

# Measures to reduce the spread of SARS-CoV-2



## HOTELS AND HOLIDAY RENTALS

### Guidelines and recommendations

**Prepared by the Technical Committee established by the ICTE in collaboration with the Spanish Confederation of Hotels and Tourist Accommodation (CEHAT), territorial tourism sector organisations, and hotel chains and companies, and agreed with the Spanish Association of Labour Prevention Services (AESPLA), PRLInnovación, and the trade unions CCOO and UGT.**

## TABLE OF CONTENTS

<b>0. INTRODUCTION .....</b>	<b>4</b>
<b>1. PURPOSE AND SCOPE.....</b>	<b>4</b>
<b>2. TERMS AND DEFINITIONS.....</b>	<b>4</b>
2.1 COVID-19.....	4
2.3 Risk Management .....	5
<b>3. RISK MANAGEMENT REQUIREMENTS.....</b>	<b>5</b>
3.1 General requirements.....	5
3.2 Health and Safety/Management Committee .....	5
3.3 Material resources .....	6
3.4 General measures for hotels .....	7
3.5 Protective measures for personnel .....	8
3.6 Informative measures .....	10
<b>4. SERVICE REQUIREMENTS.....</b>	<b>11</b>
4.1 Reception and welcome service .....	11
4.2 Cafeteria/restaurant service .....	12
4.3 Accommodation.....	13
4.4 Public areas .....	13
<b>5. ENTERTAINMENT REQUIREMENTS .....</b>	<b>15</b>
<b>6. EVENT REQUIREMENTS .....</b>	<b>16</b>
<b>7. CLEANING AND DISINFECTION REQUIREMENTS .....</b>	<b>16</b>
7.1 Cleaning plan.....	16
7.2 Kitchen cleaning requirements .....	17
7.3 Room cleaning requirements .....	17
7.4 Textile cleaning .....	18
<b>8. MAINTENANCE REQUIREMENTS.....</b>	<b>18</b>
8.1 Preventive maintenance plan .....	18
<b>BIBLIOGRAPHY.....</b>	<b>19</b>
<b>APPENDIX .....</b>	<b>20</b>

## 0. INTRODUCTION

Tourism is the leading industry in Spain. However, the current COVID-19 crisis means protocols must be established so that the reopening of facilities does not increase the risk of community contagion, as well as the protection measures necessary for workers in this sector. For this reason, the State Secretariat for Tourism and the Autonomous Regions have agreed to coordinate a single health protocol for COVID-19 to prepare for the reopening of the tourism sector as the containment measures are relaxed. The Spanish Tourism Quality Institute took part in drafting this standardised protocol, with requirements for each tourism subsector or activity, to help hotels and holiday apartments identify and analyse risks in their organisations and implement best practices in their services, at their facilities and with their personnel in order to halt the virus.

## 1. PURPOSE AND SCOPE

Without prejudice to current legislation, this document includes guidelines and recommendations to be applied by hotels, holiday rentals, hostels and guesthouses to minimise the risk of SARS-CoV-2 virus infection.

The various services will begin operating in accordance with the timetable published by the government or according to any future amendments.

## 2. TERMS AND DEFINITIONS

### 2.1 COVID-19

COVID-19 is a disease caused by the SARS-CoV-2 coronavirus, a virus first detected in December 2019. The most common symptoms caused by this disease are fever, coughing and shortness of breath. Other symptoms may include fatigue, aches, runny nose, sore throat, headache, diarrhoea, or vomiting. Some people lose their sense of smell or taste.

### 2.2 Risk

The possibility of a person becoming infected with the SARS-CoV-2 coronavirus.

## 2.3 Risk Management

Coordinated activities to direct and control the organisation in relation to the risk.

(UNE-ISO 31000:2018)

## 3. RISK MANAGEMENT REQUIREMENTS

### 3.1 General requirements

Hotels must commit strongly to risk management and lead in the systematic implementation of measures to minimising risk. Risk management must form part of every process in the establishment and therefore the different processes must be coordinated.

Based on the findings of their risk assessment, each establishment will draw up a contingency plan detailing the specific measures it will take to reduce the risks of COVID-19 infection. This preventive activity should be conducted before resuming activity.

