



Procedure

Reopening of hotels

Update date: August 2020

Welcome back
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Introduction

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Over recent weeks, **Lopesan** has been working on a study of the feasibility of the reopening of hotel establishments while adapting all operating procedures to the new situation in relation to **Covid-19**, under strict supervision, and in rigorous compliance with the regulations established to prevent the spread of the virus among our guests and employees.

The team at **Lopesan**, *in light of recommendations of our experts in Occupational Health and Safety and in compliance with the legal regulations in force*, have adapted different departmental procedures and specific technical instructions for the different areas of the hotel in order to provide our future guests with all guarantees so that *their only concern* is what swimming pool they are going to bathe in today. The monitoring of compliance with these procedures will be carried out through our internal audit system as standard.



Quality Area, Environment and OHS

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The OHS *department, which is responsible for the development of all measures to apply in all areas of the hotels*, will conduct a new assessment or risks of each position, to establish clear measures to apply in each case. The tasks and procedures will be planned in such a manner to guarantee the physical distancing established by the health authorities; the distribution of workstations, the organization of the circulation of persons and the distribution of spaces (furniture, passageways, etc.). *Shall define the PPE required for each position based on the exposure to risk*, which will be built upon a process that establishes and documents the delivery of same through the corresponding document. Similarly, for subcontracted services, staff will be provided with the necessary PPE and will adhere to the established procedures.

The protocol relating to the measures to prevent contagion among staff will also be updated: *performance of detection or diagnostic test, health surveys, etc.* evaluating the presence in the workplace of workers vulnerable to COVID-19 and determining the specific safety measures for these individuals.



Quality Area, Environment and OHS

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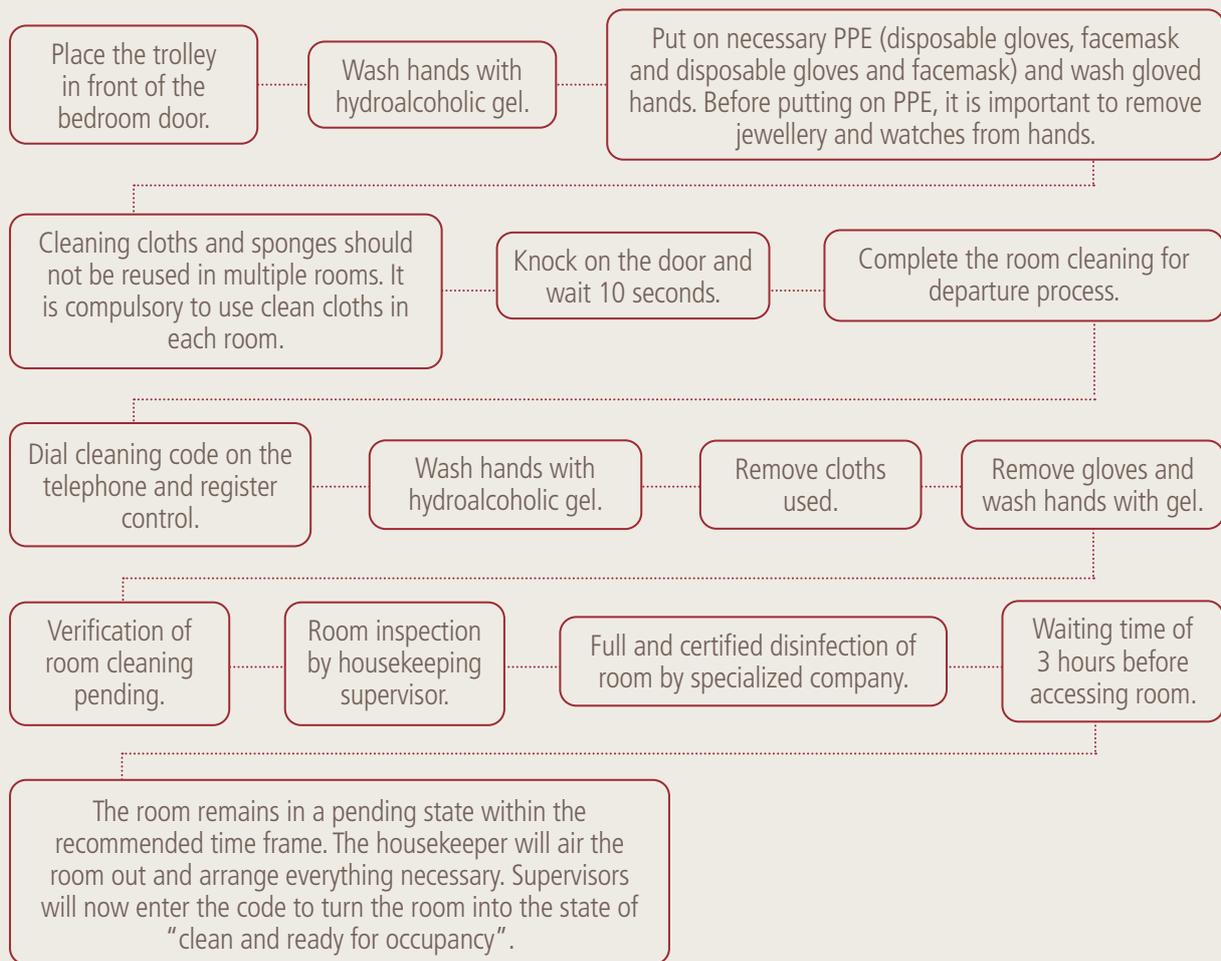
Stocks of PPE will be established in accordance with projected occupation and opening of business units. The department will also assume responsibility for the adaptation of Emergency and Evacuation Plans, training of staff on the different emergency equipment and changes due to Covid-19.



