



INTRODUCTION

This protocol is aimed at employees, suppliers and customers of Quinta das Murtas AL from 06/07/2020, adopting and implementing the recommendations of the DGS and Turismo de Portugal in the evaluation of the "Clean & Safe" seal.

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MANAGEMENT BODY:

Responsibility levels of everyone involved in the Action Plan

Sandra Contente - Manager/General director of Quinta das Murtas (Team Manager) - provider of good conditions for integration, fit working conditions and seamless interdepartmental flow.

Rômulo Alves - Head of Reception (Team Leader)

- Training, supervision and updating of compliance and implementation of the contingency plan, according to future guidelines defined by the authorities.
- Supervision of accompaniment to guests and visitors - and of the due instruction of the new procedures of the establishment, namely to COVID19.
- Supervision of self monitoring of employees' body temperatures.
- Purchase or order of PPE and request of appropriate datasheets.

Eliane Gonçalves - Floor Housekeeper (Team Leader)

- Responsible for proper compliance with cleaning and sanitising procedures in the kitchen and dining rooms, according to the appropriate guidelines from the authorities.
- Supervision of the correct fulfillment of the goods receipt process according to the contingency plan for suppliers during deliveries.
- Responsible for ordering cleaning and disinfection products.
- Supervision of good hygiene practices of employees in the kitchen, according to HACCP and the guidelines of DGS in relation to COVID19.
- Responsible for the management of PPE stock, as well as the verification of the team's need to adapt this equipment.
- Supervision of the correct use of cleaning and disinfection products, as well as stock maintenance and availability.
- Supervision of the use of mandatory PPE in cleaning and removing tasks.
- Supervision of compliance regarding cleaning procedures and removal of dirty clothes from the rooms.
- Supervision of the correct filling out of the hygienisation control sheets of the different rooms in the property, relevant for good practice regarding the content of this internal protocol.
- Labelling buckets (and bottles) and other cleaning utensils depending on the area where they are used.
- Supervision of disinfection around the pool and sun loungers.

Reception Team (Sandra Contente, Rômulo Alves e Cristina Teiga)

- Reception of guests in view of preventative measures and social distance.
- Inform guests about the measures adopted by the relation to the new procedures of the breakfast system.
- Disinfection of room keys and placement of them in sealed bags.
- Confection and delivery of a kit composed of a face mask and a disinfectant wipe at the moment of check-in (1 pp).

- Coordinating breakfast times by limiting the number of guests in the room at the same time.
- Facilitate and establish communication between guests, housekeeping and management.
- Disinfection of reception and hall PCCs at least twice a day and whenever there is need.
- Opening reception windows to renew the air and close them in the late afternoon.
- Filling out the hygienisation sheet of reception and hall.
- Have disinfection material ready for use in the work area (wipes soaked in disinfectant and spray bottle with disinfectant)

Housekeeping Team

- Reception of goods and monitoring compliance with the contingency plan to suppliers during deliveries.
- Cleaning and disinfection of accommodation units and indoor common rooms (dining rooms, common restrooms, hall, reception, clothing room, linen room, lockers, private room of the property owner and office).
- Washing of uniforms and reusable, washable face masks for staff.

Gardener

- Cleaning and disinfection of outdoor spaces: pool area and pool, sun loungers, indoor garden chairs, store rooms, outdoor litter bins and boiler room.
- Car cleaning and disinfection.
- Storage and disposal of daily litter.
- Filling out sanitation forms for the pool area and car.

Employees trained and capable of activating the COVID19 action plan:

Sandra Contente, Rômulo Alves, Cristina Teiga, Yeni Llanos, Eliane Gonçalves, Silvina Perez, João Neto

GENERAL PREVENTION MEASURES

- Dosers with Alcoholic Based Antiseptic Solution (ABAS) were installed on all floors of the main house and annex.
- There is hand sanitising soap in the kitchen and employees' restroom.
- Common restrooms are equipped with disposable paper towel dispensers.
- Every bin in the premises operates with a pedal.
- Extra and decorative pillows, as well as rugs, extra duvet, and decorative objects were all removed from guest rooms.
- A kit with mask and disinfectant wipe is available to guests at check in.
- Magazines and informative pamphlets and pens were removed from common areas and reception. The comments book was also removed and we encourage guests to make online reviews instead).
- In the reception and breakfast areas are limited to a number of people to promote social distancing.
- The acrylic barrier is not required.

