eagles resort

eagles palace
HALKIDIKI

eagles villas
HALKIDIKI

COVID-19

HEALTH & SAFETY MEASURES

02

CONTENTS

Page

1. Individual Hygiene Measures & Personal Protective Equipment..... *4*
2. Accommodation File and Event Book..... *6*
3. Staff..... *7*
4. Reception..... *8*
5. Housekeeping..... *10*
6. Kitchen..... *12*
7. Restaurants..... *13*
8. Kids Club..... *14*
9. Swimming Pools..... *15*
10. Distances in Swimming Pools & Beach..... *15*
11. Boutiques..... *16*
12. Wellness Areas - Gym and Treatment Rooms..... *16*
13. Common Areas..... *17*
14. Air Conditioning and Ventilation..... *18*
15. Transfer Service..... *19*
16. Car Rental Services..... *20*
17. Car Rental Services with Driver..... *20*
18. Environmental Measures..... *21*
19. COVID-19 Suspected Case Management Plan..... *22*
20. Cleaning & Disinfecting a Patient's Room..... *24*

03

HEALTH & SAFETY MEASURES

Following the instructions of the Ministry of Tourism, Eagles Resort is implementing a new health protocol. The Protocol includes the development of an Action Plan and the development of a Suspected Case Management Plan. The aim of the Action Plan is to prevent the occurrence and effective management of suspicious cases in order to limit the exposure of staff and guests, always in accordance with the current guidelines of the National Public Health Organization.

The Action Plan complies with the recommendations of the National Public Health Organization and will be revised according to the developments.The measures described in the Action Plan and the Suspected Case Management Plan are meant to protect our staff and guests and to outline the necessary measures to prevent and protect against Covid-19 disease.

04

INDIVIDUAL HYGIENE MEASURES & PERSONAL PROTECTIVE EQUIPMENT

The resort has taken measures to implement good personal hygiene practices in the workplace and oversees their continued implementation. Specifically:

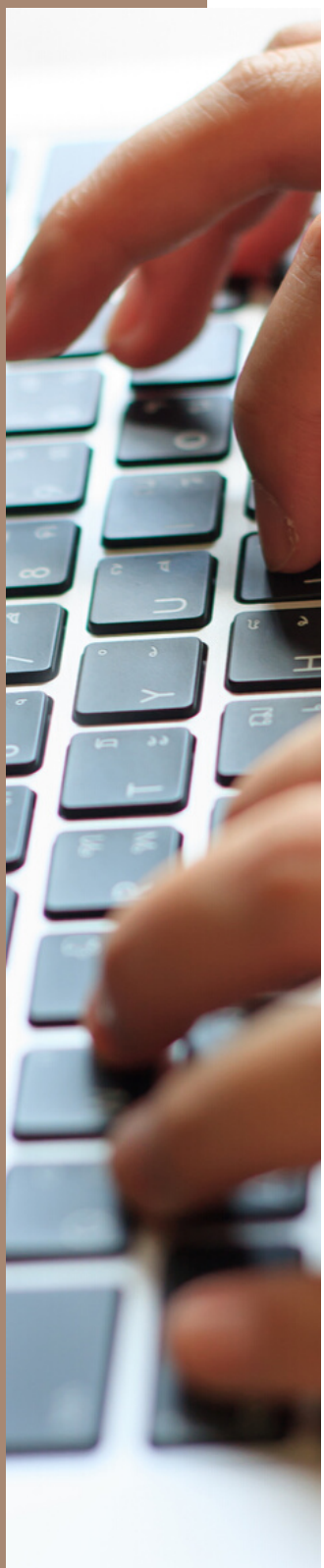
- Staff and third parties are informed and encouraged to comply with good personal and respiratory hygiene practices (hand washing – cleaning, nose and mouth covering during coughing or sneezing, etc.).
- Appropriate facilities and required materials have been provided to employees and appropriate mechanisms for hand sanitization have been installed at the entrances / exits and in the common areas of the resort.
- Staff have been supplied with the appropriate Personal Protective Equipment (PPE), in accordance with the special instructions of the National Public Health Protection Committee.
- The adequacy of PPE stocks is regularly supervised.
- Staff have been trained how to safely use their Personal Protective Equipment and their proper use is being supervized.
- Third parties entering the hotel being supervized and informed to exercise social distancing and to use Personal Protective Equipment.
- A program of rolling staff arrivals and departureshas been implemented to avoid congestion and to ensure social distancing.

