



# HACIENDA CUSIN 1602a.d.

## SECURITY PROTOCOL

### FOR EMPLOYEES

All employees are regularly trained in compliance with safety standards and procedures in accordance with the requirements of Ministry of Health and Ministry of Tourism.

- Avoid greetings involving contact, between staff and the guest.
- Safe social distance (1m open spaces and 2m closed spaces) (see annex 2)
- Each employee will have to use personal protective equipment, such as: mask, face shields, hats; the use of the implemented methods is according with the risks of each area.(see annex 1)
- Hand Hygiene: Proper and frequent hand washing, after sneezing, handling of commonly used stationery, money, contact with contaminated surfaces, etc.
- Employees have access to hands sanitizing and personal protective materials.
- Each work area and facilities are disinfected regularly, using all safety standards.
- Use of daily clean work clothes
- Sanitary filter for employees, before start working: temperature taking with an infrared thermometer, mandatory wear mask, hands washing and sanitizing, shoe sanitizing mat

### FOR THE HACIENDA CUSIN FACILITIES



#### 1. COMMON AREAS

- Cusin posted in the main public areas, information where you can check the basic protection measures to prevent the spread of COVID-19. (see annex 1-2-3-4)
- Furniture in social areas is adequately distributed to guarantee safe social distance between clients.
- Public Spaces: Cusin have increased the frequency of cleaning and disinfecting in public spaces, with a focus on the counter at the front desk, main house, library, game room, squash room, the children's corner, door handles, objects and surfaces that are in contact with the customer, public bathrooms.
- Back of House: In the spaces where associates work “behind the scenes,” hotels are increasing the frequency of cleaning and focusing on high-touch areas like associate entrances, locker rooms, laundry rooms, and staff offices.
- The corridors, social areas and hotel lobby are ventilated several times a day
- The public bathrooms have paper dispensers or a hand dryer, soap.
- The public bathrooms have trash cans with lids, bags and are not manually operated
- We will keep a control for the adequate replacement of (towels, gel or soap)

- Hand sanitizer is available on each public area of the facility: counter at the front desk, entrance main house, entrance library, game room and public bathrooms
- Care will be taken that clients respect security measures
- Entrance to the hotel lobby, main house and library is equipped with shoe sanitizing mat.
- Only guests and employees are allowed to stay in Cusin.

## 2. RESTAURANT AND BAR

- The capacity of the restaurant and bar will be in a lower percentage, where the safety distance will be prioritized and we will manage with additional measures such as: (previous reservations, established hours for each reservation, order food in advance, extended meal times and the use of external areas)
- The restaurant and bar will be open every day, following the hours of the current sanitary regime
- The distribution of furniture in restaurants and bars is in accordance with the established interpersonal distance
- Furniture in restaurant and bar are adequately distributed to guarantee safe distance between clients.
- We will try to avoid commonly used stationery (meals, wines menu) will be replaced with virtual menus, but if we cannot, it will be disinfected with each use.
- Guest receive hands sanitizing
- The table linen will be changed after each use, disinfection of tables, chairs and objects that are in contact with the guest
- The crockery, glassware and cutlery will be disinfected with more care.
- Restaurant and bar are ventilated and disinfected after each service
- Bank transfers will be prioritized, but we will continue with the old system of collection with credit cards and money with their prior disinfection.
- Restaurant staff work with masks / face shields, maintaining a safe social distance
- Meals might be delivered to room upon guest's request, with respecting all safety rules



## 3 ROOMS

- Daily cleaning, taking the precautions of the case. The procedure is complemented by natural ventilation, whenever the furniture, walls, floors, mirrors, windows, decoration and equipment available in the room are disinfected.
- Towels and bed linen are changed after each use and are washed and disinfected
- Deep cleaning of bathrooms is done after each use with disinfecting materials
- The cleaning staff will not enter to clean rooms if the guest is inside.
- Cleaning staff work with gloves, mask and safety glasses.
- All rooms provide information on the applicable security policies and procedures.