- We have digital thermometers for measuring the temperature of staff and guests (the latter only if there is a suspicion of the person being infected).
- Employee temperature is measured twice a day by themselves - when entering the workplace and when leaving.
- If any person exhibits temperature equal or above 37.5°C, or shows any symptom most recently described by DGS, the COVID contingency plan will be activated.
- Every team member in all departments receives periodic training, and implement the guidelines and rules relevant to the prevention of contagion by COVID19.
- We contact all guests prior to their arrival in order to: provide our availability in case of need; promote online pre check-in; send the order form for breakfast; and prioritise the use of payment at a distance - through bank transfer or online visa/mastercard/amex payments.
- We recommend our guests do not use the air conditioning, but in case they need to, to do so in Extraction mode and never in Circulation mode.
- If any guest exhibits any symptoms of COVID19, they should contact reception as soon as possible. If reception is closed, there is a flyer on all rooms with the personal contacts of Sandra Contente, Rômulo Alves and Cristina Teiga.
- **Reduce, as much as possible, contact between** employees, and between employees and guests, avoiding, when possible, close contact, shared jobs, face-to-face meetings and sharing of tools (mobile phones, pens, keyboard and mouse, printer, etc), and eliminating in full handshakes, hugs and kisses as forms of greeting. Use phone calls to communicate as much as possible.

COVID19 ACTION PLAN - in the event of a suspect

Symptoms:

- **Acute respiratory cough (persistent or worsening of usual cough)**
- **Temperature equal or above 37.5°;**
- **Dyspnea (difficulty breathing)**
- **Loss or weakening of sense of smell (anosmia or hyposmia) and/or taste (ageusia and dysgeusia)**

Any employee that is aware of a suspected COVID19 case:

1. Must not allow the suspect to leave the premises. The suspect should not go home , to the health centre, private office or to the A&E. The suspect must go to the isolation room (Room 8)
2. If any employee of Quinta das Murtas exhibits any signs consistent with the COVID19 clinical picture outside their workplace, they should not go to work, and should follow the guidelines imposed by DGS.
3. If the suspect is a guest and is staying with more people, they must remain in their room while the suspect is taken to the isolation room.
4. They should immediately warn any of the following team leaders or receptionists: Sandra Contente (964 406 573), Rômulo Alves (9156 48812), Eliane Gonçalves (920 021 138) e Cristina Teiga (932619108). Mobile details are available in all rooms and in the office.

5. All guests have information available in their room and on our website on how to proceed in case of symptoms outside Quinta das Murtas reception hours. This information included the direct contact of Management, Rômulo and Cristina.

Procedures for trained employees to activate the COVID19 action plan

1 - Put on a mask, plastic apron, gloves, cap and glasses /visor and accompany the suspect to the isolation area. Any contact with the suspected person must be made with the indicated PPE. There should also be an investigation as to with whom the suspect interacted with, as well as possible places they have been and touched, for future disinfection. This document will, then, be delivered to Housekeeping.

2 - Deliver a surgical mask to the person, teaching them how to put it on properly if necessary, and always maintaining at least 2 meters apart.

3 - Ensure that the suspect is able to contact **SNS24 - 808 24 24 24** by mobile phone and actually does so, as well as the contacts already specified in this protocol and someone close to them (family member or friends). If the suspect is unable to speak, it is necessary to assist in communication between them and health professionals.

If the person does not possess a mobile phone with a functional charger, one will be made available to them. There are MicroUSB, TypeC and Apple chargers in the office.

5 - If, during the telephone call, the case of COVID19 **is not confirmed**, then the employee responsible must inform all other coworkers.

6 - Once the **suspicion is confirmed** for COVID19, the guest or employee must wait for instructions of health professionals and the respective clinical decision. The local Health Authority may chose to send the person to Hospital in the area or not, depending A Autoridade Local de Saúde poderá optar por enviar a pessoa para o Hospital de referência da área ou não, dependendo da situação clínica do doente.

7 - After calling **SNS24** the guest must fill the 'COVID19 suspect survey' sheet with their details:

- Name and contact details of people they have had contact with since arriving at Quinta das Murtas
- Places they went through and touched at Quinta das Murtas
- Send the 'Covid19 suspect survey' through WhatsApp, or e-mail to Sandra Contente, or Eliane Gonçalves, in order for Eliane to be able to organise her team and disinfect the potentially infected areas; and to Rômulo Alves, or Cristina Teiga, in order for them to individually contact each person with whom the suspect interacted and ask them to self-monitor and confine themselves for 14 days, if advised by the SNS.

8- The General Housekeeper, or the Floor Housekeeper will notify all employees to await the result of the laboratory diagnosis of the suspected case before starting the procedures for removing clothes and cleaning. They will organise their team to:

1. Clean all common areas, starting with the ones indicated by the suspect in the track record sheet;
2. Disinfection of PPE;
3. Shower and put on a clean uniform;
4. All employees will be monitored by the Floor Housekeeper (Eliane Gonçalves), management (Sandra Contente), or Head of Reception (Rômulo Alves).

