



COVID-19 PROTOCOL

Kappa Resort, taking into consideration the instructions provided by the Ministry of Health for the application of the new sanitary protocols for the tourist accommodations in view of their reoperation and in terms of the new realities deriving from the appearance of the COVID-19 virus, proceeds with the establishment of the Protocol.

The Protocol entails the development of an Action Plan and a Suspected Case Management Plan inside the accommodations of the Group.

The Action Plan's goal is the prevention of occurrence and the effective management of suspected cases for the limitation of its expansion to the staff members and the guests, always in accordance with the relevant instructions in force of the National Organism of Public Health. The Action Plan agrees to PHEA's recommendations and will be updated according to the developments.

The hotel's goal with the Action Plan and the Suspected Case Management Plan is on the one hand to protect its staff members and guests and on the other hand to guide its staff members so as to take the necessary preventive measures against the COVID-19 virus.

These include:

Individual Hygiene Measures and Individual Protection Means

The management takes measures for the application of right practices concerning individual hygiene (for staff members as well as third parties) at the working space and supervises their constant implementation. Specifically:

- They update and urge their staff and third parties towards compliance to the correct individual and respiratory practices (washing and

cleaning of the hands, covering of the nose and the mouth during coughing or sneezing with a sanitary napkin, etc.).

- They provide appropriate establishments like faucets for hand washing and necessary materials-means, such as antiseptic dilutions (in the form of liquid, mousse, gel, wet tissues) and materials for drying hands (single use napkins) to the staff and they place the appropriate mechanisms for hand sanitization at the entrances/exits and the common rooms of the accommodation. They focus especially on cases where the staff comes in contact with the general public.
- They supply the staff with the appropriate Individual Protection Means (IPM) (masks, face shields, gloves, protection file etc.), in accordance to the special instructions/guidance of PHEA, National Commission for the Protection of Public Health and the decisions of competent bodies for each case.
- They check regularly for IPM supply adequacy.
- They place signs that urge the installment of the hotel's app (Kappa Resort App) for online check-in, reservations at the restaurant etc. so as to avoid commotion.
- They educate their staff for safe use of IPM in accordance with the instructions provided by PHEA and supervise their proper use.
- They make note of the attendance of third parties (e.g. clients, colleagues, carriers, etc.) in the accommodation space and they inform them accordingly so as to avoid commotion and guarantee social distancing and the correct use of IPM.
- They formulate a schedule for gradual, rolling attendance of the staff members so as to avoid commotion and guarantee social distancing.
- They continuously update the staff in every way they can, such as e.g. oral updates, sign placement or update/reminder sign placement for individual hygiene and preventive measures for all spaces, through the Internet etc.
- They educate about the necessary actions that the staff themselves need to take if suspicious symptoms arise, such as the immediate updating of the health coordinator and the Management for the prevention of the COVID-19 expansion and the expected isolation.
- They inform and educate their staff as far as the special instructions for cleaning in case a case occurs. Specifically: a) the individual remains in their accommodation with the door shut, b) they are provided immediately with a protective surgical mask and sanitary napkins, c) if there is a companion with them that wishes to stay at their side, they are provided with a simple surgical mask and are especially reminded to meticulously wash their hands every time after their contact with the suspected case and also to not touch their face, d) the entrance to the accommodation is strictly forbidden to staff and only one staff member is allowed to engage with the client's requests, e) the used equipment for individual protection is to be disposed in a closed trash can, d) the disposal of the protective equipment is to be followed by meticulous hand washing.
- They take the necessary steps to avoid staff commotion by formulating a rolling attendance schedule.

Accommodation Archive and Event Book

For the goal for public health protection actions, the accommodation's management keeps an archive of the staff members that have resided at the hotel (name, ethnicity, check-in and check-out date, contact details such as address, phone number, email), so that contact with close contacts in case of a potential COVID-19 case that might be identified later on is achievable.