05

- Staff have been informed and trained on the COVID-19 suspected case management plan.
- Staff have been informed and trained on specific cleaning instructions in the event of a suspected COVID-19 case. Specifically:
  - The person is asked to remain in their room with the door closed.
  - Is immediately given a simple surgical mask and tissues.
  - If a companion wishes to stay close, a simple surgical mask is provided to them and a recommendation is made to wash hands meticulously after each contact and not to touch their face.
  - It is forbidden for staff members to enter the room and only one member of the staff deals with the guest's requests.
  - Used personal protective equipment is discarded in a closed rubbish bin.
  - After the disposal of the protective equipment, hands are meticulously washed.
- Employees and guests are urged to use stairs and avoid using elevators, where possible.
- Individually packaged snacks are provided to staff in an open area
- Upon staff arrival, a daily thermal measurement is peformed and the department heads keep a log book to record their movements.

06

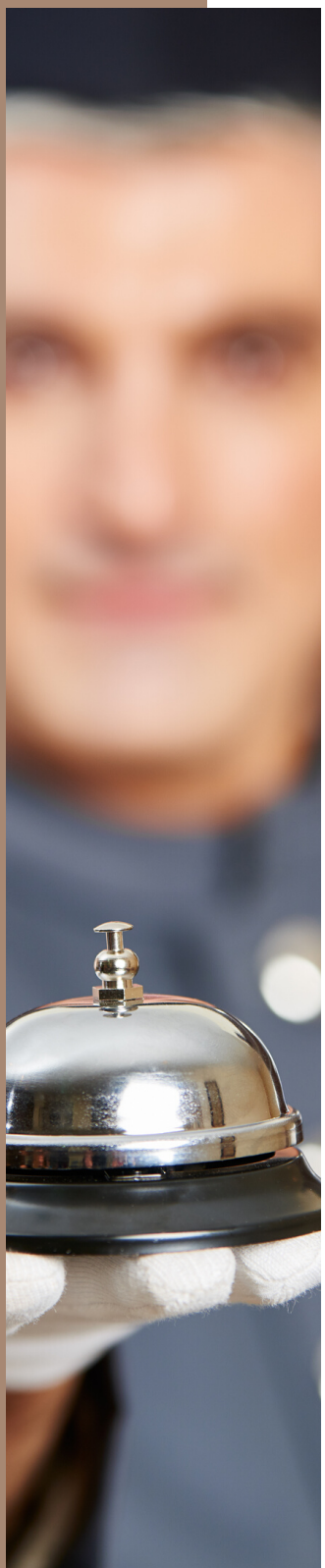
ACCOMMODATION FILE AND EVENT BOOK



- For purposes of public health protection, we keep a record of staff members and all guests staying at the resort (name, nationality, date of arrival and departure, contact details such as address, telephone, e-mail), so that it is possible to track all the people who came in close contact with an identified COVID-19 case.
- All General Data Protection Regulation (GDPR) are adhered to and all guests and staff are informed that records are kept for the protection of public health.
- The resort records and updates a Service and Events log.

07

STAFF



Each member of the resort staff strictly adheres to the basic protection measures against COVID-19. In particular, employees practice the following personal and respiratory hygiene practices:

- Frequent hand washing with soap and water for at least 40 seconds, before and after contact with money or guests' items, before eating, before and after work breaks, after a visit to the toilet and careful hand drying with disposable paper towels and disposal in bins.
- Covering nose and mouth during coughing or sneezing with a tissue or the inner part of the elbow.
- Disposal of paper towels or other personal hygiene items used to disinfect work surfaces in a closed bin.
- Avoiding shaking hands and close physical contact, keeping a distance of at least two meters from colleagues, guests or third parties in all workplaces, resort rooms and rest areas.
- Avoiding touching the front of the mask or face shield.
- Avoiding touching of face with hands.
- Informing the health officer in case of:
  - illness or symptoms relating to COVID-19 infection or
  - contact with a possible or confirmed case.
- Staying at home in case of illness and informing the health officer.
- Returning to the workplace only if the laboratory test is negative and after 14 days after close contact with a confirmed COVID-19 case .

08

RECEPTION

The resort staff takes the necessary hygiene measures, keeps a distance of at least one meter from the customers and adheres to the following hygiene rules:

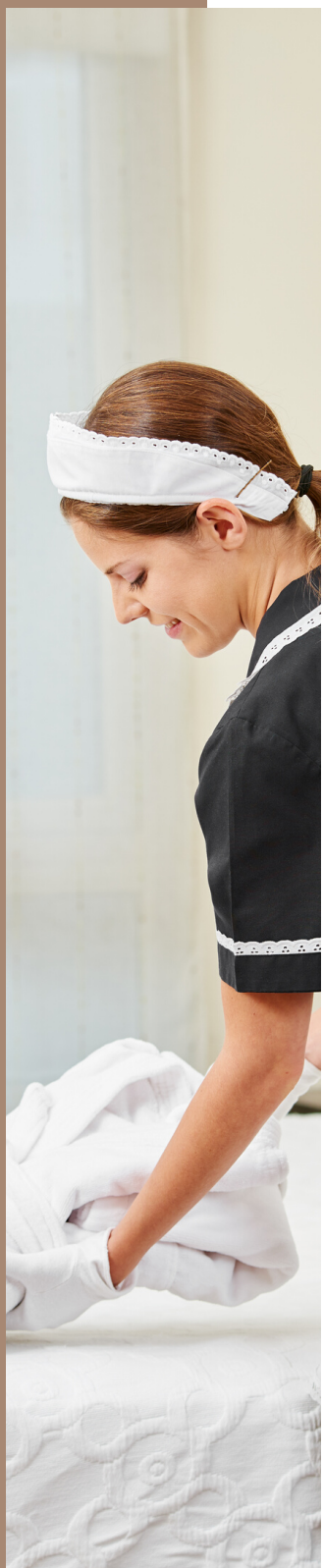
- When requested, Eagles Resort:
  - informs visitors about the accommodation policy and the measures taken to deal with any incidents,
  - provides useful information about health providers, public and private hospitals, COVID-19 reference hospitals and pharmacies in area and
  - provides Personal Protective Equipment.
- Provision of special equipment (medical kit) in the event of a COVID-19 case, such as gloves and disposable masks, antiseptics, cleaning wipes, apron, long-sleeved robe, laser thermometer.
- Training of staff to recognize guest symptoms and report them directly to the Health Officer.
- Installation of plexiglass in the reception between guests and staff.
- Provision of hand sanitizer.
- Regular disinfection of the reception surfaces.

09

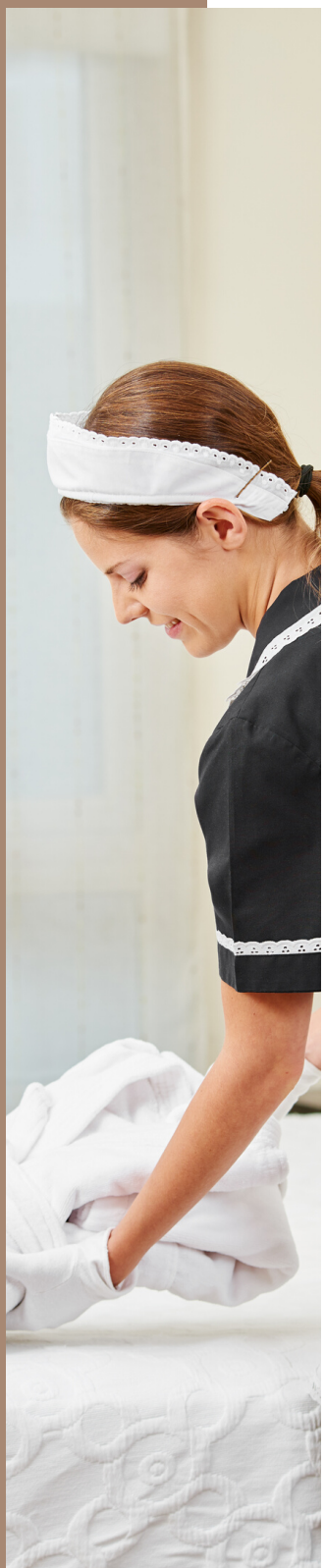
- Appropriate configuration of the reception, installation of floor markings at a distance of two meters indicating where guests should stand.
- Implementation of electronic check in / check out procedures to reduce waiting time and overcrowding. Credit cards are deposited in a special box for use by the receptionist and antiseptic is provided for disinfection after use.
- Accommodation expenses are paid electronically and bills, invoices and receipts are sent by email.
- Disinfection of key cards.
- Extention of check-in and check-out period between stays. Check-out until 11:00 a.m. and check-in from 15:00 pm. During the time between each check-in and check-out between different guests the room is cleaned, thoroughly disinfected and adequate natural ventilation of the space follows.
- Non-residents are forbidden from entering the rooms.
- Walk-in customers will not be allowed to enter the resort.
- Valet service is not available and guests are requested to park their vehicles in designated areas.

