



Quinta d'Anta ensures

1. The implementation of a COVID-19 Contingency Plan

- 1.1. Known to all the employees.
- 1.2. Identifying the person in charge (general coordinator of the Plan) who is responsible for defining and monitoring its implementation, as well as the appropriate communication.
- 1.3. Updated in accordance with the guidelines of the Directorate-General for Health and the determined risk profile

2. Training and Capacity Building of all employees as "Public Health Agents"

- 2.1. Clean & Safe 2021' training for the general coordinator (in charge) of the Contingency Plan.
- 2.2. Training or information on the Contingency Plan to all employees directly involved in the operation.

3. Materials and information available

- 3.1. Availability of materials, products and equipment necessary for the operationalization of the COVID-19 Contingency Plan.
- 3.2. Information advising employees and customers regarding prevention measures and appropriate behaviour to mitigate the risk of contagion of COVID-19 available in a clear and accessible way.
- 3.3. Dissemination of information on the Government's contact tracing application - StayAway COVID.
- 3.4. Adoption, whenever possible, of digital procedures

4. The proper management of its employees, ensuring the protection and promotion of their health and safety

- 4.1. Reinforcement, when necessary, of the communication channel with the Occupational Health Service / Medicine Service.
- 4.2. Promotion of an appropriate precautionary and preventive conduct in relation to the outbreak of the coronavirus COVID-19.
- 4.3. Cleaning staff wear their own uniform, which can only be used for this purpose.

5. The articulation with Partners and Suppliers

- 5.1. Preference of partners and suppliers that adhere to the "Clean & Safe 2021" stamp or that have adopted measures that contribute to the control and mitigation of COVID-19.

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6. The appropriate use of its spaces and their functional reconfiguration

- 6.1. Dissemination and verification of the minimum interpersonal distances defined by the Directorate-General for Health.
- 6.2. Creating, where possible, routes that avoid groupings and crossings between people, preserving minimum interpersonal distance
- 6.3. The functional design of the spaces, in particular the reception area, if necessary and where possible, is reconfigured to ensure minimum interpersonal distance.
- 6.4. Minimization of noise/background music.
- 6.5. Reinforcement of the availability of alcohol-based hand sanitizer dispensers (at least 70% ethanol).

7. The compliance with the Directorate-General for Health indications regarding the maximum capacity of the spaces

- 7.1. Display information, in a visible place, in accordance with the standards of the Directorate-General for Health, concerning the maximum capacity of people in each area, when relevant
- 7.2. Provision of methodologies for access control and occupancy monitoring, if required.

8. The adequate ventilation of spaces

- 8.1. Natural ventilation is preferred
- 8.2. Perform proactive overhaul and maintenance actions, thorough cleaning and disinfection of the entire Heating, Ventilation and Air Conditioning system, when applicable and in accordance with the facility overhaul or maintenance plan

9. The proper sanitation of the rooms

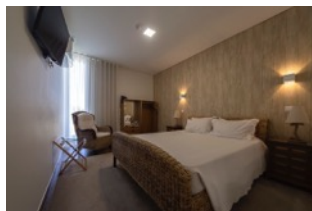
- 9.1. The Hygiene Protocol should reinforce the Cleaning Protocols, particularly on surfaces and equipment with greater handling and interaction with customers.
- 9.2. Cleaning equipment and materials are single-use wherever possible, and are disposed of or discarded after use
- 9.3. Wet cleaning shall be preferred to the use of dry cleaners, unless they are wet cleaners
- 9.4. All general waste from the accommodation shall be deposited in lidded, non-manual opening waste bins
- 9.5. Procedures shall be in place or suggested to ensure the sanitation of the baggage

10. The promotion of adequate individual Protection and Hygiene procedures for customers

- 10.1. Availability of 'Individual protection and hygiene kits' for customers and relevant information on procedures to be taken

