

## **Basic safety regulations against coronavirus: Guidelines for all SATORIA Group S.A. staff**

### **Ensuring staff safety**

1. Implementation of contactless temperature measurement upon employee arrival at work. Where possible, temperature measurement takes place outside the building and employees in the queue must maintain a distance of at least 2 metres. If an elevated temperature (over 38° C) or clear symptoms of sickness, such as persistent cough, malaise, breathing difficulties, are observed, that person will not be allowed to work.
2. All persons who observe symptoms such as elevated temperature, running nose, cough, breathlessness, muscle pains, general malaise are forbidden from coming to work. Such a person should immediately notify their superior and arrange, if possible, guidelines for remote work.
3. After entering and before leaving the office/hotel hands should be washed and disinfected.
4. Covering the nose and mouth (mask or visor) and wearing protective gloves while carrying out duties.
5. Maintaining a safe distance from interlocutors and coworkers (recommended: 2 metres).
6. Regular, frequent and thorough handwashing using soap and water according to the instructions located by the washbasin and/or disinfecting dried hands with an alcohol-based (min. 60%) product.
7. Covering the mouth and nose while coughing and sneezing with a bent elbow or a tissue – afterwards disposing of the tissue as fast as possible in a closed bin and washing hands.
8. Refraining from touching the face, especially the lips, nose and mouth, with hands.
9. Making all possible efforts to maintain a clean and hygienic working place, particularly after finishing work for the day. Remember to disinfect high-touch surfaces such as phone handsets, mouse, keyboard, light switches and desk surface.
10. Suspending all business trips and replacing them with teleconferences.
11. Limiting participant size to a minimum during intracompany meetings. Meetings should be carried out (where feasible) with windows open and maintaining the physical distancing (at least 2 metres) recommended by the health authorities.
12. Urgently informing the Hotel Director and Chief Health and Safety Officer about suspected detection of the virus in the facility.
13. An employee who may have been at risk of coronavirus infection outside the workplace should notify their superior and/or the Chief Health and Safety Officer.
14. Maximum limiting of common space use, including: introducing different hours of breaks and limiting the number of persons who can use the cloakroom.

15. Consuming meals individually or maintaining 3 metres' distance from other staff.
16. Minimising break room use.
17. Where feasible, regular opening ventilating of non-air-conditioned rooms.
18. Where possible, avoiding commuting on mass transport.

### **Ensuring safety in facilities**

1. Placing information about the maximum number of guests who can be present in a given part of the hotel at one time in a visible place outside the hotel entrance and in the reception.
2. Reminding individuals about the basic safety principles in the form of posters.
3. Placing posters in reception with the necessary telephone numbers for sanitary and epidemiological stations, health services.
4. Placing hand disinfectant dispensers available to guests in the hotel/facility, in particular by the entrance to the facility.
5. Providing the option to buy protective masks at the reception.
6. Hanging up instructions for handwashing, putting on and taking off gloves, and putting on and taking off masks in sanitary and hygiene rooms, and placing instructions for proper hand disinfection next to disinfectant dispensers.
7. Providing products and equipment for cleaning tasks, with special focus on disinfecting high-touch surfaces, and daily monitoring of these tasks.
8. Limiting time spent by guests at the reception to a minimum.
9. Controlling the maximum number of guests in the hotel.
10. Suspending use of facilities such as: common television rooms, children's playrooms, pools, saunas, discos and others that could be conducive to people congregating, until the next phase of restriction easing starts. Allowing use of the above spaces if hired for the exclusive use of hotel guests who are accommodated together.
11. Allowing the use of conference room where social distancing of at least 2m between individuals is maintained.
12. Absolute ban on presence in the hotel of individuals who are not accommodated there.
13. Regular, no less than hourly, disinfection of public toilets, lifts, reception desk (after every guest), doorknobs, bannisters, handles, telephones, computer keyboards, equipment in break rooms and other high-touch surfaces.
14. Systematic ventilation of all hotel premises.
15. Room cleaning is carried out pursuant to the Housekeeping procedure.
16. Hotel bars and restaurants function pursuant to the Catering procedure
17. Services for guests at reception are provided pursuant to the Reception Procedure.
18. Buttons in the car park are disinfected by security after each use.
19. A quarantine room has been designated and prepared (e.g., equipped with personal protective equipment and disinfectant) in the hotel, where an individual may be temporarily isolated if symptoms of sickness are observed.
20. Informing all guests and potential clients of the hotel about safety procedures implemented due to COVID-19.
21. Obligation on suppliers to use personal protective equipment in accordance with current legal regulations.
22. Staff are provided with personal protective equipment and hand disinfectant regardless of the basis of their employment.

