

COVID-19 PROTOCOL

Following the instructions of the Ministry of Tourism, Elakati Luxury Boutique Hotel is implementing a new health protocol. The Protocol includes the development of an Action Plan and the development of a Suspected Case Management Plan. The aim of the Action Plan is to prevent the occurrence and effective management of suspicious cases in order to limit the exposure of staff and guests, always in accordance with the current guidelines of the National Public Health Organization. The Action Plan complies with the recommendations of the National Public Health Organization and will be revised according to the developments.

The measures described in the Action Plan and the Suspected Case Management Plan are meant to protect our staff and guests and to outline the necessary measures to prevent and protect against COVID-19 disease.

These measures include:

Individual Hygiene Measures & Personal Protective Equipment

The Excelsior has taken measures to implement good personal hygiene practices in the workplace and oversees their continued implementation. Specifically:

- Staff and third parties are informed and encouraged to comply with good personal and respiratory hygiene practices (hand washing – cleaning, nose and mouth covering during coughing or sneezing, etc.).
- Appropriate facilities and required materials have been provided to employees and appropriate mechanisms for hand sanitization have been installed at the entrances / exits and in the common areas of the resort.
- Staff have been supplied with the appropriate Personal Protective Equipment (PPE), in accordance with the special instructions of the National Public Health Protection Committee.
- The adequacy of PPE stocks is regularly supervised.
- Staff have been trained how to safely use their Personal Protective Equipment and their proper use is being supervised.
- Third parties entering the hotel being supervised and informed to exercise social distancing and to use Personal Protective Equipment.
- A program of rolling staff arrivals and departures has been implemented to avoid congestion and to ensure social distancing.
- Staff have been informed and trained on the COVID-19 suspected case management plan.
- Staff have been informed and trained on specific cleaning instructions in the event of a suspected COVID-19 case. Specifically:
 - The person is asked to remain in their room with the door closed.

- Is immediately given a simple surgical mask and tissues.
- If a companion wishes to stay close, a simple surgical mask is provided to them and a recommendation is made to wash hands meticulously after each contact and not to touch their face.
- It is forbidden for staff members to enter the room and only one member of the staff deals with the guest's requests.
- Used personal protective equipment is discarded in a closed rubbish bin.
- After the disposal of the protective equipment, hands are meticulously washed.
- Employees and guests are urged to use stairs and avoid using elevators, where possible.
- Individually packaged snacks are provided to staff in an open area

Accommodation File and Event Book

- For purposes of public health protection, we keep a record of staff members and all guests staying at the resort (name, nationality, date of arrival and departure, contact details such as address, telephone, e-mail), so that it is possible to track all the people who came in close contact with an identified COVID-19 case.
- All General Data Protection Regulation (GDPR) are adhered to and all guests and staff are informed that records are kept for the protection of public health.
- The hotel records and updates an Event log book COVID-19.

Staff

Each member of the hotel staff strictly adheres to the basic protection measures against COVID-19. In particular, employees practice the following personal and respiratory hygiene practices:

- Frequent hand washing with soap and water for at least 40 seconds, before and after contact with money or guests' items, before eating, before and after work breaks, after a visit to the toilet and careful hand drying with disposable paper towels and disposal in bins.
- Covering nose and mouth during coughing or sneezing with a tissue or the inner part of the elbow.
- Disposal of paper towels or other personal hygiene items used to disinfect work surfaces in a closed bin.
- Avoiding shaking hands and close physical contact, keeping a distance of at least two meters from colleagues, guests or third parties in all workplaces, hotel rooms and rest areas.
- Avoiding touching the front of the mask or face shield.
- Avoiding touching of face with hands.
- Informing the health officer in case of:
 - illness or symptoms relating to COVID-19 infection or
 - contact with a possible or confirmed case.

- Staying at home in case of illness and informing the health officer.
- Returning to the workplace only if the laboratory test is negative and after 14 days after close contact with a confirmed COVID-19 case.

