

TZANTE HOTEL HEALTH POLICY

Implementation of Health Protocol Measures (COVID-19)

TZANTE Hotel, taking into account the instructions of the Ministry of Tourism for the implementation of new Health Protocols in the Tourist Accommodation of the country in view of their reopening in the context of the new reality created by Covid-19 disease, has drawn up according to current legislation. relevant customized Health Protocol for the operation of all its Departments.

The Protocol includes the development of an Action Plan for its operation and the Management of Suspected Case which complies with the recommendations of EODY and will be reviewed according to the developments.

The aim of the Action Plan is to prevent the occurrence and effective management of suspicious cases in order to reduce the expansion of staff and guests, always in accordance with the current guidelines of the National Public Health Organization.

The aim of the hotel with the Action Plan and the Suspected Case Management Plan is on the one hand to protect the staff and its guests and on the other hand to guide its staff to take the necessary measures to prevent and protect against Covid-19 disease.

Employees

Each member of the hotel staff strictly adheres to the basic protection measures against Covid-19. In particular, employees must practice good personal and respiratory hygiene practices:

- Frequent hand washing with soap and water for at least 30 seconds, definitely before and after contact with money or customer items, before meals, before and after work breaks, after a visit to the toilet and careful hand drying with paper towels their use and disposal in waste bins. Alternatively, use alcohol-based antiseptics with at least 60% ethyl alcohol or 70% isopropyl alcohol.
- Cover your nose and mouth during coughing or sneezing with a tissue / alternatively if this is not available, cover your mouth with the inside of your elbow.
- Dispose of paper towels or other personal hygiene items or tools used to disinfect work surfaces in a closed bin.
- Avoid handshakes and generally close physical contact, keeping a distance of at least one and a half to two meters from colleagues, customers or third parties in all workplaces, hotel areas and rest areas.
- Avoid touching the front of the mask or face shield.
- Avoid touching the person's hands.
- Informing the health officer in case of illness or symptoms compatible with Covid-19 infection or contact with a possible or confirmed case and removal from the workplace.
- Staying at home in case of illness and informing the health officer.
- Return to the workplace only if the laboratory test is negative and after 14 days after close contact with a confirmed case of Covid-19.

Individual Hygiene Measures and Individual Protection Means

- Informing and encouraging staff and third parties to comply with good personal and respiratory hygiene practices.
- Provision of appropriate facilities and required materials to employees and installation of appropriate mechanisms for antiseptic of the hands at the entrances / exits and in the common areas of the accommodation.
- Providing staff with appropriate Personal Protective Equipment.
- Supervision of the adequacy of Individual Protection Reserves.
- Training of personnel for the safe use of Personal Protective Equipment and supervision of their proper use.
- Informing and training staff on the COVID-19 suspected case management plan.
- Supervise the attendance of third parties (eg customers, associates, distributors, etc.) at the accommodation and inform them in order to avoid overcrowding, to ensure the observance of the required distances and to use the Personal Protective Equipment.
- Establishment of a gradual attendance / departure program for employees to avoid congestion and to ensure compliance with the required distances.
- Continuous information of staff on personal hygiene and preventive measures in all areas.
- Training in the required actions of employees in case of development of suspicious symptoms, such as the immediate notification of the health officer and the Administration for the prevention of the spread of Covid-19 and the prescribed isolation.
- Encourage the use of ladders and avoid the use of elevators by employees and customers as much as possible.
- Frequent hand washing with soap and water.
- Disposal of media used to disinfect work surfaces in a closed bin.
- Avoid handshakes and generally close physical contact, keeping a distance of at least two meters from colleagues, customers or third parties in all workplaces, hotel rooms and rest areas.
- Avoid touching your face with your hands, more specifically eyes, nose and mouth.
- Informing the health officer in case of illness or symptoms compatible with Covid-19 infection or contact with a possible or confirmed case and removal from the workplace.
- Staying at home in case of illness and informing the health officer.
- Return to the workplace only if the laboratory test is negative and after 14 days after close contact with a confirmed case of Covid-19.