9- Head of Reception and receptionist will maintain contact with the suspect in isolation, guarantee their comfort, and give them the COVID19 Kit prepared for this eventuality.

- 1 - Management will inform all employees that they WILL NOT enter the isolation room.
- 2- If more than 2 simultaneous cases are registered, the **SNS24 808 24 24 24** and authorities must be contacted to inform of a potential outbreak.
- 3- Sandra Contente / Rômulo Alves/ Cristina Teiga will call the biological waste collection company and ask for the delivery of a container, which will be collected once full **Ambipombal | Vera Brites: 927818447 vera.brites@ambipombal.pt SILOGR / APA**, and to **Fitisan - Paulo 915414327** to request a decontamination in the common areas.
- 4- It is strictly forbidden to enter a COVID19 patient's room. Only, and only after the suspect leaving the room for good, and after decontamination of the enclosure by accredited companies, and with the authorisation of the local health authority.

ISOLATION AREA FOR QUARANTINE

All decoration and non-essential textiles have been removed from the isolation room (Q35) to facilitate hygiene and reduce risk of contagion. The area has:

Kits 2 and 3
Restroom
Waste container with pedal cover
Bin liners
Linen liners
Television

There are 3 Kits available in the event of a suspected COVID19 case.

KIT 1 (suspected case - in the OFFICE):

- 'COVID19 suspect survey' and a pen
- Body temperature measurement and recording consent document
- Employee monitoring sheet
- Suspect symptom and temperature sheet
- Alcohol gel
- Surface disinfectant
- Protection suit
- TNT disposable cloths
- Thermometer

- Face mask and pair of gloves for suspect
- Face mask and pair of gloves for employee
- Quinta das Murtas contact sheet (inform suspect of the existence of such)

KIT 2 (after confirmation of positive case from LAM, DGS - in Q35):

- Isolation room inventory (Kits 1, 2 and 3)
- Suspect symptom and temperature sheets
- 5 disposable FFP masks
- 3 pairs of disposable nitrile gloves
- Reusable paper wipes (TNT/Airlaid)
- 1 roll of bin liners (50L)
- 1 roll of linen liners (100L)
- Disposable tissue box
- Clamps for sealing bags

KIT 3 (after confirmation of positive case from LAM, DGS - in Q35):

- Curry noodles
- Crackers
- Juice
- Sausages
- Water
- Tea
- Tuna
- Sardines
- Sugar/ Sweetener
- Soluble Coffee/Decaf
- Napkins
- Cutlery, glass, mug, cup, bowl and plates (flat and deep)

The isolation room door will always remain closed and visibly identified. It will only be open to health authorities or, in case of extreme need, by the establishment 's staff. The windows have to be open from time to time for ventilation.

- The room has an updated inventory of the items it contains
- Residues of a confirmed case must:

1- Be packaged in a first plastic, waterproof liner. Then, it must be placed in a second liner and closed. At last, it's inserted in the container left by the certified company **Ambipombal | Vera Brites: 927818447 vera.brites@ambipombal.pt SILOGR / APA**

- In case the suspect is travelling with someone, their companion(s) must also deposit their waste in a container provided by the same company.

RISK OF CONTAGION

- **HIGH RISK OF EXPOSURE:**

- Employee who shares the same job post (office, room, section or zone) within 2 meter of the confirmed case;
- Employee who has been face to face with the confirmed case or was with them in an enclosed space;
- Employee who shared dishes, towels, or other objects or equipment that may be contaminated with sputum, blood, or respiratory droplets from the infected person.

● **LOW RISK OF EXPOSURE:**

- Employee who has been in sporadic or momentary contact with the confirmed person, during which there was exposure to respiratory droplets/secretions through face to face communication, was over 15 minutes, and there was coughing or sneezing;
- Employee who provided services or assistance to the confirmed case, as long as they have correctly followed suit with the recommended preventative measures (use of mask, gloves, respiratory tag, and correct hand hygiene).

PERSONAL PROTECTIVE EQUIPMENT (PPE)

The company has a minimum stock of 60 masks and gloves sufficient for all employees, suppliers and customers.

In addition to the mandatory items, according to their function, employees are free to use any extra PPE they feel necessary (Example: In the kitchen one can use a visor or glasses). Each employee is responsible for the **hygiene and correct maintenance of their PPE** - it is necessary to have the PPE ready and in good condition for daily use, in addition to being responsible for the correct maintenance and preservation. Furthermore, there are also containers with disinfectant alcohol in all areas of circulation for employees, customers and suppliers.