As a legal requirement, prevention officers or workers' representatives must be consulted in the process of adapting the risk assessment and drafting the resulting health and safety protocols, but it would be advisable for this contingency plan to be arrived at as a consensus between the company and the health or safety committee (or the management committee, as appropriate).

### 3.2 Health and Safety/Management Committee

Where there is no Health and Safety Committee, the company must set up a risk management committee, which will include the workers' legal representative. The management and duties of this committee must always comply with the Law on the Prevention of Occupational Risks (LPRL).

Once the risks have been identified and assessed as provided by the LPRL, the committee will be responsible for defining strategies and decision-making to minimise health and hygiene risks due to COVID-19.

Specifically it will:

- Set targets.
- Establish mechanisms for gathering information to make the best decisions (consultation with authorities, employees, specialists, etc.).

- Establish a coordination method (between the committee members, with workers' representatives, ORP service or the person with these duties depending on the type of preventive organisation chosen by the company, with the employees, competent authorities in each matter, suppliers and subcontractors).
- Design the necessary protection measures, included in a contingency plan.
- Plan the implementation of the contingency plan.
- Implement the contingency plan based on the size and complexity of the company, and monitor its compliance, assessing its effectiveness and modifying it if necessary according to the effectiveness demonstrated.

This contingency plan must include at least:

- The possibility of modifying the decision-making processes, if necessary.
- The assignment of authorities and responsibilities within the framework of risk management.
- The allocation of human and material resources, including determining the use of Personal Protective Equipment (PPE) in accordance with the needs found in the occupational risk prevention, without prejudice to the provisions laid down in this standard and in the applicable regulations.
- The determination and implementation of an action protocol in the event that an employee or customer shows symptoms that are compatible with COVID-19, following in all cases the guidelines for the prevention of occupational risks and of the health authorities respectively, and considering the revision of cleaning and disinfection protocols for potentially contaminated surfaces.
- The supervision of compliance with the recommendations and guidelines issued by health authorities regarding special measures due to COVID-19, both by employees and guests, as well as the additional measures contained in the contingency plan resulting from the risk assessment.

### 3.3 Material resources

The hotel must establish the actions needed to acquire the necessary resources, as identified in the risk assessment and the contingency plan, always taking into account the health authority recommendations (e.g. masks, gloves).

The hotel must consider any possible restrictions on the provision of material resources and service limitations stemming from such restrictions, assessing feasible possibilities other than those initially proposed if necessary, always with the agreement of the legal workers' representative.

If at any time a lack of material resources is detected, the health and safety/management committee must analyse the situation and report it to the competent authorities to safeguard the company and its employees. It may analyse and propose alternative resources and measures.

### 3.4 General measures for hotels

#### 3.4.1 General requirements

The hotel must:

- Plan tasks and work processes so as to guarantee the safe distance established by health authorities; workstation layout, the organisation of movement within the establishment, and the distribution of spaces (furniture, shelving, corridors, etc.) in the workplace must be adapted if necessary. If this is not possible, alternative measures shall be taken to avoid the risk of transmission by contact. If employees work in shifts, the shifts should be planned whenever possible so that the same employees are always in the same shift groups. Similarly, if staff need to change their clothes, a space must be provided that also ensures interpersonal safe distances, or the maximum capacity of any staff changing rooms must be established. Additionally, social distancing should be maintained in internal meetings.
- Assess whether there are workers who are particularly vulnerable to COVID-19 in the workplace and determine specific security measures for them.
- Have a contactless thermometer.
- If employees clock in and out using a contact-based system (fingerprint, digits) which cannot be reliably disinfected, a clocking-in system should be implemented that avoids different employees touching the same surface. If choosing to disinfect the system after each use, disinfectant solution must be provided.
- Ensure suitable protection for employees, facilitating hand washing with soap and water, or if this is not possible, the use of hand sanitiser.
- Allow time and provide facilities for correct hand hygiene.

- Provide adequate PPE as identified in the occupational risk assessment. If any service is subcontracted, the hotel will supervise that subcontracted personnel have the necessary personal protective equipment.
- Establish rules for the use of facilities where work is carried out and shared spaces to maintain a safe distance (e.g. in lifts, dining rooms, lobbies and public areas, and changing rooms).
- Ventilate the different areas of the establishment at least daily and more frequently whenever possible.

