

GARDEN'S NEST

ALL IN SAFETY

INTERNAL PROTOCOL

Safety and prevention
measures against COVID-19



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1. FRAMEWORK

In view of the current situation of the Covid-19 pandemic, the AL Garden's Nest is committed to ensuring the safety of its employees, guests, suppliers and customers in general.

Therefore, in line with the World Health Organization and with the national and regional health entities, the Azoris Group has implemented the control, hygiene and safety measures described in this document, which are transversal to all its hotel units

The implementation of these new measures aims to transmit security and confidence to our guests, always integrating these factors with the quality of services, friendliness and professionalism with which the AL Garden's Nest distinguishes itself, so that it can provide a positive and unforgettable experience to those who visit it.

1.1. DESIGNATION OF AUTHORITY

The AL Garden's Nest has defined and implemented a process approach in the definition of responsibilities and authorities, which clearly allows the identification of the responsibilities and authorities of each area / process. However, in view of the SARS-CoV-2 outbreak, there was a need to define a multidisciplinary team to define the strategic plan, even before returning to normality.

The multidisciplinary team is called TEAM COVID SQUAD and consists of the following elements:

TEAM COVID SQUAD

- **Alexandra Simão** - Azoris Group Reservations Coordinator
- **Bruno Fernandes** - Garden's Nest Diretor
- **Carla Pacheco** - Marketing Manager
- **Carolina Arruda** - Comercial Manager
- **Cristina Mendonça** - Responsible for Quality, Environment, Safety and HACCP | Responsible for the Clean & Safe Seal and Clean & Safe Azores Seal
- **Iolanda Duarte** - Quality, Environment, Safety and HACCP Departament
- **Sandra Santos** - Commercial Director

Finally, the Process Managers who will provide and manage all the procedures inherent to this internal protocol, of which we highlight the following responsibilities:

Security Officer / Contingency Plan Activation

- Bruno Fernandes

Infrastructure Management

- João Veloso

Purchasing / Stock Management, including PPE

- Isabel Tavares

Selection of PPE and Cleaning Materials

- Cristina Mendonça

The effectiveness and efficiency of all measures and procedures will be achieved with the commitment and professionalism of all our workers / teams specialized in different areas.

2. PREVENTION PROCEDURES

The internal protocol, which lists all internal procedures to be carried out in the context of preventing the spread of the coronavirus, is available for consultation by guests and customers, upon request.

2.1 IN THE FACILITIES

2.1.1 Signaling and Information

- Ensure that customers, guests and workers are aware of and have access to this Internal Protocol regarding the COVID-19 coronavirus outbreak. This is available for consultation at the reception.

- Provide different types of information (digital, graphic, vertical, horizontal signage) on how to comply with the basic precautions for infection prevention and control in relation to the COVID-19 coronavirus outbreak.

2.1.2 Hygiene Plans

The AL Garden's Nest, following the coronavirus COVID-19 outbreak has made a deep revision of all the defined hygiene plans for its services, both for public areas as for lodging and meal areas, in order to insure and improve the cleaning and disinfection of the critical contact points.

The reinforced improvements were:

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

- Cleaning, at least 6 times a day (depending on occupation), surfaces and objects in common use (including counters, light and elevator switches, door handles, cabinet handles, acrylics, shower handles, controls, buttons, etc.).

- Wet cleaning should be preferred over dry cleaning.

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- Renovation of air in rooms and closed spaces regularly.
 - Disinfection of the pool or other equipment in SPA's / wellness areas (where available; services before reservations).
 - Disinfection of the jacuzzi (whenever it exists) is done regularly with the emptying of all water followed by washing and disinfection; later it is filled with clean water and disinfected with chlorine in the appropriate amount.
 - In the areas of restaurants and beverages, the reinforcement of the cleaning of utensils, equipment and surfaces and to be avoided as much as possible the direct handling of food by customers and employees.
 - In catering areas, effective cleaning is ensured when one customer leaves and another enters the same table.
 - The bucket and mop for the floor are usually reusable, so it must be ensured that these devices are cleaned and disinfected at the end of each use. The bucket and mop are distinct and appropriate by areas. For example: the bucket and mop used in bathrooms, are not used in eating areas, or in other public spaces.
 - The floor of public areas, must be ensured a wash performed with hot water and common detergent, followed by disinfection. The cleaning frequency is performed at least twice a day (depending on occupation).
 - In public sanitary facilities, washing is carried out with a chemical that contains detergent and disinfectant in its composition. The cleaning frequency is at least 3 times a day (depending on occupation).
 - In internal sanitary facilities, washing is carried out with a chemical that contains detergent and disinfectant in its composition. The cleaning frequency is at least once a day.