Cleaning Area

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Cleaning on departure



Cleaning Area

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The necessary cleaning utensils will be provided to avoid cross-contagion between rooms, with bathroom cloth, dust cloth, bathroom sponge and floor mop for each of the rooms as well as use of a virucide authorized in Spain and included on the list provided by the Ministry of Health for disinfection of the surfaces most susceptible to contagion (*switches, TV remote controls, doorknobs, wardrobe and drawer knobs, hangers, etc.*).



Cleaning Area

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1. **All papers** will be removed from rooms, except that strictly necessary which will be changed between guests.
2. Technologies such as a **web app** will be provided for each establishment, containing all the necessary information for guest to enjoy their stay at the hotel.
3. In certain hotels, a **Covid kit** will be provided to guests on arrival for use when visiting areas with large concentrations of people if they leave the facilities to discover the island.

“Smile, Lopesan is taking care of you”

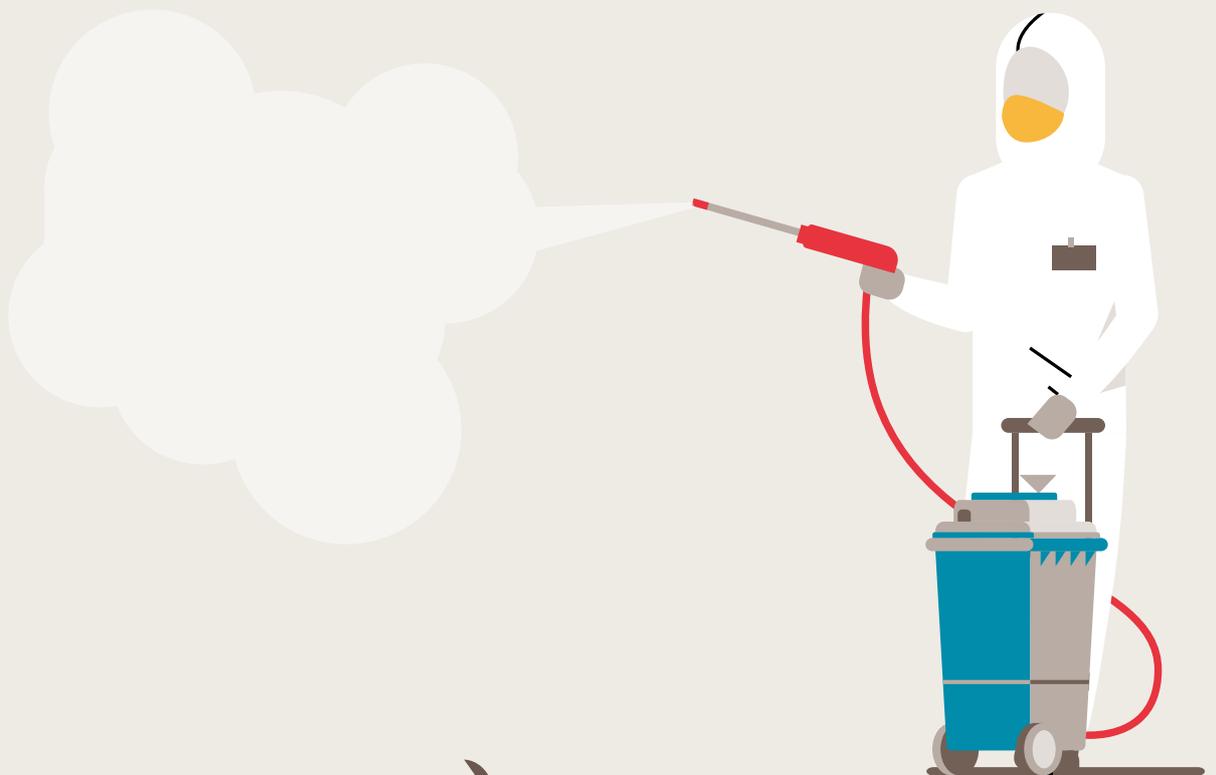
4. In order to ensure that, on arrival, our guests are given a **sanitized room**. **Lopesan** is committed to comprehensive disinfection of each room upon departure using **a specialized external company, applying an electrostatic spray disinfection with Rely+On Virkon at a dosage of 1%, thus guaranteeing rapid a reliable** disinfection that is safer for all the elements in the room.

