

RE-OPENING HYGIENE MEASURES

PER DEPARTMENT / AREA:

Offices / Reception Desks / Public areas

- Wall-mounted hand sanitizers and relevant signage regarding personal hygiene measures have been installed, along with waste bins operated by foot pedals.
- All guest areas are fully equipped with automatic hand sanitizers.
- Offices and public areas have been re-arranged; furniture has been moved to ensure compliance with social distancing measures.
- Lifts (for both staff and guests) will be used by one person at a time, relevant signage has been installed.
- In order for the two metre distances to be maintained, employees will be separated with natural dividers or protective plexiglass shields (i.e. at reception desks)
- On a daily basis, upon entering the building, the employees' temperature will be taken automatically by installed thermometric devices. Employees with a temperature over 37.2 degrees will not be permitted to enter the building and will immediately be referred to the Company Doctor/Medical centre.
- Employees will hold meetings either by phone or online, rather than in person. When this is not possible, meetings will be conducted in a large space, with employees keeping their distance and ensuring the meeting is as short as possible.
- Employees have been provided with individual hand disinfectants, as well as breathing protection masks.
- There will be mandatory use of masks and gloves by employees whilst in communication, contact and providing a service to our guests.
- Employees have been fully trained regarding COVID-19 symptoms, control measures and in the use of personal protective equipment.
- Boxes have been placed in all appropriate places, close to the entrances of offices for placing incoming mail and packages.

Suppliers and External Associates

- All subcontractors are directed through a specific entrance and are instructed to use all the required personal protective measures in order to enter the building. Whenever possible they are to remain in their vehicle and our staff will unload the goods.
- The Resort provides personal protective equipment to suppliers/external associates when they do not have their own.
- Upon entering our premises, supplier's and external associate's temperatures will be taken automatically by installed thermometric devices. Those with a temperature over 37.2 degrees **will not be permitted to enter the building.**
- All employees are informed that upon receiving parcels or envelopes, they must remove the packaging materials, discard them, and then disinfect their hands.
- A diary is kept by both the Security and Maintenance departments of all persons entering our premises, to facilitate tracking/traceability in the event of a COVID-19 case.

Housekeeping

- Wall-mounted hand sanitizers and relevant signage regarding personal hygiene measures have been installed, along with waste bins operated by foot pedals.
- Employees have been fully trained regarding COVID-19 symptoms, control measures and in the use of personal protective equipment.
- On a daily basis, upon entering the building, the employees' temperature will be taken automatically by installed thermometric devices. Employees with a temperature over 37.2 degrees will not be permitted to enter the building and will immediately be referred to the Company Doctor/Medical centre.
- Employees have been provided with individual hand disinfectants, as well as breathing protection masks and a filtering facial piece (FFP) class 2 or 3 for the cleaning of suites and toilets.
- Mandatory use of mask and gloves by suite cleaners during suite cleaning.
- Employees have been trained regarding cleaning procedures as per COVID-19 parameters.
- All public and sanitary areas will be cleaned and disinfected more meticulously and with special chemicals (cleaning agents, disinfectants etc.) registered with the Applied Hygiene Organization (VAH) - German Association for Applied Hygiene - at more frequent intervals.
- Staff has been instructed to use single-use disposable cleaning equipment (e.g. disposable towels)

- Directions have been given for linens to be washed using a hot-water cycle (90°C) with laundry detergent. If a hot-water cycle cannot be used (due to the characteristics of the material) bleach or other laundry products will be added to the wash cycle for the decontamination of the textiles.
- All suite linen (quilt covers, blankets etc) will be replaced after each use/departure.
- All mattresses have been cleaned and sanitized prior to the Resort opening.
- All carpets have been cleaned and disinfected prior to the Resort opening.
- All suites are equipped with individual hand disinfectants.
- We ensure there is adequate fresh air ventilation by keeping windows and doors open as much as possible.

Maintenance

- Wall-mounted hand sanitizers and relevant signage regarding personal hygiene measures have been installed, along with waste bins operated by foot pedals.
- Employees have been fully trained regarding COVID-19 symptoms, control measures and in the use of personal protective equipment.
- On a daily basis, upon entering the building, the employees' temperature will be taken automatically by installed thermometric devices. Employees with a temperature over 37.2 degrees will not be permitted to enter the building and will immediately be referred to the Company Doctor/Medical centre.
- Employees have been provided with individual hand disinfectants, as well as breathing protection masks and a filtering facial piece (FFP) class 2 or 3 for the cleaning of air-conditioning systems and suite maintenance in general.
- Mandatory use of mask and gloves by technicians during suite service.
- All air conditioning unit/ VRV filters of suites and public areas have been replaced, cleaned and disinfected.
- A special legionella prevention system has implemented, including recleaning of water tanks and piping systems, as well as a daily water treatment with chlorine and frequent legionella tests for water in suites (showers, taps etc) along with the jacuzzi, sauna and pools.