	RISK LEVEL /EXPOSURE					
	Linen	Cleaning	Reception	Kitchen	Office	Guests / Suppliers
Mask level 2	Yes	Yes	No	No	No	No
Mask level 3	No	No	Yes	Yes	Yes	Yes
Gloves - disposable and nitrile	Yes	Yes	No	Yes	No	Yes
Hair cap - reusable and washable	Yes	Yes	No	Yes	No	No
Protective glasses	Yes	Yes	No	No	No	No
Apron - plastic	Yes	Yes	No	Yes	No	No
Shoe cover - disposable	Yes	Yes	No	Yes	Yes	No
Visor - reusable, plastic	No	No	Yes	No	No	No

EMPLOYEES

General Procedures:

Self-monitoring - Carried out twice a day: once upon arriving and departure from place of work:

- Fever assessment by measuring body temperature (record the measurement value and the time of the measurement on the sheet by the basement entrance)
 - Check for fever, cough, difficulty breathing, fatigue and other normal flu symptoms.
- Also search for loss or weakening of smell and/or taste.

Upon any indication of symptoms or an increase in body temperature (equal to or greater than 37,5°C), those responsible (Sandra Contente, Rômulo Alves, Eliane Gonçalves e Cristina Teiga) should be informed immediately.

Protocol for employee isolation:

It is the responsibility of any employee who **experiences symptoms**:

- Stay at home if they have not yet entered service, notify your superior and call **SNS24 808 24 24 24**.
- If the employee is working, they must promptly notify their superior to activate the COVID19 action plan and go to the isolation area.

Hand hygiene: wash with soap for 20 seconds and follow the correct hygiene recommendations or scrub with ABAS - cover all surfaces of the hands until the alcohol evaporates.

Kitchen section: Minimum every 15 minutes

Floors section: Minimum every 30 minutes

Office and Reception: Minimum every 30 minutes

If necessary, the cleaning should take place in a period shorter than the one stipulated above.

Critical Points Control disinfection: All employees are responsible for the disinfection of CPC in their workplace, following the assistance of each guest, cleaning what has been touched.

Handling of Clean Clothes (bedroom linen): It is mandatory to wear a plastic apron, gloves, mask and visor/glasses before touching clean clothes in closets or linen bags.

Meals: Each employee must bring their own personal dishes from home that they will wash and keep in their locker after meals. Social distancing is mandatory; the breakfast rooms must be used for lunch, which will be clean and sanitised after their meal.

Training: All employees received training. If necessary, the teams are able to react effectively: each member of the floor and kitchen cleaning, reception, housekeeping and administration is able to put this internal protocol into practice in their respective area of commitment.

CONTINGENCY IN THE PROVISION OF FLOOR AND KITCHEN SERVICES

In order to avoid contagion due to proximity between employees, whenever more than one employee is needed for a department (in case of floor and kitchen staff) the following measures were taken:

- The use of a mask in the entire kitchen is mandatory, with the exception of the cooking zone, as it represents a risk in work and fire safety,
- Entry and exit times are spaced at least 30 minutes to avoid crowding in the locker area,
- Daily tasks are divided in order to avoid having two employees in the same area. For example, on a day with 5 breakfasts and 6 rooms to be cleaned, an employee handles breakfast, kitchen disinfection and washing-up, receives suppliers, cleaning of breakfast rooms and linen; whilst the other employee takes care of removing dirty linen from guest rooms, cleaning and disinfecting the locker area, common Restrooms and then cleaning and disinfection of guest rooms. It is mandatory to replace plastic aprons and masks when moving from one task to another. In other departments there is usually only one employee on duty in the corresponding area.

Breakfast: Buffet service is suspended for the time being and until further notice. Breakfast is served in a pre-booked table in the breakfast room. A breakfast form is sent to guests via email or WhatsApp, which they must fill out. At check-in time, the guest will indicate the time they wish to have their meal (there are slots from 8.30 to 10.30 am).

This information is in WhatsApp group "Breakfast QDM", and is printed and posted in the kitchen in the area agreed upon by the housekeeper or receptionist the night before. Always use gloves and, ideally, also a utensil (napkin, tongs, etc.) when handling food or objects (dishes, napkins, etc.) that guests use. The use of gloves is not a substitute for regular and correct hand hygiene.

Only place the plates, cutlery, glasses, etc. on the guests' breakfast table upon their arrival and in their presence. We always implement the reinforcement of the hygiene of CPCs named in the Common Areas CPCs present in the kitchen corkboard.

General cleaning and disinfection protocol:

All HACCP standards continue to be practiced and the corresponding records filled in unless there is any amendment recommended by the DGS overlapping the previous one and advising otherwise.

