

# **GAT ROOMS:**

**Security Protocol Covid 2020-2021** 

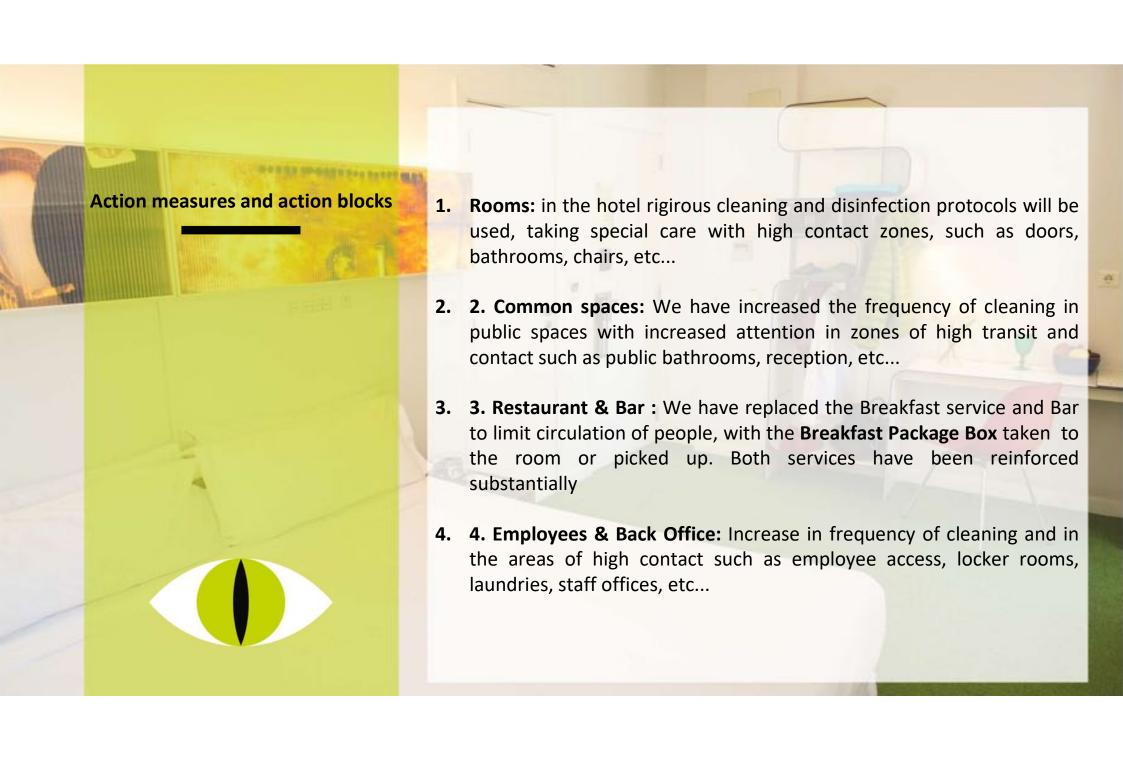


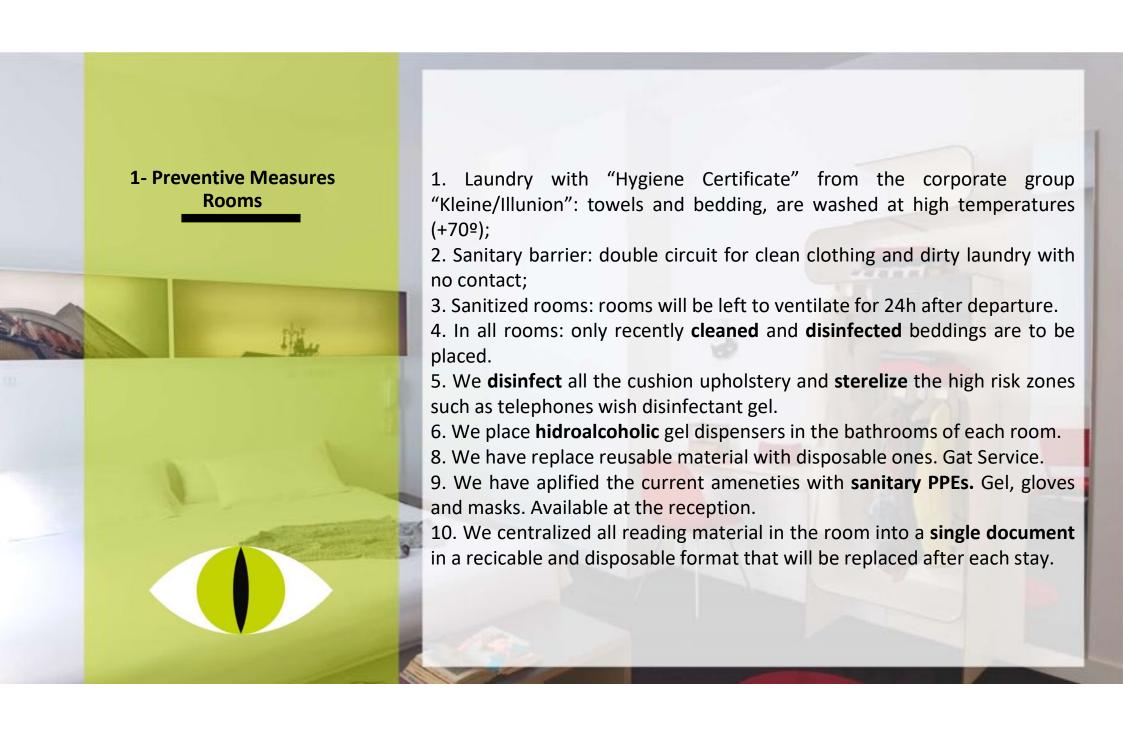
Taking into account the expectional situation that we are living in the world due to the corona virus (SARS-CoV-2), at Gat Rooms we are preparing a plan to guarantee, as well as possible, the medical and sanitary security in our establishments.

We are a company committed with all our clients, employees and partners. With the objective of keeping this commitment and your tranquility, we wish to share some of the measures we are taking following the recommendations of the health experts, sanitation authorities and the World Health Organization.

As an additional point we inform that some of these measures were already being carried out on a daily basis in our hotels but we won't hesitate to mention them again, despite it being obvious.

This action plan is a document in constant evolution that will be updated according to the security and hygiene decisions that will be adopted by the corresponding authorities.

