

1. Cleaning Spaces

Higher cleaning and disinfection frequency of spaces using cleaning agents and virucidal disinfectants approved by the National Organization for Medicines (EOF). The cabin is to be cleaned and disinfected prior to its use by the next customer.

2. Reception Desk Area

- Antiseptics for use by customers.
- Regular disinfection of reception desk area surfaces.
- Appropriate arrangement of the reception desk area; addition of a floor label at a 2m distance whereon the customer shall stand.
- Use of tablet for registration and the questionnaire, which shall be disinfected following every use.

3. Ventilating Spaces

Frequently ventilating spaces with fresh air; maintenance of vents as per the hotel's protocol.

4. Sanitized Linen

- Individual linen set for each customer. Delivery in the presence of the guest.
- Placement of used towels in dedicated, closed, labelled bags or sacks for delivery to the laundry areas.

5. Sterilizing Tools

As per the disinfection and sterilization protocols for all multi-purpose tools.

6. Using Antiseptics

Antiseptic stations are available in all spaces for frequent hand-sanitizing.

7. Hand-sanitizing Protocol

Frequent hand washing for at least 20 seconds using soap which is available in locker rooms, customer and staff toilets.

8. Personal Protective Equipment (PPE)

8.1 Customers

A disposable mask and shoe covers shall be provided upon arrival. Prohibition on self service

8.2 Staff

- The Company shall provide each staff member with adequate PPE and make sure to maintain sufficient stock thereof.
- A transparent plexiglass face shield shall be used.
- Shoe covers shall be used throughout stay in the SPA area and they shall be regularly replaced.
- Disposable gloves shall be used, as necessary.

9. Personal Items

9.1 Customers

Disinfected or disposable items shall be used for providing beverages.

9.2 Staff

- Used work uniforms shall be washed daily at 60°C and then ironed prior to their next use. The number of work uniforms provided shall be doubled compared to previous years.
- Work uniforms and shoes shall remain in the spa area.

10. Ongoing Updates on Health and Safety Actions

In general, the Company shall be alert and willing to be in line with and apply any and all additional measures under applicable legislation or guidance by expert associates.