Spa / Pool Areas

- Wall-mounted hand sanitizers and relevant signage regarding personal hygiene measures have been installed, along with waste bins operated by foot pedals.
- All guest areas are fully equipped with automatic hand sanitizers.
- Employees have been fully trained regarding COVID-19 symptoms, control measures and in the use of personal protective equipment.
- On a daily basis, upon entering the building, the employees' temperature will be taken automatically by installed thermometric devices. Employees with a temperature over 37.2 degrees will not be permitted to enter the building and will immediately be referred to the Company Doctor/Medical centre.
- Employees have been provided with individual hand disinfectants, as well as breathing protection masks and a medical facial piece for conducting spa treatments.
- Employees have been fully trained on the cleaning and disinfection procedures of spa treatment rooms.
- For every appointment or use of spa facilities, upon entering our premises, the guest's temperatures will be taken automatically by installed thermometric devices. Those with a temperature over 37.2 degrees will not be permitted to enter the spa area.
- Treatment beds will be equipped with a single use paper or shield for every treatment.
- Mandatory use of mask and gloves by all therapists during treatments.
- Skincare and cosmetic testers will not be provided.
- Directions have been given for beach / pool towels to be washed using a hot-water cycle (90°C) with laundry detergent. If a hot-water cycle cannot be used (due to the characteristics of the material) bleach or other laundry products will be added to the wash cycle for the decontamination of the textiles.
- All spa public and sanitary areas will be cleaned and disinfected more meticulously and with special chemicals (cleaning agents, disinfectants etc.) registered with the Applied Hygiene Organization (VAH) - German Association for Applied Hygiene - at more frequent intervals.
- Staff has been instructed to use single-use disposable cleaning equipment (e.g. disposable towels)
- We ensure there is adequate fresh air ventilation by keeping windows and doors open as much as possible.
- Pool beds will be cleaned and disinfected after each use with special chemicals (cleaning agents, disinfectants etc.) registered with the Applied Hygiene Organization (VAH) - German Association for Applied Hygiene - at more frequent intervals.
- A reduction in cash transactions and the promotion of intact transactions (credit cards etc) as much as possible.

Kitchen, Restaurants & Bars

- Wall-mounted hand sanitizers and relevant signage regarding personal hygiene measures have been installed, along with waste bins operated by foot pedals.
- All restaurant areas are fully equipped with automatic hand sanitizers.
- Employees have been fully trained regarding COVID-19 symptoms, control measures and in the use of personal protective equipment.
- On a daily basis, upon entering the building, the employees' temperature will be taken automatically by installed thermometric devices. Employees with a temperature over 37.2 degrees will not be permitted to enter the building and will immediately be referred to the Company Doctor/Medical centre. This process will be repeated at intervals, preferably prior to the service times.
- Employees have been provided with individual hand disinfectants, as well as breathing protection masks and medical facial pieces for conducting their tasks, including cooking, cleaning, and service procedure.
- Employees have been trained on the cleaning and disinfection procedures of the kitchens, restaurant, and bar areas.
- Upon their entrance to restaurants or bars, the guests' temperature will be taken automatically by installed thermometric devices. Guests with a temperature over 37.2 degrees will not be permitted to enter the outlet.
- Signs are posted at the entrance of each restaurant and bar, stating the maximum number of persons permitted at one time.
- The maximum number of persons per area is 1 person for every 2 square metres, excluding employees, and the area of the open space.
- The maximum number of staff indoors is 1 person per 3 square metres.
- The maximum number of guests per table is 10.
- Employees serving guests are instructed to limit conversation with guests as much as possible.
- Mandatory use of mask and gloves by all staff.
- A reduction in cash transactions and the promotion of intact transactions (credit cards etc) as much as possible.
- Careful and frequent cleaning of common objects.
- After each guest's departure, tables will be cleaned and disinfected as well as all the used items such as salt and pepper bottles, menus etc.
- Special care is dedicated to the systematic, adequate, and continuous natural ventilation of the spaces where the staff (kitchen) works.
- All floor surfaces, counters, cash registers, toilets (floors, sinks etc) are cleaned and disinfected at regular intervals during the day with special chemicals (cleaning agents, etc. disinfectants) - Registered with the Applied Hygiene Organization (VAH) - German Association for Applied Hygiene.