



# OPERATIVE MANUALS ADDEUNDUM

Re-inventing ourselves to be competitive

GUIDELINE OF PROTOCOLS AND PROCEDURES  
APPLICABLE POST THE COVID-19 PANDEMIC



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## 1. INTRODUCTION

Today's global health situation will lead the hospitality industry to take actions, which must be in full compliance to ensure a healthy and sanitized environment for both our collaborators and our guests.

The paradigm shift in this matter is TOTAL.

The trust of our guests will depend now, more than ever, in all the measure we implement and that at the same time, que be visible and recognizable during their stay.

All measures and actions detailed in this procedure document are of mandatory application. Some of these measures and actions, when the situation is 100% under control, will be eliminated.

From the re-opening of our hotels until the completion of the transition period that will follow until the quarantine periods all around the world are completed, our hotels must be prepared to work in a totally hygienic environment, where also the social distancing measures mentioned by WHO are fully applied.

*Our challenges today are:*

- Keeping levels of disinfection and hygiene applied as never before.
- Keeping the level of personalized service by adjusting and modifying pre-established conducts of approach and behaviors towards guests.

## 2. OBJECTIVE

The objective of this document is to determine the procedures to be follow in each of the areas and tasks of the hotel, to guarantee the levels of health and hygiene that will be necessary and mandatory from this moment on during the operation.

In addition, mention key concepts for better understanding of the situation.

### 3. DEFINITIONS

#### *Pandemic:*

In order to declare a Pandemic Estate, two criteria must be met: that the epidemic outbreak affects more than one continent and that the cases in each country are no longer imported but caused by community transmission.

#### *Coronavirus:*

The Coronavirus are RNA viruses enclosed by a protein that are widely distributed among humans, other mammals, and birds; causing respiratory, enteric, hepatic and neurological diseases.

#### **Signs and symptoms:**

- Fever
- Coughing, Sneezing
- Sore Throat
- Nasal Secretion
- Respiratory Difficulties

#### *Sanitization:*

Sanitizing is a cleaning process that reduces but does not necessarily eliminates microorganisms from the environment and surfaces. Sanitizers are substances that reduce the number of microorganisms to a safe level. These must have germicidal or antimicrobial properties.

#### *Disinfection:*

Disinfection is a chemical process that kills or eliminates microorganisms without discrimination as well as bacteria, viruses and protozoa, preventing the growth of pathogenic microorganisms in the vegetative phase that are found on inert objects.

#### *Ozone:*

Ozone consists of three oxygen atoms; is one of the most powerful oxidizers known, capable of removing not only viruses but also a vast range of other contaminating microorganisms present in the air and surfaces.

#### 4. BASIC PREVENTIVE MEASURES

- Washing hand thoroughly with water and liquid soap during 40-60 seconds, dry hands with a paper towel and use the paper towel to turn off the tap. In the case water and soap are not available, an alcohol gel solution in 60-95% can be used.
- Comply with the respiratory etiquette: Cover your mouth and nose with the angle of your arm or with a disposable tissue if coughing or sneezing. Dispose the tissue in rubber bins with lid and plastic bags in it and wash your hands accordingly.
- Do not greet with hugs, kisses nor handshakes.
- Do not share food, beverages, dishes, glassware nor utensils.
- Keep working areas well ventilated.
- Do not touch your mouth or nose with your hands.
- Keep social distancing measures.

#### 5. ¿WHAT TO DO IF A COLLABORATOR PRESENTS ANY SYMPTOM OF CORONAVIRUS WHILE IN THE WORKPLACE?

1. It is always important to stay calm in order to take good decisions.
2. Identify an area within the workspace were the collaborator(s) can be isolated from the rest.
3. Offer the collaborator a facemask and proceed to take his/her temperature.
4. Communicate immediately with the Call Center of the Local Health Department and notify the situation. Follow the instructions and protocols established by local authorities.
5. Immediately prioritize protection and safeguarding of vulnerable collaborators with high risk conditions of age and/or health (diabetes, cancer, cardiovascular and/or respiratory diseases, pregnant women, collaborators living with elderly relatives, parents with school-age children).

