Covid-19 POSI Protocols

Exposure, prevention, preparedness, and response plan & departmental standard operating procedures

PLAN HIGHLIGHTS

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OUR APPROACH & REVISED PLAN

1. Introduction

Atlantica Hotels and Resorts ("Atlantica" or "Atlantica Group") has developed a COVID-19 Exposure, Prevention, Preparedness and Response Plan and Departmental Standard Operating Procedures ("the Plan"). The main objective of the Plan is to ensure the safety and health of Atlantica's customers, employees, suppliers and visitors in light of COVID-19.

As the epidemiological situation has significantly improved and government measures have been relaxed, this is a revised response plan, which will be replacing detailed POSI protocols till further notice.

The Plan is based on information provided by the government authorities, national, international laws, and regulations, WHO recommendations, the existing operational standards of the Atlantica and Atlantica's views on market best practice POSI and SOP to address specific risks of COVID-19. The Plan is an integral part of the Atlantica Group's Integrated Management System and will be audited for compliance by relevant department..

Compliance with the Plan is mandatory for all Atlantica hotels and all Atlantica staff.

2. Corporate Policy Statement and Aims

Atlantica is committed:

- To comply with all legal requirements.

- To identify, evaluate and control all risks related to COVID-19 disease throughout Atlantica's hotels' operations.

- To designate Emergency & Crisis Teams & Response Teams and develop their responsibilities and duties to act in the event of a suspected COVID-19 case.

- To keep records of actions in accordance with the commitments to do so that are set out in this Plan.

- To ensure sufficient external and internal communication related to COVID-19 Health and Safety.

- To emphasize to all employees that the prevention of the spread of COVID-19 infection is the responsibility of every single employee of Atlantica.

- To ensure all employees are well informed on the details of this Plan and that they are expected to follow and implement all necessary processes, procedures and instructions contained within it in addition to Atlantica's normal procedures.

- To train all employees on the contents of this Plan including COVID-19 infection, means of transmission, cleaning protocols, on illness reporting and other procedures and factors set out in this Plan.

- To inform all customers and visitors on hygiene requirements, illness reporting, social distancing and on other hotel requirements so as to ensure customers' / visitors' health and safety and to satisfy their needs and expectations.

- To maintain and clean all hotel equipment and facilities at highest standards.

- To continuously improve its COVID-19 POSI (Prevention of Spread of Infections) & SOP (Standard Operating Procedures) processes and procedures and therefore improve this Plan.

- To provide or procure all necessary resources required to implement this Plan.

- To update the Plan for any new governmental guidelines, laws and best practices which are not already considered by this document and re-distribute this document / Plan to all relevant parties.

- To review and update the Covid-19 Corporate policy to comply with all current legal requirements

Vasilis Nicolaides
Joint CEO

3. PLAN APPROACH

The approach to developing the Plan was to assess and compile company's wide policies and procedures as well as current legal requirements and guidelines.

As a way of summarizing the Plan, the guidelines below set out some themes and requirements within the Plan.

4. KEY THEMES OF THE PLAN (with requirements)

GENERAL INFORMATION

The approach to developing this Plan was to assess and compile Atlantica Group policies and procedures, which correspond to the current epidemiological situation.

Departments considered include cleaning, housekeeping, laundry, front office, F&B operations including kitchens, technical and maintenance, 3rd party operators & services in the hotels (e.g. mini-markets), ancillary facilities (Spa, Gym etc.) and also supplier deliveries.

As a way of summarising the Plan, the text below sets out some key themes within the Plan and includes some specific examples of policies and procedures under each theme.

5. EMERGENCY & CRISIS TEAMS AND RESPONSIBILITIES

1. The hotel should maintain the Emergency & Crisis Team, which is responsible for managing any type of crisis in the hotel.

6. HOTEL ACCESS

1. As per current government guidelines, there are no entry restrictions for staff, guests or third party visitors.
2. All hotels of the Atlantica group will comply with this legal requirement.

