

# Covid-19 Health Protocol

# RIU Hotels & Resorts & Preverisk Group

RIU Hotels and Preverisk have collaborated to develop detailed guidelines in response to the Covid-19 illness. RIU Hotels have provided invaluable input from their operations experience, which combined with Preverisk's technical knowledge and experience, has resulted in a comprehensive set of procedures addressing all departments within RIU Hotels. The authors include recognised international experts.



# Methodology

We have adopted a risk-based approach for identifying hazards throughout the entire circuit flow of guests, staff and other visitors to RIU Hotels and Resorts. From this, control procedures will be applied, according to the risk level. These protocols aim to avoid the spread of illness, both from person to person and by way of the environment (e.g. touching surfaces).

Therefore, social distancing and hygiene practices (personal and environmental) such as cleaning and disinfection, have been applied throughout the various stages, according to the risk level. These guidelines are based on current available knowledge and will be updated as more information becomes available.

Operational feedback will also be key to any future fine tuning. We have also taken into account information from various sources including: WHO, PHE, CDC, ABTA, ICTE amongst others. These guidelines form the basis for the subsequent training and implementation programme.



# Pre-opening checks

All areas of the building have been checked to ensure our guests health and safety.



Fire Safety



Gas Safety



Food hygiene



Laundry



Water Systems



Pool Hygiene and Safety



Pest Control



# Covid-19 specific control measures

The following recommendations and protocols are specifically addressed to prevent or mitigate the potential spread of Covid-19 amongst holidaymakers and staff.



Crisis  
Management  
Team



Training  
Programme



Sickness  
Reporting



Staff  
Policies



Public or  
communal areas



Confinement  
Protocols



Communication  
Plans



Restaurant



Receipt of  
goods



Reception



Staff  
Transport



Recording  
actions taken



Medical  
Support



Shops



Bar



Kitchen



Housekeeping



Maintenance



Entertainment



Spa & Fitness

# Management

We have implemented management support guidelines for ensure:



## **The Crisis Management Team (CMT)**

The CMT is up and running (and adequately trained). Our consolidated CMT allows incidents to be managed quickly and a consequently quick and well coordinated response.

## **Confinement Protocols**

An emergency plan has been designed which can be followed in case of an outbreak. In the event that a suspected or confirmed case of Covid-19 we have action plans ready to implement.

## **Training Programme**

General staff training is in place regarding new protocols to prevent the spread of Covid19.

This training is in various stages: INITIAL: containing basic information about the illness, personal hygiene, the use of PPE, and departmental procedures. FOLLOW-UP: reinforces the basic points and any improvements made. Plus, follows up employees' concerns and needs.

## **Communication Plans**

Internal and external communication plans have been established to maintain lines of communication with both guests and employees in order to provide information adapted to their needs.



## Staff Policies

Enhanced staff policies have been implemented in three main areas: personal hygiene, social distancing and the use of PPE.

We have looked sensitively at ways to protect staff from the risks of working with potentially infected guests.

## Logbook actions taken

A logging system for actions taken, to demonstrate a duty of care.

It is important to not only take action, but to also demonstrate it by way of a logging system which shows all actions taken.

## Sickness Reporting

Early symptom detection mechanisms for both guests and staff are in place to prevent the spread of infection and potential outbreaks. Implementation of this means we are prepared and can activate other control procedures without delay.

## Medical Support

Medical support is available if required. Not all destinations have the same resources, so we anticipate the needs of our guests should they become ill.



# Covid-19 specific control measures



## Reception

- The implementation of preventative measures at the Hotel entrance include taking temperatures, controlling hand disinfection and giving masks to guests, visitors and social distancing.
- The implementation of web check-in, in hotels where this is possible.
- Using the mobile app as an information tool for all the hotel's communal areas, to avoid information in paper form or flyers being exchanged.
- Hydroalcoholic gel dispensers distributed along the reception desk.
- Screens installed at the Reception desk.
- Room allocation criteria to ensure social distancing.
- Preventive measures for the use of the lifts (gauging, marks on the floor, gel inside...)
- Tape and markings will be installed to ensure correct distancing when queuing at the reception bar.

