

# Biological Risk Exposure Contingency Plan

HOTEL PLAYA DE LA LUZ



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## 1.- GENERAL ELEMENTS OF THE PLAN

### 1.1. IDENTIFICATION DOCUMENT

<b>Name of establishment</b>	HOTEL PLAYA DE LA LUZ
<b>Business name</b>	PLAYA DE LA LUZ S.A.
<b>C.I.F</b>	A-11006095
<b>Contact person</b>	Sophie de Clerck
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<b>Activity</b>	Touristic Accommodation, Catering Service, Restaurant and Banquet Hall
<b>Scope of application</b>	Accommodation and preparation of meals prepared for service in the hotel itself
<b>Number of rooms</b>	234 rooms distributed in 5 blocks. Maximum height 3 floors
<b>Banquet halls</b>	Hall Cádiz, Hall Málaga y Hall Andalucía.
<b>Restaurants and bars</b>	Bar Dos Mares, Beach Club, Restaurant Buffet "Las Dunas" and Rest/Bar La Gaviota
<b>Kitchens</b>	(3) Central Kitchen, Gaviota Kitchen y Dos Mares Kitchen
<b>Bakery</b>	1
<b>Laundry</b>	1
<b>Maps</b>	In the Autoprotection Book located at the Reception Desk


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Prepared by:	Reviewed and approved by:
<p align="center">Signed by: Responsible of Quality Date:2022</p>	<p align="center">Health and Safety Committee Date:2022</p>

## 1.2. TEAM RESPONSIBLE FOR THE PLAN SYSTEM

This document has been prepared with the participation of:

Name	Responsibility	Company
Health and Safety Committee	Review and approve the Biological Risk Exposure Contingency Plan. Monitor compliance, assess effectiveness and modify if necessary, based on demonstrated effectiveness	Hotel Playa de la Luz S.A.
Ms. María José Merino Responsable de Calidad y MA	Responsible for drafting Plan.	Hotel Playa de la luz
Mr. José Miguel Nuño Chef	He will be in charge of monitoring and putting into operation the actions of the Plan in L+D, D+D, traceability, maintenance plan for facilities and equipment, maintenance of the cold chain, training, good handling practices, elimination of waste and APPCC in the kitchen area, cold rooms, laundry areas, dining room-buffet, bars and cafeteria. (Everything corresponding to prepared food)	
Mr. Francisco Córdoba Bolaños Maintenance Chief	He will be in charge of the execution of the maintenance plan of facilities and equipment. It will be in charge of monitoring and putting into operation the actions of the Plan: control of drinking water, L+D, D+D, maintenance of facilities and equipment, in relation to the locations of the water tanks and related equipment.	
Ms. Noelia López Commissary Chief	She will be in charge of monitoring and putting into operation the actions of the Plan: R+D, D+D, maintenance of facilities and equipment, maintenance of the cold chain, traceability, specifications on supplies and supplier certification, and waste disposal in the commissary area.	
Ms. Mercedes Florido Housekeeping	She will be in charge of the surveillance and implementation of the actions of the Plan: L+D of the guest rooms area, offices, staff dining room, toilets and changing rooms and common areas.	
D. Victor Caballero Maitre F&B Chief	He will be in charge of monitoring and putting into operation the actions of the Plan in L+D, D+D, traceability, maintenance plan for facilities and equipment, maintenance of the cold chain, training, good handling practices, elimination of waste and APPCC in the areas of Restaurants and Bars. Also in Events.	

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This team will meet whenever necessary or they will simply be informed by email of important changes in the operation of the Plan, making the necessary modifications in order to keep this document updated. Changes will be recorded in the REGISTRY OF REVISIONS-MODIFICATIONS-IMPROVEMENTS.

#### - REGISTRY CONTROL OF REVISIONS-MODIFICATIONS-IMPROVEMENTS.

Documento	Nº revisión	Fecha	Causa del cambio
Contingency Plan COVID-19	1	May2020	Drafting Contingency Plan
Contingency Plan COVID - 19	2	June/2020	Plan adaptation to Phase "New Normality"
Contingency Plan COVID - 19	3	August/2020	Adaptation of the Prevention, Control and Action Guide against Covid-19 cases
Contingency Plan COVID - 19	4	July 2021	Update in case of a positive customer
Contingency Plan COVID - 19	5	November 2021	Update
Contingency Plan COVID - 19	6	April 2022	New legislation update
Biological Risk Exposure Contingency Plan	7	300522	Update usage of sanitary masks. Going from being a COVID-only Contingency Plan to covering the rest of biological agents.

