



BALAIÁ-SOL HOLIDAY CLUB

INTERNAL PROTOCOL – CONTINGENCY PLAN

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1. PREVENTION PROCEDURES

1.1 IN THE FACILITIES

1.1.1 Signaling and Information

- Ensure that customers are aware of and have access to this Internal Protocol regarding the COVID-19 coronavirus outbreak. (The form of access to information must be identified)
- Provide information on how to comply with basic precautions for infection prevention and control in relation to the COVID-19 coronavirus outbreak.

1.1.2 Hygiene plan

- Washing and disinfection, in accordance with this internal protocol, of the surfaces where employees and customers circulate, ensuring the control and prevention of infections and resistance to antimicrobials.

- Cleaning, several times a day, surfaces and objects in common use (including counters, light switches, door handles, handrails, cabinet handles).
- Wet cleaning should be preferred over dry cleaning and using a vacuum cleaner.
- Air renovation of rooms and enclosed spaces is done regularly.
- Disinfection of the pool.
- At the bar, reinforcing the hygiene of utensils, equipment and surfaces and avoiding direct handling of food by customers and employees as much as possible.
- At the bar, effective cleaning must be ensured when one customer leaves and another enters the same table.
- The bucket and mop for the floor must be cleaned and disinfected at the end of each use. The bucket and mop must be distinguished by area. For example: the bucket and mop used in bathrooms, should not be used in eating areas, or in other public spaces.
- For the floor, washing must be performed with hot water and common detergent, followed by disinfection with a bleach solution

diluted in cold water. It is recommended that the cleaning frequency is at least twice a day.

- In sanitary facilities, washing should preferably be carried out with a product that contains detergent and disinfectant in its composition because it is easier to apply and disinfect. It is advisable that the frequency of cleaning the floor is at least 3 times a day.
- In spaces where children may be playing, cleaning must be reinforced several times a day.

1.1.3 Adequacy of the selected space for insulation

- The place to isolate people who can be detected as suspected or confirmed cases of COVID-19, should preferably have natural ventilation, or a mechanical ventilation system, and have smooth and washable coverings, bathroom, stock of cleaning materials, surgical masks and disposable gloves, thermometer, autonomous waste container, waste bags, used clothing collection bags, kit with water and some non-perishable foods.

1.1.4 Adequacy of accommodation units

- The definition of specific care for changing bed linen and cleaning in the rooms, favoring two spaced intervals and with adequate protection according to the internal protocol to be elaborated.
- The removal of bed linen and towels is done without shaking or shaking it, rolling it outwards inwards, without touching the body and transporting it directly to the washing machine.
- Washing separately the machine and at high temperatures of bed linen / towels (about 60°C).
- Washing and disinfecting the cushions whenever the customer changes.
- Protection of TV and air conditioning controls with self-adhesive film.

1.1.5 Sanitation equipment

- Dispensers of alcohol-based antiseptic solution or alcohol-based solution near the entry / exit points, and whenever applicable by floor, at the entrance to the bar and common sanitary facilities.

- Liquid soap for washing hands and paper towels, in all common sanitary facilities.

1.2 FOR EMPLOYEES

1.2.1 Training

- All Employees received information and / or specific training on:
 - o Internal protocol for the COVID-19 coronavirus outbreak.
 - o How to comply with basic infection prevention and control precautions for the COVID-19 coronavirus outbreak, including the procedures:
 - o hand hygiene: wash your hands frequently with soap and water for at least 20 seconds or use hand sanitizer that has at least 70% of alcohol, covering all surfaces of the hands and rubbing them until they are dry.
 - o Respiratory etiquette: cough or sneeze into the forearm or use a tissue, which should then be immediately thrown away; hand hygiene always after coughing or sneezing and after blowing; avoid touching the eyes, nose and mouth with your hands.

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

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

Suggestion: Training action for employees with nominal registration and date of training.

1.2.2 Equipment - Personal protection •

Enough for all employees (depending on their role: mask, gloves, visor, gown or apron, cap, shoe covers). • Employees' uniforms must be washed separately in the machine and at high temperatures (around 60°C).

