

Internal Good Practice Protocol

Pandemic / COVID-19 PREVENTION

Lagos, June 18 of 2020

1 - PREVENTION PROCEDURES

1.1 - At AlgarvianSun Apartments facilities

1.1.1 - Signaling and Information

AlgarvianSun's clients are aware of and have access to this Internal Protocol regarding the COVID- 19 coronavirus outbreak through a digital document hosted on the website:

www.algarviansun.com.

1.1.2 - Hygiene plan

In accordance with this internal protocol, the washing and disinfection of surfaces where employees and customers circulate is carried out before check-in and after check-out, ensuring the control and prevention of infections and resistance to antimicrobials;

Cleaning, with disinfectant detergent, surfaces and objects of common use (including counters, light and elevator switches, door handles, cabinet handles);

The administration favors wet cleaning, to the detriment of dry cleaning and the use of a vacuum cleaner that will be replaced by water equipment, if mandatory;

The air renovation of rooms and enclosed spaces is done immediately after check-out during the day and night; and before check-in;

In the kitchen, the cleaning of utensils, equipment and surfaces is enhanced.

The buckets and mops used in the cleaning of the apartments are differentiated by each area to be cleaned. After each use, they will be properly replaced and disinfected;

For washing floors in the apartments that are not carpeted, tepid water and common detergent will be used, followed by disinfection with a bleach solution diluted in water;

In the sanitary facilities, washing is performed with products that contain detergent and disinfectant in their composition.

Model of Records posted in different areas:

Area	Cleaning priority	Product	Method of use	Frequency	Responsible	Comments

Registration of cleaning of each common space; Hygiene record of each common sanitary installation; Hygiene record of each accommodation unit; Hygiene record of each service area compartment; Registration of cleaning of each common outdoor space; Registration of suspected incidents / cases; Inventory record of the isolation site.

1.1.3 - Adequacy of the selected space for insulation

The Apartments have a local room designated to isolate people who can be detected as suspected cases or confirmed cases of COVID-19. This accommodation unit has natural ventilation and has smooth and washable coverings, bathroom, stock of cleaning materials, surgical masks and disposable gloves, thermometer, autonomous waste container, waste bags, used clothes collection bags, Kit with water and some non-perishable foods.

1.1.4 - Adequacy of accommodation units

The change of bed linen and cleaning of the occupied rooms privileges two spaced intervals and with adequate protection;

The removal of bed linen and towels is done without shaking or shaking it, rolling it outwards, without touching the body and transporting it directly to the washing machine;

The washing of bed linen / towels is done separately, in the machine and at

high temperatures (about 60°C);

The washing and disinfection of the cushions is done whenever the customer changes; The TV and air conditioning controls will be wrapped in plastic film, so that they can be disinfected whenever the customer changes. If possible the remotes should be connected to a voice control device like Alexa or Siri

1.1.5 - Hygiene equipment

Dispensers of alcohol-based antiseptic solution or alcohol-based solution are available at the Hotel entrance / exit points, next to the elevators and common sanitary facilities, entrance to the Bar and entrance to the Breakfast Room;

There are automatic liquid soap dispensers for hand washing and paper towels in all sanitary facilities.

1.2 - FOR EMPLOYEES

1.2.1 - Training

All Employees carried out the training given by Turismo de Portugal / Academia Digital on the procedures inherent to the "Clean & Safe" seal, as well as specific training on:

- The present Internal Protocol of Good Practices to combat the coronavirus COVID-19; or pandemics
- How to comply with basic precautions for prevention and infection control in relation to the COVID-19 coronavirus outbreak or other pandemics, including the procedures:
- Hand hygiene: wash your hands frequently with soap and water, for at least 20 seconds or use hand sanitizer that has at least 70° of alcohol, covering all surfaces of the hands and rubbing them until they are dry;

- Respiratory etiquette: coughing or sneezing on the forearm or using a tissue, which must then be immediately thrown away; hand hygiene always after coughing or sneezing and after blowing; avoid touching the eyes, nose and mouth with your hands;
- Social conduct: change the frequency and form of contact between workers and between them and customers, avoiding (when possible) close contact, handshakes, kisses, shared jobs, face-to-face meetings and sharing of food, utensils, glasses and towels.
- How to comply with daily self-monitoring to assess fever, check for cough or difficulty breathing.
- How to comply with the guidelines of the Directorate-General for Health for cleaning surfaces and treating clothes in establishments.

1.2.2 - Equipment - Personal protection

There are enough Personal Protective Equipment for all employees. Depending on their role, employees receive masks, gloves, visor, gown or apron, cap and shoe covers.

The employees' uniform is washed separately in the machine and at high temperatures (around 60°C).

