



MEASURES COVID19

DRAFT BASIC
MEASURES FOR
OCCUPATIONAL
SAFETY AND HEALTH



DAGUISAHOTELS

The logo for DAGUISAHOTELS, featuring a pink square with a white vertical bar inside, positioned above the company name.

BASIC SECURITY MEASURES

1. Action plan prior to the reopening of the hotels
 - Recommendations and measures for own staff
 - Recommendations and measures for customers
 - Recommendations and measures for service providers
2. “Zero Day” Action Plan Business Opening
3. Preventive Measures Program





Recommendations and Measures for Own Staff

Travel to work, whether on foot, own vehicle or public transport, you must always maintain an interpersonal safety distance.

Individual protection will be mandatory to access the work center.

Use of **Mask and Gloves** and do not reuse, disposable ones.

Avoid touching the mask while using it and change it as soon as it is wet.

When entering or leaving the workplace it must be done in street clothes, the **uniforms** must be worn only during the working day.

Recommendations and measures for own staff

Action Plan Intern



Mesures prevenció COVID19 Medidas prevención COVID19



Obligatori l'ús de mascareta

Obligatorio el uso de la mascarilla



Respecteu la distància de seguretat

Respectad la distancia de seguridad



Limiteu el contactes directe amb companys i clients

Limitar el contacto directo con compañeros y clientes



Estornudeu al vostre colze

Estornudar en vuestro codo



Renteu-vos les mans regularment

Lavaros las manos regularmente



Utilitzeu mocadors d'un sol ús

Utilizar pañuelos de un solo uso

TELÈFONS D'INTERÈS

Ambulàncies / Bombers: 118

Hospital Nostra Senyora de Meritxell: +376 871 000

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Recommendations and measures for customers



- Informative signs for customers on all floors
- Placement of hydroalcoholic ice at different strategic points
- Traffic recommendations in common areas
- Placement of partitions

Com mantenir l'espai segur

How to keep the zone safe



- **Eviti donar la mà o qualsevol tipus de contacte.**
- Evite dar la mano o cualquier tipo de contacto.
- Évitez de vous serrer la main ou tout autre type de contact.
- Avoid shaking hands or any other type of contact.



- **Rentis les mans regularment, li oferim diferents punts a les nostres instal·lacions.**
- Lávese las manos regularmente, le ofrecemos diferentes puntos en nuestras instalaciones.
- Lavez-vous les mains régulièrement, nous offrons différents points dans nos installations.
- Wash your hands regularly, we offer different points in our facilities.



- **Utilitzi màscareta en zones públiques**
- Utilice la mascarilla en zonas públicas
- Utilisez le masque dans les espaces publics
- Use the mask in public areas



- **Eviti tocar-se el rostre i, si ha de tossir o esternudar, faci-ho en el plec del colze.**
- Evite tocarse el rostro y, si tiene que toser o estornudar, hagalo en el pliegue del codo.
- Évitez de toucher votre visage et, si vous devez tousser ou éternuer, faites-le dans le coude.
- Avoid touching your face, and if you have to cough or sneeze, do so in your elbow.



- **Recomanem circuli per la dreta.**
- Recomendamos que circule por la derecha.
- Nous vous recommandons de marcher vers la droite.
- We recommend that you walk to the right.



- **Mantingui el distanciament social de 1,5 m en zones nobles.**
- Mantenga un distanciamiento social de 1,5 m en zonas nobles.
- Maintenez une distance personnelle de 1,5 m dans les zones d'accueil.
- Keep a personal distance of 1,5 m in reception areas.



- **Recordi que el nostre personal resta al seu servei per ajudar-lo en qualsevol situació.**
- Recuerde que nuestro personal está a vuestro servicio para ayudarle en cualquier situación.
- N'oubliez pas que notre personnel est à votre service pour vous aider dans toutes les situations.
- Remember that our staff is at your service to help you in any situation.

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Recommendations and Measures for service providers



2. “Zero Day” Action Plan Business Opening

Hygienic measures in the workplace:

- General cleaning
- Reception
- Bathrooms and common areas
- Restaurant
- Flats
- Kitchen

Clients must be informed, through networks or communiqués, that they respect the Health and Safety measures recommended by the Andorran Ministry of Health, with regard to the use of personal protective equipment.

It is recommended to have hand sanitizer **liquid or gel** at the entrance of customers and at strategic points.

Disposable **gloves** are recommended for customers who require them.

Disposable **masks** are recommended for extreme needs.

It is recommended to have **protective equipment** in cases where it is necessary to wear body parts, for safety and health reasons.



Action plan:

- ✓ Safety distance
- ✓ Aformanet signs
- ✓ Hydroalcoholic gel dispensers
- ✓ Desinfectant mats
- ✓ Disposable gloves
- ✓ Disposable masks

It is recommended to place a **mat impregnated** with disinfectant liquids, performing regular and daily cleaning, following the general cleaning recommendations.

Promote the safety **distance** of 2 meters. Mark the separation (earth or other) of the places where queues or agglomerations originate.

It is necessary that in the work centers where there are **rows of chairs** there is an empty space between the middle of each of the seated clients.

It is recommended that **elevators** do not exceed **50%** of their maximum capacity.

It must be ensured that in common areas there is a safety space between workers and customers. (**It is recommended** to have only one access and exit route open).

Initial General cleaning

Hygienic measures in the workplace

General Cleaning

Spaces
Surfaces
Objects

Total Ventilation

Of the enclosed spaces (will be maintained while performing cleaning avoiding thus accumulation of chemicals).

Points to intensify cleaning and disinfection

➤ Switches and bells, elevator buttons.
Door handles and knobs, windows, cabinets and filing cabinets.
Railings and handrails, stairs and elevators.
Countertops, tables and counters.
Chairs, especially in waiting areas.
Computers, especially keyboards and mice.
Phones
Office Utensils.
Faucets / Toilets.
Photocopiers.
Other surfaces or points of frequent contact

	Interrupctor		Telecomandos		Minibares
	Panys		Panells de comandament (climatització)		Coberts, vaixella
	Aixetes		Telèfons		Caixa forta
	WC		Mesa de nit		Taules



Reception



Hygienic measures in the workplace

Recommendations

- 1.√ Install bulkheads to insulate staff.
 - 2.√ Remove magazines, newspapers and advertising material that may promote the spread of the virus.
 - 3.√ As far as possible materialize a floor plan to manage flows to the reception, bathrooms and bedrooms.
 - 4.√ Reduce the number of seats and ensure a minimum distance of 1.5m.
 - 5.√ Publication of measures for the use of services
- √ Installation of ice hydroalcolic dispensers
 - √ Carpet installation at the entrance of the establishment
 - √ Dismantling the elevators every two hours. Possibility to have an ice dispenser at the entrance of the same.
 - √ Decontamination of contact areas at least 4 times a day (railings, switches, tables...)
 - √ Ventilate the facilities for as long as possible.

Bathrooms common areas

Hygienic measures in the workplace

- 1. ✓ They must be equipped with soap, handkerchiefs and disposable towels.
- 2. ✓ Publication of measures for the use of services
- ✓ Installation of ice dispensers at the entrance.
- ✓ Intensify cleaning and disinfection procedures, especially on items that could be touched with the hands or contaminated

Recommendations



The table is titled "HORARI DE NETEJA" and is a grid with 7 columns and 6 rows. The columns represent different areas of the hotel, and the rows represent different cleaning tasks. The table is part of a document from Golden Tulip Hotel, as indicated by the logo and text at the bottom.

HORARI DE NETEJA						

GOLDEN TULIP HOTEL
HOTEL D'ADACUSA



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HORARI DE NETEJA						

GOLDEN TULIP HOTEL
HOTEL D'ADACUSA

- ✓ Whenever possible use disposable cleaning materials or remove any equipment made of cloth or absorbent material (eg mops and cleaning cloths).
- ✓ Periodic cleaning control.



Restaurant

Hygienic measures in the workplace



Recommendations

Room Staff (EPI'S)

- ✓ Germicidal towels or disinfectants for cleaning surfaces
- ✓ Facial or eye masks.
- ✓ Disposable contaminated waste bag.

1. Entrance to the Restaurant

- 2. ✓ Entrance to the sign room informing the obligation to take hygienic measures.
- 3. ✓ Hydroalcoholic soap or gel dispensers for hands and mobile phones.
- 4. ✓ Staff equipped with masks and gloves to monitor compliance with regulations.
- 5. ✓ As far as possible materialize a circulation plan on the ground.

6. Equipment in the room

- 7. ✓ Disposable soap or hydroalcoholic gel / soap and paper towels (roll).
- 8. ✓ Replacing self-service machines or maintaining them by intensifying cleaning after each use.
- 9. ✓ Daily inspection and cleaning of air conditioning filters.
- 10. ✓ Ventilate the room at least 10 minutes after each service / shift.

11.

Arrangement and Equipment of customer tables

- 12. ✓ Groups of people limited to a maximum of 10 people as long as the interpersonal distance of 2 meters can be respected.
- 13. ✓ Distance between tables (minimum 1 meter between chair and chair).
- 14. ✓ Tables equipped with disposable tablecloths and napkins (paper or fabric washed after each use at + 60°. Serrilleras, salt and pepper and disposable condiments (individual packaging or properly washed and disinfected after each use).
- 15. ✓ Porcelain, glassware and cutlery properly washed and disinfected, and placed on the table (to avoid being touched by other customers).
- 16. ✓ Intensify cleaning and disinfection processes, especially those that can be touched with the hands (tables, chairs, backrests and areas where the chairs are taken after each service).

17.

Flats

Hygienic measures in the workplace



1. Considerations regarding the rooms

2.√ Minimum daily ventilation of 10 minutes.

3.√ Establish a room cleaning plan.

4.√ The client may waive any service provided by the hotel voluntarily (cleaning or change of sheets)

5. Recommendations

6.√ Prohibition of glass glasses in the room. (disposable glasses, properly wrapped and pressed).

7.√ It is necessary to eliminate the amenities of the rooms (they will be delivered at check in or at the reception).

8.√ Disposable contaminated waste bag.

Recommendations

Floor Staff (EPI'S)

- √ Disposable gloves
- √ Protective masks
- √ Individual cleaning packages for the rooms.
- √ Disposable contaminated waste bag.

Kitchen

Hygienic measures in the workplace

Recommendations

Per afrontar l'obertura
NETEJA I DESINFECCIÓ
EXHAUSTIVA DEL
LOCAL ABANS DE
L'OBERTURA i REVISIÓ
DELS EQUIPS I
MAQUINÀRIA DE FRED

1. General Hygiene Recommendations

2.v Hand hygiene. Frequent washing

3.v Prohibition from entering the food handling areas of people outside the service, or who belong to the service and are not in their working hours.

4.v Disposable gloves.

5.v Disposable masks.

6.v Disposable contaminated waste bag.

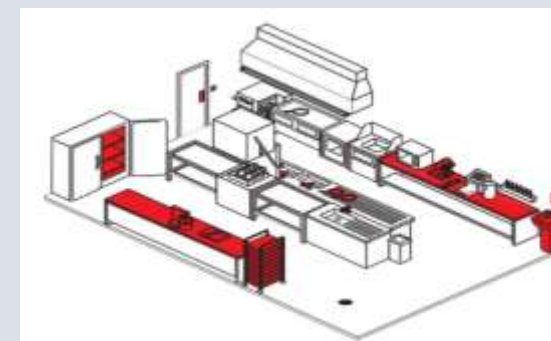
7.v The correct placement of the EPIS of the kitchen staff is fundamental.

8. Cleaning considerations

9.v. Eliminate leftover food by physical methods, kitchen paper, specific cloths

10.v. Ensure proper disinfection and wash utensils frequently.

11.



3. Program of Preventive Measures

MEDICAL CONTROL PROGRAM:

It is recommended to perform medical checks on workers, and if necessary to have control over workers by means of thermometers, etc.

CLEANING PROGRAM:

Have a plan to clean the workplaces and equipment on a regular basis to ensure your hygiene.

WASTE MANAGEMENT PROGRAM:

Have a daily waste management plan.

TEAM MANAGEMENT PROGRAM:

Have a maintenance plan for equipment to ensure hygiene in the workplace, air conditioning, filters, boilers, etc.

EQUIPMENT PROGRAM:

Have a plan to ensure the supply of EPI and necessary cleaning items.



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We work for your well
We will wait for you!