel can not provide washing machine, the employee must ensure clean and sanitize of his or her work uniform at home, following same directives applied at the Hotel. If cleaning cannot be treated at established temperature, the Hotel will proceed to sanitize work uniform.

4.2.3. Guests Directives

- Guests must remain in the terrace of the room while Room Service Agent place the order in the room.
- Guests must order in advance via Virtual Concierge.
- Guests must take personal belongings from Dining Table in the room before order arrives to be placed according to the instructions described above.

4.3. Kitchen Directives

4.3.1. Overall Guidelines

- Hazard Analysis and Critical Control Points System will be applied as were applied before, considering updates delivered by local and worldwide sanitary authorities because of COVID-19 worldwide crisis, and described in addition in chapter number three in overall guidelines of this Program.

4.3.2. Back of the House Signage

- The usage of masks, health and hygiene reminders will be placed in the employee break room and cafeteria which is allocated in the Kitchen area, employees rest rooms and private areas to wear work uniform.
- The signage will remind employees the proper way to wear, handle and dispose of masks, alcohol-based hand rub (ABHR) sanitizer process to be used, hands washing and sanitizing reminders.
- Specific signage referring to directives in chapter number three will be placed in the kitchen, supplies reception and waste handling area. **See attachment 7.**

4.3.3. Employees Directives

- Kitchen staff have been trained about Dana Stay Clean & Safety Experience/COVID-19 Opening Program.
- Kitchen staff has clear and intelligible information about chapter number one, number two, number four, number five, number six and number seven described in Overall Guidelines of this Program.

- Kitchen staff has specific trained in directives detailed in chapter number three, section Managing Operations in a Food Service Establishment.
- Las Terrazas De Dana Boutique Lodge & Spa will provide the necessary instruments and machinery, so employees will take care of clean and sanitize work uniforms, if Hotel can not provide washing machine, the employee must ensure clean and sanitize of his or her work uniform at home, following same directives applied at the Hotel. If cleaning cannot be treated at established temperature, the Hotel will proceed to sanitize work uniform.

5. Swimming Pool Directives

5.1. Overall Guidelines

- In the way to reopening Las Terrazas De Dana Boutique Lodge & Spa's swimming pool, we have decided to base our decision to include this very important area of our infrastructure on the CDC directive which says: there is "no evidence that COVID-19 can be spread to humans through the use of pools and hot tubs." "Proper operation, maintenance, and disinfection of pools and hot tubs should remove or inactivate the virus that causes COVID-19." Keep in mind that surrounding surfaces and social distancing are things to be mindful of.
- In order to offer our guests and clients a healthy and safe leisure time in our swimming pool area, directives described in chapter number one, section Cleaning and Disinfecting Outdoor Areas, in Overall Guidelines of this Program, will be applied.
- Maintain safe behavioral practices as detailed in chapter number two, section Physical Distancing of this Program will be requested to all of our guests and clients.
- Seating and resting hammocks will be placed at least six feet of separation one from each other.
- An alcohol-based hand rub (ABHR) sanitizer with at least 70% alcohol will be available at the swimming pool area and surroundings.
- Please refer to Front of The House Signage section in chapter number two in Specific Guidelines of this Program to check listed advertisement to encourage social distance and healthy and bio-safety practices.
- While the virus doesn't live in well-maintained water, it does linger on surfaces. Directives detailed in chapter number one in Overall Guidelines, sections How to Clean and Disinfect, Cleaning and Disinfecting Reduce the Risk of Exposure will be applied to keep pool decks, chairs, hammocks, tables and other surfaces surrounding pool features safe.

- Directives detailed in chapter number two, section Employees' and Guests Health will be encouraged.

