

COVID-19 CONTINGENCY PLAN

INTERNAL PROTOCOL

1. Background

In the current situation, related to COVID-19, Authentic Porto Apartments considered it necessary and fundamental to develop and apply a contingency plan, which minimizes the risk of contagion, and allows the essential activities of the company to function properly.

This document, called the contingency plan, defines a set of guidelines and measures that allows the preparation and adequacy of the employer's response, focusing on the operational issues to be taken care of, in order to protect the health of all and ensure the continuity of activity.

1.1 What is Coronavirus - COVID-19

Coronaviruses are a family of viruses known to cause disease in humans. The infection can be similar to the common flu or present as a more serious illness, namely pneumonia.

1.1.1 Transmission of infection

It is considered that COVID-19 can be transmitted:

- By respiratory droplets (particles larger than 5 microns);
- By direct contact with infectious secretions;
- By aerosols in procedures that produce them (less than 1 micron).

Person-to-person transmission has been confirmed and is thought to occur during close exposure to the person with COVID-19, through the spread of respiratory droplets produced when an infected person, coughs, sneezes or speaks, which can be inhaled or land in the mouth, nose or eyes of people who are close by and through hand contact with a surface or object with the new coronavirus and then contact with the oral, nasal or ocular mucous membranes (mouth, nose or eyes) .

1.2 Main symptoms

The main symptoms are similar to the flu, for example:

- fever;
- cough;
- shortness of breath (difficulty breathing);
- tiredness.

1.3 Incubation period and form of manifestation

The incubation period (until the onset of symptoms) is between 2 and 12 days, according to the latest information published by the Health Authorities.

As a precautionary measure, active surveillance of close contacts takes place for 14 days from the date of the last exposure to a confirmed case.

Preventive measures under the COVID-19 take into account the direct transmission routes (by air and by contact) and the indirect transmission routes (contaminated surfaces / objects).

2. Prevention procedures

- Washing and disinfection, in accordance with this internal protocol, of the surfaces where employees and customers circulate, ensuring the control and prevention of infections and resistance to antimicrobials.
- Cleaning, several times a day, surfaces and objects in common use (including door handles, cabinet handles, handrails, etc.).
- Preference should be given to wet cleaning, over dry cleaning and using a vacuum cleaner.
- The definition of specific care for changing bedding and cleaning in the rooms, privileging two intervals spaced apart and with adequate protection.
- The removal of bed linen and towels made without shaking or shaking it, rolling it outwards, without touching the body, placing it in the proper bags and transporting it directly to the storage place for later lifting by the Laundry.
- Washing separately the machine and at high temperatures of the bed linen / towels (about 60°C).
- All mattresses and bed pillows have a waterproof cover that is changed with each reservation.
- Sofas and other fabric items are disinfected with a fabric disinfectant spray.
- The bucket and mop for the floor are reusable, so you must ensure that this equipment is cleaned and disinfected at the end of each use. The bucket and mop must be distinguished by area. For example: the bucket and mop used in bathrooms, should not be used in eating areas, or in other public spaces.
- For the floor, the washing must be carried out with hot water and common detergent, followed by disinfection with a solution of bleach diluted in water.
- In sanitary facilities, washing should preferably be carried out with a product that contains detergent and disinfectant in its composition because it is easier to apply and disinfect.
- Ensure that alcohol hand sanitizer gel is always available at the entrance of the building and inside each apartment, as well as gel and soap dispensers in all bathrooms.
- To ensure correct cleaning and disinfection, we are not accepting early check-in or late check-out. This means that guests must leave the apartment by 11:00 am on the day of departure and will only be able to arrive after 3:00 pm on the day of arrival.
- Ensure that guests are aware of and have access to this Internal Protocol, by making it available on our website in Portuguese, English and Spanish, and which can also be consulted via QR code.
- Provide information on how to comply with basic precautions for prevention and infection control in relation to the outbreak of coronavirus COVID-19 with signage in the common area of the apartments.

3. Employees – Personal hygiene

1. According to the protocol, when entering the premises, hand hygiene with alcohol gel solution is required. Then, it is necessary to put on the mask or visor for the work period.
2. Hand hygiene: wash your hands frequently with soap and water for at least 20 seconds or use hand sanitizer that has at least 70% alcohol, covering all surfaces of the hands and rubbing them until they are dry.
3. Respiratory etiquette: coughing or sneezing into the flexed forearm or using a tissue, which should then be immediately thrown away; Always wash your hands after coughing or sneezing and after blowing.
4. Avoid touching your eyes, nose and mouth with your hands.

5. Social behavior: Avoid close contact, handshakes, kisses, shared jobs, face-to-face meetings and sharing objects and utensils.
6. Comply with daily self-monitoring: evaluation of fever (measuring body temperature twice a day and recording the value and time of measurement), checking for cough or difficulty breathing.
7. Any symptoms associated with the virus should be immediately communicated to the higher level and to co-workers, and the necessary safety, cleaning and disinfection measures must be taken.
8. When leaving the premises, wash your hands thoroughly or wash your hands with alcohol gel solution.

3.1 Housekeeping

- Employees must work exclusively on the unit assigned to them.
- Employees must wear clothing exclusively for work. It should not be taken home. This work clothes should only be worn for one day.
- Disposable gloves and masks should always be used. Between room preparation, gloves should be disinfected. At the end of the day, gloves and masks should be placed in a closed bag and placed in the trash.
- Delivery and collection of laundry to be carried out must be made without contact with the laundry staff.

