

COVID-19

# HEALTH PROTOCOL

**AYA**  
SEAHOTEL

## COLLABORATION WITH:

Preverisk has custom developed a how-to guide in response to the Covid-19 pandemic for the AYA Seahotel. Preverisk's technical knowledge and experience has resulted in a set of specific preventive procedures for all departments. The authors include recognised international experts.

### Preverisk Group

Preverisk Group is an international consultancy company focused on the global tourism industry. For 15 years, we have been providing consulting, auditing, training and software development services in the areas of health, hygiene, safety, quality and sustainability. We are experts in Public Health and Tourism. We currently have a physical presence in 22 countries, over 55 destinations, with a portfolio of more than 600 clients. Over the last three years we have remotely risk assessed the health and safety of more than 25,000 hotels, for tour operators and bed banks, in approximately 190 countries. Preverisk Group has proven experience and a good reputation in the Travel and Tourism sector amongst tour operators, hoteliers and ancillary destination services, in addition to several countries' Ministries of Tourism.



## MANAGEMENT

At AYA Seahotel we have implemented management support guidelines to guarantee all of our operations

### THE CRISIS MANAGEMENT TEAM (CMT)

The CMT is up and running (and adequately trained). Our consolidated CMT allows incidents to be managed quickly and consequently a quick and well coordinated response.

### CONFINEMENT PROTOCOLS

An emergency plan has been designed which can be followed in case of an outbreak. In the event of a suspected or confirmed case of Covid-19, we have action plans ready to implement.

### SICKNESS REPORTING

Early symptom detection mechanisms for both guests and staff are in place to prevent the spread of infection and potential outbreaks. Implementation of this means we are prepared and can activate other control procedures without delay.

### MEDICAL SUPPORT

Medical support is available if required. Not all destinations have the same resources, so we anticipate the needs of our guests should they become ill.

### COMMUNICATION PLANS

Internal and external communication plans have been established to maintain lines of communication with both guests and employees in order to provide information adapted to their needs.

### LOGBOOK ACTIONS TAKEN

A logging system for actions taken, to demonstrate a duty of care. It is important to not only take action, but to also demonstrate it by way of a logging system which shows all actions taken.

### TRAINING PROGRAM

General staff training is in place regarding new protocols to prevent the spread of Covid19. This training is in various stages:

Initial: containing basic information about the illness, personal hygiene, the use of PPE, and departmental procedures.

Follow-up: reinforces the basic points and any improvements made. Plus, follows up employees' concerns and needs.

### STAFF POLICIES

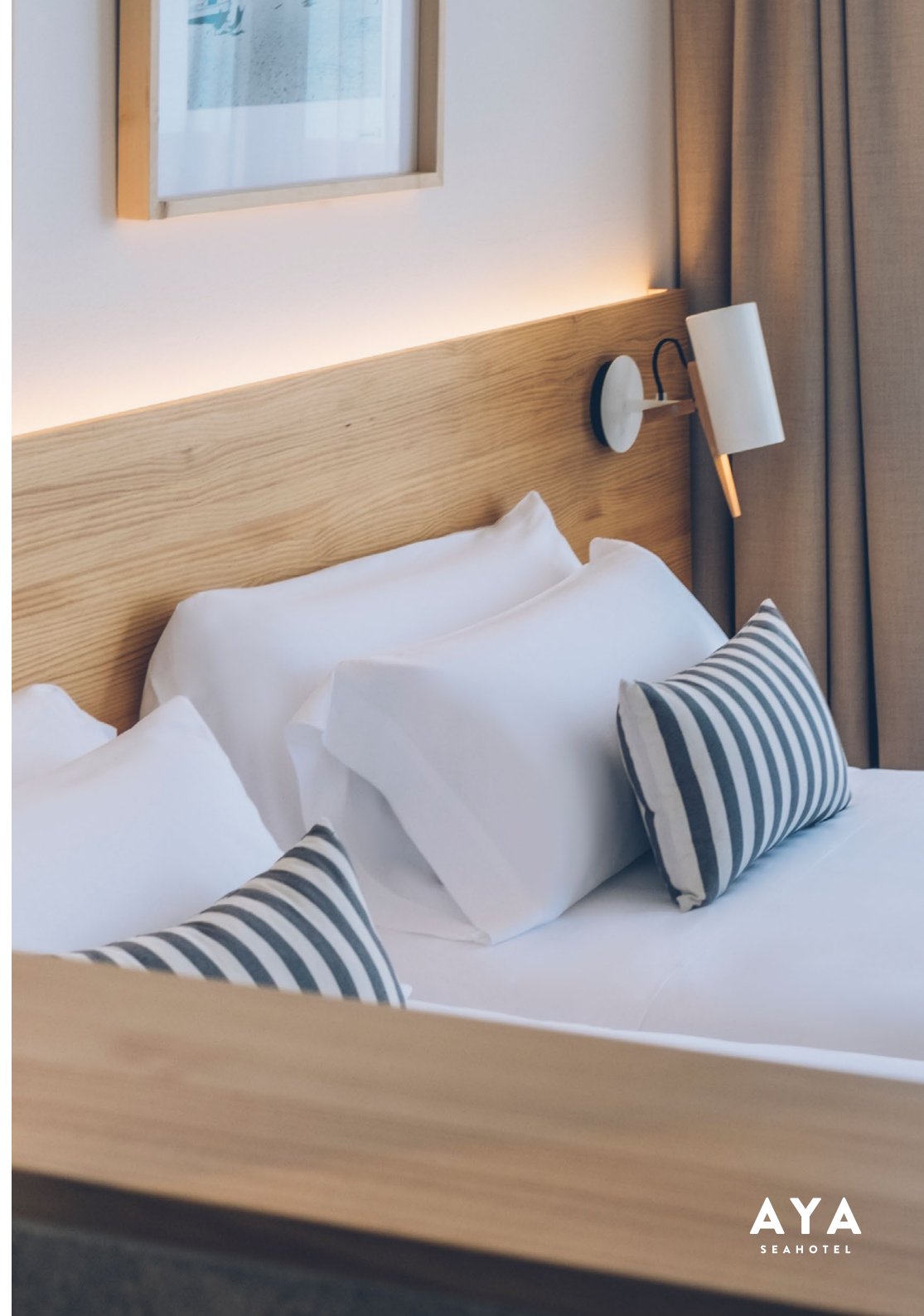
Improved staff policies have been introduced within three core ideas: personal hygiene, social distancing & the use of PPE. We have looked at ways to protect staff from the risks of their job roles.