5.2. Employees Directives

- Swimming pool staff have been trained about Dana Stay Clean & Safety Experience/COVID-19 Opening Program.
- Swimming pool staff has clear and intelligible information about chapter number one, number two, number five, number six and number seven, described in Overall Guidelines of this Program.
- Las Terrazas De Dana Boutique Lodge & Spa will provide the necessary instruments and machinery, so employees will take care of clean and sanitize work uniforms, if Hotel can not provide washing machine, the employee must ensure clean and sanitize of his or her work uniform at home, following same directives applied at the Hotel. If cleaning cannot be treated at established temperature, the Hotel will proceed to sanitize work uniform.
- To open our swimming pool during COVID-19, Las Terrazas De Dana Boutique Lodge & Spa has designed a plan which includes the following steps: **See attachment 8.**
 - × Clean and sanitize pool area and surroundings.
 - × Clean swimming pool and accessories.
 - × Verify Mechanical Equipment correct operation.
 - × Verify Chemical Systems correct operation.
 - × Verify Chemical Balancing.

5.3. Guest and Clients Directives

- Taking a shower in warm water, not cold or lukewarm water, before and after swimming.
- Refer to chapter number two, section Social Distancing in Overall Guidelines of this Program.

- Refer to chapter number two, section Washing Hands and Hand Sanitizer in Overall Guidelines of this Program.
- Refer to chapter number two, section Respiratory and Cough Hygiene in Overall Guidelines of this Program.
- Refer to chapter number six in Overall Guidelines of this Program.

6. Mandragora Spa Directives

6.1. Overall Directives

- Mandragora Spa treatments and therapies have to be booked at least two hours in advance in case of guests staying at Las Terrazas De Dana Boutique Lodge & Spa.
- In order to offer our guests and clients a healthy and safe environment area within Mandragora Spa, directives described in chapter number one, section How to Clean and Disinfect, in Overall Guidelines of this Program, will be applied.
- Maintain safe behavioral practices as detailed in chapter number two, section Physical Distancing of this Program will be requested to all of our guests and clients.
- An alcohol-based hand rub (ABHR) sanitizer with at least 70% alcohol will be available at The swimming pool area and surroundings.
- Please refer to Front of The House Signage section in chapter number two in Specific Guidelines of this Program to check listed advertisement to encourage social distance and healthy and bio-safety practices.
- Directives detailed in chapter number two, section Employees'and Guests Health will be encouraged.
- Pre-arrival information to clients which are not staying at Las Terrazas De Dana Boutique Lodge & Spa will include:
 - ✘ Treatment, therapy or package reserved.
 - ✘ Date and time booked.
 - ✘ Name of the therapist.
 - ✘ Advanced Consultation Form. **See attachment 8.**
 - ✘ Dana Stay Clean & Safety Experience/COVID-19 Opening Program (Executive Presentation).

- Mandragora Spa will space out all furniture placed in main lobby and reception area to comply with social distancing guidelines. Blankets, neck pillows and extra cushions from lounges and chairs will be removed.
- Mandragora Spa will assure that disposable masks are available upon guest request in accordance to directives described in chapter number six in Overall Guidelines of this Program.

6.2. Reservation Directives

- Mandragora Spa will ensure sufficient turnaround time between bookings, allowing for new Therapist and Treatment Room cleaning and sanitization procedures as described in chapter number one in Overall Guidelines of this Program.
- Recommend treatments with minimal contact or services that can be performed over clothes for guest that may feel nervous about re-visiting the spa will be supported.
- Mandragora Spa will ensure breaks are scheduled in-between over 3 hours of treatments.
- Cleaning and sanitizing procedures, as described in chapter number one in Overall Guidelines of this Program, will be applied included before or after a lunch break to allow for sanitization.
- Reservations will be confirmed to our guests and clients via Virtual Concierge, email or telephone call.
- To confirm a reservation, The Advanced Consultation Form must be fulfilled and sent back 24 hours in advance.

6.2.1. Handling Contraindications

- Any guest who has displayed symptoms as described in the Introduction of this Program, within the last 14 days will be recommended to reschedule their appointment until they

and their household members have been cleared of symptoms by 14 days, unless these symptoms are due to preexisting medical conditions.

