



COVID-19 Prevention, Control, Handling, and Operation Program



Adopted Preventive Measures and Care Protocols



1. Upon Entering Casa Andina



1.1 Guests

- A footbath will be placed at all hotel entrances containing a concentration of 0.5 liters of bleach and 4.5 liters of cold water. Guests will be asked to step into it to disinfect the soles of their shoes.
- All units will have antibacterial gel to be freely used at the Reception Desk and in common areas.
- Receptionists will only use disposable gloves when checking in guests or handling guests' luggage.
- The bellhop should disinfect all luggage including handles and wheels by spraying 70° alcohol on luggage.
- In all hotels, the Reception Desks will take guests' temperature. The Reception Desk will inform the hotel manager of any cases of fever (37.5 °C or higher). The manager will then inform the occupational physician about the guest's fever to coordinate with the guest's company and/or insurance company, and will inform the guest that s/he must stay in his/her room to comply with the quarantine.

- In this procedure, guests will also be asked if they have a sore throat, general malaise, or a cough. If this is the case, guests will need to quarantine themselves in their rooms. The occupational physician will be notified.
- Guests will be asked to place themselves on the stickers that will be placed on the floor. They will be keeping the 1.5-meter social distance.
- All guests will be able to visualize on the hotel reels the actions that the company is undertaking to prevent catching COVID-19.
- Once the Check-In protocol is completed, the receptionist should clean the surfaces and objects used by guest(s) with 70° alcohol.



1.2 Suppliers and Workers

- When entering the hotel, suppliers' and workers' temperature will be taken at the Reception Desk. If they have a fever (37.5°C or higher), the hotel manager will be informed.
- If a worker has fever, s/he will be asked to go home and keep in touch with the occupational physician who will instruct him/her on how to proceed.
- No supplier or contractor with a temperature equal to or higher than 37.5°C may enter Casa Andina facilities.



1.3 Regarding the Shuttle Bus

- The driver must disinfect the floor, seats, handles, inner windows, and seat belts of the shuttle bus with Pro14 Ecolab.
- Seating capacity inside the shuttle bus must be checked. It should not exceed 50% of the seating capacity. A distance of 1.5 meters must be kept among passengers.
- Before boarding the shuttle bus, the driver must provide anti-bacterial gel to all passengers. Moreover, an anti-bacterial gel dispenser must remain in the passenger area to be freely used.
- The driver must wear latex gloves and a N95/KN95 mask. Guests boarding the vehicle must wear a mask.
- In his opening speech, the driver must mention that guests need to wear their masks at all times, and that there is anti-bacterial gel for use if required.
- When loading the suitcases in the trunk of the vehicle, the driver must apply Pro14 Ecolab on all suitcases, and mainly on handles.
- No air conditioning will be used during the trip. Windows should be halfway opened for the vehicle to ventilate.
- Before guests get into the car, the door of the bus will be kept closed, as they must wait for the driver of the unit to perform the disinfection ritual. The process will be repeated when entering the hotels.



2. During Guests' Stay



2.1 General Actions to be Undertaken

- Common areas will be disinfected using gloves, masks, glasses, and caps using Pro14 Ecolab. The disinfection procedure of public areas should be carried out several times a day and the focus should be on doorknobs, push-button panels, stairway handrails, elevators, restaurant tables, air conditioning controls, television controls, and telephones.
- During the State of Emergency, the common areas capacity of all active hotels will be reduced to 50% or what was determined.
- Once the State of Emergency ends, the standing capacity in elevators must be reduced so that people can keep the 1.5-meter social distance.
- A recommendation sign will be placed to remind guests that they should avoid to press the elevator buttons with their fingers, and that they need to keep the 1.5-meter social distance.



2.2 Items in the Room

- 100% of stationery (brochures, tent cards in general, different kinds of advertisements, etc.) will be eliminated.
- We will remove the extra blanket from the closet.



2.3 Regarding Guests

- Always remind guests that they must wear their masks.



