


## **ACTION PLAN FOR OPERATION & PREVENTION DURING COVID19 PANDEMIC**

**July, 2020**

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This plan is based on the health protocols of the Ministry of Health and the Ministry of Tourism. It will be reshaped according to new applicable guidelines.

Responsible for the composition and implementation of the action plan are, according to the official ministry guidelines, the operation manager of the hotel along with the managers of each of the hotel's departments.

### **GENERAL MEASURES & GUIDELINES**

- The hotel cooperates with a doctor, trained in handling respiratory infection cases.
- The staff of the hotel is trained in the new hygiene protocols.
- Each staff member strictly adheres to the basic protection measures against COVID-19: hand hygiene, physical distancing by customers and other staff, in all workplaces, hotel areas and rest areas, avoiding touching the face and general personal and respiratory hygiene.
- The hotel provides each member of the staff with Personal Protective Equipment and ensure the continuous adequacy of the stocks.

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### **RECEPTION**

- Provision of information leaflets on basic health instructions.
- In the reception desk there is antiseptic for use by the customer.
- Regular disinfection of reception desks.
- Avoidance of overcrowding during check-in / check-out.
- Check-in in an open space (or in the conference room), where applicable.

## HOUSEKEEPING

- Meticulous cleaning in all public areas and especially in "high risk" objects (eg knobs, elevator knobs, etc.).
- Meticulous cleaning and very good room ventilation during the hours between stays.
- Change of linen and towels, at the request of the customer.
- Opening doors and windows for natural ventilation of the space daily.



## KITCHEN, RESTAURANTS & BARS

- Rearrangement of the tables and chairs according to the respective instructions of the Ministry of Health.
- All personnel will wear protective measures, such as gloves, masks, according to the guidelines of the Ministry of Health.
- Less customers in the dining hall according to the guidelines of the Ministry of Health, to avoid overcrowding.



## OTHER FACILITIES, POOLS & BEACH

- All lobby areas and common areas around the hotel will be thoroughly cleaned and disinfected.
- All lobby areas and common areas around the hotel will have disinfectants for use by the customers.
- Sunbeds at the pool and beach area will be organized with proper safety distances according to the official standards.