

Covid-19 Health Protocol

Alliance

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.



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. We are experts in Public Health and Tourism. 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 bed banks, in approximately 190 countries.

Preverisk Group has proven experience and a good reputation in the Travel and Tourism sector amongst tour operators, hoteliers and ancillary destination services, in addition to several countries' Ministries of Tourism. 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.



Management

We have implemented management support guidelines to guarantee all of our operations

The Crisis Management Team (CMT)

The CMT is up and running (and adequately trained). Our consolidated CMT allows incidents to be managed quickly and consequently a 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 of a suspected or confirmed case of Covid-19, we have action plans ready to implement.

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.

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.

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.

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.

Staff policies

Improved staff policies have been introduced within three core ideas: personal hygiene, social distancing & the use of PPE.

We have looked at ways to protect staff from the risks of their job roles.



General activities

All clients, staff, suppliers and visitors who come to the hotel must comply with these measures, for each new activity they carry out:

- Preventative measures, implemented at the hotel entrance include: temperature taking, hand disinfection control and the provision of masks and gloves to guests and visitors.
- Reinforced personal hygiene procedures have been implemented, including gloves and masks for all personnel.
- Cleaning and disinfection procedures have been improved during and after each service. In addition, tables, chairs, hammocks and any other items will be disinfected after each client's use.
- The distance between clients wearing a mask will be a minimum of 1.5 metres (in America 6 feet).
- Hand sanitiser gel dispensers are available throughout the area.
- Constant ventilation protocols have been reinforced with natural air. An air purification system will be installed in enclosed areas.
- All chemicals used are considered effective against COVID19.
- Cleaning and disinfection procedures in work areas are reinforced, during and after each shift.

Laundry

- Two designated groups of staff. One group to work exclusively with dirty clothes and the other to work exclusively with clean clothes.
- Different trolleys are used for dirty clothes and clean clothes, and these 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.

Reception

- The implementation of web check-in, in hotels where this is possible.
- Using the mobile app as an information tool for all hotel communal areas, to avoid information in paper form or flyers.

- Hydroalcoholic gel dispensers distributed along the reception desk.
- Screens installed at the Reception desk.
- Room allocation criteria to ensure social distancing.

Receipt of goods

- Supplier's staff temperatures will be taken.
- 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.



SPA, fitness & pools

- Guests will need to make an appointment for treatments to avoid crowding.
- A disposable protector will be used on beds and other items during each guest's treatment.
- The mandatory use of a towel on all sports equipment.
- For disinfecting equipment, disinfectant and disposable paper towel dispensers will be available.
- Swimming pool capacities will be limited.
- Sunbeds will be 2 metres apart for clients from different family units.
- Sunbeds will be cleaned and disinfected each day.

Maintenance

- 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, sanitary and irrigation water) are monitored constantly.

Kitchen

- HACCP is strictly implemented and monitored, and reinforced personal hygiene procedures have been added, including the use of gloves, masks and frequent hand washing, every 30 minutes minimum.
- Only the required number of dishes will be placed on the buffet. 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 to avoid food piling up.

Restaurant

- Breakfast, lunch and dinner timetables extended.
- Staff will manage entry to the restaurant and show clients to their assigned tables.
- Clear instructions regarding restaurant rules and the route around the restaurant, buffets and show cooking stations.
- A disposable paper tablecloth used for each client. Cutlery placed on the table in a sealed paper envelope.
- Tables, chairs and any item left on the table shall be disinfected after each client.

Entertainment

- Spaces will be adapted so guests can enjoy activities whilst maintaining social distancing.
- Guests' temperatures will be taken prior to all activities.
- 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.

Housekeeping

- 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.).
- Communal indoor and outdoor areas will be cleaned and disinfected every hour, with special attention paid to hand contact areas (railings, handrails, elevator buttons, etc. ...).
- Some items have been removed from rooms. Amenities now include a hand sanitiser dispenser and hygienic bags.

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.
- 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.

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.

Shops

- Signalling tape will be installed to ensure correct queueing.
- Exchanges or returns will be stored for 72 hours and sanitised.
- Payment by credit card will be encouraged.
- Enhanced cleaning and disinfection procedures for cleaning whilst open and after they close.

Events

- 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.
- At the coffee break, hotel staff provide an assisted service.
- Microphones and earpieces for one person use, for each attendee who requires one.