Cleaning Area

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For common areas, the times between cleaning and inspections ***of bathroom and the areas with the highest concentration of guests will be reduced by 50%. In reception and in our bars,*** counter surfaces will be cleaned every time a guest is served.

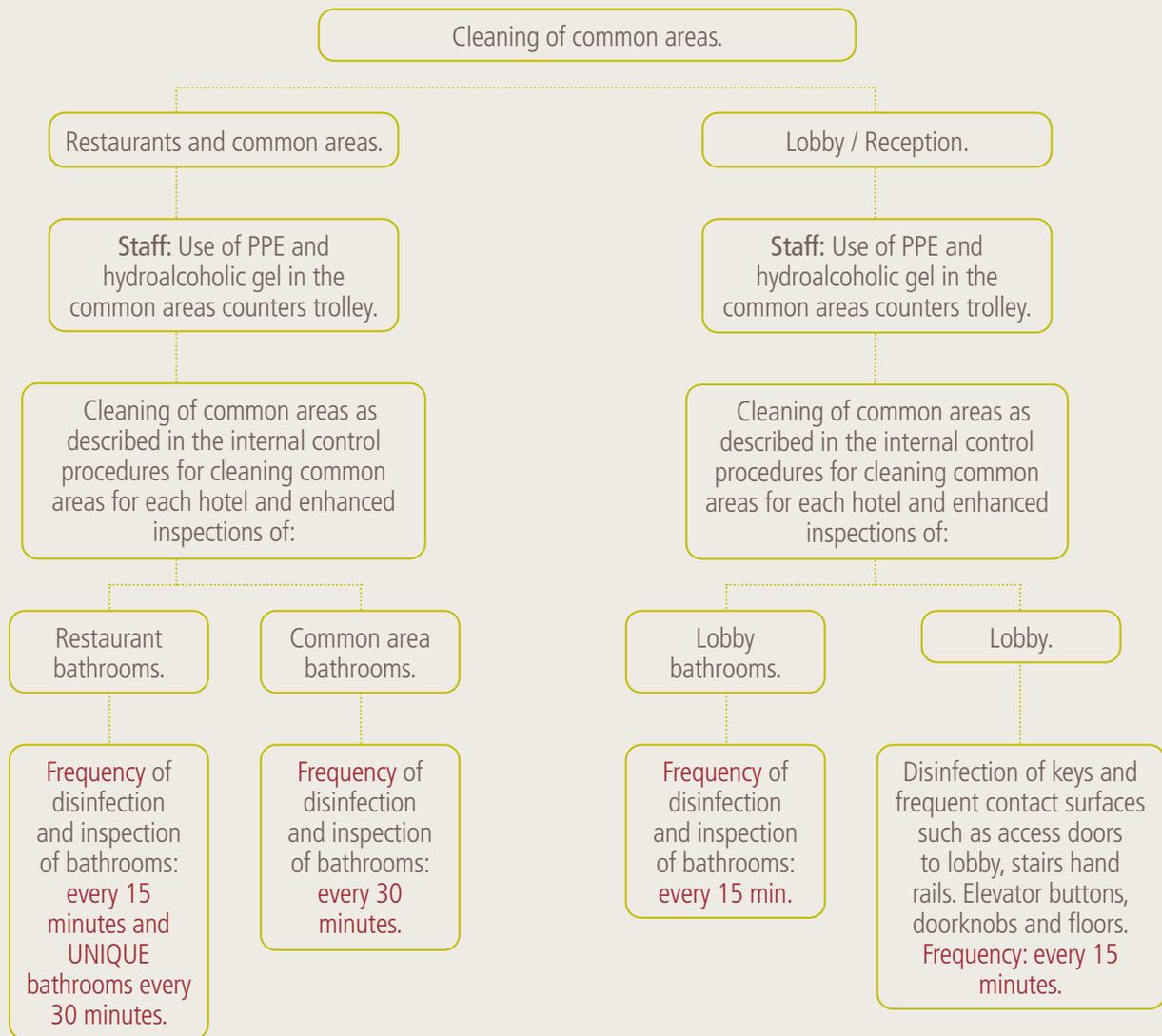
In addition and in order to ensure maximum disinfection, at each hotel **Lopesan** will carry out ***daily disinfection of textiles, chair upholstery, seats and sofas, lamps, walls and windows easily accessed in reception, terraces, restaurants and bars and service areas, disposal areas, etc. applying disinfectant sprays*** that ensure protection of our guests and employees.