7. PHYSICAL DISTANCING AND SIGNAGE

1. Physical distancing measures should be followed, ensure separation of guests during group check and check out, a reasonable distance from each other should be ensured.
2. Use signage to promote physical distancing.
3. **CYPRUS:** An appropriate sign should be available at the entrance, displaying the maximum number of guests allowed in place at any given time.
4. Staff to avoid very close physical contact with each other and with customers.
5. At restaurants, where possible, arrange a host at the entrance to welcome guests and to encourage all guests to sanitise hands prior to each visit to self-service areas i.e. buffet and beverage stations.
6. Use signage to promote frequent hand washing and use of hand sanitisers.
7. Plexi Glass at Reception desks shall remain.
8. Rooms will not be allocated to new arrivals, unless enough time has passed since the previous

occupants left, for appropriate cleaning, disinfection and aeriation.

9. Dispersion of guests at 'group check-in.

10. Disinfection of room keys/cards after every departure is mandatory.

11. Online check-in is available and should be promoted.

12. Bill settling night before departure to be promoted.

13. Work away from customers - guest rooms cleaned, or maintenance in guest rooms when guests are not in room.

14. Al fresco dining to be promoted as a good practice.

8. VENTILATION

1. Common areas ventilated fully once a day (minimum).

2. Guest rooms ventilated fully on cleaning.

3. Adequate ventilation provisions are undertaken for all public indoor areas, so that apart from air conditioning there will be regular input of fresh air

9. HYGEINE MEASURES AND CLEANING

1. Disinfectant stands/Antibacterial gel/liquid should be available in all public areas, entrances, reception areas, lounges, public toilets, lifts etc.

2. Carrying out of appropriate hand hygiene for all back-of-house and front-of-house staff; for housekeeping staff gloves are compulsory

3. F&B outlet tables, chairs, must disinfected after each customer departs.

4. Salt, pepper and sugar containers must be disinfected after every meal service.

5. Utensils in buffet replaced every 30 minutes.

6. Menus should be disinfected after every use, unless they are disposable; alternatively, they will be displayed at various communal points of the establishment, or made available digitally

7. Disinfection (with 70% alcohol based solution) of all touch points is carried out after each use e.g. chairs, tables, salt/pepper mills, sauce bottles, electronic payment machines etc. For kitchen work areas Food Safe or Sumaback D10 should be used.

8. **CYPRUS:** Disinfection of sun beds, umbrellas and personal safe boxes after every use

9. Physical distancing does not apply to lifeguards who are called into urgent life-saving action

10. High risk areas disinfection such as lifts and public toilets every hour and completion of control form GLGEF463

11. Temperature settings on dishwashers as per pre-covid food safety requirement (≥73C duirng rinsing).

12. Laundry washing machines higher temperature seting in case of a reported illness only .

13. Equipment calibration such as dishwashers and laundry washing machines to ensure temperature settings are correct.

14. If suspected COVID-19 case, all hotel areas which were potentially used are ventilated and disinfected immediately. The Hotel Response Team, and where needed,external licensed sub-contractor will disinfect the room.

10. PPE (PERSONAL PROTECTIVE EQUIPMENT)

1. **The use of facemasks is no longer mandatory in all hotel areas**.

   The recommendation is to use facemasks where food or drinks are displayed on self-service stations and where appropriate sneeze guards are not available. **An appropriate sign should be available informing guests that use of masks is only reccomended.**

   SIGN WORDING: USE OF FACE MASK IS RECOMMENDED IN THIS AREA.

2. **CYPRUS: A box of masks to be available at main resturanst only to be used by guests if they choose so.**

3. House Keeping department should wear PPE as per their departmntal work instructions; masks should be worn in case of POSI procedure implemntation and gloves at all times during rooms cleaning.

11. SEPARATION

1. Strict controls over clean and dirty linen separation.

12. SERVICE LIMITATIONS

1. Curtesy room will not available; instead promote late checkout.

13. ADHERENCE TO THE PLAN

1. 3rd party operators in the hotel must adhere to the Plan.