## 4. KITCHEN AREA

- Kitchen staff work with masks, kitchen caps, gloves (optional)
- Frequent cleaning/disinfection of work surfaces and touch points such as door handles, tables, machines, utensils, drains, grease taps
- Kitchen area will be ventilated several times a day

- Hand washing and disinfection

## 5. STABLES

- Staff will work with a mask, for tourist horseback riding and when receiving guests in the area
- Guest wear a mask inside the stables and horseback riding, mandatory
- The horseback riding will be done in groups (families or couples), groups will not be unified.
- Washing and disinfecting hands before and after horseback riding
- Shoes disinfection before riding
- Equipment disinfection (helmets, mounts) before and after each use
- Keep the safe distance (staff and guest), if they cannot do it, both must wear a mask
- Horseback riding activity with prior reservation
- For this time is forbidden to feed the animals in the stable
- Stable staff will constantly keep the area disinfected
- Hands sanitizing is available in this area



## CHECK IN OR RECEPTION OF CUSTOMERS

- Safe distances have been set for guests waiting in queue for reception. The maximum number of guests staying in the hotel front desk is limited to 2 people.
- Digital check in
- Check-in – Check out (front desk) takes place individually, with the number of people limited to two from one booking, with the maximum reduction of procedures that require physical contact, but electronic processes have been created, so that the client does not miss it information.
- More than two guest, the check in will be prioritized to do it in an open area.
- Guest and staff will keep safe social distance
- Hands sanitizing is available at the reception.
- The client must enter with a mask mandatory
- The check-in procedure includes taking the client's temperature with an infrared thermometer. If the passenger presents Covid 19 symptoms, the client must make a mandatory health declaration (fill out a symptomatic test). (see annex 5). Failure to express the declaration may result in the inability to provide the hotel service.
- The tourist information of the area will be prioritized send to the client through email
- If the guests travel through agency, it is necessary and mandatory for the agency to provide in advance the following details of the client (name - Id - country - telephone - mail), these data are in order to avoid manipulation of stationery. Hacienda Cusin makes use of customer data to issue invoices or to contact the customer for a forgotten object.
- Passenger bags will be disinfected before taking them to the room.
- The reception area and lobby of the hotel are disinfected at least once an hour and ventilated regularly.
- Commonly used stationery, pens, will be disinfected after the guest uses them.
- Bank transfers will be prioritized, but we will continue with the old system of collection with credit cards and money with their prior disinfection.

- Payment terminals and room keys are disinfected regularly
- The reception staff works with a mask, face shields

#### **TRANSFER IN - OUT / CUSIN VEHICLES**

- Personalized service, with the capacity allowed
- Transportation will not be shared with external customers
- Passengers and driver will wear a mask (mandatory)
- Before boarding the vehicle, it is necessary to disinfect footwear, suitcases
- Hands sanitizer will be provide to the guest
- The vehicle will be disinfected before and after giving a transfer service



#### **FOOD RECEPTION AND STORAGE**

The additional hygiene and sanitation measures implemented are on keeping the COVID-19 virus out of our business. The virus will enter business premises only when an infected person enters or contaminated products or items are brought into the premises. Below the rules:

- Supplier must disinfect or wash their hands before exchanging products
- Supplier and recipient must wear personal protective equipment and keep physical distance.
- Suppliers will not be allowed to enter storage areas or kitchen
- Priority will be given to purchasing from suppliers that maintain strict product disinfection policies to prevent the spread of Covid-19
- The products will be disinfected or washed before entering storage warehouses

#### **CLEANING PLAN AND IMPLEMENTS TO USE**

- The disinfection of common areas, rooms, luggage among others, will be by sprinkler system
- Authorized and proven cleaning or disinfecting product will be used.
- The use of technology and disinfectants will be used according to safety guidelines and with the respective prior training.

