

AXIS GOLFE PONTE DE LIMA INTERNAL PROTOCOL CLEAN & SAFE





TAKE THE COMMITMENT

No cumprimento das recomendações emitidas pela



Autoridade Turística
Nacional



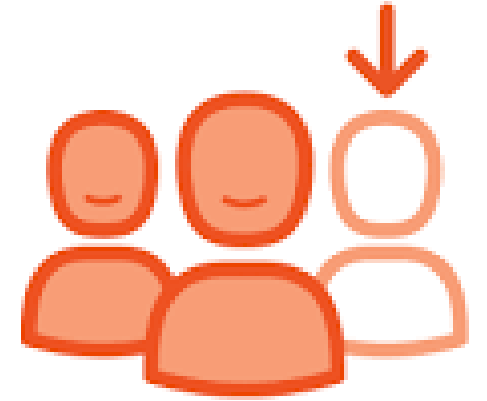
em articulação

WHAT IS “CLEAN AND SAFE” SEAL



Turismo de Portugal created a “Clean and Safe” stamp of approval to distinguish tourist activities which are compliant with hygiene and cleaning requirements for the prevention and control of COVID-19 and other possible infections.

These measures require the creation of an internal protocol, in conjunction with the recommendations of the Directorate-General for Health, which ensures the necessary hygiene to avoid risks of contagion and ensure safe procedures for the operation of tourist activities.



- GENERAL INFORMATION
- PREVENTION AND CONTROL OF THE INFECTION
- DAILY ASSESSMENT AND MONITORING OF BODY TEMPERATURE
- SPECIFIC PROCEDURES BY EACH SECTION
- WASTE MANAGEMENT
- PROCEDURES CHECKLIST



This establishment declares to fulfill the requirements defined by Turismo de Portugal (governmental supervisor entity for the tourism in Portugal), in accordance with the guidelines of the Directorate General of Health (DGS) which allows to consider it AXIS HOTELS CLEAN & SAFE.



- ❑ TRAINING AND COMMUNICATION TO EMPLOYEES
- ❑ PLACING INFORMATION ON PREVENTION OF CLEAN & SAFE IN ALL SERVICE AREAS
- ❑ POSTING THE CLEAN AND SAFE SEAL IN A VISIBLE PLACE
- ❑ PLACEMENT OF HAND GEL DISPENSERS AT THE CLUBHOUSE ENTRANCE AND EXIT POINTS, EVERY FLOOR, RESTAURANT ENTRANCE, AND COMMON SANITARY INSTALLATIONS
- ❑ DISCLOSURE CUSTOMER PROTOCOL - BEHAVIOR TO ADOPT AT THE CLUBHOUSE
- ❑ DAILY CLEANING OF THE COMMON AREAS, FLOOR, BENCHES, FRONT-OFFICE, BATHROOMS AND DOORS
- ❑ DISTANCING OF THE CLUBHOUSE FURNITURE TO SIMPLIFY THE CLEANING AND CIRCULATION OF PEOPLE
- ❑ CONFER AND CONTROL CLEAN & SAFE CHECKLIST



GENERAL – Action Plan

HANDWASHING



Hands must be washed and disinfected several times during the working period and especially in the following cases:



- When the employee arrives at the workplace
- Just before starting to work
- Between each customer service
- After coughing or sneezing
- After protecting a sneeze or cough
- After touching hair, eyes, nose, mouth, ears or body
- After handling wipes with secretions
- Before and after consuming meals
- The moment before and after a visit to the bathroom
- After touching heavily handled surfaces, handles, handrails, keyboards
- After touching tools, machines, dirty objects, namely packaging, garbage and solid waste
- Whenever common areas and the most frequented areas are touched



COUGH ETIQUETTE



When coughing or sneezing, do not use your hands, they are one of the main vehicles for transmitting the disease. Use a **PAPER TISSUE** or your **FOREARM**.



