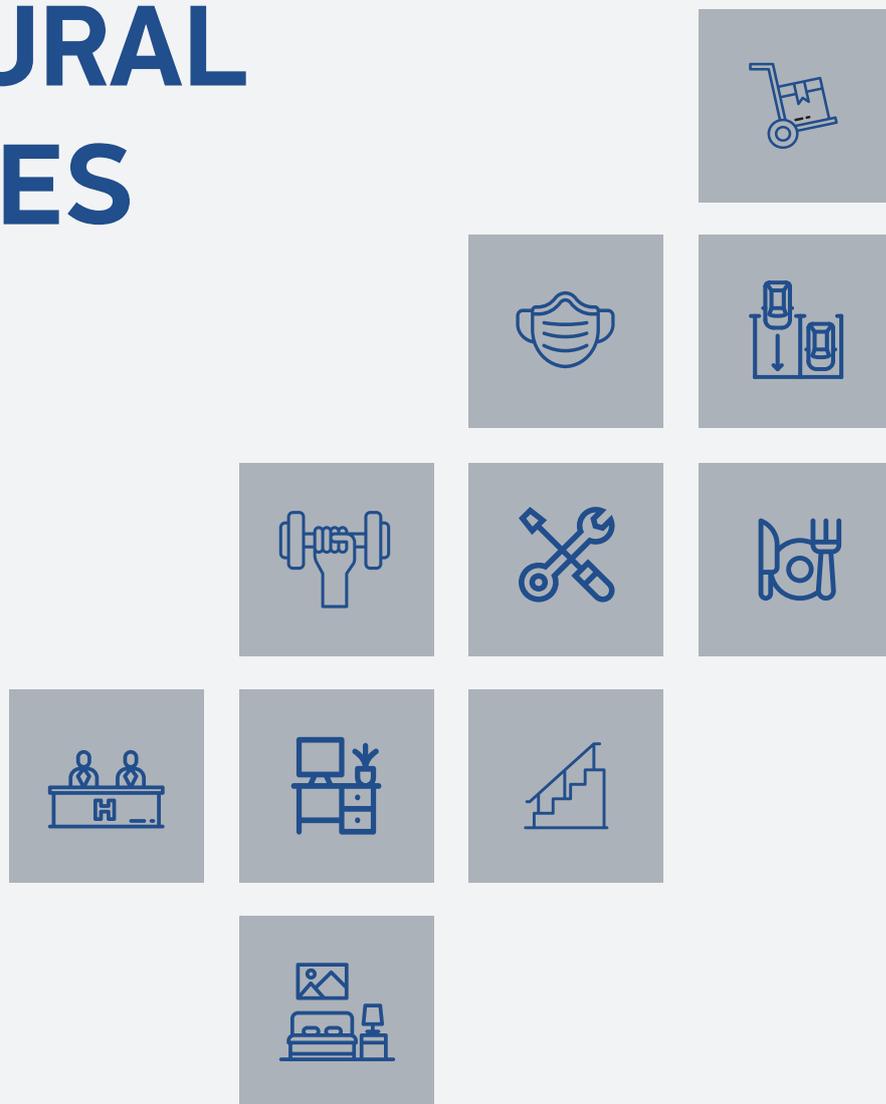


# PROCEDURAL MEASURES

COVID-19



Version 3.0

# SUMMARY



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Beverage



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Guests can choose to dine in the hotel restaurant or in their room.

### **Meals served in the room**

#### **Breakfast**

Continental breakfast served in the apartment, free of charge while the pandemic lasts, from 6 am to 10:30 am.

#### **Lunch**

A la carte lunch or executive menu served in the apartment from 12:00 to 16:00.

#### **Dinner**

À la carte dinner or executive menu served in the apartment from 7 pm to 11 pm.

#### **Room Service**

Room Service open from 6:00 am to 11:00 pm.

#### **Protocol:**

Our staff use gloves, masks and disposable caps to deliver the meal to the guest maintaining the minimum distance determined by competent organizational bodies (1m to 1.5m). Crockery and cutlery are washed in machines at 60°C / 80°C and sanitized with alcohol 70% - Pre-washing is done manually. All items delivered to the customer are wrapped in a plastic package, with the exception of the hot dishes.

After consumption the guest leaves the tray on one of the boards located on the floor and one of our employees collects all utensils within the standard of safety and hygiene established in our protocol.

## **Meals served in the restaurant**

### **Breakfast**

Full breakfast served in the restaurant from 6:00 am to 10:30 am.

### **Lunch**

Lunch à la carte or executive menu served in the restaurant from 12:00 to 16:00.

The buffet service is suspended until allowed by the competent organizational bodies;

### **Dinner**

À la carte dinner or executive menu served in the restaurant from 7:00 pm to 11:00 pm.