## ANEXX 1.

| CHARACTERISTICS OF PERSONAL PROTECTIVE EQUIPMENT |  |   |
|--|--|---|
| (Personal Protective Equipment)                  | CHARACTERISTIC   | STAFF TO USE  |
| <b>Surgical mask</b>                             | <ul style="list-style-type: none"> <li>• It is a device designed to contain potentially infectious microorganisms from the nose and mouth.</li> <li>• They cover non-occlusively.</li> <li>• Provides one-way protection, from the inside out.</li> <li>• They do not protect against the spread of the coronavirus, especially if its spread.</li> <li>• Life time is 3 to 4 hours</li> </ul> | <ul style="list-style-type: none"> <li>• Staff and guests with respiratory symptoms or suspected COVID-19 infection.</li> <li>• People in contact with guests considered to be from a vulnerable group (older adults, pregnant women, people with disabilities, children under 5 years of age, people with chronic, catastrophic illnesses)</li> <li>• Staff and guests in common areas of the establishment.</li> <li>• Suppliers and external personnel.</li> <li>• People handling food or service areas.</li> </ul> |
| <b>N95 mask</b>                                  | <ul style="list-style-type: none"> <li>• Filtration of at least 95% for particles of 0.3 micron diameter.</li> <li>• Provides protection from the outside in.</li> </ul>   | <ul style="list-style-type: none"> <li>• COVID-19 positive patients</li> </ul>  |
| <b>Thick gloves</b>                              | <ul style="list-style-type: none"> <li>• Made with resistant material, have a long spout for hand protection and partial forearm protection.</li> </ul>  | <ul style="list-style-type: none"> <li>• Designated personnel during the execution of surface cleaning and disinfection procedures.</li> </ul>  |

### RECOMMENDATIONS

- **PPE must be disposed of in an appropriate waste container after use.**
- **Hand hygiene should be done before putting on and taking off PPE.**
- **Frequent hand hygiene should always be performed despite the use of gloves.**
- **As soon as the mask is wet, it must be replaced by a clean and dry one.**
- **DO NOT reuse single-use masks; discard immediately once used.**

Source: (Ecuador, Ministry of Public Health, 2020)

## ANEXX 2

| BASIC MEASURES OF PROTECTION AND PROPAGATION OF COVID-19  |   |
|---|---|
| ACTION  | PERSONNEL TO BE DONE  |
| Wash your hands regularly with water and soap   | Staff and guests.   |
| Disinfecting hands with alcohol gel   | Staff and guests.   |
| Keep a safe distance, avoid crowds  | Staff and guests.   |
| Avoid touching the face   | Staff and guests.   |
| Cough or sneeze into the crease of the elbow or in a tissue.  | Staff and guests.   |
| Staff hygiene rules (short nails, collected hair)   | Staff.  |
| Shower after change of clothes.   | <ul style="list-style-type: none"><li>• Work personnel who have been in contact with guests infected with COVI 19.</li><li>• Cleaning staff.</li><li>• Personnel who have been in contact with possibly infectious waste.</li></ul> |
| Avoid direct contact with other people's belongings (ask the person to provide exposure of the documents / information, without establish contact). | Staff and guests.   |
| Wear a mask   | Staff and guests.   |

**Covid Symptoms 19** (Shortness of breath, fever, sore throat, muscle pain, dry cough)

### **Additional Information**

- \* Ministry of Health, telephone 171
- \* Emergency service, 911 telephone
- \* San Pablo del Lago - Health Center, Telephone 06 2918 525
- \* Otavalo - Public Hospital, telephone 06 2920 460



**World Health Organization**

**Patient Safety**  
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**SAVE LIVES**  
Clean Your Hands

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# How to Handwash?