There is the expected attention and security at the General Data Protection Regulation (GDPR) and all the guests and staff are informed that such an archive is kept for reasons of public health protection.

Staff and Workers

Every staff member of the hotel strictly complies with the basic protective measures against COVID-19. Specifically, the staff needs to implement correct individual and respiratory hygiene practices:

- Frequent hand washing with soap and water for at least 40 seconds, above all before and after contact with money or clients' objects, before eating something, before and after work break, after going to the toilet and careful hand drying with single-use paper napkins and disposal of them in the trash cans. Alternatively, alcohol-based sanitizer gel use with at least 60% ethanol concentration or 70% isopropyl alcohol concentration.
- Covering of nose and mouth during coughing or sneezing with a sanitary napkin / alternatively if not available, covering of the mouth with the inside of the arm.
- Disposal of sanitary napkins or other materials of individual hygiene or means that have been used for the disinfection of surfaces in a closed trash can.
- Avoidance of hand shakes and in general close contact, social distancing of at least two meters from their colleagues, clients or third parties in all working spaces, hotel spaces and resting spaces.
- Avoiding touching the front part of the mask/face shield.
- Avoiding touching of the face with the hands.
- Updating of the health coordinator in case of slight sickness or appearance of symptoms similar to the COVID-19 virus or contact with potential or confirmed case and isolation from the working space.
- Staying at home in case of feeling faint and informing the health coordinator.
- Returning to the working space only if the laboratory test is negative and after 14 days after close contact with a confirmed COVID-19 case.

Reception Service

The staff takes the necessary hygiene measures, maintains social distancing of at least 1,5 meters from the clients and complies with the hygiene protocol.

Whenever it is requested, it is possible to:

- inform the guests about the policy of the accommodation and the measures they have taken for handling potential cases
- provide useful information for health providers, public and private hospitals, referral hospitals for COVID-19 and pharmacies in the area and
- provide Individual Protection Measures if and only if they are requested by the client.
- Special equipment (medical kit) in case of an emergency, such as gloves and single-use masks, antiseptic gels, cleaning tissues, apron, long-sleeved robe, laser thermometer. The special kit is equipped and placed at the reception area of Kappa Resort and all the persons in charge of keeping up with the program and the staff are informed about its use.
- The staff can recognize clients' symptoms and report them immediately to the health coordinator.
- There is antiseptic gel for use by the client at the reception.
- Regular disinfection of the surfaces at the reception area is implemented.
- Proper layout of the reception area (reception desk) is implemented for proper social distancing.
- A sign is placed on the floor at a distance of two meters from where the client is standing and the appropriate signs for distance are placed at the waiting room. The layout of the furniture is modified and correct management of the people waiting to be serviced is enacted in order to lessen the waiting time and maintain proper social distancing.
- Commotion is avoided during check-in/check-out, social distancing is supervised.
- The possibility for check-in one day before arrival is provided through email and for check-out in the same way in order to avoid commotion and maintain social distancing. The credit card is handed through a kit to the receptionist to use. Sanitizer is provided afterwards for disinfection.
- We urge electronic payment of room charges, electronic delivery of bills, invoices and receipts (acceptance of cash only in very special cases).
- Key cards are being regularly disinfected and placed in special containers for disinfection after their use.
- Check-in and check-out times are expanded. Check-out is until 11:00 and check-in is after 15:00. With this time gap, proper cleaning, diligent

disinfecting and adequate airing of spaces is guaranteed in between different clients.

- Access to the accommodation is denied to those not residing it.
- Moreover, restaurant reservations from external clients will be made only if the whole procedure has been preceded the same way as when it comes to a room reservation. Walk in clients that have not complied to the above will not be entering the hotel space.
- Parking services are not available and the clients are informed to park their vehicles at the nearest available parking spaces.

