
COVID-19 ACTION PLAN MANUAL

AEGEO SPAS



03/06/2020

In cooperation with



133 Mafsolou, 71 408, N. Alikarnassos, Heraklion, Crete, **W:** www.hswconsulting.gr

Contents

CORONAVIRUS PREVENTION AND TREATMENT POLICY	3
Part I	4
COVID-19 Background Information	4
How the pandemic began	5
Information on the New Strain of Coronavirus 2019-nCoV	5
Transmission.....	5
Symptoms.....	6
General Measures to Prevent COVID-19 Transmission.....	6
Guidelines on Hand Hygiene	7
Part II	8
STANDING PLAN FOR ADDRESSING THE PANDEMIC.....	8
Introduction.....	9
Risk Description	9
Risk Assessment	9
Risk Classification	9
Establishing a COVID-19 Task Force COVID 19 (MANAGEMENT TEAM)	11
Monitoring legislation, guidance from official agencies	15
Staff Training on Updates.....	17
Materials and PPE Procurement (masks, gloves).....	19
Personal COVID-19 Prevention Measures & PPE Use	21
Arranging Interior Spaces	24
Cleaning – Disinfecting the Premises	25
Part III	32
Company-Level Medical Measures against COVID - 19.....	32
Dealing with a Suspected Case in the Workplace	33

COVID-19 ACTION PLAN MANUAL

CORONAVIRUS PREVENTION AND TREATMENT POLICY

"**AEGEO SPAS**" is committed to taking technical and organizational measures to prevent and address coronavirus (SARS COV-2) and COVID-19 problems.

The Policy is applicable to all Company activities and involves all employees and third parties entering its premises.

Under this Policy, the Company shall be bound to:

- Meet legislative requirements in terms of the Coronavirus.
- Organize and see to the observance of appropriate protection measures.
- Inform the employees and third parties found in its premises on all developments as well as the requirements they must meet within its premises.
- Ensure the protection of Vulnerable Groups among its staff making use of all appropriate means and facilities provided by the State.
- Check/monitor the health of employees and have the organization required for managing suspected and/or confirmed cases among its employees or third parties within its premises.
- Have the appropriate materials and Personal Protective Equipment (PPE) to prevent the spread of the coronavirus.
- Have organized cleaning and disinfection services, as required, in accordance with the guidance from official agencies.
- Monitor the Coronavirus Prevention and Treatment System and amend it, as circumstances require in accordance with the recommendations of official agencies and improve it.

For the company

Date

.....

.....

Part I:

COVID-19 Background Information

How the pandemic began

In Wuhan City, Hubei Province of China, a cluster of pneumonia cases was reported. On January 09, 2020, the Chinese Health Authorities announced that this is a new strain of coronavirus (2019-nCoV). The pandemic emerged and also spread to Greece as of February 26th onwards. The majority of cases identified in the first days was related to people having travelled to an endemic country, as well as their contacts, whereas later there was sustained community transmission.

Information on the New Strain of Coronavirus 2019-nCoV

Coronaviruses are a large family of viruses that can cause illness both to animals and humans. Following the emergence of a cluster of pneumonia cases in Wuhan City, China, the local health authorities announced this is a new strain of coronavirus, called 2019-nCoV.

Transmission

Most likely, the virus was initially transmitted to humans from an animal in a Chinese live animal market. On the basis of available epidemiological data, it seems that the novel coronavirus is transmitted between people through droplets from an infected person who coughs or sneezes or through direct or indirect contact with respiratory secretions, i.e. through infected hands.

It is not yet known for how long 2019-nCoV can survive on surfaces; however, in line with the latest data, it seems it can survive for a few hours. Moreover, the incubation period for the disease, i.e. the time interval from infection to onset of symptoms has not yet been fully determined and is estimated to be between 2-14 days, with a median incubation period of 5 days.

The Novel Coronavirus is Transmitted Between People Through Droplets When a Patient Coughs or Sneezes.

Symptoms

Once infected with the virus, an individual may experience symptoms ranging from mild, such as those of the common cold, i.e. fever, cough, and chest pain, to severe, such as pneumonia or respiratory distress, whereas, rarely, this may lead to death. Those who are most vulnerable to severe disease are the elderly and people with underlying health conditions such as diabetes mellitus and cardiovascular diseases. The clinical symptoms of the coronavirus disease (COVID-19) mostly includes:

- ✓ **Cough**
- ✓ **Sore throat - Dyspnoea**
- ✓ **Fever**
- ✓ **Muscle pain**
- ✓ **Joint pain**
- ✓ **Tiredness**
- ✓ **Diarrhoea and vomiting (more rarely)**

If one experiences any of these symptoms, they must immediately seek medical care. Symptoms are usually mild and begin gradually. Some individuals get infected, but only experience very mild symptoms. Most people (about 80%) recover from the disease without needing hospital care. Older people, and those with underlying medical problems such as high blood pressure, heart or respiratory conditions, diabetes, or cancer, are at a higher risk of developing severe disease.

However, anybody can get infected with COVID-19 and become seriously ill. Even people with very mild COVID-19 symptoms can transmit the virus.

General Measures to Prevent COVID-19 Transmission

The first line of defence against infections is good hand hygiene. Therefore, frequent hand washing with soap and water is recommended, whereas, if hands are not visibly soiled, an alcohol-based hand rub may be used alternatively (e.g. 70% alcohol). In any case, using gloves shall not replace handwashing.

Guidelines on Hand Hygiene

Hand washing is one of the best ways to prevent infections. Clean hands can prevent the spread of germs and viruses from one person to another and the entire community – from your home and workplace to schools and healthcare facilities.

When washing hands with water and soap

- 1.** Wet your hands with clean, running water (warm or cold), turn off the tap and apply soap.
- 2.** Apply soap to cover all surfaces of your hands, between your fingers and under your fingernails.
- 3.** Thoroughly scrub your hands focusing on the aforementioned areas for at least 20 seconds.
- 4.** Rinse your hands well under clean, running water.
- 5.** Dry your hands using a clean towel or a single-use towel or air dry them.
- 6.** Avoid turning off the tap with your clean hands, use the single-use towel.

Alternatively, use a hand sanitizer (containing at least 60% alcohol) when you cannot wash your hands with soap and water. Using a sanitizer may quickly lower the number of germs on our hands; however, it is not as effective when hands are visibly soiled and it is not equally effective against all germs.

Follow the steps below when using an alcohol-based hand sanitizer:

- 1.** Apply the appropriate amount of sanitizer in a cupped hand.
- 2.** Apply sanitizer to cover all surfaces of your hands, between your fingers and under your fingernails.
- 3.** Thoroughly scrub your hands focusing on the aforementioned areas for at least 20 seconds.

Part II:

STANDING PLAN FOR ADDRESSING THE PANDEMIC

Introduction

Part II aims to assess the risk of exposure to, transmission of, and infection from the new coronavirus 2019 (SARS-CoV-2), as well as the guidance to employers and employees on prevention and protection measures. The risk relates to the probability and the consequences of exposure to, transmission of and infection from the new coronavirus 2019 (SARS-CoV-2) due to exposure in the workplace under pandemic conditions.

Risk Description

The risk relates to the probability and the consequences of exposure to, transmission of and infection from the new coronavirus 2019 (SARS-CoV-2) due to exposure in the workplace under pandemic conditions.

Risk Assessment

To determine the severity of consequences of exposure to, transmission of and infection from the virus, the following categories are considered:

Risk Classification
<p>Category A : as <u>High Risk Level</u> : It describes a situation that presents an immediate health and safety risk. Immediate measures must be taken and controlled.</p>
<p>Category B : as <u>Medium Risk Level</u> : It describes a situation that presents a significant health and safety risk. The situation must be reassessed, and health and safety measures must be continuously controlled and monitored.</p>
<p>Category C : as <u>Low Risk Level</u> : It describes a situation that presents a low but not negligible health and safety risk. In this case, situations do not require immediate measures and are generally considered acceptable.</p>

Considering the above, the risk of exposure to and transmission of the virus is considered particularly high, whereas the consequences of infection can lead to serious health problems, even death.

As a result, the risk related to the new coronavirus 2019 (SARS-CoV-2) is classified as

“Category A”

Given that preventing and addressing the pandemic risks is primarily a Public Health issue, it is necessary to follow the recommendations issued by the National Public Health Organization (NPHO) and competent agencies and Ministries, which are continuously updated and amended as the pandemic develops.

Useful links for updates and monitoring purposes are the following:

1. <https://eody.gov.gr/>
2. <https://ypakp.gr>
3. <https://sepenet.gr>
4. <https://www.elinyae.gr>
5. <https://www.civilprotection.gr/el>
6. <https://www.who.int/>

Establishing a COVID 19 Task Force (MANAGEMENT TEAM)

Purpose:

The purpose of the “Management Team” is to keep the Company in line with guidance from state agencies. Interpreting the application and tailoring measures to fit the Company’s spatial and operating capabilities in addressing the risks associated with COVID-19, i.e. crisis management through the Coordination of Actions, Application of Measures, Decision-Making on case & Legal Responsibilities.

Preparing an integrated action plan to train staff and apply procedures and measures in the Company’s business. Managing critical situations (possible case, actual case, managing staff belonging to vulnerable groups, etc.).

Description

The COVID-19 Task Force – Management Team consists of different corporate executives and, in all cases, members from the Company’s Management, Human Resources, Technical, Health & Safety Departments, as well as employees. It is an interdepartmental team headed by the team’s Coordinator.

The roles of members are specified below.

ROLE	DUTIES - RESPONSIBILITIES	POSITION - TEAM	WHO REPORTS TO THEM	TO WHOM THEY REPORT OR WHO THEY
<p>COORDINATOR Head of Team</p>	<p>They shall be legally responsible for compliance of the Company with guidance from official agencies. They shall approve recommendations to apply measures and procedures. They shall coordinate individual measures management, equipment and procedures teams so that the Company runs smoothly. They are appointed as the Head of the Management</p>	<p>General Manager or Employer (The Legally Responsible person)</p>		<p>External Health & Safety Consultants</p>
<p>Cleaning and Disinfection Officer</p>	<p>They shall prepare guidelines on issuance of cleaning plan procedures. They shall guide and control daily and regular cleaning and disinfection works, including the adequacy/availability of relevant materials in its different areas. They shall coordinate staff shifts as provided for in guidance and as necessary. They shall monitor technical procedures to ensure the quality of services and proper operation of the equipment.</p>	<p>Area Manager</p>	<p>Individual staff from spa facilities, Maintenance Department</p>	<p>Head of Team External Health & Safety Consultants</p>
<p>Equipment, PPE Procurement and Relevant Material Management Officer</p>	<p>They shall prepare guidelines on issuance of program plan and procurement acceptance procedures (avoid overcrowding and simultaneous arrivals of suppliers) They shall see to the procurement of necessary Personal Protective Equipment (PPE) quantities, disinfectants for use by individual staff, materials for cleaning and disinfecting premises, etc. They shall see to the application of protection measures in</p>	<p>Procurement Department Manager</p>	<p>Procurement Department staff. External Suppliers Management</p>	<p>Head of Team External Health & Safety Consultants</p>

ROLE	DUTIES - RESPONSIBILITIES	POSITION - TEAM	WHO REPORTS TO THEM	TO WHOM THEY REPORT OR WHO THEY
	accepting and forwarding supplies.			
Technical Procedures Officer	<p>They shall prepare all technical guidelines on issuance of procedure. They shall coordinate and oversee the application of all equipment, premises, and facilities maintenance procedures in accordance with the manufacturers' specifications, as well as specific requirements that shall arise.</p> <p>They shall prepare and participate in the facility equipment operation and cleaning plan (air-conditioners, laundries, etc.)</p> <p>They shall coordinate and oversee external crew works.</p>	Technical Department Officer	Technical Department Staff. Managing external associates for technical works.	<p>Head of Team</p> <p>External Health & Safety Consultants</p>
Procedures Officer	<p>They shall coordinate, oversee and prepare the final draft for all guidelines prepared by Departments on issuance of procedures.</p> <p>They shall align and compose all guidelines from the Health & Safety team to final procedures.</p> <p>They shall be responsible for reviewing procedures in line with any new guidance.</p>	Quality Manager		<p>Head of Team</p> <p>External Health & Safety Consultants</p>
Human Resources Officer	They shall manage staff and shifts Communications Officer	HR Manager		

ROLE	NAME	TEL .
COORDINATOR (Head of Team)	Iraklis Gonianakis	6985173309
Cleaning and Disinfection Officer for East Crete	Athina Psillaki	6985172715
Cleaning and Disinfection Officer for West Crete	Rentoumis Spyridon	6972811296
Cleaning and Disinfection Officer for the Dodecanese	Georgoulis Theodoros	6980383983
Cleaning and Disinfection Officer for Central – Western and Northern Greece	Plaitis Chariton	6980667253
Cleaning and Disinfection Officer for the Cyclades	Mandaki Olympia	6985112250
Equipment, PPE Procurement and Relevant Material Management Officer	Parasyris Michalis	6980629366
Technical Procedures Officer	Marinakis Nektarios	6946123430
Procedures Officer	Kyriakaki Georgia	6940650127
Human Resources Officer	Tsioutra Sofia	6973880826

Monitoring legislation, guidance from official agencies

Purpose

The purpose of this procedure is to describe how to monitor legislation and guidance communicated by official state Agencies, as well as updates from official European agencies on the management of risks associated with COVID-19 and corporate business.

Description

The Communications and Training Officer shall daily monitor communications from official State agencies to gather all legal requirements, guidance and information shared.

The Communications and Training Officer shall enter all communications in a list kept in excel format, as shown in the form below, by clipping information to briefly reflect requirements. Accordingly, the document's number shall be stated (e.g. Law, Decision, Circular, etc.).

They shall e-mail all news to the COVID-19 Task Force and upload relevant documents to the shared corporate intranet folder, making sure to inform the Task Force and all members involved of new legislation and new guidance from State Agencies.

Moreover, the COVID-19 Task Force shall be responsible for getting daily updates using a specific e-mail on all recent developments to make sure that everybody is aware of the latest guidelines and guidance from official agencies.

The Communications and Training Officer in cooperation with the Task Force shall assess applicable legal and other requirements to identify relevant deviations in the Company's operations and activities relating to COVID-19.

Once identified and assessed, such applicable legal and other requirements shall be duly communicated by the Communications Officer following consultation with the COVID-19 Task Force to:

- Company staff
- Company subcontractors
- visitors of premises
- other parties involved.

Compliance with requirements shall be evaluated by the Task Force in line with the system Monitoring Procedure.

Forms

MONITORING LEGAL & OTHER REQUIREMENTS FORM (Code.....)

Subject	Measures	Relevant Circular, Communication, etc.	Compliance Evaluation

Date

Staff Training on Updates

Purpose

The purpose of this procedure is to describe how to train and the agenda for training employees and updating third parties on managing the risks associated with COVID-19 and corporate business.

Description

The Communications and Training Officer shall be responsible for reflecting and carrying out staff and third-party training on protocols and compliance therewith. The reports of individuals, duration, training method, and the entity that carried out training shall be reflected.

It is deemed necessary to mandatorily train all staff and staff training shall be documented in writing by each member.

Training shall include at least the following topics:

- Sources and mode of transmission of the virus
- Procedures for updating hotel managers and customers themselves
- Behaviour and actions in case of staff illness
- Methods and practices for cleaning and disinfecting identified areas based on risk and the probability of transmission of the disease
- Methods and communicative approach to visitors
- Respecting key measures for preventing transmission of the virus in terms of thorough and regular hand-washing, avoiding handshakes, keeping distances, avoiding contact between the hands and eyes, nose, or mouth and respiratory hygiene.

The Communications and Training Officer and the business should keep training files and recruitment documentation for each staff member.



Forms

All Company staff shall be certified by the entity that shall carry out their training.

Materials and PPE Procurement (masks, gloves)

Purpose

The purpose of this procedure is to describe the materials and personal protective equipment, how to monitor the required supply amounts available in the facilities, as well as how to use them.

Description

The COVID-10 Task Force shall be responsible for making sure that the required equipment and supplies to address the COVID-19 risk are available in accordance with guidance from official agencies.

The amount of required equipment shall be determined by the Task Force – Cleaning and Disinfection Officer, as well as the Spread Prevention, PPE and Relevant Material Management Officer following an assessment of evidence (number of employees, space layout) and the general guidelines hereof and operating procedures.

The Cleaning and Disinfection Officer shall perform weekly checks to ensure the availability of materials and PPE on premises. Where shortage of any material is found, they shall inform the Task Force and the Procurement Department/Officer for purchasing required materials.

FORMS

EQUIPMENT/PROCUREMENT RECORD					
TYPE	SPECIFICATION	MONTHLY CHECK OF REQUIRED AMOUNTS			
		JULY	AUGUST	SEPTEMBER	OCTOBER
Disposable Mask	Disposable Mask (surgical)				
Plexiglass Face Shield	Reusable Mask				
Vinyl Gloves	Disposable Vinyl Gloves				
Surface Disinfectant Spray or Wipes	0.1% Sodium hypochlorite solution (1:50 dilution of household bleach at initial concentration of 5%) prepared daily or appropriate liquid disinfectant (e.g. disinfectant with 70% alcohol)				
Hand Sanitizer	Sanitizer with 70% alcohol Alcohol-based hand sanitiser placed in bottle pump dispensers. The alcohol-based sanitizer must be licensed by EOF and contain alcohol or a mixture of alcohols (ethanol, isopropanol or propanol) at a total concentration of 70% and be CE certified.				
Soap	Liquid hand soap				
Single-use Napkins					
Plastic bags for disposal of used Personal Protective Equipment and tissues or collection of infected items that must be washed or disinfected.					
Disposable Plastic Cups					
Shoe Covers					
Disposable Latex Gloves					
Disposable Spatulas/Tongue Depressors					
		Date:			

Personal COVID-19 Prevention Measures & PPE Use

Purpose

The purpose is to describe measures relating to the use of Personal Protective Equipment for COVID-19.

Description

Personal prevention measures against the spread of COVID-19 include personal hygiene guidelines. Employees should follow personal hygiene guidelines and also make sure that such guidelines are complied with by any visitors.

Personal Hygiene Guidelines

- Keep the 2m social distance.
- Avoid contact between the hands and eyes, nose, or mouth to lower the risk of infection from the virus.
- Avoid common use of pencils, pens, markers or other personal items.
- When coughing or sneezing, cover your nose and mouth with the crook of your elbow or a tissue. The used tissue must be disposed of immediately after use in waste bins.
- Wash hands regularly with liquid soap and water for at least 20 seconds. Then, thoroughly dry hands using clean single-use paper towels which shall be disposed of in waste bins. The hand-washing procedure is illustrated.

Gloves and Hand Hygiene

Hand Hygiene can be performed by using soap and water, whereas if hands are not visibly soiled, an alcohol-based sanitizer may be used (containing at least 60% of ethanol or 70% of isopropyl alcohol).

It is important to remember that we must apply the appropriate method by scrubbing all hand surfaces, dorsal and palmar, for at least 20 seconds.

The surfaces we should insist on are the areas that are usually not cleaned well, the interdigital space, fingertips, and thumbs.

Follow the steps below when washing hands with water and soap.

Step 1 Wet your hands with clean, running water (warm or cold), turn off the tap and apply soap.
Step 2 Apply soap to cover all surfaces of your hands, between your fingers and under your fingernails.
Step 3 Thoroughly scrub your hands focusing on the aforementioned areas for at least 20 seconds.
Step 4 Rinse your hands well under clean, running water.
Step 5 Dry your hands using a clean towel or a single-use towel or air dry them.
Step 6 Avoid turning off the tap with your clean hands, use the single-use towel.

Using gloves is mandatory for:

1. Employees involved in cleaning/disinfection
2. Employees in reception desk area during acceptance of supplies, mail/packages, etc.

For all other procedures, using gloves is recommended.

Mask

Using a mask contains the spread of droplets and **may reduce the spread of infection within the community.**

Proper use of a mask is key to its effectiveness and the protection of the individual wearing it!!!

- Perform hand hygiene by washing or with an alcohol-based sanitizer immediately prior to putting on a mask and in all cases prior to removing it.

- Place the mask so that it fully covers the nose, mouth, and chin and fits closely on the face. If the mask has a metal strip, gently press it around the bridge of the nose. **DO NOT** touch the mask while wearing it, because you can have the virus on your fingers.
- The mask is to be removed only by untying the strings below and then above. In case of a mask with elastic loops, remove it by simultaneously pulling the elastic loops.
- **Do not touch the front of the mask! It is considered infected!**
- The mask must be removed and disposed of once it becomes damp.
- Dispose of the mask holding it from its strings or elastic loops.
- In case of a reusable mask, wash it as soon as possible after each use with normal household detergent at 60° and then iron it.

It is noted that using a mask is a complementary measure and does not substitute for core prevention measures such as physical distance, respiratory hygiene (using a tissue when coughing or sneezing or the crook of the elbow), hand hygiene and avoiding touching the face.



A surgical mask is given to:

1. Employees involved in cleaning/disinfection
2. The case isolation team
3. During the use of lifts when it cannot be avoided.

Face Shield – Protection Mask

1. All employees frequently found at a distance less than 2m from others
2. Employees in the reception desk area/secretariat on premises

Arranging Interior Spaces

Purpose

The purpose of this procedure is to follow specific specifications for arranging interior spaces so as to minimize the probability of virus transmission, considering the State's requirements, international good practices, as well as the workplace needs and requirements.

Description

The consulting team, following an onsite inspection, taking into account spatial characteristics and work productivity, shall recommend specific and special interior design measures. Such measures shall involve placing employees with a view to keeping safety distances in conjunction with legislative requirements for workstation ergonomics.

General Design Principles

- ▶ Keeping distances (1.5 meters) for each workstation
- ▶ Density and crowding (square meters per employee) based on the activity and productive procedure
 - For offices 1 person / 10 m²
- ▶ Redesigning shared workspaces
- ▶ Adding a floor label at a 2m distance whereon a visitor shall stand
- ▶ Points where sanitizers shall be placed
- ▶ Covered waste baskets
- ▶ Using masks - face shields
- ▶ Use of shoe covers by both staff and visitors
- ▶ Changing paper sheets in the presence of the customer
- ▶ Cosmetic Testers shall only be used by the person in charge using single-use products.
- ▶ Use of tablet for registration and the questionnaire, which shall be disinfected following every use. Alternatively, a customer may use their own mobile phone, scanning the QR Code shown on the reception desk tablet

Recommended additions:

- Overcoats and personal items shall be placed within the cabin or personal locker
- Printed material (magazines, brochures, etc.) for general purposes shall not be available on premises

Cleaning – Disinfecting the Premises

Purpose

The purpose of this procedure in preventing the spread of SARS-CoV-2 is to prepare, implement and control a systemic general cleaning and disinfection plan at predetermined regular intervals. Moreover, to determine the points where fixed and portable hand/surface antiseptic solution devices shall be placed. As well as to prepare a disinfection plan for areas where a confirmed COVID-19 case occurred.

Description

Due to the possible survival of SARS-CoV-2 in the environment on different surfaces for several days, adequate cleaning and disinfection are considered necessary to contain spread of the virus.

To better understand the concepts of cleaning and disinfection, the following terms are listed:

Cleaning is the mechanical removal of organic & inorganic pollutants (e.g. dust) from a surface or tool, resulting in a reduced microbial load. Moreover, cleaning may also apply to human body parts (e.g. hands, face, head, etc.).

Disinfection is the process by which inactivation or destruction of pathogens is achieved, however, not of their resilient forms (e.g. spores), using chemical substances (e.g. alcohol) or natural methods (e.g. temperature) on objects, tools, and surfaces.

General Guidelines on Cleaning and Disinfection

The general guidelines on cleaning and disinfection relate to:

- The systematic and adequate venting of all spaces at regular intervals.
- The systematic cleaning of workplace surfaces, as well as
tools, devices, and objects used (knobs, handles,

stair handrails or railings, switches, phones, keyboards, taps, etc.).

- The systematic cleaning of facility spaces such as WCs, locker rooms, corridors, lifts, meeting areas, dining areas, etc.
- When using detergents (soaps and other cleaning agents), warm water must be used, whereas when using disinfectants e.g. bleach, cold water must be used to avoid adverse events. Following cleaning with an appropriate detergent, the surface must dry and then disinfection with an appropriate disinfectant shall follow.
- The disinfectant must be approved by the EOF, have virucidal effect (including coronaviruses) and be accompanied by relevant safety bulletins. It shall be applied in strict compliance with its conditions and instructions for use and sufficient venting of the space shall also be ensured. As surface disinfectant, a 0.1% sodium hypochlorite solution (1:50 dilution of household bleach at initial concentration of 5%) shall be used, which shall be prepared daily. For surfaces likely to be destroyed by sodium hypochlorite, it is necessary to use an alcohol-based solution (e.g. a solution with 70% alcohol).
- It is noted that cleaning works must be performed using disposable gloves and a work uniform.
- Plastic bags in bins, once full, must be tightly tied and immediately removed. It is underlined that when cleaning, staff must wear disposable gloves and a work uniform. Following their use, gloves must be immediately disposed of in plastic bags in waste bins and there shall be no attempt to clean them e.g. washing disposable gloves and reusing them.
- It is noted that using disposable gloves can in no way substitute for handwashing.

Cleaning / Disinfection Program

The program for cleaning facility spaces in preventing the spread of COVID-19 with appropriate cleaning/disinfection materials,

as stated above, shall be prepared by the Cleaning/Disinfection Officer in agreement with the COVID-19 Team.

- The cleaning-disinfection program shall include:
- The area or point of the facility
- The cleaning / disinfection method
- The frequency of works application

CLEANING PROGRAM		
Area/Points	Cleaning/Disinfection Method	Cleaning/Disinfection Frequency
Reception Desk Area, Waiting Area	Spray using an appropriate device or wipe using paper (soaked with disinfectant)	Following every use, ongoing monitoring
Staff locker area	Spray using an appropriate device or wipe using paper (soaked with disinfectant)	At the end of the day
Frequently used points and contacts such as doors, knobs, handrails, lifts, taps, sinks, and WCs	Spray using an appropriate device or wipe using paper (soaked with disinfectant)	At least 4 times daily, in WCs, ongoing monitoring
Relax area, Spa tables, table and seating surfaces, etc.	Spray using an appropriate device	Following every use
Customer Lockers	Spray using an appropriate device	At least 4 times daily, in WCs, ongoing monitoring
Cabins	Spray using an appropriate device or wipe using paper (soaked with disinfectant)	Following every use, ongoing monitoring
Building walls and floors	Mopping with disinfectant	At the beginning of the day, as per the hotel's protocol
Air conditioners	As per the hotel's maintenance instructions	Prior to resumption of operations. Regularly as per the hotel's protocol

The program shall be revised/supplemented (in terms of methods, frequency, or inclusion of new points/ areas) on the basis of more recent guidance from official agencies or following its review by the Company's COVID-19 Team.

The cleaning/disinfection program shall be controlled by the Cleaning/Disinfection Officer who shall be responsible for:

- Training cleaning employees on the methods, frequency and use of cleaning/disinfection materials
- Properly applying the cleaning/disinfection program
- Reviewing the cleaning/disinfection program

Application of the cleaning program shall be documented by filling in a wall-mounted CLEANING FORM in the cleaning point/area to be completed by the employee performing the cleaning/disinfection.

Designation of Points where Antiseptic Dispensers shall be Placed

In cooperation with the COVID-19 Team, they shall designate the points where hand sanitizer dispensers shall be placed. The current placement points, as well as whether or not they require filling up, should be checked.

The recommended selection criteria for appropriate devices are the following:

- Fixed placement points Entrances to and Reception Desk Areas of the facility building, near lifts/staircases, between long corridors, in shared spaces.
- Portable devices in workspaces with more than 5 employees

The Cleaning /Disinfection Officer in agreement with the Heads of Departments shall designate temporary storage points on each floor or an independent corporate Department for surface disinfectant packages of spray bottles, disinfectant cans (for surfaces or hands to fill up empty bottles), as well as other cleaning materials that might be used during shifts. Such points

should be easily accessible and not impede employee movements.

Labelling Points

The fixed points for placement of cleaning/disinfectant dispensers and temporary storage spaces shall be labelled according to the Procedure for “Labelling Spaces”.

Disinfection following a COVID-19 case

In case of disinfection following a confirmed COVID-19 case, an integrated cleaning-disinfection program shall be implemented.

Disinfections shall be applied and planned under the responsibility of an expert scientist, as provided for by their professional rights (e.g. Public Health Supervisors). Staff performing such applications must be specialized (e.g. graduates of the Disinfectors School or other properly trained specialists), have all required Personal Protective Equipment and observe all required health and safety measures and regulations during work.

Although no sufficient data are as yet available on the efficacy of different means of disinfection against this virus, it is necessary to use products containing antimicrobial agents effective against coronaviruses.

Several antimicrobial agents have been checked against different coronaviruses (ethanol, sodium hypochlorite, povidone iodine, glutaraldehyde, isopropanol, benzalkonium chloride, sodium chloride, formaldehyde). Some of the active ingredients e.g. sodium hypochlorite (contained in household bleach) and ethanol are widely used in non-healthcare and non-laboratory settings. Although there are no data on efficacy of the aforementioned antimicrobial agents against this specific virus (SARS-CoV-2), it is recommended to use 0.1% sodium hypochlorite (1:50 dilution of household bleach at initial concentration of 5%) following cleaning with a neutral detergent. For surfaces likely to be destroyed by sodium hypochlorite, it is necessary to use ethanol at a concentration of 70% following cleaning with a neutral detergent. All surfaces which might have been contaminated, such as walls and

windows, the toilet or bathroom surfaces, must be thoroughly cleaned. All cloths (drapes, sheets, etc.) must be washed with hot water (90oC) to which detergent shall be added. Should this not be feasible due to the nature of cloths, dedicated products containing sodium hypochlorite or dedicated disinfectants for such cloths such be used.

To clean and disinfect all hard surfaces, floors, chairs, knobs, etc., single-use wipes/cloths or cleaning paper, as well as mops with removable head must be used. Wipes/cloths, paper and mop heads should be discarded after every use in special bags and handled as contaminated waste in case where cleaning involves spaces through which a confirmed case has passed. Spilling and spraying during cleaning and disinfection must be avoided.

Where some items cannot be cleaned, washed or disinfected, as discussed above, such as tapestry furniture or mattresses, super-hot dry steam cleaning may be used.

Disinfecting spaces following identification of a COVID-19 case is recommended, if possible, after 72 hours of the presence of the possible or confirmed case in the space, since the viral load is expected to have dropped significantly within this time period. Studies conducted on SARS-CoV and MERS-CoV show that, in most cases, the risk is likely to be significantly reduced within 72 hours.

Using PPE

During the disinfection procedure following a confirmed case, the specialized staff (appliers) should wear:

- ✓ High respiratory protection masks, FFP2 or FFP3
- ✓ Protective goggles
- ✓ Protective gown, waterproof, with long sleeves, disposable

Disposable gloves. Discarded equipment must be handled as potentially contaminated material and be disposed of in accordance with national legislation. If non-disposable protective equipment is used, it is required

that it be disinfected with appropriate disinfectants (e.g. 0.1% sodium hypochlorite or 70% ethanol) following every use. If other disinfectants are used, the manufacturer’s instructions must be followed. When using disinfectants, the space must be well ventilated.

Once the “Confirmed Case Management” Procedure is activated, the COVID-19 Team shall:

- Assign the project to a specialized company having the relevant certifications and properly licensed staff according to the legislation. It is noted that the procedure for selecting the company shall be a top priority of the Task Force and it must be initiated immediately.
- Coordinate and oversee the disinfection procedures in cooperation with the Facility Officers or the Emergency Team so that:
 - All spaces and equipment in the facility linked with the confirmed case are cleaned
 - Access to the space is controlled and only allowed to authorized individuals
 - Dedicated PPE is used by all those within the space
 - Employees are informed of the fact that specific facility spaces are being disinfected
 - Required PPE and materials used by the cleaning company are in compliance with the relevant choices made by the company in accordance with legislative requirements (this is stated as a relevant obligation in the cleaning contractor’s award contract).
 - Upon completion of works, the cleaning company shall proceed with the collection and disposal of all means and equipment used following methods complying with the legislation (this is stated as a relevant obligation in the cleaning contractor’s award contract).

❖ **Forms**

CLEANING FORM	
.....	
Date / Time	Employee

Part III:

Company-Level Medical Measures against COVID - 19

Dealing with a Suspected Case in the Workplace

Where there is a suspected case, the instructions given by the National Public Health Organization (EODY) must be followed to the letter. EODY is the successor of the pre-existing Centre for Diseases Control and Prevention (KEELPNO) which has been abolished. However, early planning and information to employees shall contribute to the organized management of a suspected case and continuous smooth Company operations.

If an employee meets the case definition criteria for identifying a coronavirus infection, the space manager must immediately call EODY, calling 210 5212000 or 210 5212054 (24/7) so as to declare the suspected case and receive instructions for its management. It is also important to notify the HSWC Occupational Doctor visiting the premises (2810333304), so that they may recommend supplementary prevention measures.

Based on the latest guidelines, the employee is recommended to remain in their workspace (e.g. their office). The air-conditioning system in the space may remain turned on; however, the door should be closed. An employee experiencing respiratory infection symptoms must be immediately given a surgical mask and tissues. Unless there's an important reason, other employees should avoid entering the space.

Provided that the employee has left the space, surfaces must be cleaned twice (two turns) with a virucidal disinfectant. Based on the latest EODY guidelines, all potentially contaminated surfaces must be cleaned with a fresh solution of 5.25% household bleach at a ratio of 1 part bleach/49 parts water, which shall remain on the surface for 15-30 minutes and then be washed away with water. Metal surfaces should be cleaned with 70% alcohol, whereas surfaces visibly contaminated with blood or other bodily fluid must be cleaned with a fresh solution of 5.25% household bleach at a ratio of 1 to 4, which shall remain on the surface for 10 minutes and then be washed away with water.