1.2.3 - Appointment of those responsible

One of the board members (William Smith) will be responsible for initiating the procedures in case of suspected infection (accompanying the person with symptoms to the isolation space, providing the necessary assistance and contacting the national health service)

1.2.4 - Conduct

Daily self-monitoring to assess fever, cough or difficulty breathing. Behaviors to be adopted by the staff:

- maintain the distance between employees and customers and avoid physical contact, including handshakes;

- not entering and leaving the establishments wearing the establishment's uniform;
- keep your hair up and your nails short and clean with varnish;
- the use of personal ornaments (namely rings, threads, bracelets, etc.) is discouraged;
- existence of a wet disinfection mat at the entrance of personnel to clean the sole of the shoes;
- breaks and main meal times are staggered to avoid encounters in staff / dining areas; Cleaning professionals are familiar with the products to be used (detergents and disinfectants), the precautions to be taken when handling, diluting and applying them in safe conditions, such as good practices for self-protection during cleaning procedures for spaces and how to ensure good ventilation during cleaning and disinfection.

1.2.5 - Stock of cleaning and sanitizing materials

There is at AlgarvianSun Apartments, a stock of cleaning materials for single use proportional to the dimensions of the enterprise, including cleaning wipes for single use moistened with disinfectant, bleach and alcohol at 70°.

Dispensers or refills of alcohol-based antiseptic solution or alcohol-based solution · Waste container with non-manual opening and plastic bag.

Hand washing equipment or refills with liquid soap and paper towels.

1.2.6 - Scales / shifts

Service schedules / shifts were designed to reduce the number of simultaneous employees, to allow greater control of safety and hygiene rules.

Rules / phasing of the cleaning acts of the accommodation units and the common areas of the Hotel were defined.

1.3 - FOR CLIENTS

1.3.1 - Equipment - Personal protection

There are individual protection kits for customers consisting of a mask, disinfectant wipe/alcohol gel and gloves.

1.3.2 - Conduct

AlgarvianSun defines simple and clear rules for staying in common spaces:

AlgarvianSun Apartments can institute online check-in in case of a pandemic or a COVID19 outbreak. Two days before arriving at the apartments, the customer receives by email a link through which he can check in online. Upon arriving at the apartments, the client's identity will only be quickly validated, thus avoiding prolonged contact with the person that is doing the check-in. AlgarvianSun favors payment by Airbnb or bank transfer, to expedite check-out.

1.4 - FOR PROVIDERS

1.4.1 - Relationship with suppliers

Suppliers are unable to enter the Apartments. Orders are placed via e-mail or telephone contact, and the delivery of goods is ensured in a specific area for this purpose, safeguarding a safe distance on the part of those who deliver and the employee who receives and checks the order.

2 - PROCEDURES IN CASE OF SUSPECTED INFECTION

2.1 - ACTION PLAN

The responsible employee must accompany the suspect of infection to the isolation space, provide the necessary assistance and contact the National Health Service.

2.2 - DECONTAMINATION OF THE INSULATION PLACE

The decontamination of the isolation area is ensured whenever there are positive cases of infection and enhanced cleaning and disinfection whenever there are patients suspected of being infected, especially on surfaces frequently handled and most used by the same, as indicated by the Directorate-General for Health;

The storage of waste produced by patients suspected of infection is done in a plastic bag that, after being closed (eg with a clamp), will be segregated.

The separation and management of common waste at the AlgarvianSun Apartments is carried out in accordance with the procedures established.

3-REGISTRATION OF ACTS / INCIDENTS

Date of occurrence	Occurrence Description	Action measures	Comments

This Protocol provides detailed information on the procedures that the management of the AlgarvianSun (Lagos View Apartment and Lagos Alegre Apartment). The concessionaire of AlgarvianSun, instituted with its work team, customers and suppliers in order to comply with the basic precautions for infection prevention and control in relation to the COVID-19 coronavirus outbreak, in compliance with the guidelines of the World Health Organization (WHO), and the Directorate-General for Health (DGS)

4 - PREVENTION PROCEDURES

4.1 - AT APARTMENTS FACILITIES

4.1.1 - Signaling and Information

AlgarvianSun clients are aware of and have access to this Internal Protocol regarding the COVID- 19 coronavirus outbreak (or other pandemic) through a digital document hosted on the website algarviansun.com

4.1.2 - Hygiene plan

In accordance with this internal protocol, the washing and disinfection of surfaces where employees and customers circulate is carried out before check-in and after check-out, ensuring the control and prevention of infections and resistance to antimicrobials;

Cleaning, with disinfectant detergent, surfaces and objects of common use (including counters, light and elevator switches, door handles, cabinet handles);

The administration favors wet cleaning, to the detriment of dry cleaning and the use of a vacuum cleaner that will be replaced by water equipment, if mandatory;

The air renovation of rooms and enclosed spaces is done immediately after check-out during the day and night; and before check-in;

In the kitchen, the cleaning of utensils, equipment and surfaces is enhanced.

The buckets and mops used in the cleaning of the apartments are differentiated by each area to be cleaned. After each use, they will be properly replaced and disinfected;

For washing floors in the apartments that are not carpeted, tepid water and

common detergent will be used, followed by disinfection with a bleach solution diluted in water;

In the sanitary facilities, washing is performed with products that contain detergent and disinfectant in their composition.