Cleaning Area

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Cleaning of common areas



Reception

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Lopesan will take the *temperature of all customers who arrive at the hotel* to detect any possible Covid-19 infection, applying the corresponding emergency procedure already adapted and validated by the ***Clínica San Roque Maspalomas*** before the closure of the hotels.

Guest check-in, using tour operators, travel agencies and online.

1. **Online check-in** now available on our website **www.lopesan.com**:
 - 1.1 Reduced waiting times.
 - 1.2 Reduced guest ID verification times.
 - 1.3 Reduced times for collection and authorization of credit card for extra charges.
 - 1.4 Reduced times for handover of room key.

We will gradually implement the option for guests to use their own device for opening the door of their room.

Reception

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On arrival at the hotel, the guest can connect freely to our internet network and download a **Webapp** with all the information on our services so that we can avoid the use of touchscreens or information catalogues, which still will be available to guests if they prefer, with the corresponding hygiene measures.

In all hotel receptions there will be **boxes for the return of magnetic cards**, which will be disinfected daily with virucide.

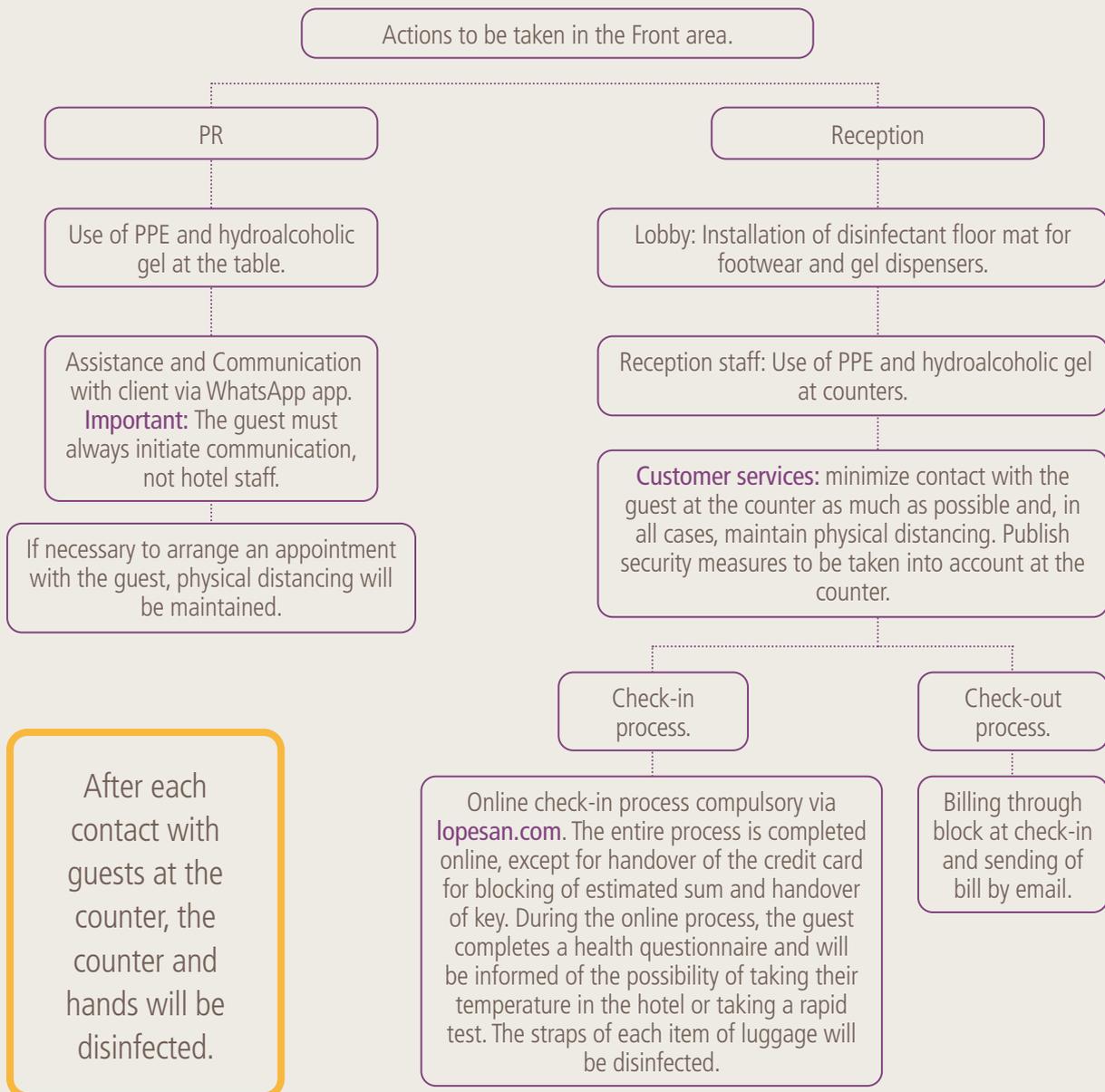
Similarly, our Public Relations team will be available to our guests via **Whatsapp**, subject to guest's authorization, via video calls, or in person by prior appointment and maintaining physical distancing.