Also:

- Interpersonal safe distances must be respected in all activities. This means that occupancy levels must be monitored when necessary. If this is not possible, the necessary protective measures and equipment must be ensured.
- Depending on the type of uniform, the hotel must determine the type of cleaning and frequency. Since uniforms should only be worn during the working day, the establishment should wash staff work clothing along with its linens, ensuring that they are cleaned at a temperature of >60°C. If staff wash uniforms at home, the establishment must inform them that they should be washed at >60°C. Work clothing must be placed in a closed bag if taken home by staff. If uniforms cannot be washed at that temperature, they should be appropriately disinfected.
- Workers should be trained in the correct use and maintenance of the masks, gloves and other PPE they use; a record must be kept of this training.

## 3.5 Protective measures for personnel

### 3.5.1 General requirements

Personnel must be informed about the contingency plan and their specific responsibilities within the framework of risk management.

Specifically, personnel must:

- Have clear and intelligible information, and specific and updated training on the specific measures to be implemented.
- Avoid greeting other staff members and customers with physical contact, including shaking hands. Safe distances must be respected whenever possible.

- Take into account the result of the risk assessment of each workstation, which will determine whether or not it is compulsory to use a mask and the characteristics of the mask according to the task to be carried out (e.g. hygienic, surgical), as well as the time of use according to its characteristics.
- Immediately throw away any personal hygiene waste -especially tissues- as well as PPE in authorised, non-manual waste bins or containers.
- Wash their hands thoroughly after sneezing, blowing their nose or coughing, or touching potentially contaminated surfaces (money, menus, etc.). However, the hand washing protocol must be adapted to the characteristics of the facilities, for example, when personnel are unable to wash their hands regularly due to the physical characteristics of the building. In this case, the use of hand sanitiser must be ensured.
- Regularly disinfect personal objects (glasses, mobile phones, etc.) throughout the day with soap and water when feasible, and with a disinfectant solution when not available; similarly, disinfect workstation elements (screen, keyboard, mouse, etc.) during shift changes. Specific products applied with a cloth, or special disinfectant wipes, must be used to disinfect electronic equipment.
- Do not share other employees' work equipment or devices. If certain equipment or devices are shared, the hotel must establish cleaning and disinfection guidelines between each use to reduce the risk of contagion.
- Wear clean work clothes daily.

### 3.5.2 Specific requirements for housekeeping and cleaning

Housekeeping and cleaning should use appropriate personal protective equipment depending on the level of risk considered to apply in each situation. Staff must at least wear a mask and gloves. Changing gloves between cleaning each room is recommended.

After each cleaning session, they must safely dispose of the materials and protective equipment used, and then wash their hands. Buckets with lids will be provided for disposal and subsequent management.

Gloves and masks should be disposed of according to their life span and the conditions in which they are used.

Housekeeping and cleaning staff must not work in rooms while guests are in them, except for justified causes.

If the services described here are subcontracted, the main company will supervise that subcontracted personnel have the necessary personal protective equipment and follow the established procedures.

### 3.5.3 Facilities for staff use

#### Dining rooms, canteens, leisure or rest areas

If a staff canteen is provided, measures must be implemented to ensure safe distancing during use, establishing a maximum occupancy level. Likewise, the use of dining rooms, rest rooms, canteens, etc. must be regulated, establishing their capacity so as to maintain the minimum safe distance, as well as optimum hygiene conditions.

To ensure this, measures may be taken such as:

- Increasing the number of meal shifts and/or the number of breaks, alternating breaks, etc., so that as few people as possible are in the area at the same time. This may involve the temporary adjustment of the length or distribution of breaks.
- Removing enough chairs to ensure social distancing is respected.
- Putting up signs reminding people to wash their hands before and after pressing the buttons on vending and coffee machines, if any.
- Not sharing kitchen utensils or tableware items.

#### Dressing rooms and toilets

Appropriate measures should be in place to maintain safe distances and reinforce cleaning measures.

Street clothes should be stored in plastic bags or clothing bags so that there is no contact between street clothes and work clothing; installing lockers is recommended.