WASH HANDS WHEN VISIBLY SOILED! OTHERWISE, USE HANDRUB

**Duration of the entire procedure: 40-60 seconds**

|   |   |   |
|---|---|---|
| <p><b>0</b></p>  <p>Wet hands with water;</p>   | <p><b>1</b></p>  <p>Apply enough soap to cover all hand surfaces;</p>   | <p><b>2</b></p>  <p>Rub hands palm to palm;</p>                                       |
| <p><b>3</b></p>  <p>Right palm over left dorsum with interlaced fingers and vice versa;</p>    | <p><b>4</b></p>  <p>Palm to palm with fingers interlaced;</p>  | <p><b>5</b></p>  <p>Backs of fingers to opposing palms with fingers interlocked;</p> |
| <p><b>6</b></p>  <p>Rotational rubbing of left thumb clasped in right palm and vice versa;</p> | <p><b>7</b></p>  <p>Rotational rubbing, backwards and forwards with clasped fingers of right hand in left palm and vice versa;</p> | <p><b>8</b></p>  <p>Rinse hands with water;</p>                                      |
| <p><b>9</b></p>  <p>Dry hands thoroughly with a single use towel;</p>                          | <p><b>10</b></p>  <p>Use towel to turn off faucet;</p>   | <p><b>11</b></p>  <p>Your hands are now safe.</p>                                    |



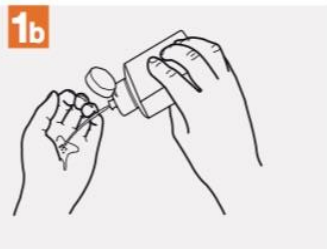
# How to Handrub?

**RUB HANDS FOR HAND HYGIENE! WASH HANDS WHEN VISIBLY SOILED**

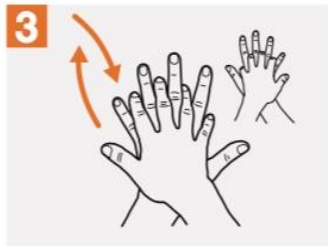
 **Duration of the entire procedure: 20-30 seconds**



**1a** Apply a palmful of the product in a cupped hand, covering all surfaces;



**2** Rub hands palm to palm;



**3** Right palm over left dorsum with interlaced fingers and vice versa;



**4** Palm to palm with fingers interlaced;



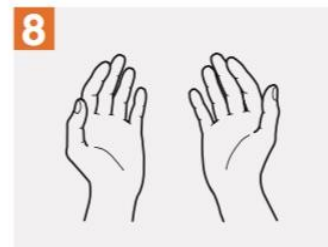
**5** Backs of fingers to opposing palms with fingers interlocked;



**6** Rotational rubbing of left thumb clasped in right palm and vice versa;



**7** Rotational rubbing, backwards and forwards with clasped fingers of right hand in left palm and vice versa;



**8** Once dry, your hands are safe.



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**ANNEX 5**

| <b>QUESTIONNAIRE OF SYMPTOMATOLOGY COVID-19 TO THE GUEST</b>  |                                |            |                          |
|---|--------------------------------|------------|--------------------------|
| <b>PROPERTY NAME</b>  |                                |            |                          |
| Form No.  |                                | Date:      |                          |
| Names and surnames:   |                                | Age:       | Gender:                  |
| Place of provenance:  | Place and date of birth:       |            | Identification document: |
| Emergency contact:  | Contact name and relationship: |            | Contact number:          |
| <b>SURVEY (MARK WITH AN X)</b>  | <b>YES</b>                     | <b>NOT</b> | <b>COMMENTS</b>          |
| Do you have any of these symptoms:  |                                |            |                          |
| Moderate to severe shortness of breath (unable to say complete sentences) or extreme (shortness of breath or shortness of breath when speaking) |                                |            |                          |
| Fever or feeling feverish (chills, sweating)  |                                |            |                          |
| Cough   |                                |            |                          |
| Muscle aches, body aches, or headaches  |                                |            |                          |
| Tiredness or fatigue  |                                |            |                          |
| Nausea, vomiting, or diarrhea   |                                |            |                          |
| Have you taken or are you taking any antiviral or antibiotic medication for any respiratory process in the last 14 days?                        |                                |            |                          |
| Have you seen a doctor for any respiratory symptoms in the last 14 days?  |                                |            |                          |
| Have you been in contact with people exposed to infectious respiratory symptoms such as cough, fever?   |                                |            |                          |
| Have you made previous international trips in the last 14 days? (Specify)   |                                |            |                          |
| In the last 14 days, have you had contact with a relative from another country with COVID-19 risk?  |                                |            |                          |

Source: (Ecuador, Ministry of Public Health, 2020)

Note: This protocol is subject to change, all the guidelines will be optimized according to protocols issued by the government.

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