Covid-19 Accommodation Archive and Event Book

- For the purposes of public health protection, the accommodation management keeps a record of the staff members and all persons staying at the hotel (name, nationality, date of arrival and departure, contact details such as address, telephone, Email), so that it becomes possible to communicate with the close contacts of any COVID-19 impact, which may be identified afterwards.

- There is due diligence and safety in the General Data Protection Regulation (GDPR) and all visitors and staff are informed that a file is kept for reasons of public health protection.
- Also, there is a recording and updating of the service book and events.

Reception Service

- The staff takes the necessary hygiene measures (hand washing), keeps a distance of at least one meter from the customers (avoid handshakes, etc.) and follows the rules of hygiene.
- When requested, there is a possibility:
 - Informing visitors about the policy of the accommodation and the measures it has taken to deal with any incidents
 - Providing useful information to health care providers, public and private hospitals, reference hospitals for COVID-19 and pharmacies in the area and
 - Provision of Personal Protective Equipment.
- Special equipment (Medical Kit) for the occurrence of an incident, such as gloves and disposable masks, antiseptics, cleaning wipes, apron, long-sleeved robe, Laser thermometer.
- Personnel may recognize customer symptoms and report them directly to the health care provider.
- There is an antiseptic for use by the client in the socket.
- Regular disinfection of the reception surfaces.
- Appropriate configuration of the reception, addition of floor marking at a distance of two meters where the customer will stand, proper marking of distances in the waiting area, proper arrangement of furniture and proper management of people waiting to be served in order to reduce waiting time and accommodation. security.
- Avoid overcrowding during Check-In / Check-Out, keeping distance.
- Possibility for Check-In one day before arrival via E-mail and for Check-Out in the same way to avoid overcrowding and keeping physical distances. Credit card deposit in a special box for use by the receptionist. Provide antiseptic for disinfection after use.
- Electronic payment of accommodation expenses, electronic sending of bills, invoices and receipts.
- Disinfection of Key Cards.
- Extension of the period between Check-In and Check-Out. Check-out until 11:00 a.m. and Check-In from 15:00 pm. During the time between each Check-In and Check-Out between different customers the room is cleaned, thoroughly disinfected and adequate natural ventilation of the space is followed.

Floor & Room Services

- The cleaning staff uses a simple surgical mask, gloves and a disposable waterproof robe.
- After removing the MAP, it is necessary to wash your hands thoroughly with soap and water and to dispose of them in a closed bin.
- All hard surfaces, floors, chairs, knobs, etc. are cleaned and disinfected. with disposable cloths / fabrics or cleaning paper and detachable mops.

- Discarded equipment is treated as a possible contaminant and discarded in special bags.
- 0.1% hypochlorite sodium is used after cleaning with neutral detergent. For surfaces that are likely to be damaged by the use of sodium hypochlorite, it is necessary to use ethanol at a concentration of 70% after cleaning with a neutral detergent. Our company as an extra protection measure uses biocides certified liquids for the safest work of the staff and the stay of the customers.
- When using disinfectants, the space is well ventilated.
- Sanitary services are strengthened in all public areas, especially in "high risk" facilities.
- Thorough cleaning and very good room ventilation are applied during the hours between stays.
- The adequacy of MAP personnel equipment (gloves, masks, robe, closed shoes, etc.) is checked.
- There is discreet monitoring by Customer Management with management symptoms.
- Uncommon room cleaning during the stay (avoid contact of cleaning staff with possible case and further transmission).
- The daily change of clothes, towels and the night preparation of the room (Turn Down Service) is abolished. The customer is served only upon request upon arrival.
- For departures, meticulous disinfection is applied to the rooms and bathrooms in question.
- Decorative items (pillows, bedding, etc.) are removed.
- Multi-purpose shared objects such as menus, magazines, etc. are removed.
- Opening doors and windows for natural ventilation of the space daily.
- Marking is provided with the aim of informing the customer about when and how the room was cleaned.

Kitchen

- Observance of HACCP rules by kitchen staff (recording refrigerator temperatures, prepared food lists, hot preparation temperatures).
- Receipt of goods from a specific staff member and always wearing the appropriate MAP (mask and gloves). Observance of FIFO (First In - First Out).
- Keeping distances between kitchen workers according to the requirements of the health authorities.
- It is forbidden to enter the kitchen area for those who do not have a job.