According to Order SND/386/2020 of 3 May, shared toilets must be cleaned and disinfected at least 6 times a day.

### 3.6 Informative measures

The contingency plan, prepared by the health and safety/management committee, must be communicated to workers' representatives (if any) and to workers for their correct implementation and maintenance.

Suppliers and guests must be informed of the measures that directly affect them and which they must apply (e.g., use of masks, hand washing, physical distancing, etc.).

The establishment must inform guests of the service conditions and prevention measures established for their acceptance before confirming a booking.

In the establishment itself, informative measures should include:

- Signage with preventive measures implemented in the centre and guidelines to be followed by guests.
- Indication of positions respecting safe distances with markings or alternative measures (e.g. at reception, at the restaurant entrance, etc.).
- Information on healthcare centres, firefighters, local and national police in the area, with schedules and phone numbers for emergency care and their location.

Signage must be provided in at least one foreign language (taking into account the country/countries of origin of guests).

The hotel must urge employees and workers to comply with the measures in the contingency plan and must provide its personnel with the necessary information on preventive and hygienic measures, and the appropriate use of protective material.

Service providers outside the accommodation must be informed of the applicable prevention measures that have been put in place.

## 4. SERVICE REQUIREMENTS

### 4.1 Reception and welcome service

The following preventive measures must be enforced:

- Maximum reception area capacity must be determined and the necessary measures established to ensure distancing between guests and employees. If a safe distance with employees cannot be maintained at reception, physical elements should be installed to ensure reception staff are protected. These should be easy to clean and disinfect. If these physical elements are not available either, staff must wear a mask.
- Hand sanitiser should be available in the reception and welcome area.
- Sharing pens should be avoided and, if necessary, borrowed pens should be disinfected after use.

- The minimum safe distance between guests must be ensured and visible distance markers must be installed to avoid crowding.
- Payment by card or other electronic means should be encouraged, preferably contactless. This applies to all accommodation services.
- If contact is required, the POS must be disinfected after each use.
- Counters should be cleaned and disinfected at least daily, depending on how many guests there are.
- If cards or keys are used, they must be deposited in a container with disinfectant at the end of the stay or after each use if they are left at reception.
- Computer equipment and any other items used (e.g. telephones) should be cleaned and disinfected at the beginning and end of the shift. The use of individual headsets and headphones is recommended.

Disinfectant mats should be placed at the entrance to establishments.

Rooms should be allocated to guarantee the required hygienic disinfection measures.

When staff transport guest luggage, the service must be provided in safe conditions. For this purpose, staff will be provided with disposable gloves and/or disinfectant wipes for cleaning straps, handles, etc.

Staff should avoid handling guests' cars.

## 4.2 Cafeteria/restaurant service

### 4.2.1 General requirements

The establishment should refer to the protocol on "Measures to reduce the spread of SARS-Cov-2 in catering services" (ICTE, 2020), applicable to the cafeteria/restaurant service.

### 4.2.2 Type of service

The type/s of service should be chosen in order to reduce handling and intervention by guests to prevent the risk of contagion. In the specific case of buffets, formulas such as the assisted buffet with protective screen, individual plating and/or covered single-servings (also with protective screen), etc., should be implemented.

Shared elements or equipment (oil and vinegar bottles, salt shakers, drink dispensers, sugar packets, etc.) and any decorative elements must also be removed from all services.

Based on its facilities, the establishment should also consider a suggested or predefined route to avoid crowding in certain areas and to prevent contact between customers.

For room service, if the waiter enters the room they must use gloves both to serve and to remove the service.

Also:

- the waiter must wear a mask if a safe distance from the guest cannot be ensured.
- all tableware (including trays and cloches) must be sanitised in the dishwasher.
- a protocol must be defined for waste removal, and the guest must be informed of it.

#### 4.2.3. Kitchen

The HACCP system should be updated for COVID-19 prevention.

### 4.3 Accommodation

Rooms must specifically meet the following requirements:

- The contingency plan may require the reduction of textiles (including rugs), decorative objects and amenities in the room.
- The bathroom waste bin must have a non-manual lid and a double bag.
- Blankets and pillows in wardrobes must be protected.
- If a hair dryer is available in the room, it must be cleaned (including the filter) when each guest leaves.
- Hangers, if not sealed, must be disinfected on guest departure.
- The ironing service should be limited.