6. Identify any other collaborator, supplier, guest or related customer with which the affected collaborator had contact. Alert them of the situation, so they can take appropriate action and necessary measures.
7. Identify the working areas where the affected collaborator has been and apply the corresponding sanitizing and disinfecting procedures.
8. In case the Covid-19 test result in the Collaborator is positive, the identified contacts should be informed of the result as well.
9. Do follow up on each one of the Collaborators in an impacted area, showing empathy for the situation being.
10. Offer all the necessary assistance that is within the reach of the Company.

## 6. ¿WHAT TO DO IF A GUEST PRESENTS ANY SYMPTOMS OF CORONAVIRUS?

1. It is always important to stay calm in order to take good decisions.
2. Identify a space (Hotel Room) where the guest(s) can be isolated.
3. Offer the guest a facemask and proceed to take his/her temperature.
4. Communicate immediately with the Call Center of the Local Health Department and notify the situation. Follow the instructions and protocols established by local authorities.
5. Immediately prioritize protection and safeguarding of vulnerable collaborators with high risk conditions of age and/or health (diabetes, cancer, cardiovascular and/or respiratory diseases, pregnant women, collaborators living with elderly relatives, parents with school-age children).
6. Identify other collaborators, guests or related customers with which the affected guest had contact. Alert them of the situation, so they can take appropriate action and necessary measures.

7. Identify the hotel areas where the affected guest has been and apply the corresponding sanitizing and disinfecting procedures.
8. Do follow up on each one of the Collaborators in an impacted area, showing empathy for the situation being.
9. Offer all the necessary assistance that is within the reach of the Company.

## 7. NEXT STEPS

### 7.1. GENERAL STANDARDS

- a. The housekeeping staff shall have the proper training in special cleaning and disinfecting procedures, usage of disinfecting products, proper use of PPE (Personal Protective Equipment) occupational risks, among other basic trainings.
- b. The staff has to comply with the following:
  - Usage of their standard uniform and closed shoes.
  - Ladies shall keep their hair up; Gentlemen shall keep their hair short and no beard.
  - Do not use any type of jewelry and keep nails short with no nail polish.
  - Acrylic nails are not permitted.
  - Do not touch with gloves doorknobs, telephones, doors, elevators, because it can increase the risk of contamination in surfaces.
  - Wash hands frequently, mainly before and after executing cleaning tasks.
  - Where possible, is recommended that cleaning and disinfection equipment of an area such as mops, brooms, trolleys, among others, should be for the exclusive use of each area, for example, separating bathroom equipment vs. public areas equipment.

## 7.2. INVESTMENT IN EQUIPMENT

### *Ozone*

One of the most effective ways to disinfect areas and items placed within the said area is through ozone. Therefore, we will invest in the purchasing of several Ozone Machines, to allocate one per closed area.

The following areas are presented as a reference. Nevertheless, each hotel, based on its own building characteristics, will have to determine how many areas shall be covered with this disinfection system:

- a. Dry Products Storage Room
- b. Administrative Offices
- c. Laundry
- d. Staff Cafeteria
- e. Kitchen/s
- f. Cold Rooms
- g. Closed Restaurants
- h. Staff Locker Rooms
- i. Guest Rooms (1 Machine per 10 Rooms)

### *Hand Sanitizer Gel Dispensers*

In all the mentioned areas, an Alcohol Gel Dispenser shall be placed and replenished permanently.

### *Room Amenities*

Among the Mint amenities, we will offer a kit that includes:

- a. Small Hand Sanitizer Gel
- b. Personalized Facemask
- c. Pack of Disinfecting Wipes

## 7.3. CLEANING AND SANITATION PROGRAM

The success of cleaning and disinfecting surfaces will depend on the availability of supplies and training of all staff, jointly with a constant and strict supervision.