Hygiene plans are visible in each area: kitchen, entrance, common restrooms, reception, linen room, locker room, guestrooms, and chemical room.

Breakfast rooms, reception, office, corridors and stairs:

The floor is swept with a wet mop and then scrubbed again with disinfectant - in order to avoid sweeping or hoovering, which causes particles and dust to lift and reach our air ducts. We have dusters, just in case of need.

All sofas, chairs, curtains and rugs are sprayed with textile disinfectant.

The floors in the kitchen, reception, office, entrance and corridors of the main house and annex must be cleaned at least twice a day.

The floors of the common restrooms should be cleaned at least three times a day.

Non-disposable cleaning tools will be disinfected daily after work: buckets, bottles, etc.

Mops are put to wash daily.

Everyone must pay special attention to the hygiene of CPCs (Critical Points Control).

Cleaning of the kitchen and dishes:

Dishwashing:

- Dishes used by customers must be washed at a temperature between 80º and 90ºC
- Dishwasher detergent must be used
- Change the water in the washing machine every 12 customers.

Daily cleaning and sanitation: all countertops, drawer handle, refrigerators, fruit cupboard, waste bins, food preparation area, and and nearby areas and walls until arm length.

Cleaning and sanitation of all CPCs: all CPCs set in the sheets three times a day.

Use single-use cleaning cloths for disinfecting the kitchen, office, locker area, linen room, chemical room and common areas such as reception, entrance, etc.

Lavandaria	Escritório
Machine's controls and handles	Computers
Cabinet and window handles	Keyboards
Sink and faucet	Screens
Detergent and conditioner bottles	Mousepads
Light switches	Telephones
Door and other handles	Desks and chairs
Rubbish bins	Office supplies
Floor	Printer
	Dossiers
	Cabinet handles
	Key cabinet
	Floor

Room cleaning:

When cleaning rooms, employees must:

- Wear a FPP2 masks at all times

- Wear protective goggles/visor
- Wear an opaque hair cap
- Wash hands when necessary
- Take gloves off and sanitise them or dispose of them after each room
- Use a disposable plastic apron and discard it after each room
- Use shoe covers and discard them at the end of each room - whenever there is stock on the market.

- In case of guests staying more than one night, and as long as the guest agrees to it, we clean the room on the second or third night of their stay, instead of every day.
- Within possibility, we postpone cleaning of the checked out room to the next day.

1. **Cleaning of rooms should be done from the cleanest areas to the dirtiest areas, from up to bottom, and the floor is washed twice if necessary - without the use of a Hoover.**
2. Windows should be opened to allow the floor to air dry and the doors should be closed to prevent contamination from the outside.
3. Dirty linen is the first thing to be taken out of the room. Cleaning should be done at least two hours later.
4. The floor is swept with a wet mop and then scrubbed with disinfectant in order to avoid sweeping or hoovering.
5. All sofas, chairs, curtains and rugs are sprayed with a disinfectant for textiles.

ALL Critical Points Control are disinfected in their entirety by cleaning the room as mentioned in the sheets in the corkboard.

The restrooms' cleaning utensils are labelled and are used only for that purpose.

Specific colour cleaning cloths must be used for their specific task

The walls of the common restrooms and guest rooms must be cleaned daily until arm length.

There will be regular disinfection of cleaning utensils - bucket, handle, cloths and mops:

- After scrubbing the floor of each restroom
- After scrubbing the floor of each guest room

Accommodation Units with Kitchenettes (Apartments):

If there is a kitchenette, in addition to the normal sanitising procedure, the dishes and kitchen utensils are washed at a temperature between 80°C and 90°C for 30 minutes.

Clean and disinfect cabinets, countertops, tables, chairs and the rest of the CPCs:

- First step: Open windows (with the door closed) and collect bins. At the end of the day close the windows and door.
- Second step: After 24 hours (with the windows closed) remove the bed linen, wait for 2 hours and, still with the windows closed, clean the room. When the accommodation is ready, open the windows for a period of 2 to 3 hours.
- Third step: Seal the room on the day of next check-in.

PCC's - CoVid-19 - Unidades de Alojamento

QUARTOS

Comando TV
Botões TV
Comando A/C
Alcachofa Duche
Chaves Aquecedores
Secador de Cabelo
Espelho Casa Banho
Interrupt. Apliques

KICHENETTES

Pux./botões Microo.
Puxador Frigorífico
Jarro elétrico
Comandos Vitroc.
Comandos Exaustor
Pá e Escovinha
Doseador de Deterg.
Pano/Esfregão
Escorrega Loiça
Loiça e Utensílios Cz.
Mesas e cadeiras ext.

