



# **PROTOCOLS BIOSAFETY**

## **INTRODUCTION**

As a business institution providing Accommodation and Lodging services, the Casa Deco Hotel becomes aware of changes in the environment, it is for this reason and under the directive of "decree 539 of April 13, 2020 The Protocols of Biosecurity", for which this document is built and presented.

Supporting and supporting the continuous improvements and changes to mitigate, control and perform proper management in biosecurity processes and continue to provide the quality of service that characterizes us.

This protocol is subject to updates and improvements with the contributions of the tourism service providers, the ministry of health, the academic community, and protection, in order to respond to the needs of the sector and to the preservation of the health of workers and users of the establishment.

## **GENERAL**

This document is based on a response to the business obligations resulting from "resolution 000666 of April 24, 2020, through which the general biosecurity protocol", issued by the Ministry of Health and Social Protection of the Republic of Colombia, which is attached as an annex, is adopted. The non-knowledge of this is no reason for non-application to state control bodies.

This protocol is strictly based on the aforementioned standard, which is not invalidated by the creation of this document, but on the contrary is complemented, being flexible in the face of the business individuality it represents.

That is to say that the non-knowledge of the standard on which it is based does not disable full compliance with the aspects not mentioned herein.

It is the caveat that this is a partial document effective from May 11, 2020, and is subject to all mandatory modifications, and notified by the national government, the hosting industries or the tourism sector.

## OBJECTIVES

### General Goal

Include within the protocol processes that govern the entity, the guidelines of protection and prevention of biological safety, aimed at minimizing the factors that can generate the transmission of the disease transmitted by COVID-19.

### Specific goals

- Comply with biosecurity recommendations by the secretary of health and social protection.
- Define public management and decontamination processes in the different areas that the hotel implements.
- Preserve the health integrity of hotel staff, guests and guests.
- Comply with and execute the different cleaning and disinfection processes of each work area by the workers on duty.
- To inform the staff outside the company with which you have any commercial relationship, about the mandatory compliance that they must execute in the internal processes of the company.

**Note:** Our customers will be informed in advance of the recommendations through the reservations department. Those Walking, or unreserved guests, prior to the Check in process, will be informed of internal biosecurity practices.

## GENERAL HOTEL MEASURES

Surface cleaning processes will be carried out, to remove organic and inorganic matter with the help of detergents to remove dirt, once the cleaning process is carried out, the disinfection of already clean surfaces will be carried out, with the application of disinfectant products through the use of sprinklers, towels, fiber cloths or microfiber or mops, among other methods.

### Entrance - Corridors - Public Areas

- Facilitate the cleaning of the shoe plant of anyone entering the establishment, either with an antiseptic mat that disinfects the soles, a container with hypochlorite that cleans surpluses, and/ or atomizer with the corresponding disinfectant that will be applied by the guest in their shoes.
- Disinfection of hands at entry with antibacterial gel and/or atomizer.
- Temperature intake, in order to identify and discard one of the characteristics of COVID-19.
- Visible warnings indicating rules and regulations will be available to protect and maintain the health of people.
- Each floor of the hotel will have a disinfectant gel easily accessible and visible for guest use. (Strategic points on the wall when entering the different areas presented by the hotel)
- The capacity of all areas of the hotel was redefined and signalled in such a way that they meet the requirements of estrangement between people.
- The layout of the hotel's restaurant and lobby is reconfigured to ensure that the safe distance between guests, guests and hotel staff is maintained.
- The capacity of the restaurant and bar was limited so that social estrangement between people can be maintained at the tables.

## **Cleaning and disinfection at reception**

- Keys to high-rotation items will be disinfected before delivery and each time they are received.
- The reception bar for being the first contact with guests and customers, high frequency will be disinfected every two hours.
- Phones, cytophones, pens and electronic items such as screens, keyboards, mouse, cell phones, printers, and dataphones will be disinfected every three hours.
- The front desk staff will arrange shifts to do hand washing every two hours.

## **Rooms and bathrooms**

They are critical points for the high frequency of handling;

- i. Light switches.
- ii. Sinks.
- iii. Door handles.
- iv. Table and cabinet surfaces.
- v. Support surfaces.
- vi. Dial keys and phone headset.
- vii. Bedhead.
- viii. Remote controls.

Cleaning and disinfection with disinfectant wet towels or alcohol-based products will be performed directly to the object and/or surfaces to remain spotless.

In the public bathrooms there are soap dispensers and disposable towels, as well as instructions for proper hand washing.

## PERSONAL DECO PROTECTION MEASURES

All staff were trained in prevention measures, mainly with regard to hand washing, social estrangement and the use of protective elements. Both at work, in their homes and in the displacement between the two places.