### 7.3.1. PRODUCTS TO BE USED

PRODUCT	DESCRIPTION	PRESENTATION	DILUDED	PRICE	PRICE LTS
VIREX 256	QUATERNARY-BASED DISINFECTANT CLEANER	5 Liters	256	\$ 51.85	\$ 0.04
INSTANT HAND CARE	ALCOHOL-BASED HAND SANITIZER GEL	1 Gallon	N/A	\$ 18.60	
OXIVIR WIPES	PEROXIDE-BASED DISINFECTING WIPES	60 Wipes	N/A	\$ 15.94	
OXIVIR FIVE	PEROXIDE-BASED BROAD SPECTRUM DISINFECTANT LIQUID	1.5 Liters	64	\$ 59.03	\$ 0.61
ENVY	QUATERNARY-BASED DISINFECTANT FOAM	19 Ounces	N/A	\$ 4.68	
END BAC	QUATERNARY-BASED DISINFECTANT AEROSOL	15 Ounces	N/A	\$ 13.60	

All products are approved by the United States Environmental Protection Agency against Coronavirus.

### 7.3.2. SANITATION ACTIONS IN AREAS:

1. With the proper products, the following sanitizing plan will be implemented per area:
  - a. Front of the House Bathrooms (Restaurants, Front Desk, Etc.): every two (2) hours.
  - b. Back of the House Bathrooms: every three (3) hours.
  - c. Front Desk: every two (2) hours, including keyboards, telephones, veriphones and other equipment.
  - d. Elevators: buttons, doors, interior, every three (3) hours.
  - e. Restaurant Furniture: Three (3) times per day (before each meal period).
  - f. Chaise lounges and beach/pool furniture, once (1) a day.
  - g. Lobby furniture, once (1) a day.
  - h. Spa: stretcher and instrumental, once (1) a day.
  - i. Perform one (1) daily fumigation in open spaces with the product Virex 256. This can be perform through a fogger. Check dosage in the attached file.

- j. Rooms: general housekeeping procedures will be done with the new products mentioned above. Cleaning procedures on checkout rooms will be executed in greater depth. Special care in cleaning phones, doorknobs and all cutlery in the units.
  - k. For all spaces not mentioned in this section, the GM of the Hotel and/or Condominium will determine the frequency of cleanliness and fumigation.
2. With the aforementioned information, a Cleaning Program will be performed per hotel, in which records such as logs and checklist will be carried out, to confirm the usage and application of products and measures.
3. The usage, control and maintenance of the Ozone Machines will be done with the following schedule:
  - a. Dry Products Storage Room: twice (2) a day. 8:00 am and 2:00 pm.
  - b. Administrative Offices: twice (2) a day 10:00 am and 4:00 pm.
  - c. Laundry: All day.
  - d. Staff Cafeteria: 12:00 pm and 6:00 pm
  - e. Kitchen/s: All day.
  - f. Cold Rooms: in the same time frame that the main Storage Room
  - g. Closed Restaurants: three (3) times a day 7:00 am, 11:00 am and 6:00 pm
  - h. Staff Locker Rooms: All day.
  - i. Guest Rooms: sanitizing shall be done before every check in and during regular room cleaning schedules.

### **7.3.3. SANITATION AND DISINFECTION ACTIONS WITH COLLABORATORS**

1. All collaborators shall enter the facility through the staff entrance.
2. Each property will create the conditions in order to wash and dry staff uniforms onsite, generating a space in the Laundry Room for storage of these items with the name of each collaborator.

3. Collaborators must remove their uniforms once they enter the property before heading to the Locker Room to proceed with their regular setup.
4. In the Locker Room, collaborators shall take the precautions that the clothes from the exterior do not touch the uniforms.
5. The standard uniform will include a facemask that will be of exclusive use within the hotel premises. These will be of one use only, therefore, after every shift, they will be disposable.
6. The standard uniform of the collaborators of areas such as Restaurants, Housekeeping and Front Desk will include two (2) pairs of cloth gloves that should be after every shift left for proper cleaning.

#### *Important note for the HR Department*

All new collaborators hired as permanent staff at the hotels or are hired part-time collaborators, must have, before their admission, a COVID-19 Test.