Reception

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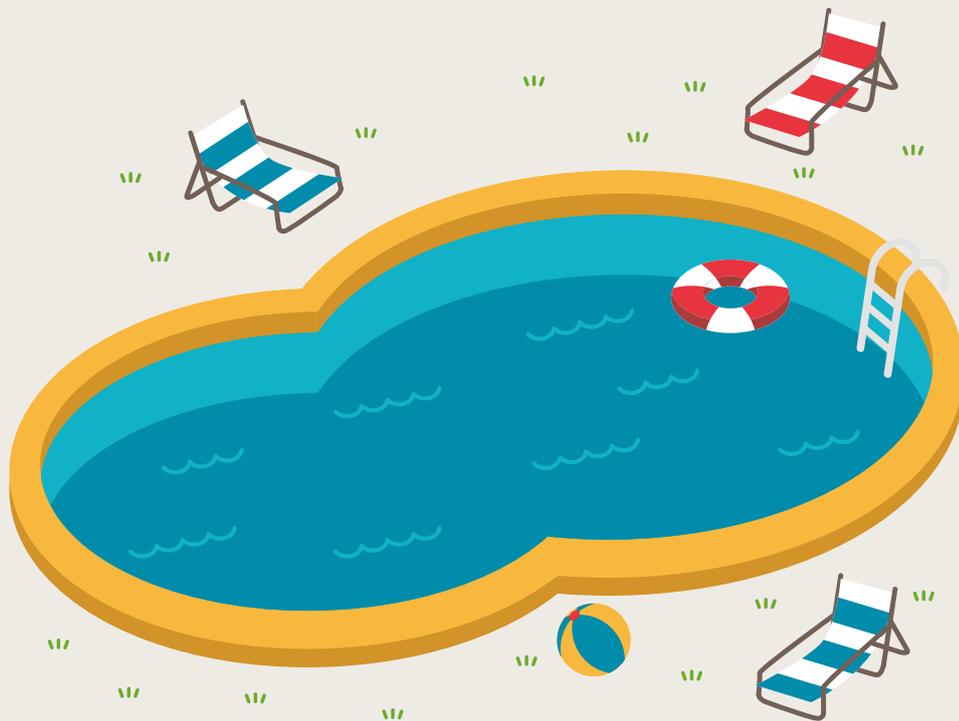
Actions to be taken in the Front area



Swimming pool

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1. The access and **capacity** of the hotel's swimming pools will **be limited due to security regulations** established by the Spanish Government to guarantee social distancing.
2. Loungers will be placed at a distance of **two metres** between them.
3. They will be **cleaned daily** and a water analysis will be conducted.