## Staff transfer

- Preventative measures to be taken, depending on the employee's mode of transport.
- The implementation of specific rules for the use of public transport, including social distancing, personal Hygiene and PPE.
- The implementation of enhanced rules for the cleaning and disinfection of company buses.
- The creation of additional hygiene rules upon arrival at hotel facilities.

## Receipt of goods

- Supplier's staff temperatures will be taken.
- Delivery staff and drivers are required to wear a mask and gloves.
- The entrance for supplier vehicles will be appropriately cleaned.
- Wherever possible, products will not enter the hotel in the supplier's packaging but will firstly be transferred to the hotel's previously disinfected crates.
- Fruit and vegetables will be disinfected before being stored.
- External suppliers will be asked for details of all hygiene and safety measures that have been taken in relation to COVID-19. Regular compliance checks will be made.
- No supplier will have access to the interior of the facilities.
- Cleaning and disinfection of high-risk areas (those most likely to be contaminated) will be carried out.
- Widening of the timetable for the reception of goods in order to avoid crowding.

## Maintenance

- Reinforced personal hygiene procedures have been implemented including gloves and masks for all staff.
- Protocols for constant ventilation with natural air have been reinforced. An air purification system will be installed in closed areas.
- Air conditioning maintenance in rooms and common areas to include a weekly disinfection of filters.
- Strict supervision of dishwashing, laundry and other washing and disinfection equipment.
- Water systems (pools, spa, domestic and irrigation water) are monitored constantly.

## Restaurant

- Breakfast, Lunch and Dinner Hours will be extended.
- Staff will manage entry to the restaurant and show guests to their allocated table.
- An information panel, located at the restaurant entry, will display access rules for guests to read before they enter.
- Guests must undergo a temperature control check before being allowed access and disinfect your hands.
- Guests must use a mask and gloves and use hydroalcoholic gel.
- There will be clear directions to show the one-way tour of the restaurant, buffets and show cooking stations.
- The distance between guests sat at 2 adjacent tables will be a minimum of 1.5 meters (in America 6 feet).
- A disposable paper tablecloth will be placed on tables and changed after each guest. A sealed disposable paper envelope will be placed on the tables containing a Knife, Fork, dessert spoon and serviette.
- Tables and chairs (surfaces and sides) and any items left on the table, will be disinfected after each guest.
- Enhanced cleaning and disinfection procedures during and after each service. All chemical products that are used are considered to be effective against COVID19.
- Improved natural ventilation.
- Social distancing will be respected in the queues for the dining areas.
- There will be a hydroalcoholic gel and glove dispenser at the entrance to each buffet stand.
- Removal of communal items such as oil, salt and pepper shakers, etc.
- Table service for drinks.

## Bar

- Guests must rub hydroalcoholic gel onto hands and use a mask and gloves in order to access.
- Signalling tape and marks will be installed to ensure correct distancing when queueing to enter the bar.
- Screens will be installed on the bar counter.
- The drinks menu will be printed on posters and those guests who have downloaded the RIU App. will also be able to see it on their mobile phones.
- Drinks will be served exclusively from the Bar to the guest, or from the Office to the Bar and then the tables.
- The distance between guests sat at adjacent tables shall be a minimum of 1.5 metres (in America 6 feet). Except for members of the same family unit who may sit at the same table.
- Enhanced cleaning and disinfection procedures during and after each service. Furthermore, tables and chairs (surfaces and sides) and any items left on the table, will be disinfected after each guest. All chemical products that are used are considered to be effective against COVID19 as their safety data sheets have been revised.
- Improved constant natural ventilation.
- Tape and markings will be installed to ensure correct distancing when queueing at the bar.
- Removal of drink dispensers.
- Removal of seating stools from the bar.

## Kitchen

- HACCP is strictly implemented and monitored and reinforced personal hygiene procedures have been implemented, including the use of gloves, masks and hand washing, at most every 30 minutes..
- Minimum safe distances of 1.5 meters (in America 6 feet) between employees adhered to.
- The number of dishes placed on the buffet will be adjusted to the number required. Single-dose, packaged products and individual portions will be provided for some meals with more regular restocking.
- Depending on the buffet option, all serving utensils (tongs, serving spoons, etc.) will be changed every 30 minutes and replaced with new disinfected ones.
- At Show cooking stations food shall be prepared in reasonable quantities to avoid queues forming, but also always avoiding food piling up.
- Procedures have been improved and the frequency of cleaning and disinfection during and after each service has been increased. All chemical products that are used are considered to be effective against COVID-19.

## Housekeeping

- Reinforced personal hygiene procedures have been implemented including gloves and masks for all staff.
- Enhanced cleaning and disinfection procedures for cleaning each room, with special attention paid to hand contact areas (Railings, handles, tv/ac remote controls, minibar, etc...) where the correct disinfection of the rooms is assured, as well as procedures of performance.
- Communal indoor and outdoor areas will be cleaned and disinfected every hour, with special attention paid to hand contact areas (Railings and handrails, elevator buttons, etc...).
- All chemicals used are considered effective against VOCs19 as their safety data sheets have been revised.
- Some items removed from rooms. Amenities now include a hand sanitiser dispenser and hygienic bags.

## Shops

- Reinforced personal hygiene procedures have been implemented including gloves and masks for all staff.
- Capacities will be limited to ensure social distancing.
- It is mandatory for guests to use hydroalcoholic gel on their hands and to use gloves.
- Signaling tape will be installed to ensure correct queueing.
- All products will be sanitised before leaving the warehouse.
- Exchanges or returns will be stored for 72 hours and sanitised.
- Payment by credit card will be encouraged.
- Enhanced cleaning and disinfection procedures reinforced for cleaning whilst open and after they close.
- Protocol reinforced for natural air ventilation.
- Signaling with the minimum safety distance to the counter.
- Social distancing must be respected at all times.
- Exhaustive hygiene measures in fitting rooms.

## Entertainment

- Reinforced personal hygiene procedures have been implemented including gloves and masks for all staff.
- Activities will be carried out whilst maintaining social distancing, limiting capacities, keeping materials sanitised and having disinfectant gel available.
- Spaces will be adapted so guests can enjoy activities whilst maintaining social distancing.
- Guests' temperatures will be taken prior to all activities.
- All materials (toys, utensils, games, etc.) will be disinfected before and after each activity with a disinfectant product effective against COVID19.
- Before beginning an activity, all participants will be reminded of hygiene and safety measures.
- Activities for children will be adapted to maintain social distancing and capacities will be reduced.
- There will be no adult or teenage sports activities involving physical contact.
- Activities that cannot be carried out in accordance with social distancing have been removed.
- Some activities will be repeated several times a day so that all the clients who want to do them can do them in turns. There will be a registration list.
- Activities where it is difficult to guarantee the disinfection of equipment have been removed.

## **SPA, fitness & pools**

- Reinforced personal hygiene procedures have been implemented including gloves and masks for all staff.
- Activities will be carried out whilst maintaining social distancing and limiting capacities.
- There will be a hydroalcoholic gel dispenser at the entry to each area (toilets, changing rooms, water areas, gymnasium, etc.).
- A strict protocol has been implemented for the changing of towels.

### **SPA**

- Guests will have to make an appointment and will need to attend alone.
- Guests will need to make an appointment for treatments to avoid crowding. This does not apply for access to the spa.
- Enhanced cleaning and disinfection procedures after use, for treatment cabins and all common areas.
- A disposable protector will be used on beds and other items used during each guest's treatment.
- Protocol reinforced for natural air ventilation between each service.
- You will need to shower before entering this space.

### **GYM**

- The mandatory use of a towel on all sports equipment.
- For disinfecting equipment, disinfectant dispensers and disposable paper dispensers will be available.
- Enhanced cleaning and disinfection procedures, reinforced and increased.

### **POOLS**

- Swimming pool capacities will be limited.
- Sunbeds will be 2 meters apart for clients from different family units.
- Sunbeds will be cleaned and disinfected each day, as well as every surfaces and areas likely to be contaminated.

## Laundry

- Reinforced personal hygiene procedures have been implemented including gloves and masks for all staff.
- Protocol reinforced for natural air ventilation.
- Hand sanitiser gel dispensers available throughout the area.
- Two designated groups of staff. One group to work exclusively with dirty clothes and the other to work exclusively with clean clothes.
- Different route circuits have been designated for dirty and clean textiles avoid any kind of cross-interaction.
- Different trolleys are used for dirty clothes and clean clothes and are disinfected daily.
- Clothes will be washed with ozone and detergent, and then dried at a temperature above 60°C. Sheets, towels and other similar elements are folded at a temperature of 150°C.
- Enhanced cleaning and disinfection procedures are reinforced in work areas during and after each shift. All chemical products that are used are considered to be effective against COVID19.

## Events

- Prior to the Event, information given regarding the Event rules, general tips and safety rules. How attendees should act to avoid crowding and even practical information about the Hotel (location of the bathrooms in different areas, emergency exits, lifts etc).
- Information regarding rules located in the venue, and also information by way of wifi access
- Independent entry and exit doors and routes to organise attendees' access.
- "Zigzag" queues eliminated and in access queues, safe distances of 2m between people maintained.
- Temperature control at the entry to the room.
- "Amenities" individually sized.
- Hydroalcoholic Gel dispensers available at entry points and inside the room.
- A distance of 2m ensured between clients sat at tables during events
- At the coffee break, hotel staff provide an assisted service.
- Lunch and dinner served in the hotel's restaurant, adhering to all established precautions for the restaurant.
- The rooms shall be cleaned before and after each service using a virucide product.
- Microphones and earpieces for single person use, for each attendee who requires one. Should any items be shared, a cleaning and disinfection procedure has been established.
- The room shall be maintained at a comfortable ambient temperature and humidity. The cleaning and disinfection of ventilation systems has been reinforced.



Preverisk Group is an international consultancy company focused on the global tourism industry. For 15 years, we have been providing consulting, auditing, training and software development services in the areas of health, hygiene, safety, quality and sustainability for 15 years. Public Health and Tourism is one of our main expertise. We currently have a physical presence in 22 countries, over 55 destinations, with a portfolio of more than 600 clients. Over the last three years we have remotely risk assessed the health and safety of more than 25,000 hotels, for tour operators and bedbanks in approximately 190 countries.

Preverisk has proven experience and reputation working with the Travel and Tourism sector with tour operators, hoteliers and ancillary services in destinations, as well as with Ministries of Tourism in several countries. We are ABTA partners (the Association of British Travel Agents) with whom we have participated in many seminars and conferences. Additionally, we have contributed to the development of the ABTA Tourism Accommodation Health and Safety Technical Guide, the standard reference used by the travel and tourism sector.

## About RIU Hotels & Resorts

The international RIU chain was founded in Mallorca, Spain, in 1953 as a small vacation business by the Riu family, founder and current third-generation owner. The company focuses on holiday hotels and more than 70% of its establishments offer the renowned All-inclusive by RIU service. With the opening of its first city hotel in 2010, RIU expands its range of products with its own line of urban hotels called Riu Plaza. RIU Hotels & Resorts has 99 hotels in 19 countries that receive more than 4.9 million clients each year and where a total of 31,270 employees work. RIU is currently the 38<sup>th</sup> largest chain in the world, the 4<sup>th</sup> in Spain by revenue and the fourth in number of rooms.