#### **7.3.4. COMMON RULES FOR ALL DEPARTMENTS**

The measures carried out in the area of investments that affect all departments have already been previously stated. In addition, we have listed the products to be used, as well as the periodicity and sanitation actions both in the spaces and with the hotel's collaborators.

It is a priority to emphasize at this point the following common rules for all departments:

- Staff Entrance
- Use of company uniform
- Regular Handwashing
- Use of facemask
- Distance from guests and other collaborators equal or above two (2) Mt.

**These actions, that are not part of our natural daily habits, are the most difficult to implement. Therefore, they need an additional effort of control and follow up from Managers and Supervisors.**

### 7.3.5. STORAGE ROOMS

The importance of sanitizing and disinfecting all products coming into the hotel is the main objective of this Department and its collaborators.

ALL products, whether packed or not, of usage in any area of the hotel (restaurants, engineering, housekeeping, etc.), shall come into the property through this department, go through a process of disinfection while entering and leaving the storage room.

During the time this products are stored in the area, they will be disinfected using the Ozone Machines, described on section 7.2.2.

Those products that will go directly to the areas (such as fresh food products and beverages), all of them shall be disinfected upon arrival to the final department were they will be used.

Areas for cleaning and disinfecting products must be created in the spaces assigned for merchandise reception. These areas should have the following:

1. Running water supply.
2. Dosed supply of cleaning products.
3. Clean trashcans, with pedal lids.
4. Disposable gloves dispenser, for cleaning and handling of received products.
5. Sink space.
6. Work table space.

7. Temporary stock space (shelves or racks).

### **GARBAGE ROOMS**

The garbage rooms will be of the sole responsibility of the Storage Room Supervisors and these areas shall be disinfected on a daily basis.

The Supervisors should have the support of all departments and its staff, for this task, but each day the area shall be cleaned and sanitized.

In the case of hotel properties where garbage collection is not done on a daily basis, the cleaning process has to be carried out after every withdrawal from the garbage truck, without being able to exceed this period to more than two (2) days.

### **7.3.6. FRONT DESK AND RESERVATIONS DEPARTMENT**

Our challenge in this department, as well in all the services we offer, is to keep the level of service without the direct contact we usually offer.

#### *Check in*

Steps upon guest arrival:

- a. Bellman staff shall receive guests from their vehicles or transfers, greeting them but always keeping the mentioned distance.
- b. Bellman staff will pick up luggage from the vehicles and place them in the entrance.
- c. Next, they will proceed to clean, with a solution of 70% alcohol 30% water and a clean cloth, the guest luggage in the exterior. This will also be performed on any hand luggage given to the Bellman staff to handle.
- d. Once cleaning is done, the bellman staff will proceed to transport the luggage in the luggage cart to the room, WITHOUT waiting for the guest. This is to avoid any potential contact with guests.
- e. The use of elevators for delivering luggage, has to be restricted to the bellman only, this to protect and avoid contact between Bellman staff and other guests.
- f. The guest will be directed to Front Desk, where his room keys will be

- given and the Front Desk Clerk will take him to his/her room always keeping the distancing measures.
- g. During the usual tour, the hotel facilities are described, in addition to the presentation of the staff who we cross onto in the journey. In this time, we also learn the expectations of the guest and the receptionist will proceed to inform about the need for filling in the registration form located in their room and subsequent call to recall the document and deliver it to the reception department.
  - h. The Front Desk department will keep a daily registry of the rooms that have successfully delivered their registration form on time. Those who have not delivered it to the area will be contacted through a phone call.
  - i. Consider we have not asked the guest for his/her credit card upon check in. The hold we generally do upon arrival will be done virtually after the guest arrival. It is important to receive a Credit Card Authorization Form properly filled and signed by the guest. This document must be received before check in and is responsibility of the Reservations Department to obtain such form prior to the arrival.
  - j. This practice will be applied shortly, until contactless systems for payments with Credit Cards are installed and running. These systems must be requested by each hotel property to the corresponding suppliers.