- Mandragora Spa will lead to local sanitary authorities regarding relevant directives in terms of recent symptoms and safe time frames of returning to spa's and public areas.
- Mandragora Spa is not expected or qualified to diagnose and issue advice regarding any individual's health. Should a guest ask for advice, they should be referred to contact their doctor or local health service.

6.3. Treatments and Treatments Rooms

- Mandragora Spa will recommend to all guests and clients to shower pre & post treatments.
- Mandragora Spa, in accordance to chapter number two, section Social Distance, will eliminate handshake introduction and replace with a right hand to heart gesture or Thai greeting- palms pressed together in a prayer-like fashion.
- Mandragora Spa will ensure treatments have 30 minutes in between each service to allow for treatment room cleaning and sanitization according to chapter number one in Overall Guidelines of this Program.
- Mandragora Spa will remove from treatment rooms: bed skirts, duvets, pillows, runners, table warmers and mattress pads. All linen in the treatment bed after therapy, will follow directives described in chapter number one, section Overall Guidelines (Guest Room and Mandragora Spa) in Specific Guidelines of this Program.
- Each employee uses their own pen during shift and commit only to using their pen.
- Therapists refer to chapter number five, section At Work Directives after start work shift and service or therapy provided.
- Mandragora Spa will work within an uninterrupted ventilated environment.

- Mandragora Spa, in accordance with described guidelines in chapter number two, section Social Distancing in Overall guidelines of this Program, will ensure Physical Distancing and Queuing among guests and clients.

6.4. Employees Directives

- Mandragora Spa therapists have been trained about Dana Stay Clean & Safety Experience/COVID-19 Opening Program.
- Mandragora Spa therapists has clear and intelligible information about chapter number one, number two, number five, number six and number seven, described in Overall Guidelines of this Program.
- Mandragora Spa therapists has specific trained in directives detailed in chapter number two, section Employee's and Guests Health, and also in Chapter number six, section Fit Testing and section Face and Eye Protection due to Social Distance as described in chapter number two in Overall Guidelines of this Program is not willing to be applied during a treatment or therapy.
- Las Terrazas De Dana Boutique Lodge & Spa will provide the necessary instruments and machinery, so employees will take care of clean and sanitize work uniforms, if Hotel can not provide washing machine, the employee must ensure clean and sanitize of his or her work uniform at home, following same directives applied at the Hotel. If cleaning cannot be treated at established temperature, the Hotel will proceed to sanitize work uniform.

6.5. Guest Directives

- Taking a shower in warm water, not cold or lukewarm water, before and after therapies or treatments.
- Refer to chapter number two, section Social Distancing in Overall Guidelines of this Program while await in relaxation lounge.

- Refer to chapter number two, section Washing Hands and Hand Sanitizer in Overall Guidelines of this Program.
- Refer to chapter number two, section Respiratory and Cough Hygiene in Overall Guidelines of this Program before a therapy and while awaits in relaxation lounge.
- Refer to chapter number six, section Surgical Mask and section Fit Testing in Overall Guidelines of this Program during a therapy or treatment.
- Refer to chapter number two, section Washing Hands and Hands Sanitizing before a therapy and while awaits in relaxation lounge.

Appendix

1. Refrigeration Storage Chart

Food	Refrigeration
	40 F / 4.4 C
Mayonnaise	2 months
Bacon	7 days
Unsealed Ham	3 to 5 days
Sealed Ham	6 to 9 months
Meat	3 to 5 days
Poultry	2 days
Buttermilk	1 to 3 months
Treated Cheese	3 weeks
Raw Cheese	1 week
Creamy Cheese	2 weeks
Margarine	6 months
Milk	7 days
Yogurt	7 days
White Fish	2 days
Blue Fish	2 days
Shrimp	2 days
Prawn	2 days
Squid	2 days
Clams	2 days
Mussels	2 days
Crab	2 days
Lobster	2 days