### **Procedure in the case of a hotel guest's suspected coronavirus infection**

1. We monitor the wellbeing of hotel guests on an ongoing basis.
2. If a Guest reports malaise or clear signs of sickness such as persistent cough, breathing difficulties:
  - a) we request that they remain in their room, assure them of our concern and call the alarm number. The guest should not leave their room before a doctor comes and they should be informed of this.
  - b) temporary isolation in a dedicated room, informing the medical dispatcher of a suspected infection and notifying the hotel Director about the event, which will allow the area in which that person moved or stayed to be identified, routine cleaning according to procedures, and disinfection of surfaces (knobs, bannisters, handles, etc.).
  - c) establishing a list of staff present at the same time in the parts of the facility where the hotel guest was and contact with the Chief Health and Safety Officer.
  - d) suspending receiving of guests.
  - e) notifying the Chief Sanitary Inspector about the incident in order to receive guidelines for persons who came into contact with the infected individual and strictly following the instructions and recommendations given.

## **Basic safety regulations against coronavirus: Guidelines for all SATORIA Group S.A. Reception staff**

### **Guest check-in procedure:**

1. Upon arrival at the Hotel, the Guest stops in the lobby. There they use hand disinfectant, put on disposable gloves and protective mask.
2. In the hotel lobby, check-in waiting areas ensuring 1.5 m distancing between points are designated.
  - a. if the Guest is the only person waiting, they are directed straight to reception.
  - b. if there are more people waiting for check-in, the Guest waits their turn in the designated area.
3. The reception employee who checks in the Guest is protected by plexiglass and uses personal protective equipment in the form of gloves and visor.
4. The Guest gives their reservation number/name – check-in takes place.
5. Credit card payment is recommended.
6. To sign the check-in card, the Guest receives a disinfected pen from the reception employee, and after signing puts it in a container placed on the reception desk.
  - a. The reception employee should empty the container about every 30 minutes, disinfecting the pens in the reception backroom using surface disinfectant and placing “clean” pens in a container (appropriately marked) in the reception.
7. During check-in the Guest receives information in writing about the implemented procedures (including the ban on presence of non-checked in persons on hotel premises) and signs it. It is stored together with the check-in card.
8. After check-in is completed, the Guest receives their room key (disinfected beforehand).
9. It is recommended that the Guest to wear disposable glove on their way to their room and take them off only after entering the hotel room.

### **Changes in hotel check-out procedure:**

1. The guest goes to the reception to check out, puts the room key in the container, informing the reception employee of the number of the room they are leaving.
  - a. the container is emptied after departures and the keys are disinfected.

### **Recommendations for the reception area:**

1. Disinfecting reception desks every 30 minutes.
2. Disinfecting computer screens, mice, drawer handles, light switches, doorknobs and telephones hourly.
3. Disinfecting the card terminal after each use.

4. Frequent handwashing and hand disinfection by reception staff and the employee on duty in the lobby.
5. Staff are provided personal protective equipment: hand disinfectant, surface disinfectant and disposable gloves, which are kept in the reception backroom. Every reception employee is provided a visor, which they disinfect every 30 minutes during their shift. Disposable masks are also available.
6. Frequent ventilation of rooms: reception, reception backroom.
7. Admitting external food deliveries on premises is forbidden (Guests must pick up deliveries outside the hotel).
8. Placement in the lobby of information: If you have symptoms of sickness – contact the sanitary services
9. Placing information next to lifts that they may be used by one person at a time.
10. Removing all printed material from lobby.
11. Control of the number of checked-in Guests on facility premises by the reception manager. Maximum numbers set:
  - Hotel BW Portos 450 persons
  - Hotel Aramis 470 persons
  - Hotel Atos 464 persons
  - Hotel BW Felix 454 persons

## **Basic safety regulations against coronavirus: Guidelines for all SATORIA Group S.A. Catering staff**

In order to reduce exposure to and transmission of disease and to prevent food contamination with potentially pathogenic microorganisms, whose source may also be persons coming into contact with food, this also concerns SARS COV-2, good hygienic practices should strictly be applied, including:

### 1. Proper hand hygiene

Remember to wash hands frequently using soap and water, and if not possible, disinfect with alcohol-based (min 60%) liquids/gels. The virus is surrounded by a thin lipid layer, which detergents, soap, disinfectant products and UV rays destroy.

Washing hands with soap and water kills the virus, if it is on the hands.

### 2. Hygienic coughing/sneezing

When coughing and sneezing, the mouth and nose should be covered with a bent elbow or a tissue – afterwards dispose of the tissue as fast as possible in a closed bin and wash your hands with soap and water or disinfect them with an alcohol-based (min. 60%) product.

Covering the mouth and nose while coughing and sneezing prevents spreading of germs, including viruses. If this rule is not observed, objects and surfaces may easily be contaminated.

### 3. Food safety regulations - HACCP

4. Preventing staff from having close contact with any person who has symptoms of respiratory infection (coughing, sneezing).

5. Sick persons who have the above symptoms cannot start work (temperature measurement on entry to the facility – temp. no higher than 38°C)

6. Visits of people from outside the food block should be limited. Only persons authorised pursuant to the temporary visit procedure may enter the area - deliveries must be received according to the same procedure.

7. Receiving deliveries – deliveries are received by one person. Only products in disinfected inner packaging (DIVODEF FG) may be brought into the clean zone, by a person who disinfected their hands after unpacking the delivery. The outer packaging is removed.