11. The correct management of possible, probable or confirmed cases of COVID-19

- 11.1. The internal communication protocol in case of suspicion of an infected occupant (employee or customer) is defined.
- 11.2. The procedures for following up occupant are known throughout the sta
- 11.3. It is ensured that the occupant is taken immediately to the Isolation Area or to their room (according to the situation).
- 11.4. An Isolation Area is identified in the building, which can be quickly transformed into an isolation area even if it has other functions, and during the period of existence of suspicious situations
- 11.5. The Sanitation Protocol for the Isolation Area and spaces occupied by him/her is activated, in accordance with the guidelines of the Directorate-General for Health



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12. The promotion of the adequate management and use of space

12.1. Common Areas

- 12.1.1. Waste bins specifically dedicated to the disposal of masks, gloves, or other disposable protective material from customers are available, whenever possible
- 12.1.2. All non-automatic doors, including those for stair access, are left open (if compatible with the Prevention, Protection and Emergency Plans and the safety of the accommodation).
- 12.1.3. Entrances, where relevant, are provided with carpets that contribute to the disinfection of the interior spaces and are suitable for the expected flow of occupants.

12.2. Common Sanitary Facilities

- 12.2.1. Adequate supply of materials and equipment, such as liquid soap, alcohol-based hand sanitizer (at least 70% ethanol), ideally with automatic dispenser, and waste bin, is ensured
- 12.2.2. Hand drying is done with individual, disposable paper towel dispensers

12.3. Bedrooms

- 12.3.1. Rooms to be occupied by customers are preferably kept unoccupied for the preceding 24 hours (whenever operationally possible)
- 12.3.2. The Room Hygiene Protocol ensures that the removal of linen and towels is carried out with minimal agitation, rolling it from the outside in, minimizing contact with the staff's body and transporting it in a protected manner in appropriate bags
- 12.3.3. All decorative items that may be handled are to be removed from rooms or reduced to the minimum possible
- 12.3.4. The complimentary water, minibar, kettle and coffee/tea machine must have a specific cleaning protocol between stays
- 12.3.5. Customers are encouraged to promote adequate natural ventilation of their rooms

12.4. Kitchen, pantries and eating spaces

- 12.4.1. All staff meal periods shall ensure, where possible, the appropriate minimum interpersonal distance (defined by the Directorate-General for Health) between tables or the existence of alternating shifts
- 12.4.2. The use of food dispensers is avoided
- 12.4.3. All customer meal periods are preferably on a reservation basis
- 12.4.4. The occupation of the eating spaces complies with the guidelines of the Directorate-General for Health
- 12.4.5. All eating spaces, whenever possible, are moved outside, assuming compliance with the other relevant guidelines
- 12.4.6. The handling of food displayed and ready to eat is done with appropriate utensils
- 12.4.7. All merely decorative items are removed from the tables
- 12.4.8. Ideally, all food products (e.g. condiments, sugar) are for individual use and are available "at the table" only on request
- 12.4.9. All individual menus are replaced preferably with ones that do not require handling by customers
- 12.4.10. The use of a mask is adopted with the exception of periods of consumption
- 12.4.11. All crockery and cutlery must be machine washed at a high temperature cycle.
- 12.4.12. The Hygiene Protocol for work benches, tables and instruments for common use in the functional areas of food preparing, preparation and consumption is reinforced

12.5. Laundry (if applicable)

- 12.5.1. Room linen, swimming pool linen, staff uniforms, etc. are washed in separate washing machines
- 12.5.2. All equipment for transporting and stowing linen and towels is adequately sanitized

12.6. Swimming Pools and Similar Facilities (if applicable)

- 12.6.1. The use of swimming pools strictly complies with the guidelines of the Directorate-General for Health concerning occupancy and permanence, and interpersonal distancing between occupants
- 12.6.2. The hygiene of the accessories used is ensured and infection prevention and control procedures are implemented
- 12.6.3. The periodicity of updated records of water quality tests and results is reinforced, reflecting the strengthening of disinfection mechanisms of the swimming pools water circuit
- 12.6.4. The cleaning of the equipment delivered to customers is mandatory and done in advance