Maid Service

- Maid service staff uses simple surgical or cloth mask, gloves and waterproof single-use robes.
- After the disposal of IPM, thorough hand washing with water and soap is necessary as well as its disposal to a closed trashed can.
- Cleaning and disinfection of all hard surfaces, floors, chairs, handles etc. with single-use tissues or cleaning towels is implemented. Mops have removable heads.
- 0.1% sodium hypochlorite is used after cleaning with a neutral detergent. For surfaces that might be destroyed by frequent use of hypochlorite sodium, the use of ethanol with 70% concentration is necessary after cleaning with a neutral detergent.
- Through the use of disinfectants, the space is being well-aired.
- In case of a COVID-19 case occurrence, the cleaning and disinfecting follows the below guidelines:
 - all surfaces that have been potentially infected and all objects that have been apparently dirtied/infected with bodily fluids, are washed and disinfected according to the above instructions,
 - the maid service uses simple surgical or cloth mask, gloves and waterproof single-use robe,
 - during all working times, the staff does not touch their faces with their hands, does not smoke, does not eat
 - after the removal of the protective equipment disposes of it correctly and meticulously washes their hands with water and soap.
- In all common places the hygiene services are reinforced and especially for high-touch objects.
- Meticulous cleaning and good airing of the accommodations are implemented during the hours in between stays.
- Proper function of dishwashers and washing machines is implemented as far as the temperatures applied and the dosage of the detergents is concerned.
- IPM supply adequacy for the staff is being checked regularly (gloves, masks, robes, shoe covers, etc.)
- The Management discreetly supervises clients for any symptoms.
- The accommodations are not being regularly cleaned during clients' stay (avoiding the maid service staff coming in touch with a potential case and further infection).

1. Regular cleaning and 24-hour wait before clients are allowed inside the accommodation or
2. Meticulous cleaning – disinfecting of the high-touch surfaces of the accommodation and of the bathroom.
 - Many of the decorative pieces of the villas and suites are removed.
 - Many multiple-use, common-room objects are removed. Notepads, brochures etc. are removed from the accommodations.
 - Cloth surfaces are cleaned with steam cleaners (temperature >70°).
 - Daily natural airing of areas through the opening of windows and doors.
 - Sanitizer gels are placed in every accommodation for use inside the accommodation. Dispenser with antiseptic liquid is available for daily use inside the accommodation.

Restaurant Kitchen

- Adherence to HACCP regulations by the kitchen staff (printing of fridge temperatures, prepared foods lists, warm produce temperatures).
- Goods are picked up by a specific staff member, who always wears the relevant IPM.
- Implementation of FIFO procedure (first in – first out).
- Social distancing is maintained among the kitchen staff according to the health regulations necessities.
- Access to the kitchen space to those who do not work there is denied. In case that cannot be avoided, proper individual protection means are provided to the guest at the entrance of the kitchen.

Restaurant

- The staff takes the necessary measures for hand hygiene, maintains social distancing of at least one meter from clients, colleagues or third parties and uses correctly the protective equipment.
- Many of the decorative pieces are removed.
- Multiple-use, communal objects are removed.
- Orders are being registered virtually through the hotel's app.
- Breakfast hours have been expanded and breakfast is now served 08:00-11:00 so as to avoid commotion in the restaurant space. Room service is also available.
- Room service and the delivery of dishes are carried through without contact.
- The maximum number of clients allowed is determined from the analogy of a client per 2 square meters of total usable space function.
- Six (6) persons are set as the maximum sitting number at a table.
- There is no limit in case of a family with underage children.
- Minimum distancing is applied in between tables according to the seating regulations.

Air Condition and Space Airing

- Avoidance of air conditioning use.
- The hotel makes sure that adequate airing of all spaces with natural air is achieved.
- Air conditioner filters and split unit filters are being replaced according to their programmed maintenance and every protective measure concerning those units is being taken (individual protection means, airing of areas, safe collecting of the filters that are replaced) including respiratory protection.