2. Freezing Storage Chart

Food	Freezing
	0 F / -17,8 C
Mayonnaise	Do not freeze
Bacon	1 month
Unsealed Ham	1 month
Sealed Ham	Do not freeze
Meat	6 months
Poultry	1 year
Buttermilk	6 months
Treated Cheese	6 months
Raw Cheese	6 months
Creamy Cheese	Do not freeze
Margarine	12 months
Milk	3 months
Yogurt	1 month
White Fish	4 months
Blue Fish	2 months
Shrimp	3 months
Prawn	3 months
Squid	3 months
Clams	2 months
Mussels	2 months
Crab	2 months
Lobster	2 months

3. Safe Internal Temperatures Chart

Safe Minimum Internal Temperatures	
Food Type	Internal Temperature
Beef, Pork, Veal, and Lamb (chops, roasts, steaks)	145°F with a 3-minute rest time
Ground Meat	160°F
Ham, uncooked (fresh or smoked)	145°F with a 3-minute rest time
Ham, fully cooked (to reheat)	140°F
Poultry (ground, parts, whole, and stuffing)	165°F
Eggs	Cook until yolk & white are firm
Egg Dishes	160°F
Fin Fish	145°F or flesh is opaque & separates easily with fork
Shrimp, Lobster, and Crabs	Flesh pearly & opaque
Clams, Oysters, and Mussels	Shells open during cooking
Scallops	Flesh is milky white or opaque and firm
Leftovers and Casseroles	165°F

4. Comparing Surgical Masks and Surgical N95 Respirators

Understanding the Difference		
	 Surgical Mask	 N95 Respirator
Testing and Approval	Cleared by the U.S. Food and Drug Administration (FDA)	Evaluated, tested, and approved by NIOSH as per the requirements in 42 CFR Part 84
Intended Use and Purpose	Fluid resistant and provides the wearer protection against large droplets, splashes, or sprays of bodily or other hazardous fluids. Protects the patient from the wearer's respiratory emissions.	Reduces wearer's exposure to particles including small particle aerosols and large droplets (only non-oil aerosols).
Face Seal Fit	Loose-fitting	Tight-fitting
Fit Testing Requirement	No	Yes
User Seal Check Requirement	No	Yes. Required each time the respirator is donned (put on)
Filtration	Does NOT provide the wearer with a reliable level of protection from inhaling smaller airborne particles and is not considered respiratory protection	Filters out at least 95% of airborne particles including large and small particles
Leakage	Leakage occurs around the edge of the mask when user inhales	When properly fitted and donned, minimal leakage occurs around edges of the respirator when user inhales
Use Limitations	Disposable. Discard after each patient encounter.	Ideally should be discarded after each patient encounter and after aerosol-generating procedures. It should also be discarded when it becomes damaged or deformed; no longer forms an effective seal to the face; becomes wet or visibly dirty; breathing becomes difficult; or if it becomes contaminated with blood, respiratory or nasal secretions, or other bodily fluids from patients.



Centers for Disease Control and Prevention
National Institute for Occupational Safety and Health

5. Fit Testing

Facial hair and FFP3 respirators



*Ensure that hair does not cross the respirator sealing surface

For any style, hair should not cross or interfere with the respirator sealing surface. If the respirator has an exhalation valve, hair within the sealed mask area should not impinge upon or contact the valve.

