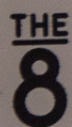




INTERNAL HEALTH AND
SAFETY PROTOCOL

COVID-19 CONTINGENCY
PLAN



PLEASE
CLEAN
MY
ROOM

LISBON, MAY 2020



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1. INTRODUCTION

This document, named Internal Health and Safety Protocol, occurs amid the global Covid-19 pandemic (PIHS-PC COVID-19) to inform and sensitize guests and partners towards the cleaning and hygiene procedures that were implemented, as well as prevention measures and infection control already adopted.

The elaboration of this protocol followed the norms and recommendations of the National Health Agency (DGS), Regional Health Agency (DRS), World Health Organization (WHO) and Tourism of Portugal (Clean & Safe seal).

This protocol may be altered depending on new legal obligations and the pandemic evolution itself.

2 - Covid-19 Prevention and Control Measures in the premises of The 8 Hotel

2.1 - Signage and disclosure

The existence of PIHS-PC COVID-19 is shared with our guest during the check-in and is available for consultation on www.the8.pt.

The basic prevention precautions and infection control related to Coronavirus Covid-19 outbreak are shaped into informative signs among the common areas.

2.2- Sanitizing plan

- Reinforcement of hygiene measures, intensifying the use of disinfectants in the rooms and all common and staff only areas;
- Frequent cleaning and disinfection of surfaces and objects of common usage, namely the front desk counter, varied furniture, elevator/lift buttons, door knobs, equipment in the rooms, etc;
- Persistent renovation of air in confined spaces;
- Reinforcement of sanitation among utensils, equipments and surfaces in catering spaces, e.g., the breakfast room;
- Right after each meal is served, the cleaning of tables and chairs in the breakfast room is ensured;



2.3- Adapting spaces and services

Rooms:

- To better guarantee the social distancing among in-house guests, adjoining rooms available for sale will remain empty whenever possible;
- As a safety reinforcement, and whenever suitable after the check-out, the room will be blocked within the next 24 hours;
- The cleaning of the rooms to be done in two distinct moments, promoting the circulation of air and sanitation;
- The swap or replacement of bed linen and towels in compliance with DGS instructions;
- The cleaning of rooms processed while guests are absent;
- Machine wash, separately and at high temperatures for bed linen and towels;
- Protection of TV and AC remote controls with plastic wrap;
- Our guests will have the choice to not have their rooms cleaned on a daily basis throughout their entire stay, respecting their own privacy. The cleaning of rooms would then take place on check-out day.

Breakfast:

- Seating area capacity reduced to allow the recommended social distancing;
- Scheduling and bookings in advance (1 day before);
- Buffet service being replaced by personal and direct service for each table;

Common areas:

- Reduction of the maximum capacity in the lounge room located on the 1st floor in order to guarantee the social distancing;
- Due to strict sanitation control, our free, self-service Coffee Station (tea, coffee, fruits, snacks) is suspended;
- Elevator/Lift access limited to 1 person at each time or 2 people if they are sharing the same room;
- Delimitation of the check-in Reception area so that the necessary social distancing can be promoted;
- Installation of acrylic protection barriers in the front desk.

Isolation Zone:

It has been created a space to isolate people who may have been detected as suspected or confirmed cases of covid-19, with natural ventilation, flat and washable coatings, bathrooms equipped with soap dispenser, paper wipes, hands-free waste containers, trash/waste bags, alcohol based antiseptic solution, cleansing wipes, single use disinfectant, masks and disposable gloves, thermometer, laundry bags, telephone, chair, kit with water and non-perishable foods



2.4-Hygienization equipment

- Placement of alcohol gel dispensers in several public and service areas
- Placement of liquid soap dispensers and paper wipes in all sanitary and service facilities;
- Affection of cleaning equipment such as a bucket and a mop in a single area (cleansing and disinfection after each single use;

3- Covid-19 Prevention and Control Measures for employees

3.1- Training

All employees received specific training on:

- PIHS-PC COVID-19 and the new Operational Procedures;
- How to accomplish basic prevention precautions and infection control;
- Successfully auto monitoring on a daily basis in order to assess body temperature and monitoring of symptoms such as cough and breathing difficulties;
- How to accomplish DGS guidelines regarding the cleaning of surfaces and laundry treatment.

3.2- Individual Protection Equipments (IPE)

In the premises can be found appropriate stocks of the following IPE, depending on the job title:

- Surgical mask
- Disposable gloves
- Protection gowns
- Shoe covers
- Caps

Each employee is responsible for the rightful placement, usage and sanitation of their IPE, according to the training provided amid this protocol.

The employee's uniform is separately washed in the machine at a temperature equal or above 60° Celsius.

3.3- Conduct

Auto Monitoring of Symptoms:

- Body temperature taken on a daily basis;
- Monitoring the existence of symptoms (cough and breathing difficulties).

**Behaviors to adopt:**

- Always wear mask;
- Wear gloves whenever tasks justify it;
- Wash hands frequently with water and soap for at least 20 seconds or use hand sanitizer;
- Be engaged with an adequate breathing etiquette:
 - Cover mouth and nose with a handkerchief or the elbow while coughing and sneezing and place used handkerchiefs in the bin/trash;
 - Hand sanitizing after coughing, sneezing or after blowing the nose;
- Avoiding hands to touch eyes, nose and mouth;
- Cease to share personal objects.

Promoting the social distancing:

- Follow the entering/exiting individualized procedures among employees;
- Maintaining, whenever possible, a safe distance (1 or 2 meters) from any other person (either guests, employees or external);
- Avoid any physical contact;
- Reduce, whenever possible, the number of employees per job position;
- Assign a distinct schedule for deliveries by each supplier and limit their entry in the service area;
- Book technical assistance visits outside peak times established by guests, employees, suppliers and other Externals.

4- Covid19 Prevention and Control Measures for guests**4.1- Individual Protection Equipment**

- Individual protection kits - Safety Kits – made available in accordance with the The8 maximum occupancy, composed by mask, disposable gloves and disinfectant gel, that can be booked prior to the check-in and placed inside the rooms, upon request.

4.2- Check-in and Conduct to observe in The8

The cooperation of our guests is essential to guarantee their own and other people's safety while remaining in our premises.

Behaviors to adopt:

- Measurement of body temperature to all guests upon arrival.
- Guests with a temperature above 38,3°Celsius will not be able to proceed with the check-in and will be asked to get in touch with the 24-hour helpline of the National Health System (SNS).



- Option for a check-in via email, whereas personal details are provided which would prevent social contact and reduce waiting lines at the front desk.
- In parallel, check-out via mail and online payment;
- Mandatory use of mask in all social areas;
- Frequent hand sanitizing;
- Maintaining a 2-meter distance from other people;
- Thoroughly reading PIHS-PC COVID-19;
- Accomplish recommendations given in informational notices posted in common areas.

5 – Procedures in case of suspicion of infection

A staff member will always be on duty and therefore responsible to trigger the adequate procedures in case of infection (accompanying the person developing symptoms to the Isolation Area, assisting accordingly and contacting SNS24).

Following DGS suggestions, the decontamination of the Isolation Area will be undergoing whenever positive cases are discovered or reported, along with the reinforcement of cleansing and disinfection procedures.

The wastes produced by patients/suspects of infection will be kept in a plastic bag that, after being sealed, will be isolated and sent to a licensed operator for biological-risk hospital wastes management.

Please stay safe and protect others!

Thank you very much.

The 8 Team.