***Além doss PCC comuns a todas as áreas**

Interruptores da luz; na parede, candeeiros., apliques, etc.
Maçanetas e molduras das portas
Puxadores armários e gavetas
Puxadores, vidros e portadas de janelas

In addition to these CPCs, also clean the headboard.

Non-disposable cleaning tools will be disinfected daily after work; handles, buckets, bottles, transportation boxes, etc. Mops are put to wash daily.
Pay special attention to CPC hygiene.

Cleaning of the Pool / Jacuzzi /Sunbeds

The pool shower and jacuzzi facilities remain closed until further notice.

The pool is available for use during high warm season and depending on weather, and the following tasks are performed daily:

- pH and Chlorine levels are monitored;
- The area surrounding the pool is cleaned and disinfected, and must have its own record sheet.
- The sunbeds are cleaned and disinfected and must have their own record sheet as well.

All garden loungers and sunbeds must comply with the safety distance of 2 meters. Guests should not move the loungers/sunbeds around. A disinfectant kit is available for guests nearby.

Company car sanitation

The car must be disinfected before and after use and the person using it should mark and sign on the disinfection sheet available in the glove compartment. It must always contain disposable nitrile gloves, ABAS (Alcohol-based antiseptic solution) gel or liquid, two extra masks, a disinfectant spray bottle and single-use cleaning cloths.

DISINFECTANT PRODUCTS AND TOOLS



All persons of staff are familiar with the methods of use, dosage and storage location of the following products:

Sucitesa - Ecomix "Pure Disinfectant"

Concentrated disinfectant detergent for dilution. Bactericide, fungicide and virucide.

Placed, ready to use, next to a **box with disposable wipes and spray with surface disinfectant** in the:

- Entrance
- Reception
- Kitchen
- Office
- Second floor linen
- Garden cleaning closet
- Annex
- Basement entrance
- Employees restroom

See Attached Document "Ficha Técnica - Sucitesa Ecomix Pure Disinfectant"

See Attached Document: "Ficha Técnica - Rolo TNT"

Toilet disinfectant detergent

Dosage contact time

See Attached Document: "Ficha Técnica - Detergente desinfetante WC "

Industrial Paper Roll

See Attached Document: "Ficha Técnica - Rolo papel Industrial "

		Em uso	No armazem
Coloured cloths - Blue - Sanitary facilities - Red - Dust - Towel cloths - mirrors and windows - Green - toilets	Stock Produtos Desinfeção		
	Sucitesa Ecomix Pure Disinfectant	11prontos	4 saquetas
	Detergente Desinfetante WC (5L)	3	4 garrações
	Rolo TNT (Toalhetes descartáveis)	7	4 rolos
	Rolo Papel Industrial	1	2 rolos
	Panos de cores	10	6 panos
	Lavaloixa para Máquinas virucida?	1	3
	Lavaloixa Manual, virucida?	1	4
	Lixivia (5L)	0	1
	Alcohol 70º (200ml)	0	3

Other products:

Alcohol 70º

Dishwasher liquid

See Attached Document: "Ficha Técnica - Lava Louça máquina"

Lava Louça Manual,

See Attached Document: "Ficha Técnica - Lava Louça manual"

Bleach in a concentration of at least 5% free of Chlorine.

We choose not to use bleach. Nevertheless, we have a reserve of 5 liters.

Strong dilution: 1 cup for 9 of water (cold or room temperature)

Soft dilution: 1 cup for 49 of water (cold or room temperature)

After applying, it must be let act for 10 minutes and only then should be rinsed with water and detergent and, finally, rinsed with hot water and let to air dry. Windows must be opened for ventilation.

PROTOCOL TREATMENT AND HANDLING OF LINEN AND UNIFORMS

Clean linen

Employee responsible for handling clean linen must:

- Wear an opaque hair cap
- Wear a FFP2 mask at all times
- Wash hands and use gloves - and sanitise or dispose of them as soon as necessary
- Use a disposable, plastic apron

After weighing and checking the clean linen, the employee must disinfect the plastic bags containing them with disposable wipes and disinfectant. After that, they should put the linen in the cupboards without removing from the bag. Place the clean linen in the rooms (bedding, towels, comforters, pillows, etc) as soon as the rooms are clean. Then the windows should be opened.

Dirty linen

The employee must:

- Wear protective goggles
- Wear an opaque hair cap
- Wear a mask at all times
- Wash hands and use gloves - and sanitise or dispose of them as soon as necessary
- Use a disposable plastic apron

When removing dirty bedding and towels:

Must not shake the linen and remove it as carefully as possible, rolling it from the outside in, making a "wrap".

Must not let the dirty linen touch their own clothes and body.

As soon as the dirty linen is removed, the towels and sheets are separated into different bags.