Removing waste paper baskets from bedrooms is recommended, so that any tissues, masks, etc. are concentrated in a single waste bin with a lid, minimising the risks of transmission and handling.

In the case of rooms shared by people who do not form a family unit, the health and safety/risk committee should determine the appropriate measures according to the type of guests.

### 4.4 Public areas

#### 4.4.1 General requirements

The following points will be enforced:

- The hotel must determine the maximum capacity of the various public spaces.
- The hotel must have hand sanitiser available in high traffic areas and facilities used intensively by guests. The installation of hand sanitiser at toilet exits can be considered.
- Public toilets should have paper towel dispensers or hand dryers. Towels, even for individual use, should be avoided. Toilets should be cleaned at least 6 times a day.
- Bins must be non-manual and have a double bag.
- Event spaces, closed spaces for entertainment activities or gyms, must be ventilated 2 hours before use to ensure compliance with current regulations.

Also:

- The establishment must ensure that guests follow safe distancing guidelines.
- Consumables must be replaced as needed (soap, paper towels, etc.).
- Paper, gel and soap dispensers should be cleaned periodically, depending on the level of use.

The establishment should pay particular attention to the cleaning and disinfection of shared-use areas.

#### 4.4.2 Gyms

The following points must be enforced:

- The maximum occupancy of the facility must be defined to ensure a safe distance (also between machines) and a space must be provided with bins for used towels, if necessary. These bins should have lids, be pedal-operated and have a plastic bag.
- Collective or group classes must guarantee a 2x2 space apart from the teacher. Positions should be marked on the floor. Exercises involving contact should be avoided. Activities that can be done outdoors will be taken outside.
- A period of inactivity must be ensured between group classes to clean and disinfect rooms after each session and to ensure the safety of employees and guests. In any case, rooms must be ventilated several times a day.

- Public drinking fountains should be sealed, unless they are continuous flow, or automatic or pedal activated.
- Users should be encouraged to use a towel on all sports equipment.
- Machines will be cleaned and disinfected after each use. The same applies to common gym elements such as weights, fitness balls, dumbbells, etc., which should be removed if their cleaning and disinfection cannot be ensured.

If safe distancing cannot be guaranteed in this type of facility, it should be closed temporarily and other alternatives offered to guests (e.g. customised exercises to be followed outdoors).

#### 4.4.3 Lifts

Maximum lift capacity should be determined and guests informed. Individuals from different family units should not share lifts, unless masks are used.

#### 4.4.4 Swimming pools and spas

Applicable guidelines and recommendations will be determined according to the results of the requested scientific report on the behaviour of COVID-19 in the water of both outdoor and indoor swimming pools.

At spa facilities, the establishment should refer to the "Measures to reduce the spread of SARS-CoV-2 at spas" (ICTE, 2020), as applicable.

#### 4.4.5 Children's playgrounds

If the competent authority allows their use and always following its instructions, a more frequent cleaning and disinfection programme will be implemented in play areas and facilities. Hygienic measures for use must be established at the entrance to the play area (hand washing or, failing this, use of hand sanitiser).

Child caregivers will maintain strict personal hygiene with frequent hand washing and/or use of hand sanitiser.

## 5. ENTERTAINMENT REQUIREMENTS

Entertainment activities must be designed and planned in such a way that capacity can be controlled and the minimum safe distance respected. Otherwise, masks must be worn. They shall be held outdoors whenever possible and the exchange of objects must be avoided.

Entertainment activities will comply to regulations issued by the competent authority at any time in relation to the number of people who can participate.

In all cases, the material used for entertainment activities must be disinfected after each use.

## 6. EVENT REQUIREMENTS

When the competent authority permits events, without prejudice to its provisions, each establishment must define the areas in which events may be held, based on the risk assessment findings.

Events must be designed and planned in such a way that occupancy can be monitored and the minimum safe distance respected on arrival, during breaks, meal and drinks services and at the end of the event. If this safe distance cannot be ensured, masks must be worn.