As a commitment:

- We adapt service areas for employees to ensure that employees can fully comply with biosecurity protocols.
- All of our staff's uniforms are washed and disinfected in the organization's laundry.
- When entering shift, a temperature check is done to all employees and random checks are done throughout the day.
- All personnel have the appropriate personal protection elements for the work they do (Masks, gloves etc.). They are also properly trained in the use, handling and replacement of these implements, to ensure optimal hygiene.
- All supplies, supplies and materials are duly disinfected before being admitted to the hotel premises.
- Any supplier you enter must undergo temperature control and disinfection procedures.

### A Cleaning staff

Cleaning collaborators will wear protective elements such as FFP2 mask, anti-splash goggles or acrylic mask to always cover mucous membranes (eyes, nose and mouth), resistant anti-fluid gown, latex gloves under cleaning gloves and rubber cleaning gloves.

They will also follow the personal grooming procedure detailed below:

- Hands and arms will be washed before and after cleaning.
- During the performance of work, the use of personal protective equipment is mandatory.
- At the end of work, latex gloves and disposable cloths will be removed, the outside of the rubber gloves washed and disinfected and left to dry in a ventilated place.

- Complete clothing change (including shoes) at the end of cleaning work.
- Social estrangement: keep at least two meters away with other people.

### **To Receptionists**

All reception staff will use their respective health kit (face protector, mouth caps and gloves) when interacting with customers, guests or suppliers.

As a reference point of information, the contact will be limited to only one person if more than 3 people are presented at the reception, to provide the requested information to the guests and other people who request it.

They will also follow the personal grooming procedure detailed below:

- Continuous change of gloves and hand washing in processes of contact with objects and /or physical with guests.
- Change of complete clothes (including shoes) at the end of the shift.

## **PROTOCOLS BY AREAS**

### **LOBBY/RECEPTION**

Everyone who enters the hotel must comply with the following processes:

- Use of mandatory head caps. If you do not have one, one will be supplied.
- People must remain at least one meter to avoid

Agglomerations.

- Go through the Disinfectant Cap. In case of carrying suitcases with wheels, they should be roll down the rug.

- Everything that the person carries with him or her such as bags, suitcases, packages etc. must be

disinfected at the entrance to the hotel.

- You should apply the antiseptic gel located on the hand and spread correctly on the entrance to the property.
- Undergo temperature control. (If someone has symptoms of fever-larger or equal to 37.5° C. will have to be evaluated health.)

## **Welcome, Check in & Check Out**

### **Check In**

There will be the prevention of asking agencies and reservations in advance to enter marking the respective guest's baggage, in order to transport and disinfecting the item outside the scope of the item, disinfecting the suitcase will be with alcohol, at the end of the handling of the item the gloves will be discarded used and replaced with new ones.

### **Groups:**

1. Entry will be regulated and coordinated by the reception staff and guide accompanying person, in order to avoid crowds.
2. Admission to reception shall be gradual and limited; maximum 4 people, respecting the marked spaces to maintain the minimum distance required.
3. The reception team will ask the guide for all passports of guests who make up the group.
4. Hotel registrations with the respective names of the hotel will be prepared in advance guests who will occupy the rooms to request signature and mail from the additional person, the previously taken temperature record will be attached.
5. Guests must sign a document certifying that they are ok and undertake to give notice to the hotel, yes within fifteen (15) days of the date of the Check in came to have any related health eventuality



COVID-19.

6. Once the registration is complete, the key, WIFI key, Map will be delivered.
7. Aromatic drinks will be provided and passed into the room.
8. Baggage will be subjected to its own sterilization process, the guest as such you must wait for it to be made and delivered to the assigned room.

**Note:** Passports will be left at the front desk to carry out the respective copying process and once completed it will be given to the guide.

**Individual:**

1. Entry will be regulated and coordinated by the reception staff.
2. Entry to reception will be gradual to respect signage and minimum space Required.
3. You will be asked for a passport and registration will be provided to be carried out with the requested data from the guest, additional temperature register will be appended.
4. The guest must sign a document certifying that they are in good health and undertakes to give notice to the hotel, yes in the fifteen (15) days after the date Check In came to have any health eventuality related to COVID19.
5. A copy of the passport will be taken out and returned immediately.
6. Once the registration is complete, key delivery, WIFI key, Map will be made
7. Aromatic drinks will be provided and passed into the room.
8. Baggage will be subjected to its own sterilization process, the guest as such you must wait for it to be made and delivered to the assigned room.

Once the Check In process is complete, and the lobby does not have people and/or

crowds, hotel staff will upload their luggage to the respective assigned room of the guests.

### **Check Out**

In advance the reception team will have all the information related to charges for supplied in the guest's stay and/or by the accommodation, in order to expedite your departure, you will receive the key belonging to the assigned room and the invoice will be sent by email, as completion will be delivered gift by hotel.

