

Sanitary Guidelines - Villas Rio Mar Dominical Beach, Osa, Puntarenas, Costa Rica.

To:

- Villas Rio Mar Hotel staff
- Company suppliers
- Clients or users of the service

General actions to be carried out by the heads of the different departments.

- Disseminate the information to all company personnel and tourists who use our services.
- Implement and control the prevention and containment actions of COVID-19.
- Promptly report the information required by the health authorities based on the official guidelines issued by the Ministry of Health to our clients and collaborators.
- Guarantee healthy practices disseminated by the Ministry of Health.
- Provide information, personal protective equipment (mask and gloves, alcohol gel) and other supplies that may be required.
- Facilitate company personnel access to health services if they have suspicious symptoms of COVID-19.

Disclosure measures:

- Prepare messages, based on official information disclosed by the Ministry of Health, adapted to the profile of each interest group, (staff and guests) to communicate the progress of this new virus.
- Anticipate the fear and anxiety that may be generated in the different interest groups of the company in response to rumors.
- Get daily information on the status of this new virus in Costa Rica, consulting the official information available on the website of the Ministry of Health.

- Regularly gather company personnel to monitor compliance with the plan, assess the performance of the integrated working group for this purpose and inform everyone of the status of the situation of this new virus.
- Place the posters “How to wash your hands with soap and water” and “Correct way to cough and sneeze” in visible places in the company.

Control measures:

1. Verify that company personnel comply with the assigned responsibilities.
2. Identify and indicate to the staff members and the suppliers of the company that present symptoms of "flu" or "cold" that they consult the nearest EBAIS headquarters or request a medical consultation.

If people who have "colds" report that they have been in contact with people who were diagnosed as suspected, probable or confirmed cases of Coronavirus, or who 14 days before visited areas at risk of transmission of this virus, tell them to go to the medical center or nearest EBAIS to make the respective medical assessment.

3. Report to the nearest Governing Health Area, for the duration of this health alert, the following information:

- Company officials and tourists, identified by you who present one or more of the symptoms of the disease (fever $\geq 38^{\circ}$, general discomfort, cough, sore throat and respiratory distress) and who have also visited areas risky.
- Absenteeism of staff due to “flu” or “cold”

Maintenance and cleaning of the facilities:

- Have in all bathrooms: toilet paper, hand soap and disposable paper towels or an electric hand dryer.
- Clean and disinfect with a common disinfectant, 70 ° alcohol or other disinfectant at least twice a day, all the door knobs, laboratory handles, toilets and instruments and work equipment of the company (telephones, keyboards, mouse, materials and any surface with which there is permanent contact).
- Keep workplaces ventilated, without creating sudden drafts.

- Disinfect all devices, such as: tablets, phones, laptops; 3 times a day
- Recommend that a good diet is maintained to improve the body's defenses.
- Filters in air conditioners must be completely clean.
- Do not visit people who are sick or have flu or cold symptoms.
- Externalize hand washing measures:
 - Before and after eating or handling money.
 - After touching objects such as: phones, cell phones, supermarket cars, traveling by bus, using computers, among others.
 - After returning from the street.
 - After coughing or sneezing.
 - Remember that the proper time for effective handwashing, following the proper protocol, is 40-60 seconds, the same as it takes to sing the song “Happy Birthday”.
- Use paper towels or toilet paper when sneezing or coughing.
- If you do not have disposable towels, use your forearm when coughing.
- Frequently clean surfaces that may be contaminated with respiratory secretions.
- If you use a mask, discard it daily.
- Do not spit on the floor.
- Avoid shaking hands, kissing, and visiting people.
- Avoid touching your eyes, mouth or nose unnecessarily.
- No Smoking.
- Do not self-medicate.
- Consume plenty of fluids.
- Follow all the hygiene recommendations already mentioned.

If the person has been diagnosed as a “suspected case” of Coronavirus by a doctor, they should:

- Stay in "home isolation" during the days indicated by the doctor.
- Comply with the indications of "isolation" made official by the Ministry of Health.
- Follow the instructions provided by the health service.
- Follow the protocol defined by the Ministry of Health for these cases.

Specific guidelines for the Reservations and Reception department and general staff of the Villas Río Mar Hotel

- Inform foreign tourists who communicate to travel to Costa Rica, that they should check the website of the Ministry of Health so that they are informed about the sanitary protocols for boarding, transfer and entry into the country. (reception, customer service)
- Offer general information to tourists about the Coronavirus situation in the country, as well as the organization and coverage of health services in Costa Rica. (reception, customer service)
- Provide tourists with general information about the Coronavirus and offer them pamphlets with recommendations on how to reduce the spread and what to do if they have suspicious symptoms of the disease. (reception, customer service)
- Identify the health services (Pérez Zeledón Hospital) to which tourists with suspicious symptoms of the virus can be referred, having available the telephone numbers, addresses and means of transportation that could provide the service. (reception, customer service)
- Identify the rooms that meet the best conditions to apply the "isolation" measures, anticipating the possibility that some of the guests will get sick from the new virus and must undergo "home isolation".
- Support guests during the period of "home isolation".