## GENERAL ACTIVITIES

All clients, staff, suppliers and visitors who come to the hotel must comply with these measures, for each new activity they carry out:

- We distribute the rooms and capacity to ensure the distance between clients will be a minimum of 1.5 meters.
- Constant ventilation protocols have been reinforced with natural air.
- Cleaning and disinfection procedures in work areas are reinforced, during and after each shift.
- Hand sanitiser gel dispensers are available throughout the area
- Cleaning and disinfection procedures have been improved during and after each service. In addition, tables, chairs, sunbeds and any other items will be disinfected after each client's use.
- All chemicals used are considered effective against COVID19
- Reinforced personal hygiene procedures have been implemented, including masks for all personnel.



# SPECIFIC MEASURES

### LAUNDRY

- Two designated groups of staff. One group to work exclusively with dirty clothes and the other to work exclusively with clean clothes.
- Different trolleys are used for dirty clothes and clean clothes, and these are disinfected daily.
- Clothes will be washed with ozone and detergent, and then dried at a temperature above 60°C. Sheets, towels and other similar elements are folded at a temperature of 150°C.

### RECEPTION

- Using the mobile app as an information tool for all hotel communal areas, to avoid information in paper form or flyers.
- Hydroalcoholic gel dispensers distributed along the reception desk.
- Screens installed at the Reception desk.
- Room allocation criteria to ensure social distancing.

### STAFF ACCES

- Preventative measures to be taken, depending on the employee's mode of transport.
- The implementation of specific rules for the use of public transport, including social distancing, personal hygiene and PPE. .
- The creation of additional hygiene rules upon arrival at hotel facilities.

### SPA, FITNESS & POOLS

- **SPA:** Guests will need to make an appointment for treatments to avoid crowding.
- A disposable protector will be used on beds and other items during each guest's treatment.
- **Gym:** The mandatory use of a towel on all sports equipment
- For disinfecting equipment, disinfectant and disposable paper towel dispensers will be available.
- **Pool:** Sunbeds will be 2 meters apart for clients from different family units.
- Sunbeds will be cleaned and disinfected each day.

### MAINTENANCE

- Protocols for constant ventilation with natural air have been reinforced.
- Air conditioning maintenance in rooms and common areas to include a weekly disinfection of filters.
- Strict supervision of dishwashing, laundry and other washing and disinfection equipment.
- Water systems (pools, spa, sanitary and irrigation water) are monitored constantly.



# SPECIFIC MEASURES

### RECEIPT OF GOODS

- Wherever possible, products will not enter the hotel in the supplier's packaging but will firstly be transferred to the hotel's previously disinfected crates.
- Fruit and vegetables will be disinfected before being stored.
- External suppliers will be asked for details of all hygiene and safety measures that have been taken in relation to COVID-19. Regular compliance checks will be made.

### KITCHEN

- HACCP is strictly implemented and monitored, and reinforced personal hygiene procedures have been added, including the use of gloves, masks and frequent hand washing, every 30 minutes minimum.
- Only the required number of dishes will be placed on the buffet. Single-dose, packaged products and individual portions will be provided for some meals, with more regular restocking.
- Depending on the buffet option, all serving utensils (tongs, serving spoons, etc.) will be changed every 30 minutes and replaced with new disinfected ones.
- At show cooking stations food shall be prepared in reasonable quantities to avoid queues forming, but also to avoid food piling up.

### RESTAURANT

- Breakfast and dinner timetables extended.
- Staff will manage entry to the restaurant and show clients to their assigned tables.
- Clear instructions regarding restaurant rules and the route around the restaurant, buffets and show cooking stations.
- A disposable paper tablecloth used for each client.
- Cutlery placed on the table in a sealed paper envelope.
- Tables, chairs and any item left on the table shall be disinfected after each client.

### BAR

- The drinks menu will be printed on posters or by QR codes.
- Drinks will be served exclusively from the Bar to the guest at the tables.
- Enhanced cleaning and disinfection procedures during and after each service. Furthermore, tables and chairs (surfaces and sides) and any items left on the table, will be disinfected after each guest



## SPECIFIC MEASURES

### HOUSEKEEPING

- Enhanced cleaning and disinfection procedures for cleaning each room, with special attention paid to hand contact areas (railings, handles, tv/ac remote controls, minibar, etc.).
- Communal indoor and outdoor areas will be cleaned and disinfected every hour, with special attention paid to hand contact areas (railings, handrails, elevator buttons, etc...).
- Some items have been removed from rooms. Amenities now include a hand sanitiser dispenser and hygienic bags.

### ENTERTAINMENT

- Spaces will be adapted so guests can enjoy activities whilst maintaining social distancing.
- Before beginning an activity, all participants will be reminded of hygiene and safety measures.
- There will be no adult or teenage sports activities involving physical contact.