10

HOUSEKEEPING



- The housekeeping staff uses simple surgical masks, gloves and disposable waterproof robes.
- Once the Personal Protective Equipment has been removed and disposed of in a closed bin, hands are thoroughly washed with soap and water.
- All hard surfaces are cleaned and disinfected with disposable cloths / fabrics or cleaning paper and sponges with detachable heads.
- Discarded equipment is treated as a contagious contaminant and discarded in special bags.
- 0.1% sodium hypochlorite is used after cleaning with a neutral detergent. For surfaces that are likely to be damaged by the use of sodium hypochlorite, we use ethanol at a concentration of 70% after cleaning with a neutral detergent. As an extra measure we use certified biocide liquids for the safety of our staff and guests. Our partner company is Diversey the largest company in the field with many years of experience.
- Housekeeping services are being strengthened in all public areas, especially in "high risk" facilities.
- Thorough cleaning and good room ventilation is applied during the period between stays.
- 24-hour disinfection of rooms in collaboration with ECO PLUS and its specialized staff.
- The proper operation of dishwashers and washing machines in terms of the temperature used and the dosage of detergents is regularly monitored.



- When using disinfectants, the space is well ventilated. Splashing and spraying during cleaning and disinfection is avoided. In the event of a confirmed COVID-19 case:
  - All surfaces and objects that may have been contaminated are washed and disinfected according to the above instructions.
  - Housekeeping staff uses a simple surgical mask, gloves and a disposable waterproof robe,
  - Touching of the face with hands is avoided
  - After the protective equipment has been removed, it is properly disposed of and hands are thoroughly washed with soap and water.
- Discreet monitoring of guest symptoms.
- Housekeeping services will not be provided during a guest's stay unless otherwise indicated by the guest during the pre-registration process or check in. Should these services be requested, guests are informed that they must leave the room before the housekeeping staff can enter in order to avoid overcrowding. Turn down service is provided only under special circumstances and after a formal request at the reception.
- For departures, 2 protocols apply:
  a. Normal cleaning and waiting 24 hours before the room is available to a guest or
  b. Meticulous cleaning - disinfection of the rooms and bathrooms for same day use.

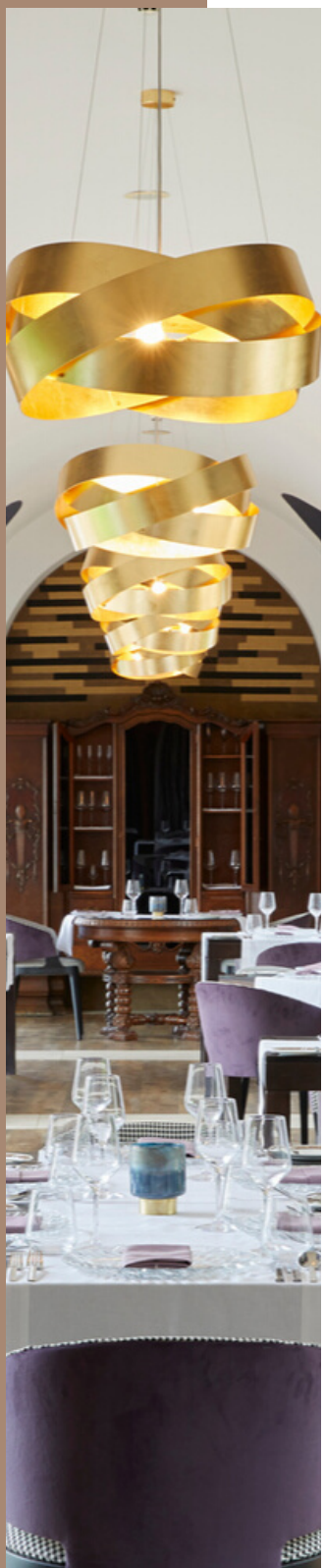
- Decorative objects have been removed.
- Commonly used multi-purpose items such as menus, magazines etc. have been removed and can be found in the hotel's app.
- A special disposable cover is placed on the TV and air conditioner remote controls after disinfection.
- Fabric surfaces are cleaned with a steam device (temperature> 70.).
- Doors and windows are opened daily for natural ventilation of spaces.
- Guests are informed about when and how the room was cleaned with special signs.
- Hand sanitizers have been placed in all rooms.