### **COMMON AREAS**

- The hotel's common areas and operating areas will be cleaned and disinfected Daily. In addition, a general spray disinfection will be carried out at least once a day (Areas of greater movement will be disinfected twice a day)
- All frequent contact points in public areas such as: door handles, counters, tables, railings, etc. will be cleaned daily and disinfected continually during the day.
- Antiseptic hand gel will be available in all areas of the hotel properly approved with their respective hygiene instructions, for constant use of Guests.
- Cleaning and disinfecting lobby surfaces, corridors, and railings are will be performed every two hours.

### **ROOMS**

- The rooms shall undergo a review process prior to delivery of the room,

to verify that any element that may pose a risk to the transmission of the virus has been effectively removed.

- Each room that is assigned to receive a new guest will be given a complete process of spray disinfection and steam engine.
- A properly packaged and disinfected set of amenities will be placed that includes disinfectant solution.

## **FOOD AND DRINK**

### **Breakfast:**

- The hotel will keep the scheduled hours from 7:00 AM to 10:00 AM for your Distribution.
- The capacity of the restaurant will be limited by 50% to which the areas will be available bar and terrace for food service.
- With the groups we will maintain strict coordination and control with the guide, establish times, places and Orders a day before, for the perfect Execution.
- With individual bookings we will coordinate start times, in case the hotel have groups at home.
- As an option and if the guest requests, breakfast will be delivered to the this must be scheduled in advance with the reception team.

### **Room Service**

The hotel will only offer Room Service which will implement the delivery of

orders served in biodegradable disposable material packaging, in order to minimize the use of shared items.

There are protocols for the staff of kitchens, restaurants and Room services to wash and disinfect your hands every time you serve food or touch items related to Same.

All food production processes are done under strict measures food safety.

## **PROTOCOL TO SITUATIONS WHERE COVID SUSPECT IS PRESENT -19**

### **Before possible guest with COVID-19**

If any guest reflects symptomatology suggestive of COVID-19 they will change their category to

"suspicious case", as defined by the Ministry of Health;

In such a case:

- The hotel will contact the health authority to make the report and request a test at the hotel.
- Isolation will be carried out in a safe area to provide medical assistance immediately (assigned room).
- The guest would not be able to leave his room until he/she receives the results, and if he/she

COVID case, the health care provider will determine whether it will be treated hospital quarantine, possibly carried out in hospital the hotel.

### **Guest confirmed with COVID-19**

One of the recommendations is to allocate 10% of each hotel's rooms to

people diagnosed with the virus, who have symptoms or are quarantined, which should be located on one floor and where possible isolated from the rest.

**In that sense, if someone with a positive sign of COVID-19 is detected**

- information will be tracked and cross-referenced to identify potential contacts and areas where that person may have been. Similarly, the disinfection procedures for all areas of contagion risk

Potential.

- will be located in one of these rooms for contagions, which - in terms of - will have a window that can be opened and that gives towards an area with good Oxygenation. Under no circumstances will the guest be able to leave the room.
- As for the room toilet, it will be done twice a week. Breakfast will be served on disposable plates and left at the door of the room so that the guest takes it, and the guest should use blow-up when picking up food.
- When the guest vacates the room, the room will be cleaned and disinfected will be disabled within 48 hours.

Here are some of the steps we've taken to minimize the risks in our Hotel. While this represents a fundamental change in the customs and ways of relate to guests, all our effort is aimed at replacing care that has always characterized us, by the personalized service that meets with your expectations.

This means that guests will still be able to enjoy an experience a more secure environment, where we aim to meet all your needs limiting physical approach, but always maintaining permanent contact and a timely and discreet service.

**EMPLOYER MANAGEMENT OF RISK SITUATIONS**

- Inform the guest and visitors at check-in about good practices and actions

that is advancing the establishment to reduce the risk and thus improve

perception during the provision of the service. And they will be published in a digital medium

for easy reference (Website)

- Encourage non-payment on the site and use of Early Check-In and Late Check-Out, availability, in order not to have agglomerations in the areas of admission of accommodation and lodging establishments.

- implement a room key cleaning protocol.

- Implementing a unique number, which is an internal line of attention for guests and customers, in order to meet all requirements for this pathway and minimize physical contact.

- Clean and disinfect the reception counter with antibacterial gel or solution disinfectant every hour, preventing excessive elements that can manipulating customers.

- Inform the Risk Coordinator or person in charge, to request assistance or health information to any guest and/or collaborator who may be presenting any of the symptoms of COVID 19.

- Have antibacterial gel or disinfectant solution and disposable towels in the reception desk.

- Ensure that front desk staff wear disposable gloves (nitrile or latex), for the exchange of objects with the customer, such as banknotes, coins, documents, envelopes, spheros, dataphones, among others; which should be discarded after use. Likewise, before and after the gloves are removed, they must be apply hand washing and disinfection measures, according to washing protocol and hand disinfection. You'll avoid touching your face at all times.