### 1.3. INTRODUCTION

Biological risk is the possibility that a worker suffers harm because of exposure or contact with biological agents during the performance of their work activity.

Biological agents are defined in article 2 of Royal Decree 664/199, of May 12, on the protection of workers against the risks related to exposure to biological agents during work as "microorganisms, including those genetically modified, cell cultures and human endoparasites, capable of causing any type of infection, allergy or toxicity".

Therefore, biological agents are microscopic living beings that can cause harm to humans, such as: viruses, bacteria, human endoparasites (protozoa and helminths), fungi, cell cultures and unconventional transmissible agents (prions). Also, the products or substances secreted or released by these biological agents with pathogenic capacity for humans can be included in the definition, such as: endotoxins, mycotoxins, exotoxins, glucans, ergosterol, etc.; provided that its presence in the work environment is due to the presence of the biological agent that produces it.

Next we will update the identification and analysis of risks. The aim is to implement best practices in the service, facilities and personnel to deal with biological agents. These measures are managed by the Health and Safety Committee, which is made up of both company and worker representatives. The measures will be updated as new legislation arises in this regard.

## 2. MEASURES FOR STAFF

### 2.1. UNIFORMS AND STAFF TRAINING

- The cleaning of the uniform is carried out by the employee, having to ensure its complete disinfection.
- The F&B departments will only use the uniform during the working day. The rest of departments are not subject to this rule.
- Staff must be familiar with basic infection prevention and control measures. Professionals must receive training on the IPC measures and actions to be taken in the event that a client would present symptoms or if they would do themselves.
- The staff must also know all the necessary information, training and instructions in terms of staff and work hygiene measures, as well as in relation to the disinfection of personal and daily use objects in their workplace.

### 2.2. PROTECTION MEASURES FOR STAFF

- Staff are aware of the contingency plan designed and their responsibilities within the framework of risk management.
- The staff has clear and intelligible information as well as specific training.
- Staff know to avoid greeting with physical contact.
- The use of the mask is at the worker's choice. Dispose of it, as well as other personal hygiene waste at the end of its useful life, according to the instructions indicated by the manufacturer, immediately in the non-manually operated containers.
- Staff are instructed to thoroughly wash their hands after sneezing, blowing their nose, coughing, or touching potentially contaminated surfaces (money, documents, etc.)
- Staff are instructed to frequently disinfect objects for personal use (glasses, cell phones, etc.) with a disinfectant solution or with soap and water when feasible, as well as work station elements (screen, keyboard, mouse, etc. .)
- For these electronic equipment, specific products are provided to be applied with a cloth, especially at the change of shift.
- There are established cleaning and disinfection guidelines for equipment that is shared among several people between use and use.

### 3. REQUIREMENTS PER DEPARTMENT

#### 3.1. RECEPTION DESK

Measures are established to ensure distance between client and employees: Protective screen and mask (at the worker's choice).

- In the reception area there is a disinfectant solution.
- There are distance markers to avoid crowds and ensure the minimum safety distance. Instruct customers to keep their distance at all times.
- Payment by credit card or other electronic means is encouraged, preferably contactless. Applicable to all hotel services.
- The phone and POS are disinfected.
- The counter is cleaned at least once a day, in response to the influx of customers.
- Keys or cards, if any, are introduced in a container with disinfectant liquid after each use if they are left at reception.
- In the tobacco and vending machines, disinfectant gel will be available next to them.