THROW THE TISSUE IN THE GARBAGE and **WASH ALWAYS YOUR HANDS** after coughing or sneezing.



SOCIAL CONDUCT RULES

- Change the frequency and form of contact between employees and customers
- Maintain a safe distance of 2 meters
- Avoid close contact: handshaking, kissing and sharing the workplace
- Avoid sharing food, personal objects (cell phones) and glasses
- Wear a mask - **Clubhouse Receptionists**
- Use protective visor - **Golf Course Maintenance**
- Pick up monthly the Personal Protective Equipment (masks, disposable gloves) at the Hotel Reception and sign the respective document



MONITOR BODY TEMPERATURE



Symptoms of CORONAVIRUS (COVID-19)



Fever



Shortness of breath



Cough

- Measure body temperature daily, whenever entering and leaving the hotel. Each own employee is responsible for this task
- If anybody has symptoms of respiratory infection (cough, fever), should immediately report it to the hotel manager, leave the hotel premises, and call SNS-24 (Portuguese HNS) - 808242424

ISOLATION OF EMPLOYEES AND COVID-19 CUSTOMERS

Symptoms of CORONAVIRUS (COVID-19)



Fever



Shortness of breath



Cough

- If there is a *suspected case* at work, the employee should be isolated in a room designated as a containment / isolation zone
- If there is a *suspected case* with a client, the client should be isolated in his hotel room, which will be designated and identified as a containment / isolation zone
- Both isolation / containment areas must be equipped with suitable material
- There should be an inventory of the material in the containment / isolation area



HOW TO ACT – ACTION PLAN

INFORM THE EMPLOYEE THAT:



IF HE IS AT HOME



CALL TO SNS 24



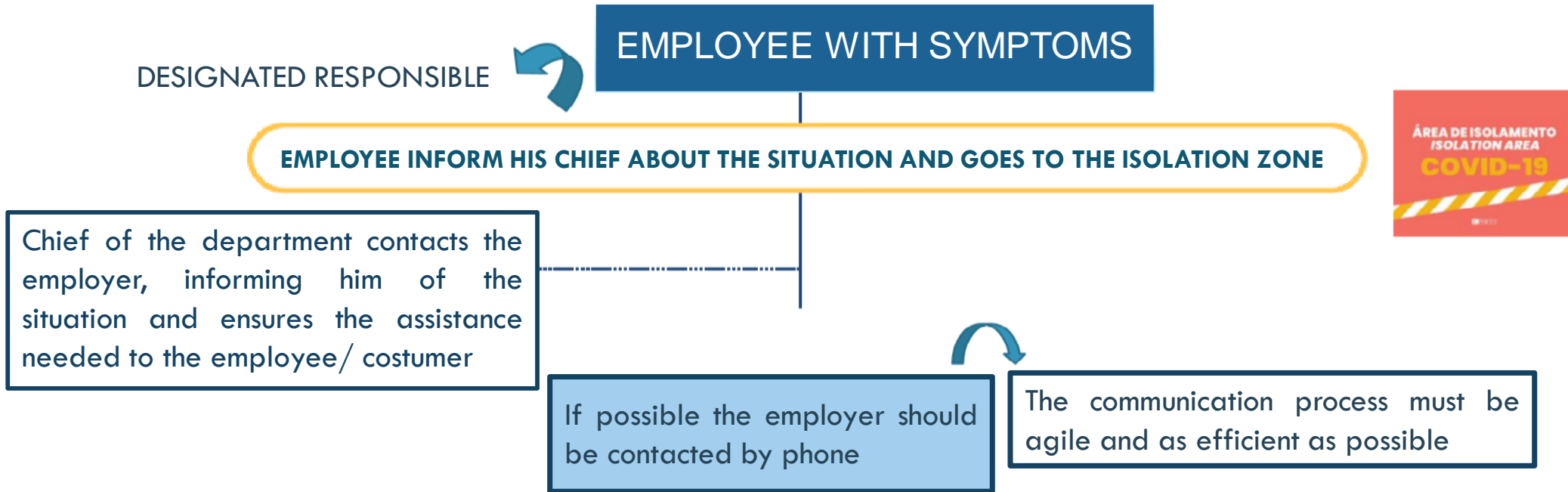
IF HE IS GOING TO WORKPLACE:



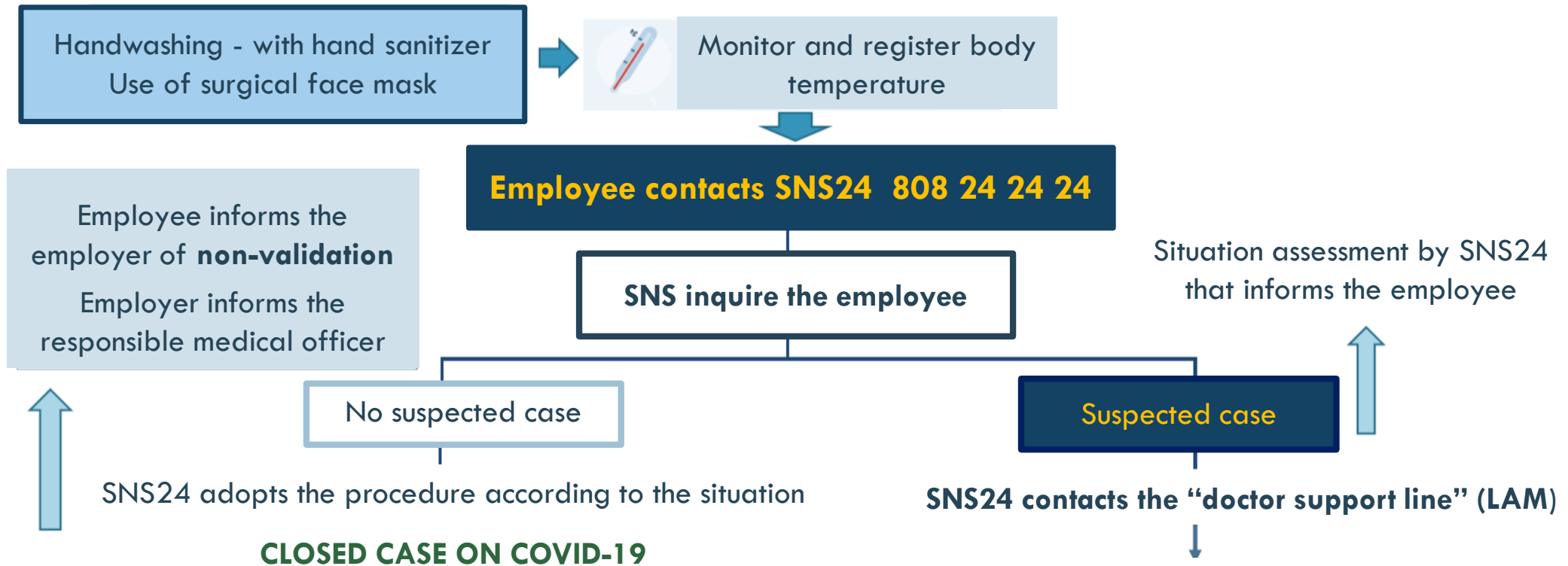
RETURNS HOME



HOW TO ACT – ACTION PLAN



HOW TO ACT – ACTION PLAN



ACTION PLAN

STAFF ASSIGNMENT

Identify, for each work shift, the employee responsible for triggering the procedures in case of suspected infection.