Entertainment, Miniclubs and Children's Playgrounds

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Our entertainment partner for more than 15 years, *Activ*, is working closely with us to adapt to this new era for hospitality sector with *Welcome Back by Activ*. *Welcome Back by Activ*, is a project conceived to tackle the different scenarios that guarantee the return to hotels, with some minimum services, ensuring the provision of the service with the necessary security and quality:

- Dossier of activities selected for suitability to the current moment, guaranteeing a programme of entertainment with Quality and Safety, incorporating new technologies such as the Kahoot activities platform.
- Modular scalable training plans with the possibility of personalizing them to the Target needs of the guest.
- Guide "COVID-19 Best practice for Entertainment in Tourist Establishments".
- Audits and implementation of methodology arising from "COVID-19 Best practice for Entertainment in Tourist Establishments", both for entertainment programmes and for supervision of all external companies involved in the entertainment programme.
- Nightly disinfection of miniclub and children's playground area and Increased frequency of cleaning of Panchi Club, implementing hygiene measures in the process of registering children for the Club.



Food and Beverage Area

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Summary:

- Communication of measures and procedures to the guest at all phases of their stay in the hotel.
- Strict control of compliance and control of hygiene standards.
- Involvement, raising awareness and training of employees in new adaptation processes and in the legislation in force.
- Transformation to service assisted buffet and extension of COLD / HOT show cooking to other types of foods.
- Intensive, bio-responsible use of disposable hot and cold containers.
- Enhancement of kitchen production of vacuum-packed products higher consumption and variety of fourth and fifth range products.



Food and Beverage Area

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- Digitalization of processes.
- *“Broader”* buffets but more *“value for money”* products.
- Adaptation of room with control of entry and hygiene measures for guests and employees and reduction of spaces.
- Adaptation and control of internal use spaces such as bathrooms, staff canteens, deliveries bay.
- Agreements with providers in relation to packaging (preferably biodegradable or reusable), greater frequency in deliveries, traceability and procedures for reception of deliveries.
- Production on part of kitchen manufacturers of kitchenware made from adapted materials at reasonable cost and lower environmental impact.

Restaurant Service

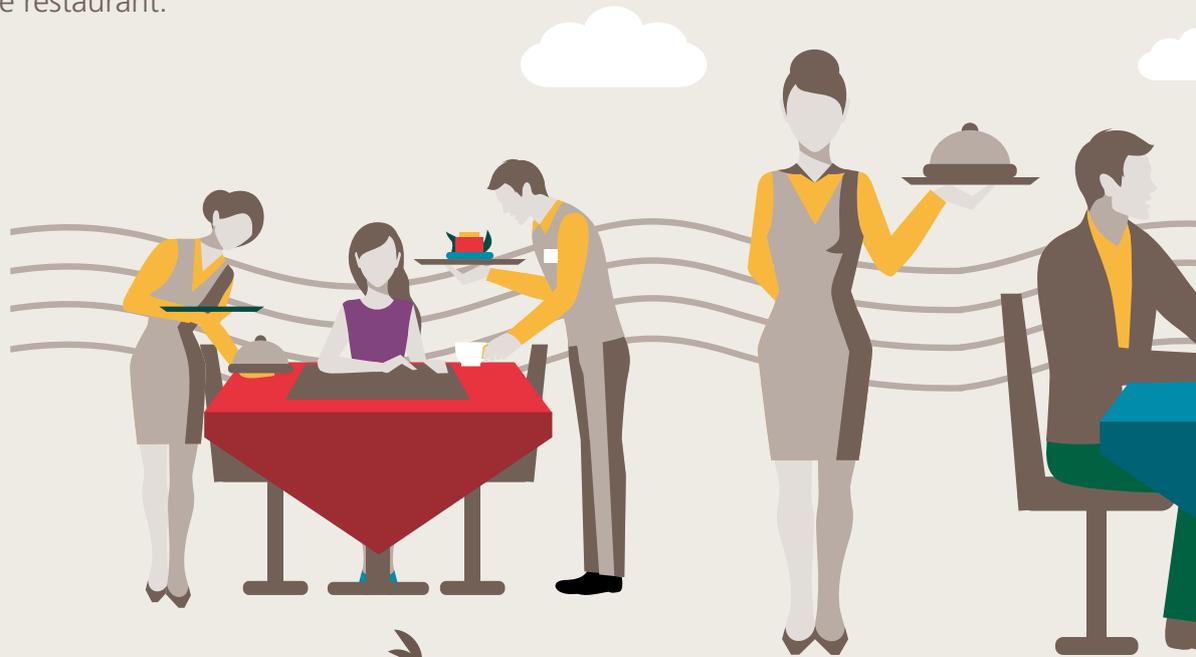
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The restaurant is a shared social space with other guests and with staff. With this in mind, procedures have been adapted for, on the one hand, staff-guest interaction and, on the other hand, the handling of shared use items. The capacity is adapted to the provisions of the Standard issued by the corresponding authorities.