8. Meal orders only in the form of room service. Telephone orders are carried out between 2 PM and 10 PM (last orders at 10 PM). The preferred payment method is cashless, we do not collect fees for room service (until further notice). Delivery without entering the room – the guest collects the tray from the trolley. The waiter brings the meal in gloves and mask. The meal is under a cover and wrapped in plastic. Cutlery is wrapped.

**Staff must wash hands:**

- Before starting work
- Before contact with food for immediate consumption (cooked, baked, fried)
- After handling or contact with raw, unprocessed food;
- After handling waste/garbage;
- After finishing cleaning/disinfection procedures
- After using the toilet
- After coughing, sneezing, blowing their nose
- After eating, drinking or smoking
- After contact with money

**Taking into account current food safety regulations, it is recommended to:**

1. Strictly follow personal hygiene and handwashing principles and report bad health.
2. Increase supervision over following rules of hygiene by employees (concerns supervisors).
3. Increase frequency of cleaning and disinfection of work surfaces, floors, equipment, where staff are a potential source of contamination.
4. Where feasible, limit the possibility of unpackaged food exposure.
5. Pay attention to proper hygiene (not coughing/sneezing in the direction of others and of goods).
6. Follow regulations concerning access to production areas by external persons.
7. Enforce division into zones (clean and dirty), particular observance of hygiene in common areas such as cloakrooms, changing rooms, toilets, social rooms.
8. Implement intensified procedures for washing and cleaning of hygienic and sanitary rooms – at least after each shift.
9. Using protective masks/visors and gloves – particularly staff taking deliveries and delivering meals to hotel rooms.

## **Basic safety regulations against coronavirus: Guidelines for all SATORIA Group S.A. Housekeeping staff**

### **Publicly accessible areas**

1. Regular disinfection, no less than hourly, of public toilets, lifts, doorknobs, bannisters, handles, telephones, equipment in break rooms and other high-touched surfaces – keeping a timetable for cleaning of publicly accessible surfaces.
2. Hand disinfectant is available in the hotel lobby and each publicly accessible toilet.
3. Where possible, regular ventilation in non-air-conditioned rooms.

### **Changes in rooms before hotel opening**

1. We withdraw notebooks, pencils, any advertising leaflets, guides, menu and stand – important information will be entered in the TV.
2. We remove the set of accessories from the wardrobe – list and dirty laundry bag, shoe cleaner, clothes brush. All accessories are available at reception on demand – information available on TV.
3. We remove ornamental cushions and bedspreads.
4. We do not provide additional toilet rolls, tissues, hygienic bags.
5. We include disposable cups in the courtesy kit in the room.
6. We remove glasses and glass cups.
7. Using hotel hair driers in bathrooms is forbidden.

### **Departed room cleaning**

1. After a guest's departure, we wait 24 hours before starting cleaning the room – we only open the windows and check the state of the room.
2. We take away laundry, mattress and pillow protectors and all, even unused, towels from all of the previous day's departed rooms. After collecting and taking away dirty laundry to the magazine we wash and disinfect hands, and change mask and gloves.
3. After each customer, it is recommended to do routine cleaning and disinfection of all high-touch surfaces (including chair backs), equipment (e.g. remote controls) and bathrooms, and to air the room thoroughly, or after cleaning the room, use a UV lamp as according to the producer's instructions.
4. Each room is cleaned with a new set of cloths.
5. The room may be rented again after disinfection is completed, after the period in accordance with the instructions of the decontamination equipment, or the recommendations of the producer of the technologies used.
6. Objects found in the guest's room are placed in a plastic bag, marked and handled pursuant to the lost and found procedure.



7. Equipment used daily – vacuum cleaners, trolleys, brushes – are cleaned after completing work at the end of the day.

### **Occupied room cleaning**

1. Limiting of routine room cleaning during the Guest's stay, which should take place only on demand.
2. Room are cleaned only while the Guest is away from their room.
3. The cleaning procedure is as above, while observing security measures.

### **Cleaning a room occupied by a guest for over 7 days – construction companies**

1. In the case of long-term guests room cleaning services are provided once a week only.
2. Laundry is changed every 2 weeks.
3. The cleaning procedure is as above, while observing security measures.

### **Laundry magazine procedure**

1. The laundryman should work in gloves and visor.
2. In the magazine there are designated trolleys for dirty laundry and for clean laundry.
3. There are two magazines: Clean laundry and Dirty laundry.
4. Laundry transport routes cannot cross – separate times are set. Dirty laundry is brought in in the morning until 12:00. Clean laundry is delivered after 12:00.
5. Clean laundry is wrapped and delivered from the laundry under a sanitary regime.

### **Staff requirements – housekeeping**

1. Only 1 person can get changed in the staff cloakroom.
2. There can be only 2 people at a time in the break room.
3. Cleaning personnel should be equipped in and comply with usage of disposable masks or visors and gloves, and if needed, disposable long-sleeved apron.
4. All tasks are carried out in gloves and mask/visor.
5. Keeping note of supplies of disinfectant and soap in the magazine.