KITCHEN

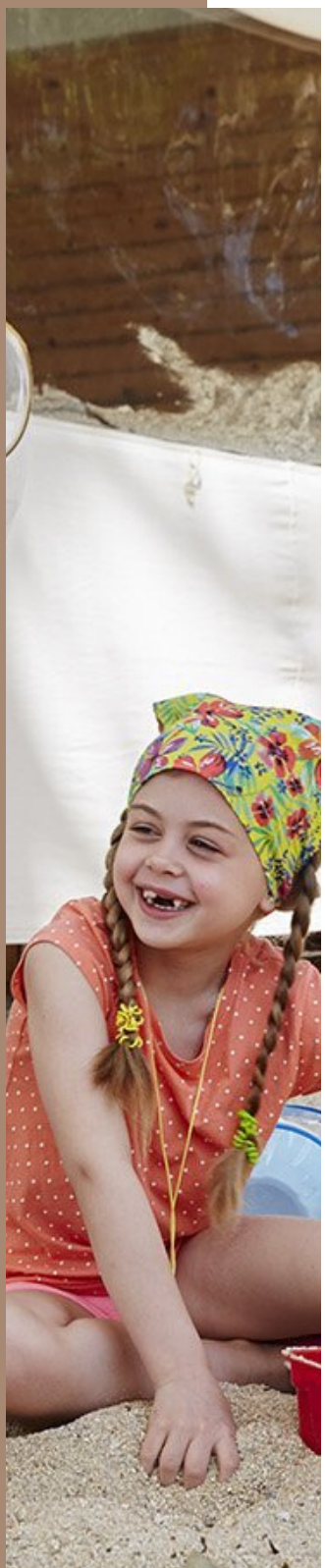
- All kitchen staff are required to strictly adhere to HACCP rules.
- Goods are received by a specific member of staff who is always required to wear the appropriate Personal Protective Equipment.
- Implementation FIFO procedure (first in - first out).
- Kitchen staff are required to keep distances according to the guidelines set by the health authorities.
- Unauthorized personnel is prohibited from entering the kitchen.

13

RESTAURANTS



- Restaurant staff are taking all the necessary hygiene and social distancing measures.
- All decorative items have been removed.
- Commonly used multi-purpose items have been removed.
- Orders can be placed through the hotel's app.
- Breakfast is served between 08:00 and 11:00 in Melathron restaurant.
- Room service is available 24/7 and delivery is contactless.
- In buffet restaurants, special screens have been placed for greater safety. When visiting the buffet, no plate is required as a member of staff will take guests' orders and prepare it for them. 45-minute slots will apply to all restaurants in order to avoid overcrowding.
- The maximum number of customers allowed in the restaurant is defined by the ratio of 1 customer per 2 sq.m. of total usable operating space.
- The maximum number of seated people at a table is six (6).
- There is no limit for families with children.
- The minimum distances between the tables have been applied depending on the layout of the seats.
- Mini bar service is available only after request and is charged upon arrival. The mini bar is replenished upon request.
- Food service on the beach is carried out with Food boxes, which contain disposable antiseptic wipes.
- Only packaged nuts are served in bars.



- Opening dates and operating hours are as follows and are subject to change:
  - Melathron: Open from 1st of July 2020 08:00-11:00 & 19:00-22:00
  - Armyra: Open from 1st of July 2020 13:00-17:00 & 20:00-23:00
  - Kamares by Spondi: Open from 1st of July 2020 20:00-23:00

KIDS CLUB

- All indoor spaces will not be in operation.
- Only outdoor recreational areas will be available for children.
- Reservations are available only for children over 4 years of age. Should parents request baby sitting services for an infant, the charge will be €20 per hour and is available daily from 18:30 onwards. For daily service hours please consult with the relevant Department Head.
- The afternoon movie screening service will not be provided to avoid overcrowding.

SWIMMING POOLS

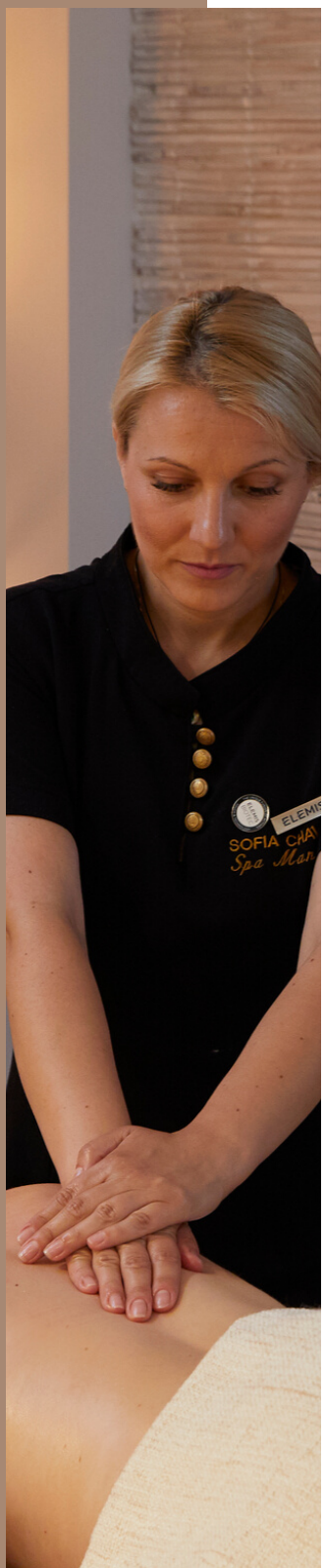
- The use of indoor swimming pools is prohibited.
- Only outdoor swimming pools may be used while a lifeguard is present. Our swimming pool can accommodate up to 52 people at a time.
- The pH levels of the water in the pools are maintained within the recommended limits.
- Regular measurement and maintenance of pH records is performed every eight hours during the operation of the swimming pools.
- The pH values of the water in the pools are maintained within the limits as required by Greek law. Regular measurement and record keeping of pH levels is performed every eight hours during the operation of the swimming pools.