Hotel restaurants must avail of the following:

1. Disposable gloves
2. Disinfectants and hydroalcoholic gels
3. Facemasks
4. Thermometer for taking of temperature
5. Single-use napkin
6. **Hostess** at access to each restaurant
 - 6.1 Allocation of table for services contracted
 - 6.2 The guest will be accompanied to their table.

Before arrival, **the guest will be assigned a sitting**, according to their preference, when they can visit the restaurant.



Restaurant Service

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In the event that a queue forms at the entrance to the restaurant, guests will be reminded of the importance of maintaining the required physical distancing through signage. Similarly, within the restaurant, signage will direct the flow and mobility of guests to avoid crossing and contact between guests.

Table will be set with no textiles, using only disposable table covers, which will be replaced for each guest. In the event that reusable placements are used, these will be disinfected with a cloth soaked in virucide for each guest. Shared use items such as menus, salt and pepper, oil bottles, etc. Only the table number will remain.

The customer can view the **drinks menu on the hotel Web app** downloaded on their own device. Alternatively, the waiter will inform the guests of the menu orally or otherwise, a printed menu card will be given to them, which is disinfected with a cloth soaked in virucide every time a guest uses it. Cash payment is not recommended within the restaurant. Payments should preferably be made by card.



Restaurant Service

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In the case of chairs, these will be cleaned with a cloth soaked in virucide for each guest, focussing especially on the back and arm rests.

Cutlery will be delivered to guests in packaging and will be **prepared individually** as a complete set (fork, knife and spoon) together with a single-use cellulose napkin.

The guest will be offered oil, vinegar, salt, pepper and basic sauces in **individual formats**. Waiters will not use folded serving napkins and the use of folded cutlery napkins will be replaced by trays with packaged cutlery sets located at strategic points of the restaurant.

Sideboards and support tables and trolleys are to be used for clean material only. The only thing for current use will be nitrile gloves, hydroalcoholic gel and single-use napkins.



Buffet Service

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As indicated above, **the direction of circulation of guests and the route** the guest should take to avoid passing other guests and ensuring physical distancing can be maintained. **Shared use dinnerware will be removed**, such as bread tongs, ladles, bread knives, etc.

These materials will be used exclusively by the employee who serves the guest. Most of the service will be geared towards **individual servings**, which will be served by the employee **avoiding any handling by guests**. All services previously provided in bulk will be served by the employees. Similarly, personalized table service will be provided for coffee, milk, juices, water, sparkling wines, etc., which were previously served using shared coffee machines, juicers, etc. Service will be organized to ensure that the guest has to get up as little as possible.

Salads will be offered in varied small servings at the salad bar so that that guests can choose easily. For hot food there will be a **Hot Show Cooking**.



Buffet Service

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The **Hot Show Cooking** station will become a critical point of generating a positive experience for guests. Of course, neither plates nor cutlery nor glassware will be within reach of guests at any location of the buffet or station.

In terms of desserts, we will continue to offer a **Sweet buffet**, with **individual portions**, petit fours, bite-sized pieces. Ice cream will be served buffet-style by staff, including toppings. Whole fruit will be served or if prepared, in individual portions.

The bread and pastry buffet will be converted into a **Bakery** counter, with service by staff and again with single serving formats of butter, jams, etc.



Commissary Area

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Handling and processing:

Hygiene and health measures (HACCP) shall be strictly complied with. Although the corresponding administration have not provided information on changes in the legislation, Strict compliance with HACCP is envisaged, recommending the digitalization of control and measurement systems.

Suppliers:

With this new approach, greater rotation of suppliers compared to the current system will be required, with smaller orders and more frequent deliveries. Reduce or eliminate the use of bulk products in the buffet display area. Products used in small formats should be recyclable, compostable and/or biodegradable.

Reception of goods:

Greater control and establishment of requirements for food suppliers. Compliance with health regulations at the facilities is guaranteed, changed in packaging and transport systems will be requested for the adaptation to new working systems.



Maintenance Area

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Steps have been established for the cleaning and disinfection of tools used by maintenance staff.

Maintenance staff will attempt to complete maintenance tasks when the guest is not in their room. If this is not possible, the prevention measures detailed in each process will be observed. Once the repairs are complete, staff will dispose of PPE and disinfect their hands.