The Service Receptionist is responsible for:

- **Accompany** the person with symptoms to the isolation space
- **Provide** the necessary **assistance**
- **Establish a contact link** with the National Health Service



FRONT DESK



- Acrylic barrier for protection of the Front-office area
- Attendance point with safety markings on the floor
- Ensure a safety distance of 2 meters between customers
- Suggest the use by customers of the electronic payment method
- Use personal protective equipment appropriate to the front desk activity. Dispose of personal protective equipment after each working hour, or if damaged, in a separate dustbin.
- Use alcohol gel before and after each customer service
- Use alcohol-based wipes to clean the keyboard
- Ensure conditions and means that allow users to periodically disinfect hands at the main points of contact at the Clubhouse
- Each employee must ensure the disinfection of rental material after each use
- Each employee must prohibit the sharing of: buggies and trolleys for rent
- Each employee must keep customers informed about prevention and containment measures
- Ensure that the client has adopted safety measures, such as disinfecting hands and wearing a mask at the Clubhouse
- Ensure the adoption of the recommendations of the Directorate General of Health in the Clubhouse Space, all outdoor spaces and Golf Course

OUTDOOR AND GOLF COURSE MAINTENANCE

- Outside and on the Golf course, keep a social distance of 2 meters
- Wear a mask. Disposable gloves should only be used when tasks do not require the use of technical protective gloves
- Each employee must ensure that utility vehicles are always disinfected after being used
- Each employee must always use the same machine and tool in order to avoid contagion
- Each employee must clean and disinfect tools and machines before and after each use
- Each employee must disinfect tees markers after each use
- Each employee must disinfect flags and sticks after use





INSTALLATIONS AND EQUIPMENT CLEANING AND DISINFECTION - GUIDELINES

Strong procedures of cleaning and disinfection

Increase the cleaning frequency

Special attention to surfaces with the greatest risk of contact

Advisable to use products that reduce the risk of cross contamination

Use of personal protective equipment

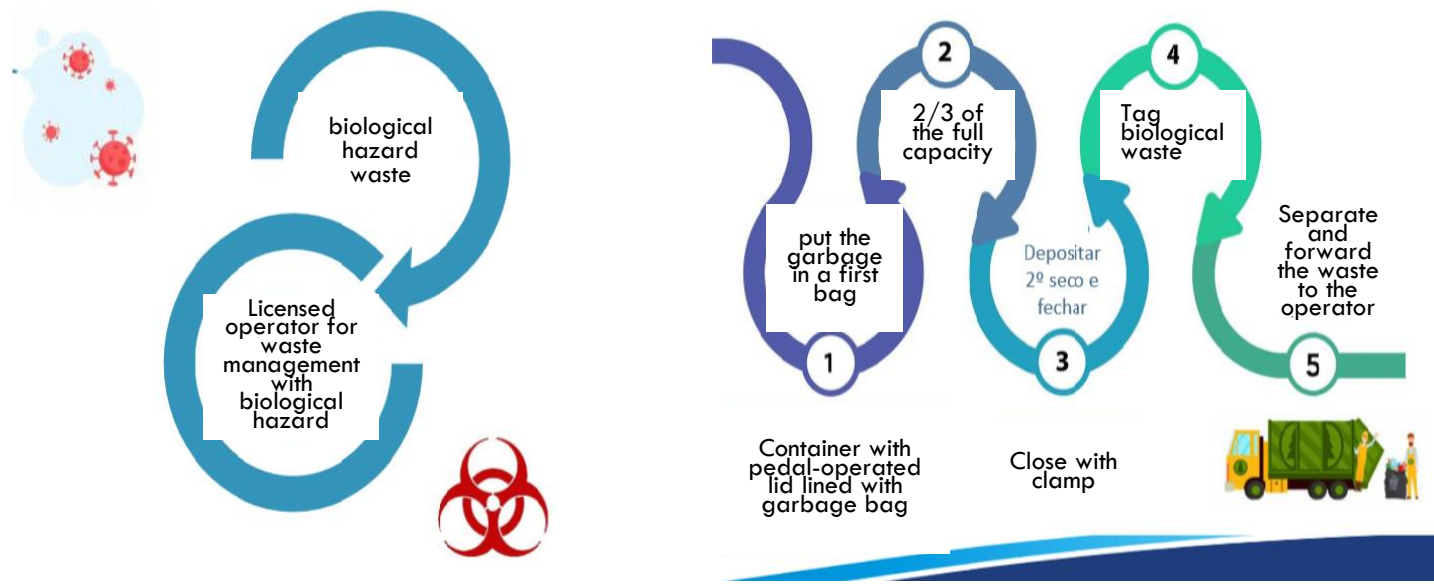




WASTE MANAGEMENT

Biological waste

All waste generated by someone with COVID-19 suspected or confirmation and people that provide assistance