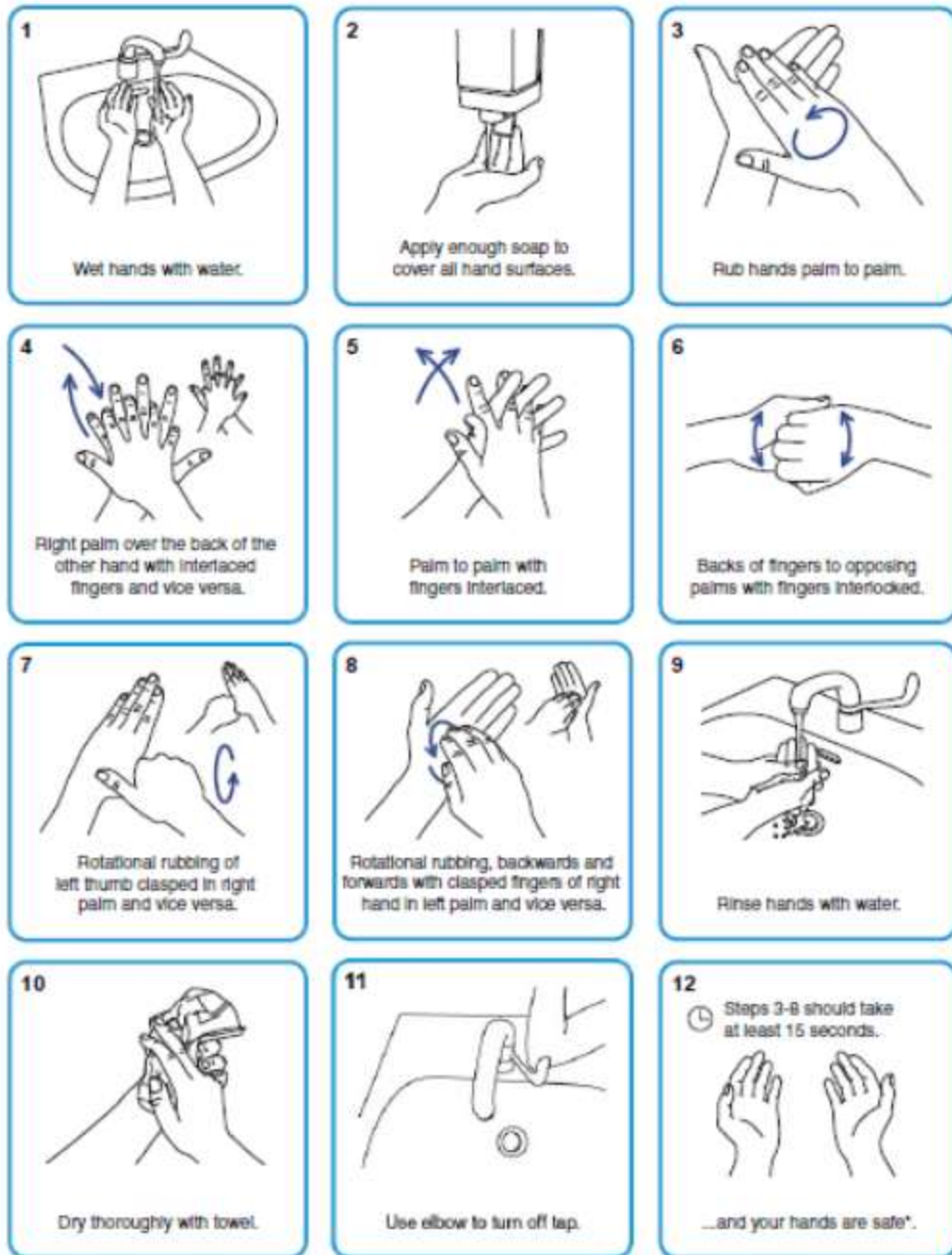
6. Front Of The House Signage



7. Back Of The House Signage

7.1. How To Wash Hands

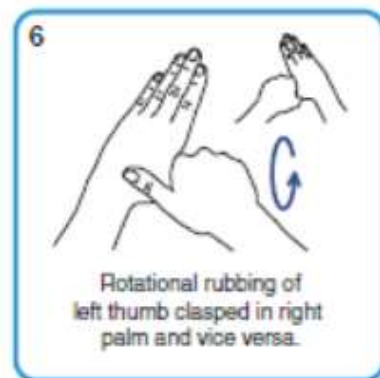
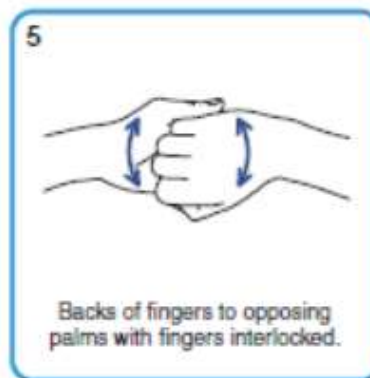
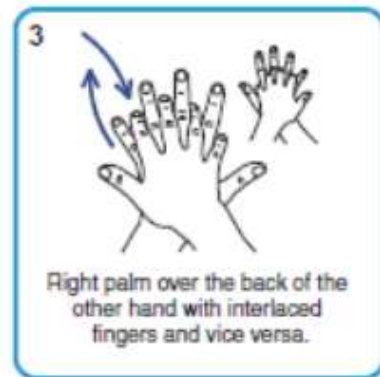
Steps 3-8 should take at least 15 seconds.



*Any skin complaints should be referred to local occupational health or GP.

7.2. How To Rub Hands

Duration of the process: 20-30 seconds.



7.3. Symptoms of COVID-19

Symptoms of Coronavirus (COVID-19)

Your symptoms can include the following:

Fever



If you have COVID-19, you may have mild (or no symptoms) to severe illness.

Symptoms can appear 2-14 days after you are exposed to the virus that causes COVID-19.

Cough



Seek medical attention immediately if you or someone you love has **emergency warning signs**, including:

- Trouble breathing
- Persistent pain or pressure in the chest
- New confusion or not able to be woken
- Bluish lips or face

Shortness of breath



This list is not all inclusive. Please consult your medical provider for any other symptoms that are severe or concerning.

8. Swimming Pool Check List

8.1. Clean and sanitize pool area and surroundings

	Decks – disinfect/wash down
	All chairs/tables/loungers-disinfect/wash down
	All handrails/grab rails/ladders-disinfect/wash down
	All slides/pool amenities-disinfect/wash down
	All gates/door pushes/latches-disinfect/wash down

8.2. Clean swimming pool and accessories

	Clean all skimmer baskets
	Skim surface debris
	Vacuum (using poolside portable vacuum)
	Brush
	Clean tile
	*Spray clean/disinfect all cleaning equipment utilized
	Test for Legionella

8.3. Verify Mechanical Equipment correct operation