14. INCIDENT MANAGEMENT & REPORTING

A) STAFF ILLNESS

1. Staff should test themselves regularly for COVID-19 where practical and isolate if positive; We recommend temperature self-check by all staff on a daily basis, especially if feeling unwell. temperature

2. In case of an Employee illness (fever, coughing, body aches, headaches), employee should leave the hotel and return home or to staff accommodation and see a doctor.

3. If a suspected COVID-19 case has been identified, then such person shall arrange and do the rapid test; if test is negative, an employee must remain at home until all symptoms have cleared; if test is positive, then employee must follow government authorities guidelines and remain home.

4. Staff members who have tested positive will need to test negative to be able to return to work; If the test is positive, they should continue to test daily and may return to work once negative;

5. Hotel cleaning - For any suspected or confirmed case, employees areas should be disinfected /cleaned – by the hotel response team and where needed by an approved licenced sub-contractor.

6. Staff attendance - Hotel manager to check general staff attendance levels each day to assess any potential COVID-19 case among staff.

B) GUEST ILLNESS

1. An ill guest must return to their room, stay in the room and the hotel will call a doctor to examine them.

2. Other guests in the room will also remain in the same room as close contacts. All guests will be checked daily by an Emergency and Crisis team member.

3. Ill guest will be moved to quarantine hotel (in Cyprus)/ or will remain in hotel accommodation (in Greece) /or will be moved to the hospital if guests re not feeling well and as per doctors advise.

4. A person who tests positive for coronavirus, may alternatively choose to self-isolate in a private home / apartment rental, or in the hotel accommodation at their own expense, provided that their room is not shared with others and that they do not make use of public facilities.

5. If an extended stay is required, this can also be provided by the hotel and guests should be charges additionally for their extended stay should be additionally

6. Hotel cleaning – for any suspected or confirmed case, areas which affected guest has been visiting, will be thoroughly cleaned by the response team or external licenced sub-contractor only of required.

C) Testing and quarantine procedures at the destination –CYPRUS

1. A COVID-19 hospital with a surplus of available beds and intensive care units equipped with respirators, has been made available exclusively for travellers who test positive for coronavirus

2. The duration of isolation for positive cases is 7 days from the date of testing positive and they are then released without the need to test negative.

3. The duration of isolation can be reduced further if a traveller tests negative for coronavirus on the 5th day after testing positive (test should be PCR and the cost borne by the individual). Note that during the isolation period, it is mandatory for the traveller to self-isolate in their room or designated spaces at all times.

D) What is the definition of a close contact?

1. A close contact is defined as 'somebody who came into close physical contact to a person who has tested positive for coronavirus' i.e. at a distance of less than 2m for more than 15 minutes.

2. Contact tracing from an airplane only includes passengers from the same family.

3. It is recommended that close contacts of a person who has tested positive for coronavirus, perform a self-test on days 3 and 5 from the date of contact.

4. For close contacts that are not fully vaccinated nor recently recovered, or a period of 7 months has elapsed from the date of their full vaccination, testing on days 3 and 5 is compulsory.

15. LIAISING WITH AUTHORITIES

1. Telephone call to authorities (hotline and epidemiological surveillance unit) will be made by the hotel manager or a member of Emergency & Crisis Team if there is a suspected case of COVID-19 and such person will follow the advice of the authorities.

2. A dedicated email address has been set up by the Deputy Ministry of Tourism for this purpose at travel2022@visitcyprus.com

3. Close contacts that are not declared by positive cases, they can declare themselves as such, via telephone at 22514264, 22514258/9 (Monday-Sunday 08:00-20:00) or by e-mail at contacttracing2@moh.gov.cy.

4. A dedicated team of destination experts replies to traveller queries on Facebook Messenger (www.facebook.com/VisitCyprus.cy). c. All relevant information is available on the website www.visitcyprus.com

5. In Greece, all guidelines have been provided by ΕΟΔΥ.