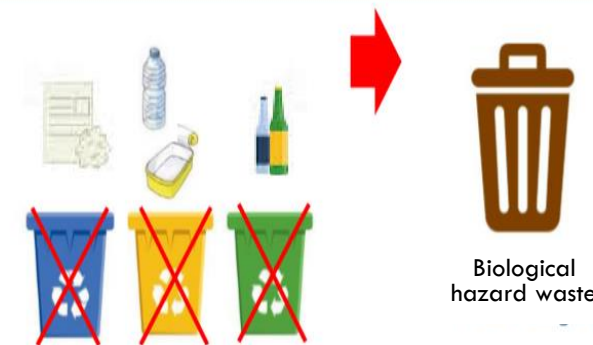
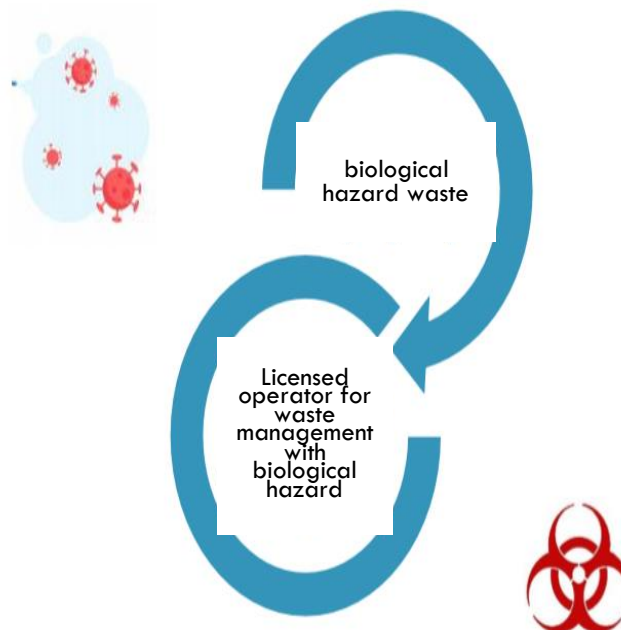


WASTE MANAGEMENT

Biological waste

All waste generated by someone with COVID-19 suspected or confirmation and people that provide assistance

Applicable to all waste in the containment room and every other service without selective waste collecting



Recyclable waste should be disposed along with undifferentiated waste and not in recyclable bins



WASTE MANAGEMENT

Urban waste

Selective collection must be maintained

Masks, gloves and scarves |
Undifferentiated garbage

Avoid to overload the waste
treatment and landfill



**Never use the
recycling bins**



MERCHANDISE DELIVERY

Delimit the merchandise delivery zone



Schedule deliveries | Scheduling the deliveries of different suppliers



- Deliver merchandise off-site
- Identify the place for receiving merchandise
- Ensuring that suppliers comply with Covid-19 security rules
- Ensure the cleaning of countertops, doors and handles after deliveries





INFORMATION TO SUPPLIERS

- **The supplier cannot enter inside the Clubhouse or machinery warehouse**, he must leave all material at the entrance of the hotel. The material will be received by an employee, if possible, without contact with the supplier
- **Limit the access of professionals external to the service to the interior of the Clubhouse**, only in rare exceptions necessary for the operation of the hotel
- **Avoid receiving paper invoices and bills**, choose the electronic way



CHECK-LIST