Environmental measures

- Adequate airing of working spaces and regular maintenance of ventilating and air conditioning systems. Natural airing of spaces and avoidance of commotion in closed spaces without adequate air circulation.
- Cleaning with detergents and disinfectants, regularly and especially during the shift changes of establishments and surfaces of working spaces, communal spaces like break spaces – resting space, locker rooms, toilets, showers, etc., of work equipment as well as of tools, mechanisms and objects that are being used.
- Disinfection according to PHEA instructions of spaces where a potential or confirmed COVID-19 case has been detected. Lidded trash cans are available and placed, in which single-use IPM can be disposed right after their use, tissues, napkins or other means that have been used for the disinfection of surfaces. Relevant special signs for information of their use will be available.
- Regular cleaning of work uniforms and the usual individual protection means that are provided, as well as their safe storage.
- Special care is taken for strict personal use of the usual IPM.

Suspected COVID-19 Case Action Plan

If a guest fulfills the criteria for the definition of a COVID-19 case, the below is implemented:

- The hotel's health coordinator contacts SOS MEDICAL ASSISTANCE, who assesses the emergency. If it is deemed necessary, a COVID-19 test will ensue and if the results are positive PHEA is immediately contacted for the case to be reported and instructions for its handling are provided.

- It is recommended to the suspected case to remain in their accommodation with their door closed.
- To a patient that shows symptoms of respiratory infection (coughing, sneezing, runny nose), simple surgical mask and sanitary napkins are immediately provided.
- If there is a companion with the patient that wishes to stay with them to take care of them, simple surgical mask is provided to them and they are urged to wash their hands every time they come in contact with the patient's fluids and most of all before the companion touches their face or eats or drinks.
- Entrance to the patient's accommodation is not allowed, unless there is an important reason. If such a need occurs, a particular staff member only specifically tends to the suspected case.
- The used protective equipment is disposed into a lidded trash can and not used again.
- Hand washing follows the disposal of the protective equipment.
- Management takes care so that there is directly accessible adequate recycled materials for virus prevention to their staff: soap and water or alcohol-based hand sanitizer, napkins, simple surgical masks, disposable gloves, thermometers, trash bags, surface cleaning liquid.

If a staff member fulfills the criteria of the definition of a COVID-19 case, the following is applied:

- The health coordinator of the hotel contacts immediately PHEA to report the suspected case and get instructions to its handling.
- It is recommended to the suspected case to remain in a specific area and with their accommodation door closed.
- A plain surgical mask and napkins are provided to a patient that shows symptoms of respiratory infection (coughing, sneezing, runny nose).
- A search is conducted for the potential exposure of the rest of the staff or clients and they are asked to follow PHEA's instructions.
- All surfaces are disinfected and especially working space surfaces and the equipment that the potential case might have used.

Cleaning and Disinfection of the Patient's Accommodation

- Thorough cleaning of surfaces that the patient usually touches, especially if those surfaces are exposed to bodily fluids.
- The maid service staff uses simple surgical mask, gloves and single-use waterproof robe.
- Thorough hand washing follows the removal of the gloves.
- Cloth surfaces are cleaned with a steam cleaner (temperature >70°).

Collaboration with SOS MEDICAL ASSISTANCE (Lazaridis Konstantinos)

In terms of the health measures against the COVID-19 virus, Kappa Resort collaborates with SOS MEDICAL ASSISTANCE and the doctor, Mr. Lazaridis Konstantinos (general practitioner) to provide their clients and staff the following services:

- 24/7 access to Medical Call Center +30 2374021250 for Phone Medical Support and management of the necessary actions.
- Availability for COVID-19 test sampling.
- Availability for COVID-19 test sampling through quick antibody test. Rapid tests detected IgM / IgG antibodies early and late indicators and can be carried through via just a few drops of blood. The results are available within 15 minutes. 24/7 doctor availability in the hotel space for handling of all medical staff and client emergencies within 1 hour.