DISTANCES IN SWIMMING POOLS & BEACH

- A minimum distance of 2 meters between sunbeds has been implemented. Sunbeds, tables, personal storage boxes, beach service buttons and price lists are covered with materials that can be effectively disinfected.
- After each guest's departure, the sunbeds, tables, personal storage boxes, price lists and any other items that may be used by the next customer are disinfected.
- Towels that cover the entire sunbed surface are provided and each sunbed is disinfected after use.
- Every day, after the end of beach service, all surfaces are disinfected with a certified biocide.

BOUTIQUES

- The Resort's boutiques operate daily with morning and afternoon opening hours.
- All personal protection measures are applied and only the permitted number of customers per store will be allowed to enter to avoid overcrowding.



WELLNESS AREAS - GYM AND TREATMENT ROOMS

- For the safety of our guests, access to the jacuzzi, sauna and hammam will be prohibited.
- Outdoor exercise workouts are available from a qualified professional trainer.
- Massage therapies are available on a rolling basis and the cabins are thoroughly disinfected after each use. Outdoor therapies are available.

17

COMMON AREAS

Common areas include the lobby, seating area, outdoor seating and the following measures apply:

- Common areas are well ventilated. Hand sanitizers have been installed in all common areas of the hotel.
- Special signs have been placed to deter guests from using the elevators. Elevators are frequently cleaned.
- Signs have been installed to remind customers to practise social distancing.
- Furniture has been removed to avoid overcrowding in public areas (4 people / 10 sq.m.).
- Decorative objects and multiple-use objects have been removed.
- All surfaces are regularly cleaned and disinfected.
- Overcrowding in toilets in public toilets is prohibited.
- 24-hour disinfection of common areas in collaboration with ECO PLUS and its specialized staff.

18

AIR CONDITIONING AND VENTILATION

- The supply of fresh air to all Central Air Conditioning Units has been increased.
- Air recirculation is avoided.
- Continuous operation of Central Air Conditioning Units to avoid the multiplication of microorganisms.
- All outdoor areas are adequately ventilated.
- Split units are switched off or when this is not possible they are operated continuously in parallel with natural ventilation.
- The replacement of filters for Central Air Conditioning Units and split units will be done according to the maintenance schedule taking all protective measures.