### **Protocol:**

To serve the aforementioned meals, the restaurant staff wear masks to deliver them to customers, respecting the minimum distance determined by competent organizational bodies. All crockery and cutlery are sterilized.

Restaurant layout respects the minimum distance determined by the competent agencies (1m between chairs and 2m between tables) and one person from our staff collects all utensils, following the standard of safety and hygiene established in our protocol.

Table cloth is changed with each use. Tables that do not require towels are sanitized with 70% alcohol also with each use, as well as the table set up and chairs.

### **Kitchen pantry**

All employees who access the kitchen pantry wear masks.

The kitchen pantry follows the manual of good practices that includes the cleaning of spaces, utensils and equipment.

### **Garder Manger**

All Garder Manger staff wear a mask, disposable cap and gloves, following the existing standard.

The dishes are assembled using disposable gloves and all foods are packed in plastic wrap.

The area follows the same manual of good practices adopted by kitchen pantry.

### **Butchery**

All the employees at the Butcher Shop use steel mesh masks and gloves, following an existing pattern.

The area follows the same manual of good practices adopted by the kitchen pantry.

### **Bakery**

All baking staff wear masks and disposable caps, following the existing standard.

The dishes are assembled using disposable gloves and all foods are packed in plastic wrap.

The area follows the same manual of good practices adopted by kitchen pantry.

### **Dishwashing Area**

All employees working in this area use masks and disposable cap, following the existing standard and wear gloves when they need to handle Cleaning products.

Dish and utensil washing are done automatically 60°C for washing and 80°C for final rinsing using specific products. Pre-washing is done manually.

The area follows the same manual of good practices adopted by kitchen pantry.

### **Lobby Bar and Pool Bar**

Open from 10 am to 11 pm, however, serving at half of the capacity.

Tables and chairs are cleaned before and after use with 70% alcohol.

The purchase must be made for consumption outdoors or in the apartment. The use of masks is mandatory as well as the minimum distance determined

by the competent agencies (1m between chairs and 2m between tables), this measure will be adhered to while the government decrees are in force.

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## **Clean & Safe certificate**

After cleaning the apartments, the clean & safe certificate will be sealed at the door.

## **Amenities**

New composition includes alcohol gel and tissues. Final composition: Shampoo, Conditioner, Bar Soap, Tissues, Alcohol Gel and Shower Cap. The other items are available at housekeeping.

Glass cups to be replaced by disposable ones.

The same for all other packaging.

## **Minibar**

While the pandemic lasts, guests can order the items by phone.

There will only be 04 bottles of water in the room (02 sparkling water and 02 mineral water).

## **Employee admission to the apartment**

While the pandemic lasts, the maid does not enter the apartment until the guest leaves. The maid uses a mask, gloves and disposable cap.

## **Standard of cleaning and products**

Use of a 4 in 1 product (Alpha HP) specifically for cleaning.

## **Paper, Pen and Printed matter**

(menus, directory, TV menu, tend cards, laundry menu)

Pens and paper or any other materials that may pass from hand to hand are not provided.

The new menu formats will be developed by the department of Marketing.

### **Requests**

All requests (maintenance, governance and A&B) are made by telephone.

### **Bathrobe and Slippers**

As long as the pandemic lasts, they will be available upon request from Governance.

### **Surfaces**

All surfaces (work benches, nightstand, headboard, workbench the sink, door handles, window levers, light switches and air conditioning, minibar etc.) existing in the apartments, as well as utensils for common use (remote control, safe, telephone, switches, doorknobs, among others) are cleaned daily with suitable products.

### **Change of bed linen and covers, bath / face towels and flooring**

The change is carried out daily, even if the bed and bath linen appear not have been used.

Since the change of bedding promotes the aerosol effect (when microparticles ejected into the air), the procedure for removing clothing from bedding should be done without the clothes being shaken.

Clothes should be rolled outwards, to avoid contact of the clothes with the employee's body.

Transport of the clothes is done in specific carts and are placed directly in the washing machine.

### **Ventilation**

Windows are opened regularly.

## **Carpets, Curtains, Mattresses, Rugs and Upholstery**

We reinforced the cleaning of all these utensils increasing the intervals and with suitable products and machinery.

Acquisition of specific products for cleaning mattresses, pillows, carpets and upholstery (the virus remain in the fabric for 9 days the heavier the fabric the longer it takes).

## **Bedroom Blankets**

They are washed regularly after use.

## **Electronic Safes**

They stay in the apartments and are cleaned daily with appropriate products.

## **Laundry and Ironing**

Temperature increase in the washing and ironing process and use of PPE by employees.

Collection or delivery of guests' clothing is done by laundry staff that are properly trained and wearing a mask, gloves, glasses and an apron.