Reception

Elakati Luxury Boutique Hotel staff takes the necessary hygiene measures, keeps a distance of at least 1.5 meters from the customers and adheres to the following hygiene rules:

- When requested, Elakati Luxury Boutique Hotel:
 - informs visitors about the accommodation policy and the measures taken to deal with any incidents,
 - provides useful information about health providers, public and private hospitals, COVID-19 reference hospitals and pharmacies in area and
 - provides Personal Protective Equipment.
- Provision of special equipment (medical kit) in the event of a COVID-19 case, such as gloves and disposable masks, antiseptics, cleaning wipes, apron, long-sleeved robe, laser thermometer.
- Training of staff to recognize guest symptoms and report them directly to the Health Officer.
- Provision of hand sanitizer.
- Regular disinfection of the reception surfaces.
- Appropriate configuration of the reception, installation of floor markings at a distance of two meters indicating where guests should stand.
- Implementation of electronic check in procedures to reduce waiting time and overcrowding.
- Accommodation expenses are paid electronically and bills, invoices and receipts are sent by email.
- Disinfection of key cards.
- Extension of check-in and check-out period between stays. Check-out until 11:00 a.m. and check-in from 15:00 pm. During the time between each check-in and check-out between different guests the room is cleaned, thoroughly disinfected and adequate natural ventilation of the space follows.

Housekeeping

- The housekeeping staff uses simple surgical masks, gloves and disposable waterproof robes.
- Once the Personal Protective Equipment has been removed and disposed of in a closed bin, hands are thoroughly washed with soap and water.
- All hard surfaces are cleaned and disinfected with disposable cloths / fabrics or cleaning paper and sponges with detachable heads.
- Discarded equipment is treated as a contagious contaminant and discarded in special bags.

- 0.1% sodium hypochlorite is used after cleaning with a neutral detergent. For surfaces that are likely to be damaged by the use of sodium hypochlorite, we use ethanol at a concentration of 70% after cleaning with a neutral detergent.
- Housekeeping services are being strengthened in all public areas, especially in "high risk" facilities.
- Thorough cleaning and good room ventilation is applied during the period between stays.
- The proper operation of dishwashers and washing machines in terms of the temperature used and the dosage of detergents is regularly monitored.
- When using disinfectants, the space is well ventilated. Splashing and spraying during cleaning and disinfection is avoided. In the event of a confirmed COVID-19 case:
 - All surfaces and objects that may have been contaminated are washed and disinfected according to the above instructions.
 - Housekeeping staff uses a simple surgical mask, gloves and a disposable waterproof robe.
 - Touching of the face with hands is avoided.
 - After the protective equipment has been removed, it is properly disposed of and hands are thoroughly washed with soap and water.
- Discreet monitoring of guest symptoms.
- For departures, 2 protocols apply:
 - Meticulous cleaning - disinfection of the rooms and bathrooms for same day use.
- Decorative objects have been removed.
- Commonly used multi-purpose items such as menus, magazines etc. have been removed and can be found in the welcome email.
- A special disposable cover is placed on the TV and air conditioner remote controls after disinfection.
- Fabric surfaces are cleaned with a steam device (temperature > 70.).
- Doors and windows are opened daily for natural ventilation of spaces.
- Hand sanitizers have been placed in all rooms.

Kitchen

- All kitchen staff are required to strictly adhere to HACCP rules.
- Goods are received by a specific member of staff who is always required to wear the appropriate Personal Protective Equipment.
- Implementation FIFO procedure (first in - first out).
- Kitchen staff are required to keep distances according to the guidelines set by the health authorities.
- Kitchen and service staff uses simple surgical masks
- Unauthorized personnel is prohibited from entering the kitchen.

Breakfast Area

- Restaurant staff are taking all the necessary hygiene and social distancing measures.
- All decorative items have been removed.
- Commonly used multi-purpose items have been removed.
- Breakfast buffet is served between 07:30 and 11:30
- Free Room Service is available.

Common Areas

Common areas include the lobby, seating area, outdoor seating and the following measures apply:

- Common areas are well ventilated. Hand sanitizers have been installed in all common areas of the hotel.
- Special signs have been placed to discourage guests from using the elevators. Elevators are frequently cleaned.
- Signs have been installed to remind customers to practice social distancing.
- Decorative objects and multiple-use objects have been removed.
- All surfaces are regularly cleaned and disinfected.