	Pump baskets – inspect/clean
	Valves – return to normal operating positions
	DE filters – clean (if applicable, must wear a mask)
	Lock/out – tag/out - *contact engineer who placed tags and locks to remove
	Filter pump – turn on – prime – inspect for leaks/vibration/unusual noise
	VFD – return to appropriate speed
	Filters – backwash as needed *utilize gauge readings for frequency
	Heater (gas) - open gas shut off
	Heater – restore flow / adjust valves as needed
	Heater – turn on and inspect operation
	Leaks – inspect the system for leaks – make repairs

8.4. Verify Chemical Systems correct operation

	Chemical feeders – clean (as needed)
	Chemical feed devices – inspect – repair as needed
	Tubing – inspect – replace as needed
	Chemical injectors – inspect/clean
	Chemical vessels and feeders – fill/top off
	ORP/ph /ppm sensors – clean and service sensors – as needed
	Controller flow – open and adjust per manufacturer recommendation
	Chemicals – test (ph/alk/ch/ppm/cya/tds/salinity)
	Controller – calibrate as needed
	Controller operation – enable
	Inspect system for chemical leaks/issues – resolve
	Salt cells – inspect/clean (as needed) open isolation valves and power on
	Spa jets and blowers – power up and run for 60 minutes to clear/flush lines

8.5. Verify Chemical Systems correct operation

	Chemicals – test (ph/alk/ch/ppm/cya/tds/salinity)
One at a time and with 30 min between doses – begin adjustments	
	Alkalinity – adjust/balance
	Calcium hardness – adjust/balance
	Ph – adjust/balance
	PPM – adjust/balance
	Cyanuric acid – adjust/balance – maintain at less than 20ppm (not for spa use)
	Salinity – adjust/balance – per feeder manufacturer