1.2.3 Designation of those responsible •

Have at your service a collaborator responsible for initiating the procedures in

case of suspected infection (accompanying the person with symptoms to the isolation space, providing the necessary assistance and contacting the national health service). • Indicate the person responsible for the service for compliance with the rules of prevention / action and / or alert in case of suspected infection.

1.2.4 Conduct • Daily self-monitoring to assess fever, cough or difficulty breathing. • Create personal record for each employee • Behaviours to be adopted by the staff: o keep the distance between employees and customers and avoid physical contact, including handshakes o do not enter and exit the enterprise in the establishment's uniform o keep your hair up to Avoid personal adornments (bracelets, threads, rings, etc.) o at the entrance of personnel, have a damp mat to clean the sole of the shoes and regularly change that mat o Staggered meal breaks and schedules to avoid encounters in staff / dining areas • Cleaning professionals must be familiar with the products to be used (detergents and disinfectants), the precautions to be taken when handling,

diluting and applying them in safe conditions, how to protect themselves during cleaning procedures and how to ensure good ventilation during cleaning and disinfection.

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

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

1.3 FOR CUSTOMERS

1.3.1 Equipment - Personal protection •

Personal protective equipment (individual protective kits with a mask and disinfectant gel, with the possibility of adding gloves, visor or others) available to customers (to define the stock, the maximum capacity of the establishment must be taken into account).

1.3.2 Conduct • Definition of simple and clear rules for staying in common spaces (different times for the pool, if necessary) accessible to everyone (in several languages, dissemination in appropriate places).

2. PROCEDURES IN CASE OF SUSPECTED INFECTION

PRACTICE PLAN * Guest Information *

COVID-19: Contingency Plan

We inform our customers that Balaia-Sol Holiday Club will take the following measures to prevent Covid-19, in order to ensure the safety and comfort of everyone:

Individual protection plan:

There should be no contact in compliance

Friction with alcoholic hydra solution after each manual contact

Keep 1.5 meters between people and 4 meters for patients or suspects.

Avoid clusters.

Suspected case is considered, who presents symptoms of fever, cough or difficulty breathing

Mandatory mask use, in case of suspicion

Mandatory use of FP2 mask in contact with suspected cases

What we do to protect you:

Dispensers with antiseptic solution available in strategic locations of the enterprise;

WCs in public areas have dispensers with disposable paper towels;

We frequently carry out cleaning and disinfection of contact surfaces in public areas;

House units are disinfected with recommended antiseptic products;

The airing of common spaces is guaranteed by a daily plan in order to obtain renovation air, at least three times a day.

We guarantee a place for isolation for our guests, with all comfort conditions in suspected or confirmed cases

In the event of the presence of a person suspected of being sick by COVID-19, the management of the enterprise should act as follows:

Inform the suspected person that he / she should not leave the establishment, and should remain in his / her apartment while contacting the SNS24 line (808242424) is established, which will assess the case and, if necessary, contact the Local Health Authority;

You should not, on your own motorcycle, go to the Health Center, a private office or the hospital emergency room.

You must wait for the instructions of the health professionals who will assist you and make the appropriate clinical decision;

It is the responsibility of the Local Health Authority to make the appropriate clinical decision for each case.

In suspected cases of COVID-19, cleaning professionals wait for the result of the laboratory diagnosis to confirm the suspected case before starting the procedures for removing clothes and cleaning the accommodation.

We created an Action Plan with action procedure in case a suspect arises with Covid-19.

We thank you all for your understanding. Our security depends on the responsibility of all of us to comply with the establishment by DGS.

Balaia-Sol Holiday Club thanks you for your cooperation

Thank you

Balaia-Sol Holiday Club - Contingency plan:

2.1 • The responsible employee must accompany the suspect of infection to the isolation space, provide the necessary assistance and contact the National Health Service. DECONTAMINATION OF THE ISOLATION PLACE • The decontamination of the isolation area whenever there are positive cases of infection and reinforcement of cleaning and disinfection whenever there are patients suspected of being infected, especially on surfaces frequently handled and most used by the same, as indicated by the Directorate-General for Health. • The storage of waste produced by the patient suspected of infection in a plastic bag that, after being closed, must be placed in another bag and sealed with a clamp. •) It should be sent to a licensed operator for the management of hospital waste with biological risk.