Air Conditioning and Ventilation

- The supply of fresh air to all Central Air Conditioning Units has been increased.
- Air recirculation is avoided.
- Continuous operation of Central Air Conditioning Units to avoid the multiplication of microorganisms.
- All outdoor areas are adequately ventilated.
- The replacement of filters for Central Air Conditioning Units will be done according to the maintenance schedule taking all protective measures.

Environmental Measures

- All workplaces are adequately ventilated and air conditioning systems are regularly maintained.
- All workplace surfaces, common areas and equipment are regularly cleaned.
- In the event of a possible or confirmed case of COVID-19 infection, all areas will be disinfected according to the instructions of the National Public Health Organization.
- Work clothes and Personal Protective Equipment are frequently cleaned and safely stored.

COVID-19 Suspected Case Management Plan

If a guest shows symptoms relating to COVID-19, the following procedure is followed:

- The hotel's health manager will contact a doctor who will visit the suspected case for evaluation. If necessary, a COVID-19 test will be performed.
- The guest will be asked to remain in their room with the door closed, until the lab results are returned.
- Patients who show symptoms of respiratory infection, will receive a simple surgical mask and tissues immediately.
- If the patient has a companion who wishes to stay and take care of them, they will be given a simple surgical mask and be advised to wash their hands every time they come in contact with the patient.
- Members of staff are advised to avoid entering the patient's room unless absolutely necessary, in which case a member of staff will be selected to deal exclusively with the patient. Used protective equipment is discarded in a covered waste bin and is not reused.
- After discarding the protective equipment, staff are required to wash their hands thoroughly.
- If the COVID-19 test returns positive, the case will be reported to the National Public Health Organization who will then provide further instructions.

If an employee exhibits symptoms relating to COVID-19, the following procedure is followed:

- The hotel's health manager will a doctor who will visit the suspected case for evaluation. If necessary, a COVID-19 test will be performed.
- The member of staff will be asked to remain in their room with the door closed, until the lab results are returned.
- Patients who show symptoms of respiratory infection (cough, sneezing, runny nose), will receive a simple surgical mask and tissues immediately.
- All surfaces and equipment that have come into contact with a patient are thoroughly cleaned.
- If the COVID-19 test returns positive, the case will be reported to the National Public Health Organization who will then provide further instructions.
- An investigation is then carried out to determine the possible exposure of other employees or guests, who will then be asked to follow the instructions of NPHO.

Cleaning and Disinfecting a Patient's Room

- All surfaces that have come into contact with a patient are thoroughly cleaned.
- Housekeeping staff are required to use a simple surgical mask, gloves and a disposable waterproof robe.
- After removing their gloves, staff are required to wash their hands thoroughly

- Fabrics are cleaned with a steam device (temperature > 70°C).

Please note that these measures are subject to change and this page will be updated accordingly.

Handling COVID-19 cases in hotels and accommodation establishments

General recommendations

If a guest or staff develops symptoms consistent with COVID-19, efforts should be made immediately to minimize contact of the ill person with all guests and staff of the establishment. Reception or other hotel staff should follow the procedures in the COVID-19 action plan.

Guest with COVID-19 symptoms

- If the person with symptoms compatible with COVID-19 is a guest of the accommodation establishment, continued stay of the sick person in the establishment is not recommended. The person can be isolated in a room on a temporary basis until the intervention of local health authorities, provided the room is not shared with other guests. No visitors should be permitted to enter the room occupied by the affected guest.
- Depending on the availability of rooms, accompanying persons, if any, should be moved to a different room. If this is not possible (for example, in the case of a child) all necessary precautions should be taken to minimize the risk of transmission of the virus to the accompanying person, who will be considered a contact, isolated from other guests and staff and monitored for symptoms of COVID-19. Appropriate measures should be taken in consultation with local public health authorities and national guidance.
- Guests suspected or confirmed to have COVID-19 should be transferred to an alternate care facility where isolation measures and clinical care, as needed, can be applied as soon as possible. The hotel or accommodation facility should have developed a plan for transfers in consultation with local health authorities.
- If the situation requires that the ill person is not immediately transferred to a medical establishment, management of the ill person will be done in consultation with public health authorities and national guidance to provide the necessary measures for the ill person to remain isolated in his/her room until transfer.
- Increase the ventilation rate in the room at least to 60 l/s/person with natural ventilation or at least 6 air
- changes per hour (ACH) with mechanical ventilation. Generate clean-to-less-clean air movements by re-evaluating the positioning of supply and exhaust air diffusers and/or dampers and adjusting zone supply and exhaust flow rates to establish measurable pressure differentials
- The ill person in isolation room should wear a medical mask if staff must enter the room (e.g. for cleaning and disinfection) and practice respiratory hygiene. If the medical mask cannot be tolerated, the ill person should cough or sneeze into a