The clothes to be washed must be placed in bags designated for the service available inside the apartment accompanied by the laundry list, which must be completed and signed by the guest.

The bag must be left on the bed or the guest can contact Housekeeping to request the withdrawal. Clothing will only be collected if the contents is exactly what is described in the list.

The clothes, when ready, are delivered to the guest's apartment or left in the closet.

Use of specific products for disinfecting and washing clothes and tissue/cloth. Use of industrial machinery for washing, drying and ironing. Clothes washed at 65°C.

The trolleys for collecting dirty clothes will be cleaned after use, thus being able to deliver clean clothes. Upon availability, the unit can use different colored carts for collecting the dirty clothes and delivery of clean clothes.

### **Emergency Room Care**

When the staff needs to access the apartment to assist the customer with any problem, except for opening a safe, the first suggestion will always be the change of apartment (subject to availability).

When changing rooms is not possible, the guest and the employee must wear a protective mask and maintain adequate social distance (1m to 1.5m) from each other. The employee must also wear gloves, glasses, apron and plastic protection for shoes. The windows will be kept open and, right after the service, the housekeeping will be requested to proceed with cleaning the environment using appropriate products. The same procedure will apply for Reception when there is any situation regarding the opening of a safe.

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### **Social Corridors / Service**

Social and service corridors are being sanitized weekly with appropriate products.

Dispensers with alcohol gel in all social and service aisles, positioned next to the elevator.

Handrails, handles, and elevator's trigger buttons are cleaned frequently.

### **Elevators**

Control for access and maximum number of people in elevators established (maximum of 03 people in the service elevator and 02 people in the social elevator), encouraging the use of stairs.

Cleaning with appropriate products (Alpha HP) of elevator's buttons (internal and external) as well as the internal space of the elevator.

### **Hotel Social Entrance / Convention Center Entrance / Entrance of service**

Sanitized daily with suitable products.

### **Service Stairs and Escalators**

Service stairs and escalators are being sanitized weekly with suitable products, with extra attention to the handrails.

### **Business Center**

Business center is open from 8:00 am to 10:00 pm (preference for scheduling time in advance);

Only 01 (one) customer at a time can use the Business Center and the the brevity of your stay is appreciable.

The main door of the business center is kept closed, however windows are open.

The space is cleaned frequently, including equipment and furniture.

The rigorous use of masks is maintained for both the client and the employee, as well as the minimum distance determined by competent organizational bodies.

## **Terrace**

It remains in operation. All guests and staff can visit the space with a mask, but avoiding agglomerations.

## **Signaling**

Adequate and reinforced signage with recommendations on compliance with security protocols established by local health authorities.

Signs, in a very visible place, informing the maximum number of people allowed to guarantee social distance in environments.

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### Gym

The space for physical activities needs to be in perfect condition for the maintenance of good hygiene, free from any imperfections that may compromise the security of the users.

The devices are located in a way that can allow free circulation on its sides and back at least 1.00m away. Equipment and complementary material are sanitized before and after each use with a suitable product - 70% alcohol.

The space should offer alcohol gel, paper towels, and a trash bin with a foot pedal (opening system without manual contact).

Limitation on the number of users. Use by appointment to avoid agglomeration (check with Reception).

Users need to wear protective masks.

An employee, carrying the necessary PPE, to supervise the space to ensure that standards are met.

### Pool

Entrance to the pool is authorized only for guests with an appointment made in advance at the check in or during the stay by phone.

Our staff will control the entrance and exit of the place according to the time scheduled by each guest.

The use of a mask is mandatory to remain in the place being permitted to remove only when using the pool or eating.

Hand sanitization should be carried out before the entrance using the 70% alcohol gel that is available in the space, as well as when taking clean towels individually wrapped from one of our employees.

Towels packages, after being opened, must be discarded immediately in the trash available in the space.

The user must maintain the distance of 2 meters from another person both in the external environment and in the pool, except for members of the same family or staying in the same room.

This same distance is being respected in the distribution of loungers, tables and chairs in the space, which are cleaned before and after the use of each client.

The space is sanitized every three hours or whenever necessary, in addition to general cleaning after closing hours.

We control the quality of the pool water three times a day, measuring chlorine, pH and alkalinity.

Our employees use masks when preparing and serving meals, in addition to hand hygiene with 70% alcohol before and after serving each customer.

### **Steam room**

Suspended indefinitely by local law (avoid agglomeration).

### **Beach Service**

Suspended indefinitely by local law (avoid agglomeration).

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### **Administrative Departments**

Administrative departments are being regularly sanitized with appropriate products, in addition to the usual daily cleaning, also with specific products.