The distribution of material at meetings (paper, pen, water, etc.) should be assessed.

## 7. CLEANING AND DISINFECTION REQUIREMENTS

### 7.1 Cleaning plan

The establishment must adapt its cleaning and disinfection plan taking into account the risks identified in the assessment. The plan should at least consider:

- An increase in the frequency of cleaning and wiping, especially areas with greater contact (surfaces, doorknobs, washbasins, taps, handles, lifts, reception desk, doors, room keys/cards, telephones, remote controls, toilet flush, protection barriers, air conditioning, dryer, clocking-in system, gym machines, railings, room service menu, minibar, hangers, etc.). Specifically, employee work areas must be disinfected at the end of their shift (e.g. reception counter, till, etc.).
- Public areas with guests must be ventilated daily.
- Cleaning surfaces with disinfectants.
- The use of disinfectant cleaning products under safe conditions, e.g. freshly prepared bleach solution (chlorine concentration 1 g/L, prepared with a 1:50 dilution of bleach concentrated at 40-50 g/L). 62-71% ethanol or 0.5% hydrogen peroxide solutions are also effective over one minute, and other approved and proven alternative methods can also be used. All disinfectants used must be proven to be effective and be used in accordance with product safety information.

- Cleaning bedrooms safely.

Cleaning trolleys must be cleaned and disinfected after each shift change when they have been used.

Public area waste bins must be collected under safe conditions so that the bags can be closed/sealed and transferred to the waste collection point.

A daily cleaning record must be kept.

The contingency plan should determine the impact of the necessary cleaning measures on the planning and organisation of work because of the special importance of this area in this situation.

## 7.2 Kitchen cleaning requirements

The criteria defined in the existing HACCP system should be updated for COVID-19 prevention.

The establishment should refer to the protocol on "Measures to reduce the risk of spreading SARS-Cov-2 in catering services" (ICTE, 2020).

## 7.3 Room cleaning requirements

Room cleaning and disinfection in the context of COVID-19 should specifically include airing the room, and replacing towels and bedlinen. This can be done taking into account the frequencies established for the hotel category. Additionally, special attention will be given to the following:

- Cleaning walls, floors, ceilings, mirrors and windows, furniture, equipment and decorative and functional elements.
- Cleaning any surface or equipment with a high level of use/contact (8.1).

A systematic approach should be defined to avoid cross-contamination, with clean linen only being laid out once the room has been cleaned and disinfected. Dirty laundry must be put in bags before being placed on cleaning trolleys.

The room minibar service should not be provided if the establishment cannot guarantee cleaning between guests.

Housekeeping and cleaning staff must not work in bedrooms without guests leaving the room, except under exceptional circumstances. Information on this measure will be provided in advance.

The "ISO 22483 Tourism and Related Services - Hotels - Requirements for the Provision of Service" standard details quality requirements in the room cleaning process.

## 7.4 Textile cleaning

The following requirements must be enforced:

- Dirty or used textiles should be collected, put in a bag and closed until treatment at the laundry.
- Avoid shaking used textiles. In the case of linens, avoid placing them on the room or bathroom floor.
- Personnel should wash their hands after handling used textiles.
- Used textiles should be washed at >60°C. If the laundry service is outsourced, the service provider must be informed of the minimum required temperature.

## 8. MAINTENANCE REQUIREMENTS

### 8.1 Preventive maintenance plan

A specific protocol must be in place for maintenance personnel to enter rooms while the guest is in the room only if strictly necessary. This protocol must at least specify the following:

- Maintenance personnel must be protected with the personal protective equipment determined by the findings of the job risk assessment.
- Once the assistance or repair has been completed, personnel must dispose of PPEs as defined in the contingency plan, and then wash their hands. If the guest is in the room because their presence is required, they should be urged to wear a mask while maintenance personnel remain in the room whenever the minimum safe distance cannot be ensured.
- Avoid any physical contact.

Specifically, the air conditioning system must be checked periodically, especially the cleanliness of filters and grilles.