Restaurants /Snack Bar

- Staff take the necessary hand sanitary measures, keep a distance of at least one meter from customers, colleagues or third parties and use protective equipment properly.
- Maximum number of customers allowed in the restaurant is defined as the number resulting from the ratio of one customer per 2 sq.m. total usable allowable operating space of the space.
- The horizon is six (6) people as the maximum number of people sitting at a table.
- Only those left in the same room and families can sit at the same table.

- There is no limit in the case of a family with minor children.
- The minimum distances between the tables are applied according to the arrangement of the seats.
- • In the A La Carte restaurants and bars of the hotel the price lists are available through the online application of the QRC hotel

Swimming Pools

- Only external tanks may be used in the presence of a lifeguard. The hotel pool can accommodate up to 24 people at a time.
- All customers are required to comply with and comply with the regulations.

Distance to Swimming Pools and Hotel Beach

- The layout of the seats is such that the distance between the extreme points of the seats of two people in two different umbrellas or two people living in a different room, to ensure according to the requirements of the law.
- Materials are used with materials that can be effectively disinfected in the seats, tables, and price lists.
- After each customer change, the seats, tables, price lists and any other items that the next customer will use are disinfected.
- Removal of fabric surfaces from sunbeds.
- There will be no supply of marine cotton towels.

Shops within the Accommodation

The hotel's shops are open daily with breakfast and afternoon hours. All personal protection measures are observed, it is recommended that there be no overcrowding during their operation and a permitted number of customers per store is defined.

Installation of antiseptic solutions (fixed or non-fixed devices) for dry hand antiseptic.

Public spaces

Common areas include Lobby, seating, outdoor seating the following measures apply:

- Good ventilation of common areas.
- Installation of antiseptic solutions (fixed or non-fixed devices) for dry hand antiseptic.
- Marking to avoid the use of elevators. Installation of disinfectants at the entrances and recommendation for use at the entrance and exit. Frequent elevator cleaning with emphasis on frequently touched surfaces.
- Marking to remind customers to keep their body distance.
- Removal of decorative objects and common objects of multiple use.
- Cleaning and disinfection of all surfaces.
- Marking in the toilets to limit air transmission.

Air Conditioning and Ventilation

- Increasing the supply of fresh air to all Central Air Conditioning Units (KKM).
- Avoid air recirculation.
- Continuous operation of Central Air-condition Units (24/7) even if the power supply is not working, to avoid multiplication of microorganisms.
- Ensure adequate ventilation of all outdoor areas.
- Split units are put out of operation where possible or when this is not possible they are put into continuous operation 24/7 with parallel operation of natural ventilation.
- The replacement of filters for Central Air-condition Units and household units (split units) will be done according to the planned maintenance and the work will be performed using and taking all protective measures (personal protective equipment, space ventilation, safe collection of filters that are replaced) including respiratory protection.

PH adjustment

- The pH values in the water of recreational water installations are maintained within the limits provided by law. Regular measurement and maintenance of pH records every eight hours during the operation of swimming pools is carried out.

Environmental Measures

Environmental measures to reduce the spread of the virus include:

- Adequate ventilation of workplaces and regular maintenance of ventilation - air conditioning systems.
- Regular cleaning with detergents or disinfectants of the surfaces of the workplaces, the common areas, the work equipment.
- Disinfection, according to the instructions of EODY, areas where a possible or confirmed case of Covid-19 infection has been identified.
- Disposal and installation of covered waste bins, where disposable Personal Protective Equipment or other means used to disinfect work surfaces, as well as personal hygiene items, are disposed of immediately after use.
- Frequent cleaning of work clothes and the usual personal protective equipment provided, as well as their safe storage.

Covid-19 Confirmed Incident Isolation Rooms

In case of a confirmed case of COVID 19, the patient will be transferred to the reference hotel which has designated in the relevant Regional Unit or Island for the temporary accommodation of natural persons to deal with the transmission risk of COVID-19.