19

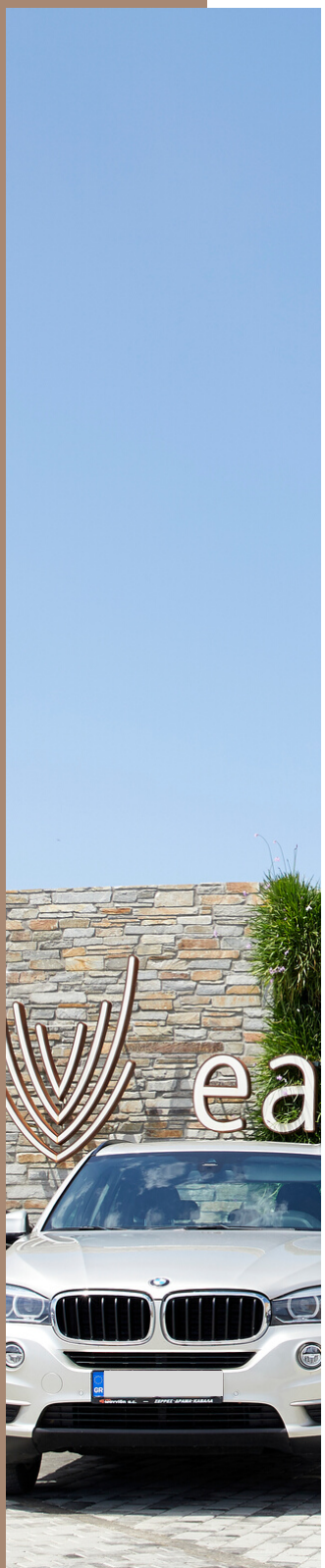
TRANSFER SERVICE

- Transfer service is provided in accordance with Greek law.
- Guests will be only transferred privately. More specifically:
  - Vehicles with up to 5 seats can transport 1 passenger excluding the driver. A second passenger is permitted, if they are accompanying a person in need of assistance.
  - Vehicles with 6 or 7 seats, can transport 2 passengers, excluding the driver.
  - Vehicles with 8 or 9 seats, can transport 3 passengers, excluding the driver.
- The above limits can be exceeded for parents accompanying their underage children.
- The use of a non-medical protective mask, both by the passengers and the driver is mandatory.
- Hand sanitizer is available. Drivers and all external partners apply all Personal Proective Measures.
- Drivers are required to inform guests of all the cabin ventilation and cooling options.
- Disinfection and ventilation is carried out daily at the shuttle transfer station.
- Transfer to neighboring villages is available with extra charge and with exclusive use per room or family.
- Combined transport of guests will not be available.
- Transport with club cars within the Resort is available.
- Drivers will be wearing all the protective equipment and all contact points are disinfected after each use.
- There are no restrictions on the number of passengers for open type club cars.

20

CAR RENTAL SERVICES

- Cars are cleaned and disinfected between uses by different guests.
- The maximum number of passengers allowed per car are as follows:
  - Vehicles up to 7 seats can transport 2 passengers excluding the driver.
  - Vehicles of 8 or 9 seats can transport 3 passengers excluding the driver.
- The above limits can be exceeded for parents accompanying their underage children.

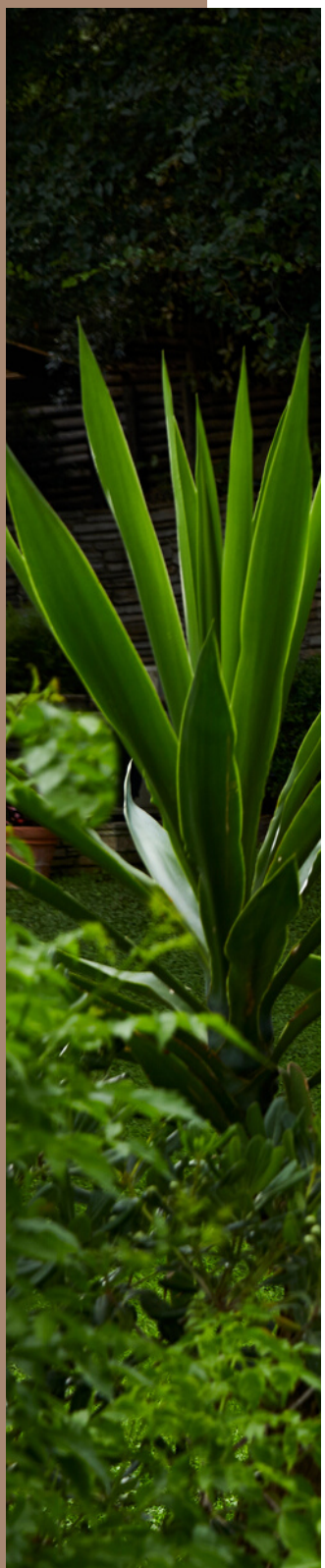


CAR RENTAL SERVICES WITH DRIVER

- The maximum number of passengers allowed per car are as follows:
  - Vehicles up to 5 seats can transport 1 passenger excluding the driver. A second passenger is permitted, if they are accompanying a person in need of assistance.
  - Vehicles of 6 or 7 seats can transport 2 passengers excluding the driver.
  - Vehicles of 8 or 9 seats can transport 3 passengers excluding the driver.
- The above limits can be exceeded for parents accompanying their underage children.
- The use of a non-medical protective mask, both by the passengers and by the driver, is mandatory.