## BIBLIOGRAPHY

- [1] Measures to reduce the spread of SARS-Cov-2 coronavirus
- [2] ISO 22483 Tourism and related services. Hotels. Service requirements
- [3] UNE-ISO 22000:2018 Food safety management systems. Requirements for any organisation in the food chain.
- [4] UNE 167013. Hospitality. Restaurant Services. Service provision requirements.
- [5] UNE-ISO 31000:208 Risk management. Guidelines.
- [6] Ministry of Industry, Trade and Tourism (2020). Good practice guide for commercial sector establishments.
- [7] Ministry of Industry, Trade and Tourism (2020). Guide to good practices for establishments and workers in the tourism sector.
- [8] Ministry of Health, Consumer Affairs and Social Welfare (2020). Action procedure for occupational risk prevention services in relation to exposure to COVID-19.
- [9] Ministry of Health (2020). Action procedure for occupational risk prevention services in relation to SARS-COV-2.
- [9] Measures to reduce the spread of SARS-CoV-2 at spas (ICTE, 2020)

APPENDIX I:

WHO RECOMMENDATIONS FOR HAND WASHING

# How to wash hands

 Duration of the entire procedure: 40-60 second



0 Wet hands with water;



1 Apply enough soap to cover all hand surfaces;



2 Rub hands palm to palm;



3 Right palm over left dorsum with interlaced fingers and vice versa;



4 Palm to palm with fingers interlaced;



5 Backs of fingers to opposing palms with fingers interlocked;



6 Rotational rubbing of left thumb clasped in right palm and vice versa;



7 Rotational rubbing, backwards and forwards with clasped fingers of right hand in left palm and vice versa;



8 Rinse hands with water;



9 Dry hands thoroughly with a single use towel;



10 Use towel to turn off faucet;



11 Your hands are now safe.

 **World Health Organization** | **Patient Safety** UNA ALIANZA MUNDIAL PARA UNA ATENCION MÁS SEGUERA | **SAVE LIVES**  
Clean Your Hands

## APPENDIX II: PROPER USE OF PPE.

### MASK

Based on the General Secretariat of Industry and Small and Medium Enterprises Resolution of 23 April, regarding personal protective equipment in the context of the health crisis caused by COVID-19, if a device does not have an EU certificate from the Notified Body (together with the manufacturer's Declaration of Conformity and the other information required on the product/package for CE marking), in order to be supplied/marketed on an exceptional basis, it must be temporarily authorised by the relevant market control authority (section 1.2 of the resolution).

In general, the recommendation is to use disposable PPE or, if not, that can be disinfected after use, following the manufacturer's recommendations.

PPE must be chosen in such a way as to guarantee maximum protection with minimum discomfort to the user, and to this end it is especially important to choose the size and design that will suit the user.

The correct placement of PPE is essential to avoid possible routes of entry for the biological agent; equally important is PPE removal to avoid contact with contaminated areas and/or dispersion of the infectious agent.

PPE must be disposed of safely, in closed bags deposited in the waste container (not the recycling container).

#### Masks

In the context of the current COVID-19 epidemic, hygienic masks are recommended in the workplace (non-reusable, manufactured according to UNE 0064-1 and limited to 4 hours of use, or reusable, manufactured according to UNE 0065, and which must be washed at 60°C after a similar period of use). Surgical masks can also be used (UNE-EN 14683: 2019) although these will preferably be reserved for infected personnel or those with symptoms compatible with COVID-19.

In any case, and as a general rule, masks need not be used in an environment where there is no evidence of a person or surfaces potentially contaminated by SARS-CoV-2, as long as safe distances can be maintained.

If accessing areas with infected persons, respiratory protection masks (FFPII or FFPIII) should be used unless safe distances can be maintained. Dual masks may also be used, which must comply with both PPE and MD (medical device) legislation.

Under no circumstances should you touch the front of the mask with your hands during use and removal. Masks must not be left on the forehead or neck, or kept in a pocket between uses.

*Note: surgical masks and hygienic masks are not considered PPE.*

## Hygienic masks in general population



Most people catch COVID-19 from other people with symptoms. However, there is increasing evidence of the role of people who are asymptomatic or have mild symptoms in spreading the virus. Therefore, under some circumstances, the use of hygienic masks in the general population could help reduce virus contagion.

This is only true if they are used correctly and in compliance with prevention measures to reduce community contagion.



If you have symptoms, stay at home and isolated in your room.