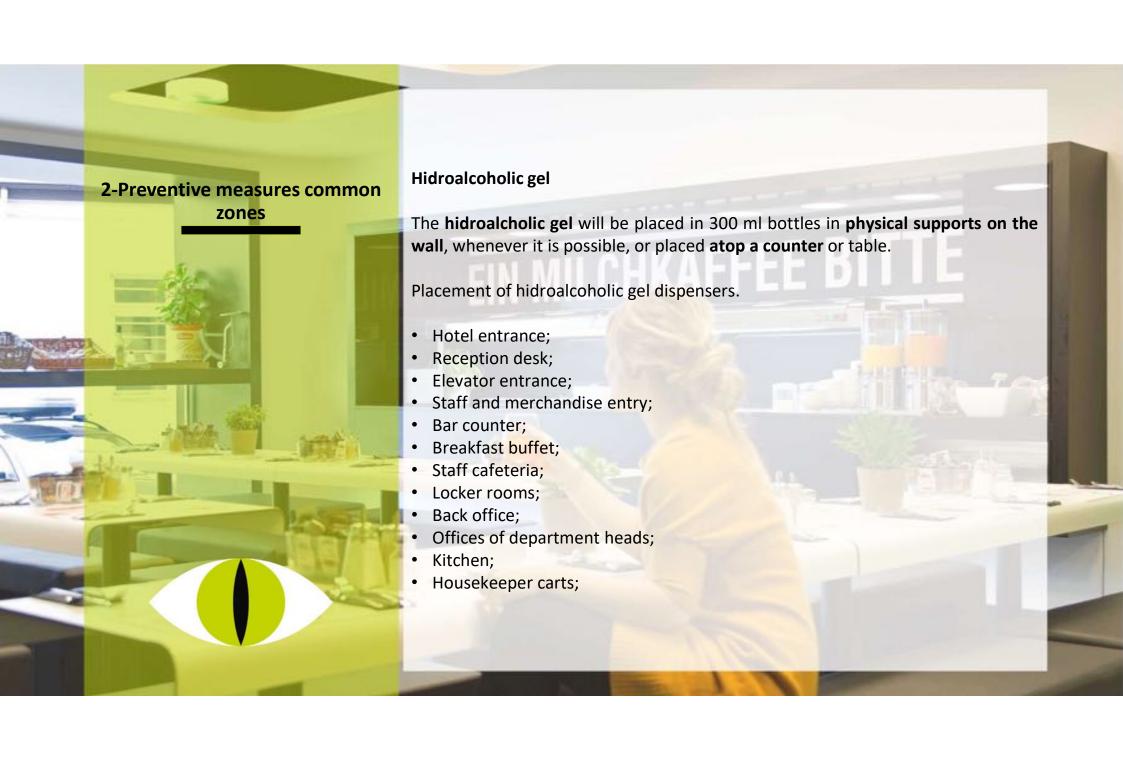






eating;







#### Check-in

We will have available to the client a disinfectant vaporizer and single use paper in case they decide to desinfect keys, pens, atm terminals, etc...despite any action previously taken by us.

The client wil be given a key with no green sleeve, nor welcome card. It will be kept in their safe, and will be destroyed at the moment of check-out, unless the clients requests it.

We will have a pen ready for client signatures and each time it is used we will have to disinfect it.

We will try to favour the online check-in process, previous to arrival in order to streamline burocratic procedures.

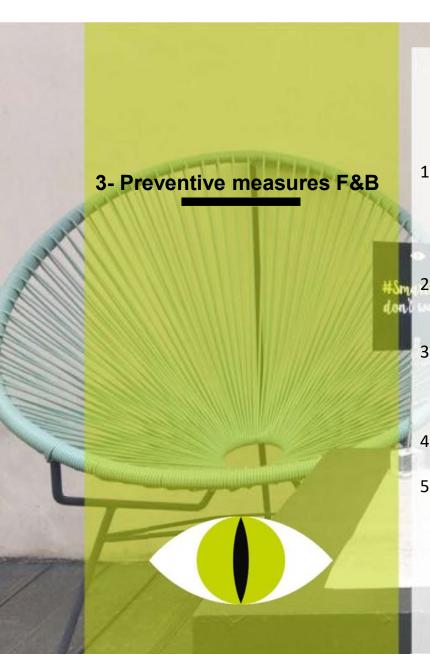
It will be indicated the location of the stairs and they will be informed that only one person permited in the lift, or more than one, if they belong to the same family group.

It will be asked of the client if during their stay if they wish for the room to cleaned or if they prefer that no one enters. If the question is negative it will be communicated to the housekeeper and other departments so that they can be informed and adequate measures can be taken.

If the client ask for bike service they will be provided with a disinfectant vaporizer, single use paper and gloves that are desinfected by them. Place a rubish bin with or without lid to place the paper and gloves used.

#### **Check out**

Client **keys** are to be placed in a recepient and when departure is finalized they will be **disinfected** so all keys are available for usage again.



- Breakfast: With the objective of limiting the circulation of people in the breakfast room and interchange of utensils between clients, the **option** of **Delivery** will be given, as well as the possibility of eating in the breakfast room with no mobility and **Table Service**.
- 2. The single use package model will be used with three options: Sweet, Healty and Energy (see more details in the breakfast document).
- 3. The packs will be configurated with all the safety measures and will be transported **covered**. All the products will be individual dosages of juice, water, dried fruits, yogurt, fruit, bread, pastry, sandwiches, etc...
- 4. All material will be disposable, single usage, and be totally disinfected.
- 5. Bar: Bar regulations are still not defined by authorities. It is possible that hotels with terraces might provide services in those spaces.