bent elbow or use tissues to cover the mouth and discard the tissue immediately into a waste bag. Place tissues into an intact plastic bag, seal it for disposal and collection by municipal waste services; clean hands with soap and water or alcohol-based hand rub. If staff must assist the ill guest and cannot maintain at least 1 metre distance, they should put on appropriate PPE including a medical mask and eye protection before providing assistance. and clean hands on leaving the guest's room.

- If staff use PPE, they should remove them carefully to avoid self-contamination. Remove first gloves and gown, do hand hygiene; next remove the medical mask and eye protection, and immediately clean hands with soap and water or alcohol-based hand rub. Staff must be trained in this procedure.
- Staff should properly dispose of disposable PPE and other disposable items that had contact with the ill person's body fluids in biohazard bag or a secured bag, which will be considered as "biohazard" waste.
- Potentially exposed staff should be monitored and quarantined according to national guidance and public health authority recommendations (12).

Measures for the management of sick guests and contacts who remain isolated or quarantined in their hotel rooms can be found in the WHO interim guidance on Home care for person with COVID-19 presenting with mild symptoms and management of their contacts (17).

Identification and management of contacts and non-affected guests

Health authorities will conduct contact tracing immediately after a suspected case has been identified in the establishment (18) and provide advice to non-affected guests. Hotel staff should follow the instruction by the relevant health authorities and collaborate with them.

Suppliers of goods and services

Contractors and suppliers of goods and services should follow safe systems of work and have systems in place for the prevention of the spread of COVID-19.

Worker with COVID-19 symptoms

A member of the staff who has symptoms consistent with COVID-19 must immediately stop work and seek medical assistance according to local guidance. The ill staff should immediately perform hand hygiene and put on a medical mask and be isolated in a suitable room while medical services are notified. Disposable tissues and an appropriate waste bin should be available in the designated isolation area while waiting for medical assessment or transfer to an assessment facility.

Staff who report from home that they are ill with symptoms of COVID-19 should be advised to stay at home and seek medical attention.

Staff who report from home that they have tested positive for COVID-19 should follow the instructions received from a health worker which, in cases not requiring hospitalization, will likely include self-isolation at home. WHO criteria for releasing a person with COVID-19 from isolation can be consulted (19).

Hotel and accommodation establishment staff taking part in the evacuation of a suspected case

- To minimize the risk of contaminating other guests or members of the staff, symptomatic guests should be transferred from the establishment according to instructions from the management of the establishment and local health authorities.
- Staff who, under exceptional circumstances, need to be involved in transporting a guest with suspected COVID-19 into an ambulance should apply infection prevention and control (20) practices based on WHO guidance on PPE.
- If more than one suspected case is being transported, personnel and health personnel should change their PPE between each transport to avoid possible cross contamination. They should dispose of the used PPE appropriately in containers with a lid in accordance with the hotel action plan and national regulations for infectious waste.
- After the guest has been transported from the hotel, the hotel management should ensure cleaning and disinfection of the room occupied by the sick person in accordance with the action plan, following the cleaning and disinfection protocols for rooms with cases. If that this is not possible, the on-duty housekeeper should be instructed to clean and disinfect the room occupied by the sick person, following the cleaning and disinfection protocols for rooms with cases and observing personal protective measures. Consider running the HVAC system at maximum outside airflow for 2 hours before and after occupied times, in accordance with manufactory recommendations.

Note: Depending on relevant national legislation, it is usually the relevant public health authority, not the management of the hotel and accommodation establishment, who has the authority to demand sick guests to temporarily remain in their room or to prevent them from receiving visits from other guests. National law will guide the rights of the guests to refuse or comply with the recommended measures.