### **Warehouse**

Strict standards have been developed to ensure that all products / packaging is sanitized, before being stored and / or directed to the respective department.

Temperature readings from suppliers, requesting wearing masks while staying at the hotel.

### **Telephone / IT**

All service requests are being done by telephone, thus avoiding personal contact. Telephone is responsible for distributing the demands to the corresponding sectors.

### **Visiting the Dependencies**

During the pandemic, visits are suspended. Meetings are being held online.

In the case of reopening, the idea is to receive a limited number of visits and people per day. Visits should be shorter and everyone needs to wear masks, maintain the standard distance and avoid greetings (touch). No material will be delivered during the visit. Everything should be sent digitally.

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## **Air conditioning**

We periodically maintain the air conditioning system. We increased the frequency of maintenance inspections, always checking the need for replacement of filters and cleaning of equipment.

## **Docks**

Daily cleaning with water, soap and chlorine.

## **Disposal of Common and Contaminable Garbage**

Disposal of common and contaminable waste should be done with discretion.

Specialized collection companies will remove contaminated waste.

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### Baggage

Our bellboys are always on hand to take your luggage, if required. The bellboy will always be wearing gloves and a mask, in addition to intensifying the hand hygiene procedure.

### Captain Concierge

Wears mask and asepsis of hands with gel alcohol whenever he opens the customer's vehicle door or trunk.

### Apartments Keys

They are deposited in an urn and remain there for 3 days, then they are sanitized with 70% alcohol and reused.

### Check-in/Check-out

Maintaining the distance between people and the service desk within the standard determined by health agencies (1m to 1.5m away) with demarcation on the floor. There is no pen sharing, the customer must use his own pen.

Card machines are being cleaned regularly after each use. Completion of the National Guest Registration Form, still mandatory, however is being done verbally.

### Availability of masks

Offering disposable masks to customers during check-in.

### Safety

The entire security team works with the appropriate EPIs to ensure that the new health safety processes are fulfilled.

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## **PPE's**

The use of a protective mask is mandatory, as well as regular replacement during the workday. The other PPE varies according to the activity performed by the employee, which may include gloves, caps, glasses and other items.

## **Temperature measurement**

Mandatory action for all employees before starting work at the entrance of the units;

## **Uniforms**

Uniforms, other clothing, and protection elements changed daily for clean items should be washed frequently unless they are disposable.

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## **Locker rooms**

Sanitization of the area weekly. Uniforms are not left in the lockers, once they are taken out to wash. Special carpet for cleaning of shoes. Cleaning of handles, benches and surfaces.

## **Rest room**

Employees wear masks and maintain the social distance determined by official health agencies.

The general manager of each unit will determine the maximum number of employees according to safety standards. The employee may remain in the environment for a maximum of 15 minutes.

## **Functional Cafeteria**

It should offer greater spacing between employees from 1m to 2m.

The general manager of each unit will determine the maximum number of employees per table in accordance with safety standards.

Spacing more times to avoid crowds.

Provision of 70% alcohol for asepsis of tables and chairs

Hand asepsis station

Cutlery sanitized and packaged individually (one set per person).

Crockery and cutlery must be washed in machines at 60°C / 80°C and cleaned with 70% alcohol. Pre-washing is done manually.

All employees working in this area use masks and caps following an existing standard, in addition to wearing gloves when they need to handle cleaning products.

The area follows its manual of good practices that includes cleaning spaces, utensils and equipment.

Employees who prepare the meal must wear the mask at all times.

The mask must also be used continuously by the employee who will eat the meals in the environment, staying on her at the time of serving, being removed only at the time of feeding.

### **Service Ordinance**

Biometrics fixed in the service ordinance is cleaned every shift, signaling on the floor to distance employees in line, alcohol gel and paper towel next to the machine so that each employee when tapping the card can clean your hands properly.

### **Goods Receipt**

Strict standards have been developed to ensure that all products / packaging are sanitized, before being stored and / or directed to the Department claimants.

Clean personal shoes with 1% sodium hypochlorite (bleach) and / or alcohol 70%;

Daily cleaning of the receiving area with water, soap and chlorine.

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### **Parking**

To avoid contact between the valet employee and the guest's car and vice versa, the employee from outside the car will guide the guest to a parking space. Tickets will be sent by cell phone

### **Sidewalks** (around the hotel)

Cleaning the sidewalks around the hotel with water, chlorine and soap, systematically.

As long as a pandemic lasts, the sidewalks will be cleaned weekly.

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## Providers

Sending instructions on spaced delivery times so as to avoid agglomerations. They also receive instructions on how products should be delivery coordinated with our Goods Receipt.

Couriers can only enter the hotel premises wearing masks and after a temperature reading. Access is limited both for the delivery man and the merchandise which can only be stored after properly sanitized.

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