Stay 1-2 metres away from others.



Wash your hands frequently and thoroughly.



Do not touch your eyes, nose or mouth.



Cover your mouth and nose with your inner elbow when coughing or sneezing.



Use disposable tissues.



Remote work whenever possible.

A hygienic mask is a non-medical product that covers the mouth, nose and chin; it has straps for the head or ears.

UNE technical specifications have been published for manufacturing hygienic masks:

- Reusable (adults and children)
- Non-reusable (adults and children)

**WHO should wear a mask?**

Healthy general population.



**WHEN to use a mask?**

- When you cannot maintain a safe distance at work, when shopping, in closed spaces or on the street.
- When using public transport.

**Use masks properly to avoid generating more risk**

-  Wash your hands before putting it on.
-  The mask should cover your mouth, nose and chin at all times. It must adapt to your face.
-  Avoid touching the mask while wearing it.
-  For comfort and hygiene, masks should not be worn for more than 4 hours. If it gets wet or damaged, replace with another mask. Do not reuse masks unless they are marked as reusable.
-  To remove the mask: remove it from behind without touching the front, discard immediately in a closed bin and wash your hands.
-  Reusable masks should be washed according to the manufacturer's instructions.

21 April 2020

Consult official sources for information

[www.msctbs.gob.es](http://www.msctbs.gob.es)

@sanidadgob

**#ESTE VIRUS LO PARAMOS UNIDOS**



*Hygienic masks in general population (Ministry of Health, 2020)*

### APPENDIX III: PROPER USE OF PPE. GLOVES.

Protective gloves must comply with EN-ISO 374.5:2016. They should be made of vinyl or nitrile, but other more resistant materials can be used if the activity to be performed so requires. Gloves must be CE marked.

Gloves can create a false sense of protection, so hand hygiene before and after use is very important, especially if potentially contaminated surfaces have been touched.

Gloves must be changed as often as indicated according to their use and the manufacturer's instructions. In any case, sanitiser can be applied to them to prolong their use, but at any sign of deterioration (perforation, tearing, etc.) they must be replaced.

The correct way to remove gloves without contaminating hands is as follows:



*Procedure for occupational risk prevention services*

*(Ministry of Health, 2020)*

*Learn to take off disposable gloves without risk*

*Association, 2020)*

*(Nursing*

## APPENDIX IV:

### MODE OF ACTION FOR INFECTED OR AT RISK PERSONNEL

Basic knowledge about Covid-19 to be taken into account for prevention:

- The main symptoms of Covid-19 are coughing, fever and difficulty breathing, and muscle pain and headache in some cases.
- 80% of cases present mild symptoms and the incubation period is 2-14 days. 50% of cases begin to show symptoms within 5 days of infection.
- If a worker begins to have symptoms compatible with the illness, they must immediately contact the telephone number provided by the corresponding Autonomous Region or health centre. They must also inform the company. If their symptoms start in the workplace, they must notify their immediate supervisor. The establishment will then notify the prevention service, if any, so that it can adopt the appropriate measures and comply with the notification requirements established by the Ministry of Health.
- The company must draw up and apply a protocol for action in the event of detection of possible infected persons or persons who have been in contact with the former, following the "Action procedure for occupational risk prevention services in relation to exposure to SARS-COVID-2".
- If any worker is a "person at risk" according to Ministry of Health recommendations, whether due to pregnancy, previous chronic pathologies or age, the prevention service will review their position to consider whether "preventive isolation" should be recommended or not if they cannot work remotely, following the procedure mentioned above.

## APPENDIX V: SAFE DISTANCES

The "Action procedure for occupational risk prevention services in relation to exposure to SARS-CoV-2" (Ministry of Health, 2020) sets the safe distance at 2 m.

## APPENDIX VI: CLEANING AND DISINFECTION PRODUCTS

### List of virucides

A complete list of virucide products is available at the following link:

[https://www.mscbs.gob.es/profesionales/saludPublica/ccayes/alertasActual/nCov-China/documentos/Listado\\_virucidas.pdf](https://www.mscbs.gob.es/profesionales/saludPublica/ccayes/alertasActual/nCov-China/documentos/Listado_virucidas.pdf)