A periodic cleaning schedule for ventilation ducts and air conditioning through a services contract with a specialized company.

Air conditioning systems in restaurants and public areas will be fitted with special filters and biocides certified by specialized companies for the purification of air.

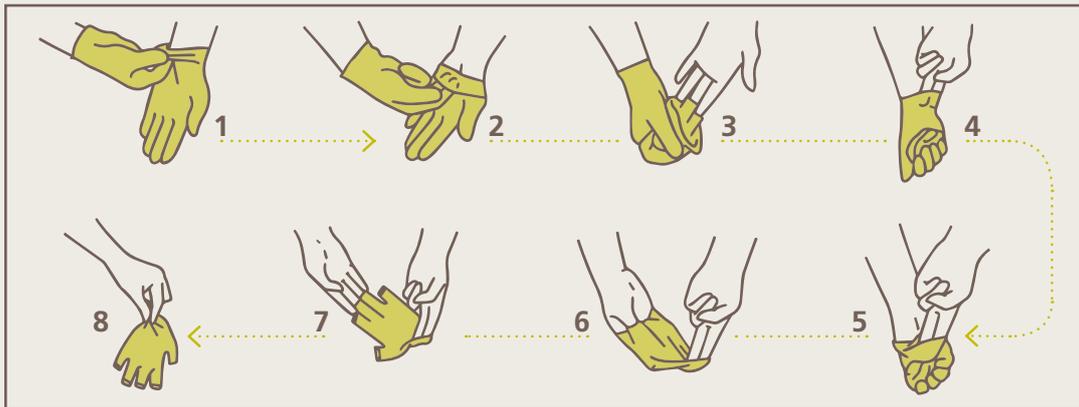
All maintenance operations carried out will be registered on the IT maintenance management system of the company.



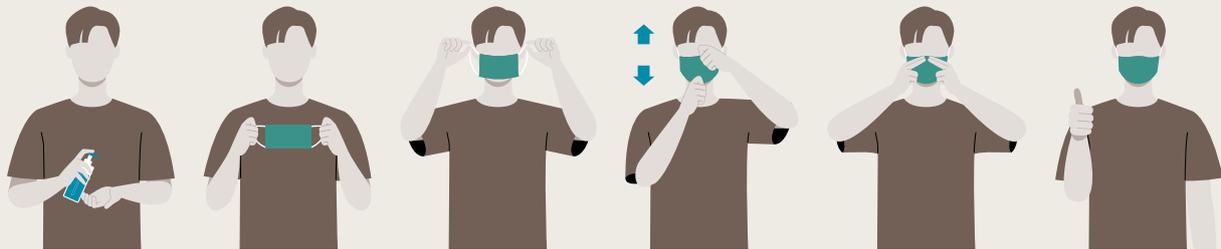
Practical Guide

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Correct removal of gloves



Correct placement of facemask

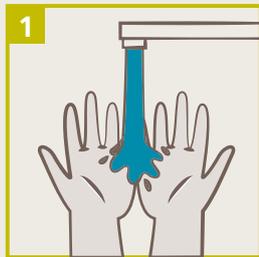


Correct removal of facemask



Practical Guide

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Hand washing.



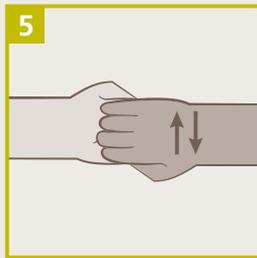
Place a sufficient dose of the product to cover the surface.



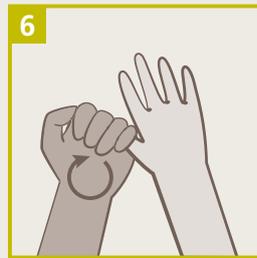
Rub your hands together.



Rub the palm of your right hand over the back of your left hand, interlocking your fingers and vice-versa.



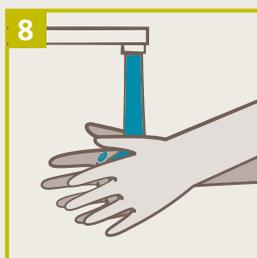
Rub the back of the fingers of one hand against the palm of the other hand, dragging the fingers.



Rub your hands together in a movement rotating your left thumb, trapping it with the palm of your right hand and vice-versa.



Rub the tips of the fingers of your right hand against the palm of your left hand, making a rotating movement and vice-versa.



Rinse your hands with plenty of water until you remove the product.



Once dry, your hands are safe.



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