Covid-19 Suspected Case Management Plan

- If a visitor meets the Covid-19 case definition criteria, the following applies:
- The hotel health officer communicates directly with EODY for a statement of the suspected case and instructions for dealing with it.
- It is recommended in the suspicious case to remain in his room with the door of the room closed.
- In a patient who has symptoms of a respiratory infection (cough, sneezing, runny nose), a simple surgical mask and tissues are given immediately.
- If there is a companion of the patient who wishes to stay close to him to care for him, he is given a simple surgical mask and is advised to wash his hands every time he comes in contact with the patient's secretions and certainly before the attendant touches it. his face either eats or drinks.
- Avoid entering the patient's room if there is no significant reason. If necessary, a member of the hotel staff deals exclusively with a suspected case.
- Used protective equipment is discarded in a covered trash can and not reused.
- Wash your hands after disposing of protective equipment.
- Management takes care to ensure that the hotel staff is immediately accessible enough to prevent infections: soap and water or alcohol-based hand cleaning solution, tissues, simple surgical masks, disposable gloves, thermometers, bags surfaces.

Patient Room Cleaning and Disinfection

- Good cleaning of surfaces, often touched by the patient, especially if the surfaces are soiled with biological fluids.
- The cleaning staff uses a simple surgical mask, gloves and a disposable waterproof robe.
- After removing the gloves, good hand washing follows.
- Fabric surfaces are cleaned with a steam device (temperature > 70.).

Covid-19 Case Definition Criteria in Employee:

- The hotel health officer communicates directly with EODY for a statement of the suspected case and instructions for dealing with it.
- It is recommended in the suspicious case to remain in a specific area with the door of the room closed.
- In a patient who has symptoms of a respiratory infection (cough, sneezing, runny nose), a simple surgical mask and tissues are given immediately.
- Research is being done on possible exposure of other employees or customers and they are asked to follow the instructions of EODY.
- All surfaces are disinfected with emphasis on the workplace and the equipment used in the possible case.

GUEST HEALTH DECLARATION FORM

Pursuant to "Health Advice on Prevention of Severe Respiratory Disease associated with a Novel Infectious Agent for Hotel Industry" issued by the Centre for Health Protection, the Hotel is Conducting a brief Check on the guests' travel history in the past 14 days to ascertain travel history.

Name: _____ Surname: _____

Sex: Male Female Date of Birth: _____

Nationality: _____

Emergency Contact Details:

Name: _____ Contact Number: _____

1. Are you intending to stay at the hotel for self-quarantine purpose?

Yes No

2. What countries have you visited in the past 14 days? _____

3. Have you had close contact with patients or suspects suffering from COVID-19 Coronavirus in the past 14 days?

Yes No

4. Please mark the symptoms and diseases you have with "V" in the corresponding "

- | | | | |
|--|---------------------------------------|-----------------------------------|--|
| <input type="checkbox"/> Fever | <input type="checkbox"/> Runny nose | <input type="checkbox"/> Cough | <input type="checkbox"/> Sore Throat |
| <input type="checkbox"/> Headache | <input type="checkbox"/> Diarrhea | <input type="checkbox"/> Vomiting | <input type="checkbox"/> Difficulty in breathing |
| <input type="checkbox"/> None of the above | <input type="checkbox"/> Others _____ | | |

I, the undersigned acknowledge and agree, including for and on behalf of any of my co-guests and invitees, that the "Hotel" reserves the right to refuse accommodation, cancel or modify existing reservations in its sole discretion for any reason, including if I (or any of my co-guests and invitees) am displaying symptoms of COVID-19 Coronavirus or in the Hotel's determination, creates risks to other guests and employees of the Hotel.

I also understand that the Hotel does not accept any liability or responsibility for any costs, claims, liabilities or expenses howsoever incurred or suffered by myself in relation to or associated with my travelling to and/or from the Hotel, such as flights, land transportation etc.

I declare that I have been informed and I accept that all personal information (mine and my co-guests and invitees) is managed and stored in accordance with the requirements of the Personal Data Security Regulation (GDPR).

I declare all the information given in this form are true and correct.

Date: _____ Temperature: _____ °C

Signature: _____