2.4 Regarding Workers

- All workers working inside the hotel will need to wear an N95 / KN95 mask in order to reduce the virus infection as much as possible. Masks will be handed out to each worker. They will wear these mask for 10 calendar days and then they need discard them.
- To correctly keep and preserve the masks during the period that they will not be used, a paper bag will be provided to each worker.
- Workers will use the masks while going back and forth to their homes in order to reduce the contagion risk in high-traffic areas and to avoid community transmission.
- Internal communication updates on protection methods will permanently take place which are to be followed by personnel.
- Protection and prevention measures to be developed according to their jobs will be reinforced in briefings.





2.5 Health Care Requirement

- **In Quarantine Type Guests**
 - In case a guest needs medical attention, the occupational physician will be informed to coordinate with guest's company and/or insurance company, or SAMU (Emergency Medical Care Service) as appropriate.
 - In case a serological or molecular test is required, testing will take place in a special area fit for that purpose. Guests to be tested will approach one by one and will stay in their rooms until they are called to take the test.
 - In case a guest requires to be transferred to a medical center, no company car will be used for this transportation.
 - In case a guest has private insurance, the incidence may be reported to his/her insurance company so that the insurance company takes care of guest's medical care.
- **Regular Paying Guests**
 - Upon receiving information from a guest regarding his/her symptomatology (a suspicious case), or if there is a guest who is generally in bad health, the hotel manager will contact the guest and ask him/her about his/her symptomatology.
 - This information will be immediately communicated to the occupational physician. Should it be a coronavirus case, then the protocols provided for by the Ministry of Public Health will be activated. The guest will be recommended to call 113 or 988-353-819 (The Ministry of Public Health's call numbers on EPIDEMIOLOGY). While representatives of the Ministry of Public Health get to the hotel, guest(s) must be isolated in his/her room along with the guests who were in the same room. If guest(s) used the elevator, it needs to be blocked and disinfected with the personal protective equipment described in 5.1 Attachment One.
 - In case guests work for a private company that is paying for the accommodation, the company needs to contact a private doctor to take care of guest(s).
 - If guest(s) have private health insurance, the insurance company should be informed. The insurance company will be requested to provide for medical care.
 - If a guest requests medical attention for any other kind of respiratory symptoms, the Swiss Alerta ambulances or local medical care companies will be contacted according to the current agreement. The guest must pay for the cost at checkout via a push-button panel in accordance with current protocols.



2.6 Room Cleaning Procedure

- All Housekeeping employees will wear personal protective equipment (cap, goggles, N95/KN95 mask, nitrile gloves and non-slip shoes) throughout the room cleaning procedure.
- At checkout, all rooms must be disinfected with Pro14 Ecolab, prior to normal room cleaning.
- Suspicious Case Regarding A Ministry of Public Health / Company Quarantine Guest:
 - Before cleaning the room, Housekeeping staff will inform the Reception Desk who will inform guest(s).
 - Rooms and bathrooms will be cleaned according to the frequency of cleaning of what was agreed upon with the company. Housekeeping staff will be using the personal protection equipment described in 5.1 Attachment One.
 - While Housekeeping staff is cleaning, guest(s) should remain seated in a desk chair with his/her/their masks on.
 - Linen will be changed. Clean sheets and towels bagged in a plastic bag will be placed on the mattress. Guest(s) will proceed to make the bed, in order to comply with biosecurity protocols.
 - All surfaces will be cleaned with Pro 14 Ecolab.
 - When guest(s) check(s) out, cleaning will be performed in the same manner. If guest(s) test(s) positive to COVID-19 quick tests, this cleaning and disinfect procedure will take place for two (2) days, and the beds will be made on the third day.
 - Housekeeping staff who clean rooms of guests that have tested positive for COVID-19 will become part of a daily medical surveillance program in charge of the occupational physician.



2.7 Laundry Procedure

- **Ministry of Public Health Guests or Suspicious Cases or Positive COVID Confirmed Cases:**
 - The linen will be sent in a RED bag (labeled with the name of the hotel, date on which the linen was removed from the bed, and with the word POSITIVE in capital letters). Linen will be treated differently. It will have to go through a sanitary barrier.
- **Private (or Private Company) Guests with COVID negative results:**
 - The laundry procedure will be completely normal.