Associated with the hygiene plans, the respective hygiene record is carried out at the end of each cleaning and / or disinfection task in the different sectors and spaces.

2.1.3 Adequacy of the selected space for isolation

Place to isolate people who can be detected as suspected or confirmed cases of COVID-19, have natural ventilation, or mechanical ventilation system, and smooth and washable coverings, bathroom, stock of cleaning materials (hand soap, hands / surfaces disinfectant and disposable wipes), 3 surgical masks and 3 pairs of disposable gloves, 1 thermometer, 1 autonomous waste container and respective bag; 1 bag for the collection of used clothes, Kit with Azoris water, and some non-perishable foods (for instance: 2 packs of Azoris cookies, 1 pack of potato chips, 1 pack of dried fruits).

To carry out a control of the content present in the Isolation room, an inventory record of the isolation site was carried out.

2.1.4 Adequacy of accommodation units

A review of the Standard Operating Procedure - specific SOPs was carried out for the Hygiene of Accommodation Units and we briefly present:

- The definition of specific care for changing bedding and cleaning in the rooms, privileging two spaced intervention times and with adequate protection in accordance with this internal Protocol.
- The removal of bed linen and towels is done without shaking it, rolling it outwards, without touching the body and transporting it to the laundry.
- Washing of bed linen / towels is carried out at elevated clothing temperatures (30°C - 60°C).
- Washing and disinfecting the pillows according to the hygiene plan.

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- Lastly, disinfect all critical contact points.

2.1.5 Hygiene equipments

In each hotel unit, there are various hygiene equipment in the internal areas and public areas, namely:

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

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

2.2 FOR EMPLOYEES

2.2.1 Professional qualification

All of our employees received training and awareness about our internal protocol regarding the outbreak of the Coronavirus COVID-19 and specific infection prevention and control procedures, including:

- 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.

- Respiratory etiquette: coughing or sneezing into the flexed forearm or using a tissue, which should then be immediately thrown away; hand hygiene always after coughing or sneezing and after blowing your nose; avoid touching the eyes, nose and mouth with your hands.

- Social conduct: change the frequency and form of contact between workers and between them and customers, avoiding (when possible) close contact,

handshakes, kisses, shared job posts, face-to-face meetings and sharing of food, utensils, glasses and towels.

- Correct use of personal protective equipment;
- Daily self-monitoring to check for fever, cough or difficulty breathing;
- Proper cleaning and disinfection of surfaces and treatment of clothing, with specific instructions and care;

The records associated with the execution of the training (from its planning to its execution) can be consulted in the Human Resources Department of the Azoris Group, linked to the annual training plan of 2020.

2.2.2 Personal Protection Equipment and Uniform Rules

Are compiled all the rules for uniforms and personal protective equipment, in general terms.

The following table shows the mandatory definition of PPE, by area, which affects the safety of Azoris Hotels Group workers against COVID-19:

AREAS	PERSONAL PROTECTIVE EQUIPMENT (PPEs)
RECEPTION AND BELLBOYS	<ul style="list-style-type: none"> • AZORIS/ disposable Community Mask • Flesh-colored gloves (when necessary)
KITCHEN, PASTRY SHOP, FOOD PREP AREA, PANTRIES	<ul style="list-style-type: none"> • Blue gloves (whenever necessary)
RESTAURANT, SNACK BAR, BAR COFFEE SHOP	<ul style="list-style-type: none"> • AZORIS / disposable Community Mask • Blue gloves (whenever necessary)
WAREHOUSE	<ul style="list-style-type: none"> • AZORIS / disposable Community Mask when in contact with Externals
FLOORS, LAUNDRY AND PUBLIC AREAS	<ul style="list-style-type: none"> • <u>Floors</u>: glasses, FFP2 mask; disposable and waterproof apron; fur-colored gloves • <u>Laundry</u>: glasses, mask FFP2 (as contact with dirty clothes); disposable gown; flesh-colored gloves • <u>Public Areas</u>: AZORIS / disposable Community mask; Disposable and waterproof apron; flesh-colored gloves

MANUTENÇÃO	<ul style="list-style-type: none"> • AZORIS / disposable Community Mask when in contact with Externals • Flesh-colored gloves (when necessary)
OFFICE STAFF	<ul style="list-style-type: none"> • To circulate in internal areas (without customers or external), it is recommended to use the AZORIS / disposable Community mask.
ALL	<ul style="list-style-type: none"> • It is mandatory to use the mask inside public areas.