The clothes must be packed in a waterproof bag and closed tightly with a knot.

After that they should be taken to the linen area (basement entrance) to wait for pickup by the appropriate outsource service.

Uniform treatment area

It is forbidden to wash guest's clothes in our facilities. In case of need, that service will also be performed by the outsourced company.

Two spaces will be differentiated; one for the treatment of dirty and the other for clean linen.

Only to be washed in our facilities:

- Uniforms, hair caps and reusable masks provided by the company
- Blankets and duvets requested by the guests
- Cleaning cloths and mops

The dirty uniforms, hair caps and masks are deposited in a bag and closed with a knot, then placed in a specific container with a bag and pedal cover. Clothes that are to be washed in the establishment (blankets, uniforms, etc.) will be transported and placed directly in the wash or in another container for this one purpose. Dirty linen should be washed at the highest temperature it can withstand (depending on its thermoresistance).

- Minimum of 60°C for 30 minutes
- If the clothes can't be washed hot, it should be washed in the machine at a temperature between 30-40°C.

Mops, scrubs, sponges and reusable cloths are accumulated in a container with a bag and pedal cover to be washed when its full or at the end of the day at, at the temperature of 60°C.

See attached document "Wash machine detergent".

The machine must be switched on daily with a disinfectant cycle and appropriate product (Amukina tablets).

See attached document "Amukina tablets".

INTERNAL PROTOCOL IN THE RECEPTION AND OFFICE DEPARTMENTS

- **Filling in of registration and sanitation sheets on arrival, departure and whenever necessary:** On arrival at the office and/or reception disposable wipes embedded in surface disinfectant must be used on everyday items (CPCs from the previous list)
- **Ensure guests** sanitise their hands with ABAS upon arrival, respect social distancing of 2 meters (except cohabitants), comply with respiratory hygiene measures and avoid touching unnecessary surfaces and objects.
- **Hand hygiene:** washing hands often with soap and water for 20 seconds and disinfecting them before and after every guest and at least every 30 minutes.
- Collection of keys from the key box designated for check-out, disinfection and sealing in individual bags intended for that purpose.
- **Check in time reservations to avoid crowds.**
- **Charging by card preferably**
- **Digital invoice sent by email**
- **Monitoring of body temperature and symptoms of guests at check in if necessary and when authorised by them.**
- **Identification of vulnerable people and giving priority assistance (brief inquiry at check in or pre-check in).**
- **Disinfection of CPCs in the main house and annex every time a guest is brought to their room, and always at 6pm and 8pm.**
- Print and set breakfast orders in the corkboard in the kitchen and on the WhatsApp group 'Breakfast QDM' until 8pm the day before.
- Send list of rooms that want cleaning, towels, etc., check- ins and check outs of the next day.

If the afternoon receptionist needs to get extra clean linen or water bottles, they must:

- Wash their hands and put on gloves
- Wear a mask
- Put on a disposable plastic apron
- Deliver the items in a bag.

When needed, take the bags of clean linen arriving from the outsourced service to the linen room on the 2nd floor and, when possible, help with weighing.

INTERNAL MANAGEMENT PROTOCOL

- Update of this protocol according to the recommendations of the competent authorities and agencies and their adaptation to the requirements pertaining to this touristic establishment.

- Provision of conditions for the good compliance of the company's general rules and the internal protocol.
- Ensure safety and protection conditions for all agents involved in this local establishment.
- Promote efficiency, improvement and modernisation of the company, and increase employee training.
- Maintain compliance and implementation of all business obligations towards the relevant authorities.

CONTINGENCY PLAN FOR SUPPLIERS

GOODS RECEPTION MEASURES

No goods or personnel foreign to Quinta das Murtas are allowed to enter the premises, and involving agents should always wear the appropriate PPE and keep a distance of 2 meters, at least.

Exceptions: (if absolutely essential, and always complying with all security measures)

Gardener

Pestnix - disinfestation company

Pellets - for the boiler (up to the basement corridor)

Rosa

Alex - Boiler maintenance

Alexandro - General Maintenance and/or personnel

Mr. Américo - Household Maintenance

Mr. Duarte - Windows

Inês Silva/Sofia - Garantia

O forno da tapada (up to the entrance)

Responsible for maintenance

The reception of goods will be made exclusively outside the house:

In the pantry (Caterplus, Pingo Doce e A Trouxa da Roupa Lavandaria)

At the basement door (Fitisan, Gasnuno)

Personnel delivering and receiving the goods must:

- Wear a protective mask. If they don't have one, they must ask one of us before delivering the goods.
- A minimum safety distance of 2 meters must be respected
- There will be no physical contact with any employee
- Pens and other utensils will not be shared
- Complimentary coffee, tea, etc. will not be offered.