#### 3.2. GUEST FLOORS

- Cleaning staff will not provide service in the rooms while the client remains inside, except for justified cause.
- Cleaning staff use individual protection equipment according to each situation. At least vinyl gloves and a mask at the worker's discretion.
- Gloves and masks should be disposed of based on their useful life and the conditions in which they are used.
- At the end of the day, masks and gloves are disposed of safely in correctly tied garbage bags and then placed in the garbage containers with lids, hands are washed immediately after.
- Description of the procedure to follow from staff arrival at the hotel until departure::
  1. Staff will come from home and will leave in uniform. Uniforms will be washed and disinfected at home.
  2. Upon arrival, staff will go to the housekeeper's office where they will register entry time into their mobile phone's APP. If the office device is used, it must be disinfected before and after each use with a hydroalcoholic solution. It is not mandatory to enter the office with the mask on.
  3. Staff will proceed to collect job reports, trying to be there as little time as possible, take work keys, disinfecting them with hydroalcohol before and after each shift, take amenities needed and put keys in a clean bag. Bed and bathroom linen needed for the whole day will be taken in a clean bag with specific trolleys. After arriving at the work area, linen will be moved to the floor trolley, that bag will be used for the garbage of that day and the trolley will be used to deposit the dirty clothes that are removed from guest rooms.
  4. When the staff gets to the room, the first thing to do is to knock on the door to see if the client is there. If the client answers, staff will offer to come back later, after asking at what time the client will not be in the room. If the client communicates that has no intention to leave the room, the

housekeeper will be informed so that she/he can take measures on how to act in that specific room. If the client is not in the room, staff can proceed with the cleaning.

- a) First of all, all dirty linen that we have to change are removed, they will never be dropped anywhere, they will go directly to the dirty clothes trolley.
  - b) All garbage will be removed. Bags must leave the room completely closed, in the case of not being able to lose them because they were very full we will introduce a larger bag into the room where we will place the client's and proceed to close it.
  - c) Windows are opened to air the room.
  - d) The whole bathroom is sprayed with disinfectant, including tiles around the sink, toilet and bathtub, as well as the trash can. The mirror and unused toiletries containers are cleaned with ozonated water, and after one minute staff can start cleaning everything with a cloth, the yellow one is for all bathroom areas and tiles except the WC where the pink one is used, leave everything dry. The interior of the WC must be cleaned with its specific product. Before finishing cleaning we must fill the mop bucket to clean the floor of that room.
  - e) The next step will be to clean the terrace, paying special attention to the table, chairs and railing with disinfectant. After cleaning everything, the glass of the terrace door is done, paying special attention to the handle, once finished, we leave it closed. This procedure would be in the event that the terrace is inside the room. In the event that the terrace is at the entrance, cleaning will be the same but will be done last, once the room has been cleaned.
  - f) We proceed to clean all furniture exteriors in the room and also the interior when departures, paying special attention to those surfaces that are most used, not forgetting to clean the remote controls, including the air conditioning one that is on the wall, light switches, telephone, television, chairs and especially the headboards of beds.
  - g) In check out rooms we must clean the interior of the cabinets and all the hangers. In guest rooms only the doors on the outside.
  - h) When the cleaning and disinfection of the room is finished, you will proceed to introduce into the room all the clean bedding, bathroom and amenities that we have to replace, the bed is dressed clean, we must clean the floor beneath the bed, clean the entire floor of the bathroom and room, before leaving we must throw the water in the toilet and clean again if we have spilled anything.
  - i) We will take one last quick look to check that we have not forgotten anything, spray with Air Freshener and close the room.
5. Dirty linen must be taken down to the laundry room where they will be placed in the cages provided by the industrial laundry, having to separate bathroom linen from other linen such as sheets and cushions in different carts. We must wash our hands after finishing this process.
  6. The garbage bag must be tied and it will always be placed in the tanks that are in the garbage room, we will never leave it on the floor.
  7. At the end, we will write down any anomaly that we have been able to detect during the day and we will deliver the work report duly completed and signed in the housekeeper's office.



### 3.3. COFFEE BAR, RESTAURANT AND EVENTS

- The use of the mask is at the worker's choice.
- Avoid crowds.
- Disinfectant solution in places accessible for customer use, at least at the entrance to the service area.
- Encourage payment by card or other electronic means. If this is not possible, collect the cash only from one worker and use some type of support (tray, glass, etc.) to avoid possible contamination.
- Disinfect the POS at least once a day.
- Periodically disinfect the vending machines used by customers.
- Use of table linen or placemats made of a washable material, disinfect them with each new client.
- Disinfect table with each new customer.
- Letter: Posters, digitized, laminated letters that are disinfected with each client.
- Auxiliary elements of the service (crockery, glassware, cutlery, bread basket, coffee cups, sugar cubes, etc.), store in a closed place or away from the area where customers and workers pass through.
- Spaces must be ventilated with adequate frequency.
- Bar service: The products displayed, if applicable, on the bar, must be suitably protected towards the client and towards the employee.
- Table service: Do not occupy a table without being seated by the establishment's staff. Disinfect tables between customers. In this sense, the person in charge of the room is the one who will be in charge of controlling that the clients make good use of the facilities, kitchenware, food, etc.
- Buffet Service: At DOS MARES and Rest. Las Dunas
  - .- Self Service is permitted.
  - .- It will be taken into account:
    - a.- At the entrance to the self-service, authorized hydroalcoholic gels or virucidal disinfectants will be available.
    - b.- The service elements and/or the contact points of the self-service beverage machines will be disinfected or changed with an adequate frequency.
- Identify cleaning supplies and isolate them in your work area, ensuring that there is no cross contamination.
- Keep the cloths and scourers sanitized at all times and change them periodically.
- Regular cleaning of air conditioning filters according to the manufacturer's instructions.
- The bar counter must be cleaned and disinfected frequently.
- The crockery and cutlery or other utensils that can be used by diners must be mechanically cleaned and disinfected. In the case of tools that cannot be disinfected in this way, they must be cleaned and disinfected with an authorized virucide for food industries.

### 3.4. ROOM SERVICE

- The use of the mask is at the worker's choice.
- All crockery material (including trays and cover hoods) are sanitized using a dishwasher or equivalent.
- A protocol has been defined for the removal of waste, of which the client is duly informed.

### 3.5. KITCHEN

- The HACCP is maintained.
- The use of the mask is at the worker's choice.
- Clean and disinfect surfaces before and after the day and every time you change tasks with the recommended products.
- Wash and disinfect your hands every time you change tasks, when you cough or use the toilet.
- Wear your hair up and not wear rings, bracelets or the like.

### 3.6. GOODS ENTRY, COMMISSARY

- The packaging of the goods received must be removed at the time of storage (Cardboard and wood)
- After receiving and/or handling packages/orders, staff must wash their hands with water and disinfectant soap.
- The use of a mask is not mandatory.
- Hand washing with alcoholic gel
- Review that the goods come:
  - In undamaged boxes
  - Inside de boxes bagged or vacuum packed

### 3.7. ENTERTAINMENT

- The use of the mask is at the worker's choice.
- The development of entertainment activities will be done outdoors if possible.


### 3.8. MAINTENANCE SERVICE

- The maintenance staff will enter the room when the client is not in the room except for a justified reason.
- The personnel protect themselves with the defined individual protection equipment.
- Once the repair is done, the hands are disinfected.
- Avoid any physical contact (greetings, delivery of messages, etc).

## 4. SPACES

### 4.1. ROOMS

- Bathroom trash can with lid.
- The blankets and pillows are protected.
- The hangers are disinfected when the client leaves.

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## 4.2. COMMON AREAS

### 4.2.1. General Terms

- The establishment has a disinfectant solution in areas frequently used, at the exit of the toilet.
- Common use toilets are cleaned with the planned frequency and have tissue dispensers or hand dryers.
- The paper, gel and soap dispensers are cleaned periodically according to their use.
- The replacement of consumables (soap, paper towels, etc.) is guaranteed.

### 4.2.2. Children playground

- Those responsible for the care of children will be required to seek higher hygiene with frequent hand washing and/or disinfection.

### 4.2.3. Lifts

- Regular cleaning of frequently touched surfaces will be ensured. Cleaning control by the Floor department.

### 4.2.4. Gym

- The use of towels is encouraged in all equipment.
- The user disinfects the machines and material, before and after use.
- You can use the changing rooms.
- The used towels will be taken to the room, from where the maid will remove them when she passes by.

### 4.2.5. Pool

- The programs for the management and maintenance of recreational water remain unchanged with respect to ordinary procedures. We comply with the Regulations. These parameters are regularly measured and adjusted if necessary. There is a good hydraulic and filtration system.- There are posters at the pool area
- Sunbeds area: The showers and stairs are cleaned and disinfected.
- Neither workers nor users who test positive for any biological agent or have any of the symptoms compatible with these may NOT access the pool.
- The waste generated and deposited in the bins, the maintenance staff will collect it and put it in a bag with a knot and throw it into the garbage container.
- Clients will strictly follow the rules of use established for the use of swimming pools and existing services in it.

#### Specific recommendations in pools

The authorities recommend the following:

- Residual free chlorine levels: the owner of the pool must guarantee that it is maintained above 1ppm. It will be analyzed several times a day, at least once at the beginning of the day and the other within the period of maximum influx of bathers. If residual free chlorine <0.5 DO NOT BATH.
- pH: the owner of the pool must ensure that it remains within the 7.2 -7.4 range. It will be analyzed coinciding with the chlorine analysis.

## 5.- CLEANING AND DISINFECTION

### 5.1. GENERAL TERMS

- A reinforced cleaning and disinfection (L+D) plan is implemented, the objective of which is to ensure that all spaces, especially those that are common, are not a source of contagion for customers and establishment staff.
- Increase in the frequency of cleaning and revisions, especially in areas with greater contact (surfaces, knobs, sinks, taps, cranks, elevators, reception desk, doors, keys/room cards, telephones, remote controls, download button of the wc, protection barriers, climate control, dryer, time control devices, gym machines, railings, hangers, etc.)
- Daily ventilation of common use areas where there have been customers.
- Cleaning surfaces with disinfectant products.
- The collection of waste bins in common areas is carried out in safe conditions, so that the bags are closed and are transferred to the waste collection point.
- There is a daily record of the cleanings carried out.

### 5.2. KITCHEN CLEANING

- The criteria defined in the HACCP system are applied.

### 5.3. TEXTILE CLEANING

- Dirty textiles must be collected, put in a bag and closed until it is treated in the laundry.
- Do not shake dirty textiles.
- Do not leave bed linen on the floor.
- After handling dirty textiles, staff must wash their hands.

### 5.4. ROOM CLEANING

- See Section 3.2.

## 5.5. POOL AREA CLEANING

- The accesses to the swimming pool facilities, in the event that they have stairs and railings, must be cleaned and disinfected (L+D onwards) at least once a day, before opening. The shower buttons will also be included in this cleaning. After carrying out cleaning, disinfection and/or waste removal, professionals must proceed with correct hand hygiene.

## 5.6. WASTE MANAGEMENT

- The disposable material used by users (scarves, masks, cups, etc.) will be eliminated daily by placing it in a plastic bag that seals hermetically and will be discarded together with normal garbage. If it is suspected that they are contaminated with the virus, they will be disposed of with the double bag system, and the first bag can be sprayed with disinfectant once it is closed, and then it can be inserted into the second bag.

- After carrying out cleaning, disinfection and/or waste removal, professionals must proceed with correct hand hygiene. The occupational risk prevention services will be the ones that will determine the individual protection measures to be used and security measures for the professionals who carry out the above actions.

## 6.- STANDARD OF ACTION IN POSITIVE CASES

### 6.1.- Identification and initial intervention.


If there is the slightest doubt that a client or employee suffers symptoms compatible with a disease related to biological agents, this situation must be reported to the establishment so that the specific protocol can be applied for it.

6.1.1. If an employee reports symptoms consistent with the disease:

- If you do not have a fever, you will sit up following the security measures. FFP2 mask at all times, do not interact with clients or colleagues. Maintain safety distances.
- The workplace and objects in its environment that could be shared with employees will be disinfected.

6.1.2. If a hosted customer reports symptoms compatible with the disease:

- Inform them that they must wear the FFP2 mask at all times and that they will maintain safe distances.
- They will not be able to use the swimming pools or the restaurants and bars of the facilities without wearing a mask.
- Communicate the situation to the guides in the case of an organized trip.
- Communicate to all hotel departments, especially those that may require access to the room (cleaning, maintenance, and catering/room services), the situation so that the specific action protocols are applied.
- The maids that have cleaned the rooms are not considered close contact and therefore it is not necessary for them to take a test, they will attend work during their normal working hours. In the event that they

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present symptoms, they will have to go to their family doctor to carry out tests, assess them and indicate steps to follow.