### *During Guest Stay*

Below we present the main tasks per area that shall be implemented:

#### Front Desk - Concierge

- a. Daily cleaning and maintenance to the Front Desk area. Front Desk and Security will communicate with Housekeeping and/or Engineering in case one of the following is not met:
  - i. Hotel Entrance free of garbage. Clean in general.
  - ii. Furniture in good condition and dust-free.
  - iii. Clean windows and doors.
  - iv. Review the Front Desk area at all times to keep it in optimal condition.
  - v. Front of the House Bathrooms cleaned, without clutter, with towels and soap as required.

- b. Among the activities Front Desk staff must execute continuously during a guest stay, is to keep a close communication with them, keep them informed of the hotel services and coordinate activities.
- c. Different to what we normally did previously, all actions and activities mentioned above will be done with the standard social distancing norms.

#### *Check Out:*

- a. Front Desk Staff shall be ready when guest arrive to settle the account and perform check out. Staff must be available, well presented and with a friendly attitude at all times.
- b. Present the guest with a summary bill and if there is any inquiry, present the supporting documents for the charge. Perform the process as fast and simple as possible.
- c. Once the guest agrees on his pending balance, continue with the charges to his credit card on file, avoiding requesting the credit card from the guest once again.
- d. Luggage should be placed in their transportation while the guest is doing the checkout process.
- e. Ask the guest if they had a pleasant time during their stay and if they require any additional assistance for their return trip.
- f. Farewell the guest, wishing them a safe trip back and hoping to have them with us in a near future.

### **7.3.7. HOUSEKEEPING DEPARTMENT**

#### *Preparation of vacant rooms:*

- a. In addition to points mention in the Housekeeping General Manual, during the preparation of rooms before arrival, the use of the products mentioned in points 7.2.1, as well as the total disinfection procedure with
  - b. Ozone also stated in point 7.1., shall be implemented.
- At all times the general standards as well as the new standards in regards to uniforms should be complied mandatorily during this process.

*Pre-Check in:*

- a. It is also mandatory, the supervision from housekeeping and its Supervisors to validate the cleanliness and disinfecting levels previously stated.
- b. It is important to mention in this point that no rooms will be reported to Front Desk as cleaned and vacant without the corresponding revision and validation that the cleaning products have been used thoroughly in all room areas as well as the Ozone Machine.

*During the Guest Stay:*

- a. As detailed on point 7.2.2 of the present manual, during the cleaning service the room shall be disinfected with the Ozone Machine.  
The same tasks and actions mentioned in the Housekeeping General
- b. Manual, will be executed as usual, in addition to the new tasks and actions established in this manual.

*Public Areas:*

A checklist must be created were the cleanliness procedure, as stated on point 7.2.2 is being duly logged.

### **7.3.8. FOOD & BEVERAGE DEPARTMENT**

Without any doubt, this department represents the biggest challenge to regain the trust of guest and customers, once the normal operation begins.

Therefore, this is the department where the change of habits, implementation of new measures and enforcement measures already taken, are deeper.

The basic standards mentioned in this manual, as well as investments, sanitation and disinfection actions of our collaborators and sanitation actions in areas, will be applicable and mandatory in this department.



### *Kitchen:*

As kitchens are an important means of virus transmission, we must make the necessary investments in them to guarantee the total hygiene of the areas and utensils used.

It is determined as essential to use dishwasher, in which dishes and utensils are cleaned above 60 degrees centigrade, ensuring the removal of this and other viruses.

The use of plate warmers in the process will also be determined as essential, which will make the plate reach 45 degrees of temperature, necessary plus the elimination of the virus.

There should be pedal-operated sinks installed in kitchens and bars.

There should be provision of hot water in all kitchen and bars faucets.

Kitchens, as mentioned before, will be part of the disinfecting programs with Ozone Machines.