It should be noted that there is a sufficient number for all Employees (depending on their function: mask with different protections, gloves, gown or apron, cap, shoe cover).

The employees' uniform is washed separately from the Customers' clothes and washing machine and at high temperatures (around 30°C a 60°C).

2.2.3 Behavior

- Daily self-monitoring to assess fever, cough or difficulty breathing.
- Behaviors to be adopted by the staff:
- Keep the distance between employees and customers and avoid physical contact, including handshakes.
- Do not enter or leave the workplace wearing your workplace uniform.
- Keep hair gathered.
- We do not recommend the excessive use of personal ornaments (bracelets, threads, rings, etc.) or even prohibited.
- Paused and scheduled meal times to avoid encounters in staff / dining areas.
- All workers who perform hygiene tasks should 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 in spaces and how to ensure good ventilation during cleaning and disinfection. They can consult whenever necessary the technical data sheet and safety data sheet available on site.

2.2.4 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, disinfectants and 70% alcohol.
- 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.

2.2.5 Scales / Shifts

- Definition of service schedules and / or shifts with a reduction in the simultaneous number of employees. The definition of teams allows greater control of safety and hygiene rules.
- Definition of rules / phasing of the cleaning acts of the accommodation units (definition of 2 circuits in the cleaning of the accommodation).

2.3 FOR CUSTOMERS

2.3.1. Equipment - Personal protection

At the reception of each hotel unit we have available for the client, disinfectant gel, disinfectant wipes, disposable mask and flesh-colored gloves - as personal protective equipment. In addition to a kit available for COVID FREE, starting on July 1st, for an additional cost. The disposable masks available take into account the maximum capacity of the establishment.

2.3.2 Behavior:

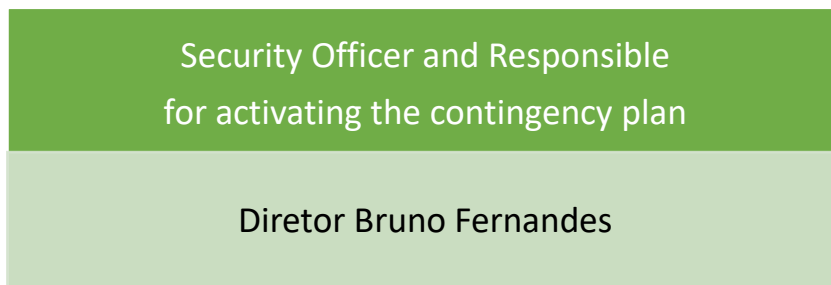
- Definition of simple and clear rules for staying in accessible common spaces (restaurant, bar, gym, SPA, swimming pool), and with different formats.

3 PROCEDURES IN CASE OF SUSPECTED INFECTION

3.1 ACTION PLAN

- The employee who detects the suspected infected should direct him / her to the isolation site, provide the necessary assistance and contact the Security Officer.

In order to have a responsible person present in each hotel, it is applied as shown in the following figure:



3.2 DESCONTAMINATION OF THE ISOLATION AREA

- The decontamination of the isolation area whenever there are positive cases of infection, the cleaning and disinfection is reinforced, mainly on surfaces frequently handled and most used by them, as indicated by the Regional Health Directorate.

- The storage of waste produced by patients suspected of infection must be carried out in a plastic bag which, after being closed (e.g. with a clamp), must be segregated and sent to a licensed operator for the management of hospital waste with biological risk, accompanied with the respective electronic waste tracking guide (e-GAR). The elaboration of the e-GAR is carried out by each hotel unit by the Department of Quality, Environment, Security and HACCP.

4 REGISTRATION OF ACTS/INCIDENTS

Whenever it is necessary to make any improvement to the Internal Protocol or if it is found that it is needed to reinforce any measure implemented and even the activation of this plan, its control is carried out with the occurrence record.

The occurrence management is carried out in accordance with the internal rules defined by the Department of Quality, Environment, Safety and HACCP.

5 VERSION CONTROL:

# Edition	Changes/reason	Approval date	Made by:
01	First Edition of the Document	26.11.2020	Quality, Environment, Safety and HACCP Manager Cristina Mendonça Diretor do AL: Bruno Fernandes