Model of Records posted in different areas:

Area	Cleaning priority	Product	Method of use	Frequency	Responsible	Comments

Registration of cleaning of each space; Hygiene record of sanitary installation; Hygiene record of accommodation unit; Registration of cleaning of each common outdoor space (cleaning of the entry patios); Registration of suspected incidents / cases; Inventory record of the isolation site.

**SUPPORT ENTREPRENEURSHIP
AND LOCAL DEVELOPMENT
CONSUMING LOCAL
PRODUCTS OR SERVICES**

Consume local products



Support local entrepreneurship through the consumption, whenever possible, of products or services that are produced in the destination and whose direct and indirect benefits are distributed transversally and favor the most vulnerable groups. Ask the travelers to buy only what they really need.

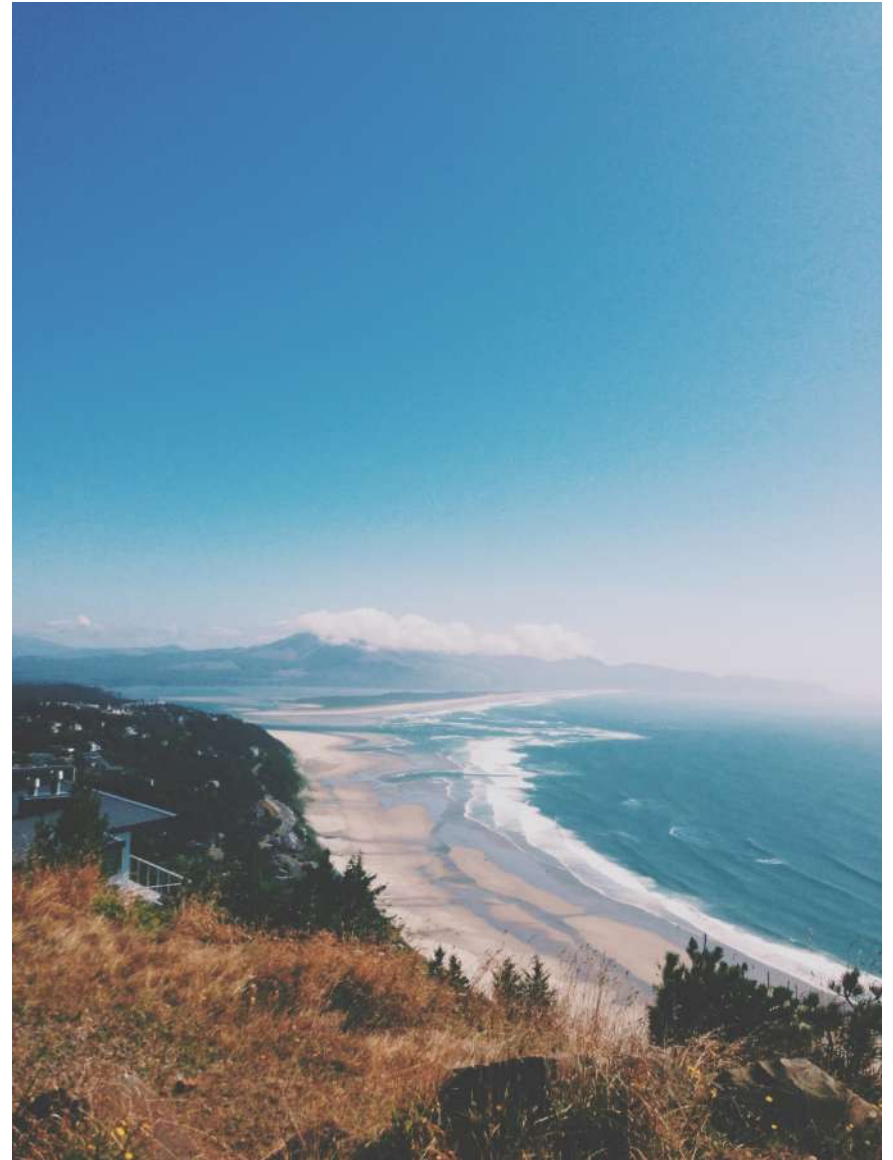
CONSUME RESPONSIBLY AND PARTICIPATE IN THE SUSTAINABLE MANAGEMENT OF RESOURCES

Minimize the impact

Ensure the management and smart- efficient use of the hydric and energetic resources, consuming those which produce the smallest impact on the environment and can be recyclable or reusable.

Avoid the excessive consumption or waste of water and opt for transports with reduced or zero emissions.

Also, ask for traveler to value and request the calculation





PROMOTE THE SUSTAINABILITY OF THE HERITAGE AND INFRASTRUCTURES OF THE DESTINATION

Promote Sustainability

Participate in the sustainable management of your community and its infrastructures (buildings, transports, housing, public spaces...) so that your activity does not alter local life. Moreover, contribute to the conservation of the tourist attractions, respecting the norms and the accesses designed for their preservation and protection.