2.8 Food Procedure

- **General Requirements:**
 - All restaurant staff must wear either N95/KN95 masks and glasses.
 - Hostesses or waiters will ask guests who arrive at the restaurant (when the law allows it), to go through the disinfection ritual: they should clean their hands with alcohol gel and clean the soles of their shoes by stepping in a footbath.
 - The temperature of all those arriving at the restaurant will be checked.
 - Buffet service will be suspended until further notice.
 - Walk-in access to all our restaurants and bars is suspended for all services while the State of Emergency lasts.
 - Once the State of Emergency has ended, or according to regulations, the seating capacity will be 50% of full seating. Tables will be separated by at least 1.5-meters.
 - If restaurants have a different entrance than the main hotel door, a disinfection zone must be installed. (Footbath according to attachment three, a hand gel dispenser, and alcohol spray).

- Eliminate plastic placemats and linen. They will be replaced by disposable paper placemats and linen.
- Eliminate table assembly. Table assembly will be carried out according to guests' arrival. If there is a guaranteed influx of people, table assembly will take place beforehand.
- Remove laminated cards. Implement paper menus for guests to tick the dishes they want to order.
- HACCP measures must be applied 100% in all F&B procedures.
- F&B staff needs to wash their hands every 20 minutes with soap and water to reduce contagion and contamination.
- Transport the dishes using dome lids or stretch film to cover the food.
- **Guests Considered "Suspect Case" or Confirmed Cases:**
 - Guests will be provided with food through Room Service in disposable utensils inside a paper bag.
 - The person carrying the tray should wear glasses, gloves, and a mask and leave the tray on a cart, luggage rack, or table outside the room. Guest will proceed to open the door and take his/her food into the room.
- **Private Guest:**
 - During the State of Emergency, Room Service will provide guests with food.
 - The tableware used will be ceramic and will follow regular care standard procedures. The food will be served through Room Service.
 - Once the State of Emergency is over, guests will be able to go to the restaurants, taking into account the permitted seating capacity.
 - In case we have room service / minibars requests, products bought will be charged to the room. The Reception Desk will settle the bill through PAY-U every three days and the receipt will be sent to guests in an envelope and put under the door.
 - To pay through PAY-U, the Reception Desk will send the respective link to guest's e-mail or Whatsapp according to the settlement, thus avoiding contact and exposure with guest(s).
 - In the case a POS must be used or cash needs to be collected, the credit/debit card as well as the banknote-and-coin disinfection protocol will be carried out.



2.9 Maintenance Procedure

- In the event that an urgent maintenance is required for a room of a guest considered to be a Suspicious or Confirmed COVID-19 Case, staff will enter the room wearing full protective equipment in accordance with 5.1 Attachment One.
- For the cases of guests with a negative result for COVID-19 who are private or company guests, staff will enter the room wearing latex gloves, a N95/KN95 mask, a full face mask with filters, and safety glasses.



3. During Checkout



3.1 Service at Checkout

- **Guests Who Have Not Tested Positive for COVID-19:**
 - The normal checkout procedure will take place.
- **Guests Who have Tested Positive for COVID-19:**
 - Guests who have tested positive for COVID-19 should wait to be transferred to a specialized center.



4. Employee with Symptoms



4.1 Procedure to be followed in case an employee has COVID-19 symptoms or tested positive for COVID-19

- The Head of Security will check the cameras to record possible contacts of the sick employee with guests and employees during his/her shifts in the previous 14 days.
- All direct contacts will be quarantined at their home or at the hotel. Each case will be analyzed individually. In addition, employees who were in the same room with the “sick” employee will be quarantined. Isolation time will be for 14 days from the day of the COVID-19 results. A quick test must be carried out before being discharged.



5. Attachments



5.1 Attachment One



Complete PPE to be used in in case a guest tests positive.



Complete PPE to be used in in case a guest tests positive.



Complete PPE to be used in in case a guest tests positive.



Sealed in the N95 mask and protective eyewear.



Sealed with nitrile gloves.



A cap for shoes is used.

 5.2 Attachment Two



Footbath at hotel entrances.



5.4 Attachment Four: Shuttle Bus and Hotel Signage



Stickers to be placed on the outer doors of the bus.



Stickers that will be placed on windows.



Disinfection area at hotel entrance.



Floor spacing at reception.



Push-button panels and elevator entrance.



Stickers on the restaurant screen.