



# **GAT ROOMS:**

## **Security Protocol Covid 2020-2021**

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*May 2020*

## Global Security Plan Employees and clients

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Taking into account the exceptional 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 the security and hygiene decisions that will be adopted by the corresponding authorities.



## Action measures and action blocks

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1. **Rooms:** in the hotel rigorous cleaning and disinfection protocols will be used, taking special care with high contact zones, such as doors, bathrooms, chairs, etc...
2. **2. Common spaces:** We have increased the frequency of cleaning in public spaces with increased attention in zones of high transit and contact such as public bathrooms, reception, etc...
3. **3. Restaurant & Bar :** We have replaced the Breakfast service and Bar to limit circulation of people, with the **Breakfast Package Box** taken to the room or picked up. Both services have been reinforced substantially
4. **4. Employees & Back Office:** Increase in frequency of cleaning and in the areas of high contact such as employee access, locker rooms, laundries, staff offices, etc...

## 1- Preventive Measures Rooms



1. Laundry with “Hygiene Certificate” from the corporate group “Kleine/Illunion”: towels and bedding, are washed at high temperatures (+70°);
2. Sanitary barrier: double circuit for clean clothing and dirty laundry with no contact;
3. Sanitized rooms: rooms will be left to ventilate for 24h after departure.
4. In all rooms: only recently **cleaned** and **disinfected** beddings are to be placed.
5. We **disinfect** all the cushion upholstery and **sterelize** the high risk zones such as telephones with disinfectant gel.
6. We place **hidroalcoholic** gel dispensers in the bathrooms of each room.
8. We have replace reusable material with disposable ones. Gat Service.
9. We have aplified the current amenities with **sanitary PPEs**. Gel, gloves and masks. Available at the reception.
10. We centralized all reading material in the room into a **single document** in a recicable and disposable format that will be replaced after each stay.

## 2-Preventive measures common areas



1. The hotels have increased the frequency of **cleaning and disinfection** in public spaces, with special focus on the reception counter, different access doors, public bathrooms, including room keys;
2. **Room access keycards** will be previously **disinfected** to follow the recommended hygiene measures;
3. Access to common spaces: You will find a **hydroalcoholic gel** dispenser in each zone, being recommended its use by all guests;
4. Usage of **masks and gloves** mandatory except for eating;
5. Apart from normal cleaning it should be intensified the cleaning of the following items:
  - Switches and bells;
  - Doorknobs and handles, windows, cupboards and filing cabinets;
  - Keyboards (lifts, work equipment such as fotocopy machines, alarm central, thermostat, air conditioning);
  - Protection grids e stair railings;
  - Reception desk;
  - Tables;
  - Chairs, especially in common and waiting area;

## 2- Preventive measures common areas

- Keyboards and mice;
- Telephones;
- Staplers and other office appliances;
- Remote controls;
- Taps;
- Sinks. We have to assure the dosage of soap and hand drier (air or disposable) to guarantee the adequate hand hygiene at any moment and the existence of rubbish bins with lids for waste disposal;
- Automatic sales machines;
- Finger print punch clock;
- Other surfaces or frequent contact hotspots;



## 2-Preventive measures common zones

### Hidroalcoholic gel

The **hidroalcoholic gel** will be placed in 300 ml bottles in **physical supports on the wall**, whenever it is possible, or placed **atop a counter** or table.

Placement of hidroalcoholic gel dispensers.

- Hotel entrance;
- Reception desk;
- Elevator entrance;
- Staff and merchandise entry;
- Bar counter;
- Breakfast buffet;
- Staff cafeteria;
- Locker rooms;
- Back office;
- Offices of department heads;
- Kitchen;
- Housekeeper carts;



## 2.1- Preventive measures Front Office

### Check-in

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

The client will 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 permitted 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 disinfected by them. Place a rubbish bin with or without lid to place the paper and gloves used.

### Check out

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



### 3- Preventive measures F&B

1. 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 configured 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.



### 3- Staff Preventive measures

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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 prioritized.

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 be contaminated;
- After usage or sharing of equipments such as keyboards, personal computer mice 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.



#### 4- Preventive measures employees and back office

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1. All employees that work with the public will **take protective gloves and masks**. Cleaning department employees will be equipped with **protective gowns**.
2. There will be in **each work area a dispenser** of disinfectant to be used regularly.
3. In the **staff cafeteria the same hygiene conditions will be maintained** as they are for guests. The food of the staff for example, will be prepared in individual 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.



## 4-General Measures of Prevention

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### Security measures

1. 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 sneezing 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.
6. Using masks to protect the airways and protect the rest.
7. Avoid touching eyes, mouth or nose 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 disinfectant in case the client wishes to clean himself the objects in the room (door, safe, remote, minor products, etc...)



## 4-Protection Measures

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1. Hidroalcoholic disinfectant gel for staff and client use;
2. Disposable gloves made of nitrile or silicone;
3. Washable masks;
4. Protection glasses/visors;
5. Screens in desks and public contact areas;
6. Informative placards with rules of prevention and social conduct;
7. Thermometers;
8. Rubish bin with pedal and bags;



## 7-General Measures for Personal Hygiene

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1. 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. Apply with frequency the hydroalcoholic gel to disinfect hands;
3. Maintain 1,5 mts of distance at minimum 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.





**gat** rooms