## **6.2.- Cleaning, maintenance and food services.**

It is not recommended that any employee access the affected rooms, whether for cleaning or maintenance tasks. The necessary means will be provided to clients (or caregivers) so that they can carry out their own cleaning tasks. When accessing accommodation with infected or suspected people, these people will be required to use an FFP2 mask.

### **6.2.1. Conditioning of the accommodation unit.**

The affected person must be provided with the necessary means to carry out self-isolation in the best conditions of comfort and safety:

- It must have natural ventilation to the outside.
- Soap, gel and disinfectant wipes will be available, as well as a bin with a lid and garbage bags, and plastic cups.
- There will be bleach or authorized disinfectant, paper and cleaning material for the bathroom and other surfaces.

### **6.2.2. Procedure for cleaning rooms with people infected or suspected of being infected.**

In the (recommended) assumption that cleaning is carried out by the guest or caretaker himself, means and instructions will be provided to do so. However, at least once a week, establishment staff will proceed to clean the accommodation unit following the protocol described above for cleaning after check-out. The access of cleaning personnel to rooms of patients or suspects will be done in maximum security conditions:

- Use of gloves and hygienic mask. Hydroalcoholic gel for use at the end of the task
- A separation of 2 meters will be maintained with respect to the affected people.
- Appropriate cleaning and disinfection protocols equivalent to those applied at customer check-out will be used.
- After use, all material used in cleaning (cloths, mops, brushes...) will be disinfected.
- Disposable PPE will be disposed of hygienically (closed plastic bag) at the end of the task, reusable PPE will be properly disinfected.
- Personnel performing this task should receive additional training in this regard.
- Once the affected client leaves the establishment:
- The accommodation unit, once cleaned, will be blocked for use for at least one day, subject to availability.

### **6.2.3. Management of bed linen and towels.**

The guest will place the dirty bed linen and towels in a plastic bag and close it so that the establishment staff can remove it and replace it with clean linen. In the case of being the companion or an employee who removes these clothes, they must do so with gloves and a mask, avoiding shaking these clothes. The establishment staff in charge of collecting the clothes will place them in a second bag identified as contaminated material so that it can be handled by the laundry services with the appropriate PPE (hygienic mask and gloves). The laundry will be done in a hot cycle of 60º C.

### **6.2.4. Waste management.**

The guest will dispose of the remains of garbage in garbage bags (bag 1). To remove them, gloves will be used with which the bag will be closed and placed in a second bag (bag 2) along with the gloves and other

waste generated in the accommodation unit, which will be left next to the exit door on the day and time agreed with the establishment. The establishment staff in charge of collecting them will handle them with gloves, placing them in a third bag (bag 3) and they will be disposed of in the waste container.

#### 6.2.5. Repairs in housing units.

To access the rooms that require repairs with sick clients who remain inside, maintenance personnel must protect themselves with the correct use of PPE (mask and gloves...), which will be discarded when leaving the room and washed or they will sanitize their hands. If the patient is in the room, a distance of more than two meters will be maintained.

#### 6.2.6.- Food and beverage service.

All customers who remain in their accommodation in isolation due to the risk of contagion will be provided with food/drink service, taking into account:

- Food is brought to the room and hand-delivered to the customer at the door of the room. When you need to pick up the tray, you have to call the number on the tray card and they will come to collect it. He will knock on the door and the customer will hand it over to him.
- Dirty crockery and tray will be handled with gloves (which will be discarded after use) and washed in the dishwasher.

#### 6.3.- Standard for the accompanying person.

In the event that the affected person lives with another person in the same accommodation unit (accompanying person), this person will be declared a "close contact" and the following rules will apply:

- To the extent possible, the companion must remain isolated. If she goes out, she must wear a mask.
- The accompanying person will be given, in her own language, the rules for home management of Exposure to Biological Risks.