3.2 Front office

- Employees should preferably work on a telework basis, whenever possible
- Check-in must be done in person
- Cleaning control, checking of apartments, stock control continues to be done on a daily basis

4. ACTION PLAN

4.1. The company established the office on the 1st floor as an “Isolation Room” to prevent other employees or customers from being exposed. In the case of a possible case of infection in guests, they must be confined to the “Isolation Room”. In this place there are disposable masks and gloves, disinfectant gel, thermometer, autonomous waste container, waste bags, an emergency food kit including water, chairs, table and complete bathroom.

4.2. The employee who presents criteria compatible with the definition of a suspected case or with signs and symptoms of COVID-19, informs the manager (preferably by telephone) and, if he is at the establishment, goes to the “Isolation Room”. Once inside, contact the SNS 24 line (808 24 24 24).

4.3. If a guest reports symptom of COVID-19 to any employee, they must immediately refer the guest to the “Isolation room”, contact the SNS 24 line and contact the manager by telephone. You must remain outside the “Isolation Room” until indicated by the Health Authority or the Manager, not allowing anyone to enter it.

a) Who accompanies the suspected case to the isolation room?

In view of the identification of a possible case, you must be immediately referred to the “Isolation Room” and notified the manager. The employee who makes the referral must pay attention to the use of a mask, gloves and disinfectant gel.

The person who must make the referral must be the employee who carried out the identification.

b) Who contacts SNS24 (808242424)?

You must be the collaborator.

5. Conclusion

The present contingency plan can be updated during the period in question.

The measures implemented aim to isolate work groups, minimizing the risk of contagion, protecting all employees, customers and the continuity of the company's activities.

The mission to stop the spread of this epidemic belongs to everyone!

The management

June 1, 2020

COVID-19: Supplementary information for guests

For the safety of guests, as well as all our employees, please read this information carefully.

If you have any questions do not hesitate to contact us.

Cleaning and disinfection

- To ensure correct cleaning and disinfection, we are not accepting early check-in or late check-out. This means that they will have to leave the apartment until 11:00 on the day of departure and will only be able to arrive after 15:00 on the day of entry.
- After check out, all windows will be opened for air circulation.
- All surfaces are cleaned and disinfected with bleach or alcohol-based products, paying special attention to areas of frequent touch such as kitchen and bathroom counters, door handles, switches, TV controls, keys, etc.
- All of our mattresses and bed pillows have a waterproof cover that is changed with each booking.
- All sheets and towels are washed at high temperatures.
- Decorative pillows, sofas and other fabric items are disinfected with a disinfectant spray suitable for fabrics.

Preparing your stay

- We advise you to purchase Travel Insurance to cover any cancellations or interruptions to your stay.
- All guests must bring a mask. In Portugal, all closed public places require the use of a mask.
- If any guest does not have a mask at check in, they will have to purchase one from us. We have several personal protective equipment that we can provide according to the price indicated in the apartment.
- Because it is necessary to report all suspicious cases to the authorities, it is mandatory that you have a working phone in Portugal. In case of suspicion, we have an active protocol and we will be here to help you in whatever way possible.

Check in

- We will continue to do in-person check-in, with the necessary adaptations.
- Please indicate your arrival time until the previous day and keep us informed in case you need to change the agreed time.
- Handshakes or other compliments with physical contact are not allowed.
- The housing rules and the COVID 19 contingency plan can be consulted inside each apartment and through the QR Code. Please read this information carefully and contact us if you have any questions.

On property

- All our properties have alcohol disinfectant gel available at the entrance of the building and inside each apartment, as well as gel and soap dispensers in all bathrooms. Please wash your hands thoroughly when entering the apartment.
- Our properties are cleaned and disinfected according to the recommendations of Turismo de Portugal and the General Directorate of Health. During your stay, please keep the space clean and safe for you and your family.

- If there is a problem that requires assistance from us inside the property, a member of our team can come to the apartment, always with your permission. During this period of stay inside the apartment, everyone (staff and guests) must wear a mask.
- Consider leaving at least 1 window open for air circulation.
- Use common spaces only for what is strictly necessary and always using a mask. Keep social distance.

Suspected COVID case

If a guest has any of these symptoms:

- cough
- fever
- difficulty breathing

1. Contact us immediately:

i. Phone: +351 910 944 579 (Phone and WhatsApp)

ii. Email: info@nomadimpact.com

2. Contact the health line 24 at 808242424. This number only works from a Portuguese number. If you do not have a Portuguese number, please contact us so that we can forward your call.

In case you have to stay in isolation, an extension of your stay may be possible subject to availability. The costs of this extension will have to be borne by the guest.

Check-out

- Collect all the garbage (including recyclable) and place it in the respective containers located at Rua de Ferreira Borges, next to the Ferreira Borges Market.
- Do not leave food in the refrigerator or on the counter.
- Unless it is raining or it is likely to rain, please leave the windows ajar for air circulation.
- Leave the apartment keys on the dining room table (never in the door lock) and close the door. Please check that the door is properly closed by pushing it out. Send us a message indicating that you have already left the apartment.