In addition to the mentioned points, we need to have special care with:

- Usage of mask during all the times when in the kitchen.
- Usage of plastic gloves, which must be changed every time you leave the kitchen.
- Constant supervision of correct operation of the ozone system during the frequency and timelines already scheduled.
- Cleaning and disinfection of all food, whether packaged or not, fresh or non-perishable, outside the kitchen area, and before entering it.
- Consider that the products that are seized from central storage room will already be disinfected.
- All products must have passed through the central storage room, before entering the kitchens. Disinfection will be carried out in these storage rooms and their receipt areas.
- Cleaning programs must be created by the chefs of the hotels, taking Annex 1 as a reference.

### *Restaurants:*

This is the visible face of the Food & Beverage Department, for which the measures common to the departments and the basic rules are of vital importance and compliance. The presence and personal hygiene of the collaborators in this area will be the first image that generates the necessary trust in the client and guest. Secondly, the use of the uniforms complements mentioned in advance: masks and gloves.

To these measures, we add the following:

- a. It is very important to keep distance between collaborators and customers.
- b. Distance between tables. There should be a minimum distance of 4 meters from the center of a table to the next table. In the event that the restaurant capacity is reduced, this measure must also be complied with. Never place tables or auxiliaries due to high occupancy that would not let these criteria to be met. It is preferable that the customers wait in an area without crowds and respecting the same distance.
- c. All utensils, tableware, glassware and cutlery, shall be polished daily and cleaned with a 100% concentration alcohol, with cloths assigned only for this task.
- d. All dinnerware for a service, as well as glassware and utensils, shall be placed and disinfected in a visible area for customers.
- e. Machinery, coffee machines, fridge, shall be cleaned on a daily basis and under a cleaning program that must be determined by the person responsible in each F&B Department of each hotel.
- f. Plates must be served to guests at the right temperature, taking care that china has a temperature above the 50 degrees Celsius.

### 7.3.9. SPA

In this area, the complementary actions to the basic rules and measures common to all the departments will be based primarily on the cleaning of the areas, instruments and the hygiene and disinfection of the department's collaborators.

As for the disinfection of the spa cabins, just as the hotel rooms, will be treated in addition to the general cleaning procedures with the aforementioned products, using ozone machines, and once each treatment is finished, proceed with the disinfection established.

30 minutes before starting each treatment, the ozone machine must be turned on and it must be turned off when the guest enters the cabin, explaining what the machine is and what is it for.

With this measure, the intent is to bring more peace of mind to customers.

When the guest enters the SPA, the minimum distance will be the first thing to be heard in mind.

All the necessary forms to be completed will be in the massage cabin, in order to reduce time in common areas of the Spa.

It is very important to mention the space where guest changes clothes. This must be done inside the cabin, since it will be disinfected by means of ozone machine and during the time it takes for the customer to undress and change, the ozone will act on the clothing that this guest brings in.

*Prepared by:*

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**8. ATTACHMENTS**

*Attachment No. 1*

Cleanliness Program. Should be executed, one per area on each department.

**Documento de Limpieza**  
**Pastelería y Panadería**

MES: \_\_\_\_\_ AÑO: \_\_\_\_\_

Elemento a limpiar	Frecuencia	Producto	Responsable	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31				
Mesas	Diario																																					
Lavaderos	Diario																																					
Paredes	Semanal																																					
Pisos	Diario																																					
Rebanadora de pan	Semanal																																					
Cristales	Semanal																																					
Nevera de helados	Semanal																																					
Hornos	Diario																																					
Estufas	Diario																																					
Puertas	Diario																																					
Zafacones	Diario																																					
<b>Cuarto Frio</b>																																						
Pisos	Diario																																					
Paredes y techo	Semanal																																					
Trancos	Semanal																																					

**Observaciones:**

Responsable: \_\_\_\_\_ Supervisor: \_\_\_\_\_

*Attachment No. 2*

Examples of flyers designed by the who to promote and create concience of the coronavirus. These are available online and ready for download and printing.



<https://panama.campusvirtualsp.org/covid-19/infografias-afiches-y-mas>



<https://panama.campusvirtualsp.org/covid-19/materiales-para-redes-sociales>