21

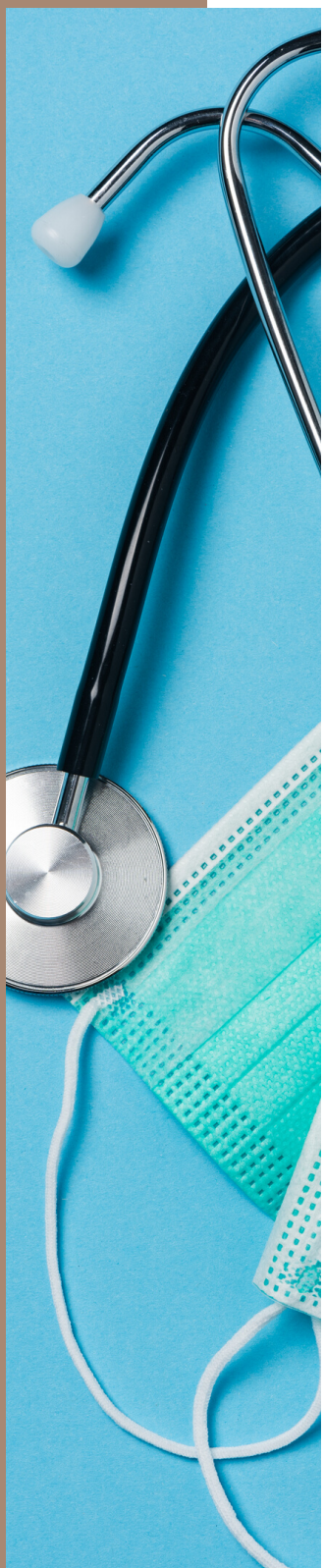
ENVIRONMENTAL MEASURES



- All workplaces are adequately ventilated and air conditioning systems are regularly maintained.
- All workplace surfaces, common areas and equipment are regularly cleaned.
- In the event of a possible or confirmed case of COVID-19 infection, all areas will be disinfected according to the instructions of the National Public Health Organization.
- Covered waste bins have been installed, where all disposable Personal Protective Equipment or other means used to disinfect work surfaces can be disposed of immediately after use.
- Work clothes and Personal Protective Equipment are frequently cleaned and safely stored.

22

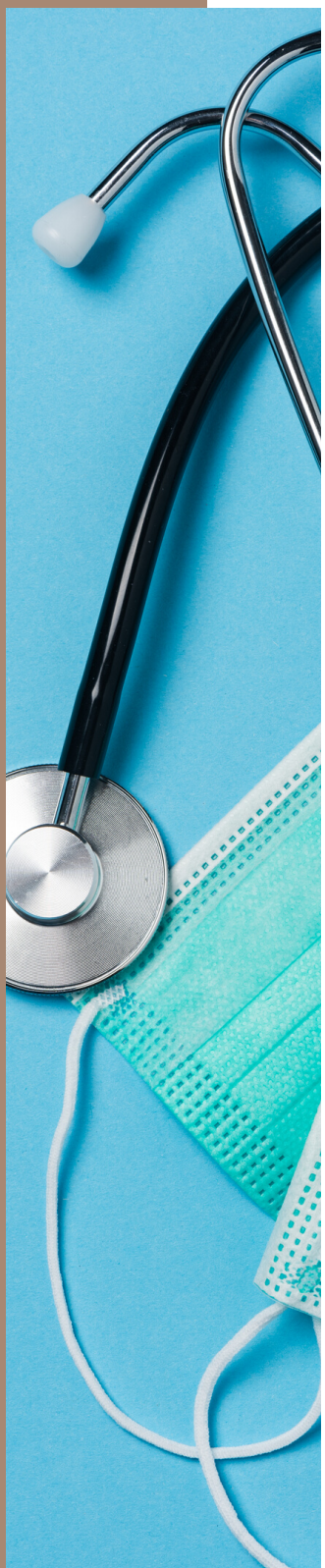
COVID-19 SUSPECTED CASE MANAGEMENT PLAN



If a guest shows symptoms relating to COVID-19, the following procedure is followed:

- The health manager of the hotel will contact directly the National Public Health Organization to report the suspected case and receive further instructions.
- The guest will be asked to remain in their room with the door closed.
- Patients who show symptoms of respiratory infection (cough, sneezing, runny nose), will receive a simple surgical mask and tissues immediately.
- If the patient has a companion who wishes to stay and take care of them, they will be given a simple surgical mask and be advised to wash their hands every time they come in contact with the patient.
- Members of staff are advised to avoid entering the patient's room unless absolutely necessary, in which case a member of staff will be selected to deal exclusively with the patient. Used protective equipment is discarded in a covered waste bin and is not reused.
- After discarding the protective equipment, staff are required to wash their hands thoroughly.

23



If an employee exhibits symptoms relating to COVID-19, the following procedure is followed:

- The health manager of the hotel will contact directly the National Public Health Organization (NPHO) to report the suspected case and receive further instructions.
- The member of staff will be asked to remain in a designated room with the door closed.
- Patients who show symptoms of respiratory infection (cough, sneezing, runny nose), will receive a simple surgical mask and tissues immediately.
- An investigation is then carried out to determine the possible exposure of other employees or guests, who will then be asked to follow the instructions of NPHO.
- All surfaces and equipment that have come into contact with a patient are thoroughly cleaned.

24

CLEANING & DISINFECTING A PATIENT'S ROOM

- All surfaces that have come into contact with a patient are thoroughly cleaned.
- Housekeeping staff are required to use a simple surgical mask, gloves and a disposable waterproof robe.
- After removing their gloves, staff are required to wash their hands thoroughly
- Fabrics are cleaned with a steam device (temperature> 70°C).