3. REGISTRATION OF ACTS / INCIDENTS

Event registration suggestion:

Supplier Conditioning Plan

We came to your contact in order to share a communication with our suppliers.

This plan aims to limit any possibility of contagion as a result of contacts at our facilities.

As all of us individually are responsible, in a work or personal context, for the spread or control of the disease, we ask our suppliers to collaborate with our Internal Contingency Plan and not to facilitate unnecessary personal interactions.

In this way we changed the procedures for receiving goods:

Time for receipt of goods: 10 am-12pm

All delivery of goods must be made to Mr. Carlos Fernandes.

The goods will be received exclusively through the entrance to the Block B garage (entrance already destined for suppliers);

The goods must be unloaded at the garage access door;

No supplier must enter the Balaia-Sol areas (with the exception of the garage);

There will be no physical contact with any employee of the Enterprise.

Minimum distance - 1.5 meters must be respected.

In our isolation area:

Courtesy Room-

An isolation area:

Natural ventilation, or mechanical ventilation system, and has smooth and washable coatings.

It is equipped with:

Telephone.

Chair

Kit with water and some non-perishable foods.

Waste container (with non-manual opening and plastic bag);

Solution - Alcohol-based antiseptic solution - (available inside and at the entrance of this area);

paper towels.

Ace Surgical masks.

Disposable gloves.

Thermometer.

In this area there is a private bathroom for the exclusive use of the infected or suspected guest.

Procedures to be adopted by employees

The company may define some procedures, such as the need for workers to report to the heads of a suspected case using symptom identification.

It is also important to follow the guidelines of the DGS that respects the need to perform basic hand hygiene procedures (for example, washing your hands with soap and water for less than 20 seconds) and the respiratory label (for example, avoid coughing or sneeze into your hands; throw or sneeze into your forearm or manga, with your forearm flexed or use a tissue; sanitize

hands after contact with respiratory secretions). Contingency plan - Letter to deliver at check-in COVID-19: Contingency Plan

Implemented Individual Protection Plan:

No contact in compliance

Friction with alcoholic hydra solution after each manual contact

Distance of 1.5 meters for all people and 4 meters for patients or suspects.

Avoid clusters.

Whoever has a fever, cough or difficulty breathing should be considered a suspected case if they are sick, wear a mask to avoid contaminating others if there is a necessary contact with someone who is sick, wear an FP2 mask

Dispensers with antiseptic solution available at the entrance of the hotel, at the check-in counter, at the exit of the elevators.

W.C. are prepared with wipes disposable paper in dispensers.

Cleaning and disinfection of contact surfaces in public areas with bleach (sodium hypochlorite solution) in a concentration of at least 5% free chlorine and 70° alcohol, for metallic or other surfaces, which are not compatible with bleach.

House Units completely disinfected with recommended antiseptic products.

The airing of the apartments is guaranteed by a daily plan for opening doors and windows, at the expense of our guests, to allow the air to be renewed at least three times a day.

Isolation room (courtesy room) For suspected or confirmed cases, we have a living area with a toilet, ventilated, with direct access to the outside and properly equipped with:

Disposable kit with masks, and gloves;

Thermometer;

Disinfectant;

Water and non-perishable food;

Waste container and used clothing collection bags;

In case of presence of a sick person or suspected of being ill by COVID-19 at the hotel, we will act:

The sick person must not leave the hotel. You must stay in your room and call the

professionals in the hotel's administrative area, so that they can call the SNS24 line (808 24 24 24) who will assess the case and contact the Local Health Authority;

You should not go to the Health Center, private office or the Hospital emergency room;

Awaiting the instructions of the health professionals who will assist you and the clinical decision;

Placing a surgical mask on the person;

The Local Health Authority may choose to send the person to the reference hospital in the area or not, depending on the patient's clinical situation;

In suspected cases of COVID-19, the cleaning and laundry professionals waited for the result of the laboratory diagnosis to confirm the suspected or not case, before starting the procedures for removing the clothes and cleaning;