All employees will be with cloth masks whenever necessary. They will have 4 per person of a black colour, not needing logo. Each employee will be responsible for washing masks at 60°.

A screen will be assembled at reception.

We provide disinfectant gel in all areas, but bathrooms will be priorited.

Handwashing must be done, at minimum:

- · Before eating;
- After sneezing, coughing or blowing your nose;
- After using the bathroom;
- Before handling food;
- After touching or cleaning surfaces that might bee contaminated;
- After usage or sharing of equipments such as keyboards, personal computer mouses or other work equipments;

We will have disinfectant vaporizers with single use paper for cleaning the work areas and staff cafeteria with a rubish bin with lid or pedal.

The floor and F&B staff will have gloves and mask for handling of food and drinks, room cleaning and dirty laundry collection.



- 1. All employees that work with the public will take protective gloves and masks. Cleaning department employees will be equiped with protective gowns.
- 2. There will be in each work area a dispenser of disinfectant to be used regulary.
- 3. In the **staff cafeteria the same higiene conditions will be maintained** as they are for guests. The food of the staff for example, will be prepared in indivudual doses and sealed with containers for that purpose.
- 4. Each employee will have his own office supply identified with a tag.
- 5. Whenever possible there will be a **test** when you are **inserted** back into work.
- 6. The use of the **staff cafeteria** will be in **turns** and each employee must **clean the** used area.
- 7. Utensils and plates will be left in a specific cart and washed in the dish washer.
- 8. In the lockerooms the **mandatory minimum distance** must be maintained. Maximum of two people at a time.



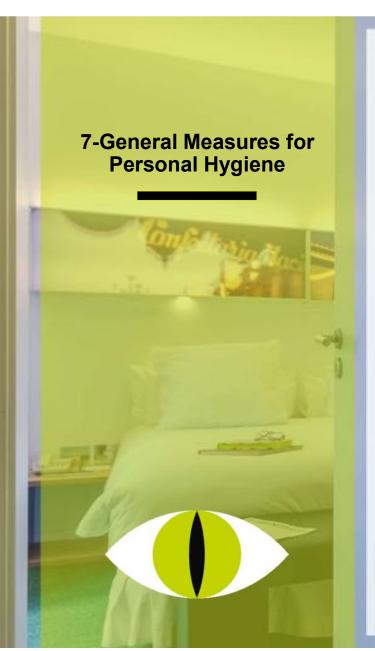
## Security measures

- Gloves to avoid direct contact with any surface
- 2. Avoid sharing food and other elements with no previous cleaning.
- 3. Covering mouth when coughing or sneezin with elbow or disposable tissues.
- 4. Changing gloves or applying disinfectant when changing activity or work area.
- 5. Using glasses or protection visors to prevent contamination of the eyes.
- Using masks to protect the airways and protect the rest.
- 7. Avoid touching eyes, mouth or noise despite having clean hands.
- 8. Touching as less as possible the critical surfaces (rails, walls, switches, handles). Use your non dominant hand.

### Clients

- 1. At reception we will make available single use mask and gloves in case the client asks for them.
- 2. At the front desk we will have the Void Protocol of the hotel so that the guest can read and place any questions about it.
- 3. It will be provided at any time the possibility of vaporizing disifectant in case the client wishes to clean himself the objects in the room (door, safe, remote, minimar products, etc...)





- Washing hands frequently: at arrival and departure of the work post. When removing gloves. Before and after eating. Before touching nose, mouth or eyes. After sneezing, coughing or blowing your nose. After using bathroom. After touching or cleaning surfaces that might have been contaminated. After using or sharing electronic equipment and computers.
- 2. Aplly with frequency the hidroalcoholic gel to disinfect hands;
- 3. Maintain 1,5 mts of distance at mínimum with any coworker;
- 4. Avoid elevator and load lift and in case you use them do it individually. If not, you can't keep the safety distance.
- 5. Limit travel between departments if they are not essential.