Goods reception hours: 9am to 3pm from Monday to Sunday, and with prior notice to an employee with the authority to receive them (all except gardener and maintenance).

All goods must be verified and compared with a transportation guide that will have been printed in advance by the housekeeper or receptionist - any missing items must be reported immediately to the supplier and Floor Housekeeper by text, phone call or in person.

Goods must be taken from unnecessary external boxes or packaging (example: bottles transported in boxes).

- Goods must be disinfected individually before being stored.
- Invoices and/or transportation notes must be sent via email.

CIRCULATIONS AREAS FOR SUPPLIERS

Suppliers deliver the goods at the basement door, or at the entrance to the pantry, depending on the type of goods being delivered.

Hazard Analysis and Critical Point Control Common Areas CPC - COVID19

Common Restrooms	Kitchen	Office	Entrance
Washbasin tap Flush Paper dispenser Bog roll support Air freshener Shower Mirror Door handle Light switch Hair dryer Soap dispenser Rubbish bins Floor	Door & window handles Drawers & cabinets & doors Appliances Soap dispenser Paper dispenser Material de escritório HACCP sheets Rubbish bins Washbasin tap Floor	Chair Plastic map Writing desk Drawer handles Keyboard Mousepad Screen Telephone Card reader Check in folder TV remote Windows & handles Floor	Main door Puller Windows & mirrors Frames Outdoor & indoor rug Handrails Corridor/Stairs Bell Light switches Handles Floor

GUESTS

- Informative sheets have been posted in guest rooms with emergency contact details, including **SNS24 808 24 24 24**, management and instructions on what to do in case of a COVID19 suspicion.
- Internal protocol relevant to guests is posted on Quinta das Murtas website www.quintadasmurtas.com
- A means of communication with guests is ensured at all times via WhatsApp or mobile phone with one or more management persons.

- Schedule, and WiFi and parking gate passwords are always communicated to guests during Check-in or via WhatsApp, telephone or email.
- Guests are offered a mask and disinfectant wipe at check-in in case of need.
- In all floors and common areas there is ABAS gel available for guests and employees.
- In the pool area there is also a Kit with disposable disinfectant wipes for guests to be able to disinfect the garden loungers, tables and chairs whenever they wish.
- If the guest allows us to take his temperature at check-in and, if it exceeds 37.5°C, we send the guest to the contingency room ready and able, and inform the SNS24.

COVID19 TRAINING REGISTRATION

- 28/02/2020 - Live meeting at Quinta das Murtas - DGS orientations study
- 09/03/2020 - Live meeting at Quinta das Murtas - DGS orientations study for hotel establishments.
- 29/04/2020 - Video Call meeting - Writing and adapting internal protocol
- 01/05/2020 - Video Call meeting - Writing and adapting internal protocol
- 04/05/2020 - Video Call meeting - Writing and adapting internal protocol
- 06/05/2020 - Video Call meeting - Writing and adapting internal protocol
- 08/05/2020 - Video Call meeting - Writing and adapting internal protocol
- 14/05/2020 - Webinar - Sanitary Hygiene and Safety in Tourism: What to maintain, what to adjust and innovation.
- 18/05/2020 - Webinar - Sanitary Hygiene and Safety in Tourism: What to maintain, what to adjust and innovation.
- PPE Training
- Disinfection detergent training
- 5/6/2020 - Internal Protocol final revision

Outubro

19	Allergen Management in the Food Sector	Eliane, Yeni, Silvina, Elena	CFPSA -
	Online Training	14:30h-18:30h	
20	Allergen Management in the Food Sector	Eliane, Yeni, Silvina, Elena	CFPSA -
	Online Training	14:30h-18:30h	

Novembro

19	Leading and Coaching	Rômulo	Online Training	14:30h-15:30h
26	Leading and Coaching	Rômulo	Online Training	14:30h-15:30h

Dezembro

3	Leading and Coaching	Rômulo	Online Training	14:30h-15:30h
10	Leading and Coaching	Rômulo	Online Training	14:30h-15:30h

ATTACHED DOCUMENTS

- "Clean & Safe" Seal (pdf.)
- Regulatory guidance; PREVENTION MEASURES for hotel establishments.

- Data sheets for cleaning products.
- Informative sheet posted in guest rooms with emergency and management contact details in case of COVID19 suspicion.
- Informative letter with procedures for reception of goods from suppliers.
- Other relevant attachments to this internal protocol.
- LIST OF CONTACTS
 - Employees
 - Suppliers
 - Official entities

The submission of this Declaration stems from the commitment that all requirements previously validated are fully met by the Establishment

To be signed by all company employees: