



# **Internal Protocol**

## COVID-19 Hygiene Plan

**Proprietor: Hilodi – Historic Lodges & Discoveries, S.A.**

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**World of Wine**

**Vila Nova de Gaia, Porto, Portugal**

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## 1. FRAMEWORK

In March 2020, the World Health Organization (WHO) declared the outbreak of a new coronavirus (2019-nCoV) as a pandemic, originating from China in December.

In Portugal, the first case was confirmed on 2<sup>nd</sup> March and shortly after, the country began to implement restrictive measures to combat its spread.

During this period of the COVID-19 pandemic, the World of Wine sets out to minimise the risks of COVID-19 spreading by taking various informative, hygiene and distancing measures.

Considering the widespread concern to resume economic and social activity, Turismo de Portugal created the "Clean&Safe" label to distinguish tourist and catering operations that meet hygiene, cleaning and disinfection requirements for the prevention and control of COVID-19 and other possible infections.

The stamp that the World of Wine holds, defines the requirements in accordance with the safety standards that organisations must meet, such as the development of an Internal Protocol and Hygiene Plan.

WOW's Internal Protocol refers to the guidelines set out by the Directorate-General for Health, the World Health Organization and the European Centre for Disease Prevention and Control. This Internal Protocol, as well as the Contingency Plan, constitute WOW's reference documents for the plan of action in response to COVID-19.

## 2. OBJECTIVES

The drafting of the World of Wine Internal Protocol has several objectives, among which some are highlighted below:

- Inform World of Wine employees;
- Determine preventive measures;
- Determine a procedure for action in the case there is a suspicion of COVID-19;
- Define the cleaning and disinfection of all facilities;
- Define the management of waste from a suspected case of COVID-19;
- Reduce the risk of infection;
- To reinforce the confidence of employees and customers.

### 3. TRAINING, INFORMATION AND COMMUNICATION

WOW has carried out the following actions, putting them in place or reinforcing them whenever possible and necessary:

- Information sessions about COVID-19 aimed at its employees (what is it, symptoms, how to act in case of a suspicious situation);
- Display on their premises informative material outlining instructions set out by the DGS;
- Publication of the Internal Protocol on COVID-19 on the official World of Wine website;
- Disclosure of this contingency plan to employees;
- Sharing official information and updates that may occur, with employees, customers and service providers working across WOW's facilities.

#### 3.2. DEFINITION OF RESPONSIBILITIES

All employees should report to their direct line manager in the case that an illness manifests with symptoms and epidemiological link compatible with the definition of a possible case of COVID-19, and all communication, when made by a possibly infected person, should be made by telephone.

In case a customer is identified as a suspected case, he/she must inform WOW's security team. This team will then initiate an employee to act accordingly.

### 4. BASIC INFECTION PREVENTION AND CONTROL MEASURES

In view of the current context, it is essential to strengthen personal hygiene measures in all areas of work and against any exposure. In particular, it is recommended to:

- Disinfect hands frequently. Hand hygiene is the main measure to prevent and control infection. If hands are visibly clean, re-enforced hygiene will be carried out with alcohol-based products; if they are dirty or stained, they should be washed with water and antiseptic soap.
- Maintain a minimum distance of 2 metres between themselves and others.
- If you have respiratory symptoms:
  - Cover your mouth and nose when coughing or sneezing using a disposable tissue, which must be discarded in the rubbish immediately after use.
  - If you do not have a tissue, you should cough or sneeze into your arm at the inner elbow angle so as not to contaminate your hands.

- Wash your hands immediately afterwards.
- Avoid touching eyes, nose and mouth.
- Call SNS 24 - 808 24 24 24 (Portugal) if you have any symptoms or if you need a medical consultation.

In WOW, we also promote physical distancing measures and impose constraints with regard to space capacity, in accordance with the guidelines set out by the DGS. The maximum number of visitors in each space (ticket office, experiences, restaurants and others) has been reduced in order to allow and facilitate this distance.

In addition, the ventilation plan has been reformulated in order to lower the probability of the virus spreading. In this context, we increase the air flow, deactivate the recovery units or force its "by-pass", define the exclusive use of air from outside, in addition to continuous 24-hour ventilation.

Our catering and beverage spaces also comply with all DGS recommendations and guidelines.

#### 4.1. COLLABORATORS

All our employees have access to information on the preventative and corrective procedures of COVID-19. This Internal Protocol has been made available to all, as well as the knowledge of conduct in case of a suspected infection.

In addition to the general personal hygiene measures promoted by the DGS, our employees:

- Were made aware of the importance of always taking a daily temperature check before entering the workplace. If their temperature is higher than 37.5°C the employee does not enter the workplace and receives instructions to follow the recommendations set out by the DGS.
- Stay at home, advising their line manager, in case they present any symptom of infection.
- That regular cleaning and disinfection of work surfaces is carried out.
- Have an obligation to use PPE, according to their job.
- Have their uniforms washed by the organisation at 60°C.

WOW will have the following equipment and products available:

- Alcohol-based antiseptic solution available at various points within buildings;
- Surgical masks for use of the person (employee or customer) with symptoms or suspected case;
- Surgical masks and disposable gloves to be worn as a precautionary measure by employees assisting the employee or customer with symptoms (suspected case);

- Paper wipes for hand drying, in sanitary facilities and other places where hand hygiene is possible
- Waste container with non-manual opening and plastic bag
- Single use cleaning equipment, which must be removed or disposed of after use or the cleaning and disinfection of equipment such as mops, brooms, buckets and handles after use.

#### 4.1.1. PPE

Personal protective measures (including personal protective equipment or PPE) must be appropriate and proportionate to the risk or risks for which it must provide protection and in line with the work or professional activity.

At the World of Wine, we have PPE available for all our employees. This equipment is suitable for the type of function they perform in the organisation.

In addition, we also provide PPE for all our customers (mask and gloves).

## 5. PROCEDURE IN CASE OF SUSPECTED INFECTION

The isolation area aims to prevent other employees or customers from being exposed and infected by employee(s) or customer(s) with SAR-CoV-2 infection, preventing the spread of the disease. WOW has identified the isolation area, considering the guidelines set out by the DGS (Guideline no. 006/2020 of 26<sup>th</sup> February 2020).

Any employee with signs and symptoms of COVID-19 and epidemiological link, must inform WOW's direct management (over the telephone) and security team, who will refer them to the isolation area, following the recommended procedures.

The isolation area aims to prevent other employees or customers from being exposed and infected by employee(s) or customer(s) with SAR-CoV-2 infection, preventing the spread of the disease.

The Medical Post was the isolation area that the World of Wine elected, which has been confirmed to have smooth and washable surfaces. In this area, you will find:

- WC
- Cleaning materials
- Surgical Masks
- Disposable gloves
- Thermometer
- Autonomous waste container
- Waste bags
- Used clothing collection bags
- Kit: water and non-perishable food.

In case a customer is identified as a suspected case, he/she must inform WOW security team. This team initiates an employee to act accordingly.

In necessary situations (e.g. difficulty in moving the person identified with possible infection by SARCoV-2), appropriate assistance will be provided to the employee or customer in the isolation area. Access to the isolation area should be by routes that avoid passing through areas where there are more people.

The Security Guard responsible for escorting the suspected case, whenever possible, should ensure a safe distance (greater than 2 meters) from the patient. The person in charge who accompanies/assists the staff member/customer with symptoms, should put on a surgical mask and disposable gloves before any assistance is given, in addition to the compliance with the basic infection control precautions regarding hand hygiene, after contact with the sick staff member or customer. Once in the isolation area, the communication processes between the employee or customer suspected of COVID-19 will be carried out by telephone. Installed in the isolation area is a telephone and a list of contacts to be used for any need by the person with symptoms of COVID-19 infection.

The sick employee/customer (suspected case of COVID-19), already in the isolation area, must contact SNS 24 (808 24 24 24). This employee or customer should wear a surgical mask, which should be placed by him/her. Whenever the mask is wet, the employee/customer should replace it with another. In contact with SNS 24, the healthcare professional will ask the patient about signs, symptoms and epidemiological link compatible with a suspected case of COVID-19.

After the evaluation, SNS 24 informs the sick person of the following:

- If it is not a suspected case of COVID-19: the SNS 24 defines the procedures appropriate to the clinical situation of the employee or customer;
- If it is a suspected case of COVID-19: SNS 24 contacts the DGS Medical Help Line (LAM) for confirmation of the suspicion.

From this confirmation the result could be:

- In the case of non-confirmation, the case is closed to COVID-19. The SNS 24 defines the usual procedures appropriate to the clinical situation of the employee/customer. In the case of a customer, the customer informs the responsible security guard; and in the case of an employee, his or her direct manager of the non-confirmation.
- Confirmed Suspected Case.

In the event of a Confirmed Suspected Case:

- The sick employee/customer must remain in the isolation area (with surgical mask, as long as their clinical condition allows), until the arrival of the INEM team, activated by the DGS, which ensures transport to the appointed Hospital, where biological samples will be collected for laboratory testing;
- The access of other employee/customers to the isolation area is forbidden (except for the employee(s) assigned to provide assistance);
- WOW collaborates with the Local Health Authority in identifying close patient contacts.

### 5.1. AFTER TESTING

The Local Health Authority will inform WOW's contact person of the results of the laboratory tests and:

- If the case has not been confirmed, it is closed for COVID-19 and the usual cleaning and disinfection procedures are applied. In this situation WOW Contingency Plan measures are deactivated.
- If the case is confirmed, the "isolation" area is closed off until the decontamination is confirmed (cleaning and disinfection)

WOW also ensures the cleaning and disinfection (decontamination) of the isolation area, as well as all surfaces and places that the individual may have contacted within the premises. The waste produced by patients suspected of infection will be stored in a plastic bag which, after being closed (e.g. with a clamp), must be segregated and sent to a licensed operator for the management of hospital waste with biological risk.

## 6. CLEANING AND DISINFECTION INSTRUCTION

According to the DGS (General Health Directorate) Coronavirus is destroyed by most disinfectants. The cleaning and disinfection of any surface must be done with degreasing detergent, followed by disinfectant, or with a product containing the 2 characteristics (disinfectant and degreaser).

An extraordinary disinfection plan is active for an indefinite period of time, both in areas with restricted access (for employees) and in areas open to the general public. As shown in the table below.



Extraordinary disinfection		
Area	Elements	Minimum Frequency
Access and transit areas	Door handles and knobs	All day (permanent teams)
	Switches	
	Handrails and railings	
	Lift buttons	
Areas of Work	Telephone	2 in 2 days / on shift exchange
	Working Tables	
	Keyboards and Mice	
Break rooms, pantries, canteens, changing rooms	Chairs	2x per day
	Tables	
	Contact areas on benches	
	Vending machine buttons	
	Utensils	
Sanitation facilities	Toilet and brush	6x a day
	Discharge and dispenser buttons	
General	Replacement of disinfectant gel	3x per day
Restaurants	Handles	1x per hour
	Tables	Change of customer
All surfaces that are regularly touched by hands in common areas.		1x per hour

## 7. WASTE MANAGEMENT

Waste management will be handled by a certified waste operator.

## 8. RECORDS

All records of acts/incidents can be consulted at the information desk.