

# Internal Good Practice Protocol

## COVID-19 Prevention

This Protocol provides detailed information about the procedures that the company Soito Wines, Lda., has instituted with their team, clients and suppliers in order to comply with the basic precautions for the prevention and infection control of the coronavirus COVID-19 outbreak, in compliance with the guidelines of the World Health Organization (WHO), and the Directorate-General of Health.

### 1. PREVENTION PROCEDURES

#### 1.1 AT SOITO WINES FACILITIES

##### 1.1.1 Signaling and Information

- Soito Wines clients are aware and have access to this Internal Protocol regarding the coronavirus COVID-19 outbreak through a digital document hosted on the website.

##### 1.1.2 Hygiene and cleaning plan

- According to this internal protocol, the washing and disinfection of surfaces where employees and clients circulate is done several times a day, ensuring the control and prevention of infections and resistance to antimicrobials;
- Cleaning several times, a day, surfaces and objects in common use (including counters, light switches, door and cabinet knobs);
- Soito Wines favors wet cleaning, in detriment of dry cleaning and the use of vacuum cleaners that will be replaced by water-based equipment;
- Air renovation of the rooms and closed spaces is done regularly during the day and night;
- Daily disinfection of the pool with products in an appropriate quantity, as well as the surrounding areas and equipment;
- In the Breakfast preparation area, the cleaning of utensils, equipment and surfaces are reinforced, avoiding the direct manipulation of food by employees as much as possible. Breakfast is served individually;
- The wine tastings done inside the winery will have a maximum capacity of 6 people, subjected to the recommended protective equipment, for tastings with more than 6 people, they will be done outside;
- All the equipment directly or indirectly related to wine tourism activities will be properly disinfected for each use, Soito Wines privileges the practice of outdoor activities;
- Wine glasses and other tasting materials will be properly washed (at high temperatures) and disinfected according to the rules of the Directorate-General of Health;
- Whenever a client leaves, the cleaning of tables and chairs is ensured;
- The buckets and mops used are differentiated by each area that is being cleaned. After each use, they'll be properly replaced and disinfected;
- Washing the floors in common areas, hot water and detergent will be used, followed by the disinfection with a bleach solution diluted in water 3 times a day.

##### 1.1.3 Adequacy of the selected space for isolation

Soito Wines has a specific place to isolate people who have been detected as suspected or confirmed case of COVID-19. This space has natural ventilation and washable linings, bathroom, stock of cleaning material, surgical masks and disposable gloves, thermometer, autonomous waste container, waste bags, bags for used clothes, kit with water and some non-perishable foods.

#### 1.1.4 Adequacy of accommodation units

- Changing the bed clothing and cleaning occupied rooms privileges two spaced intervals with adequate protection;
- The removal of the bed clothing and towels is done without shaking it, only rolled “outwards inwards”, not touching the body and transported directly to the washing machine;
- The washing of the bed clothing and towels is done separately, in a machine and at a high temperature (around 60°C);
- The washing and disinfection of the cushions is done whenever the client changes;
- The TV controls and air conditioning will be wrapped in plastic film, so that they can be disinfected whenever the client changes.

#### 1.1.5 Hygiene equipment

- Dispensers of alcohol-based antiseptic solution or alcohol-based solution are available near the entry / exit points of the winery, the rooms, bathing areas of the pool and in the common areas;
- There're automatic liquid soap dispensers for hand washing and paper towels in all sanitary facilities.

### **1.2. FOR EMPLOYEES**

#### 1.2.1 Formation

- All the Employees were informed about the measures that'll be taken:
  - Hand hygiene: wash the 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're dry;
  - Respiratory etiquette: coughing or sneezing into the flared forearm or using a tissue, which should 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: changing the frequency and the contact between co-workers and clients, avoiding (when possible) close contact, handshakes, kisses, shared working areas, presential meetings and sharing of food, utensils, glasses and towels.
  - How to comply with daily self-monitoring to evaluate fever, check for cough or difficulty in breathing.
  - How to comply with the guidelines of the Directorate-General of Health for cleaning surfaces and treating clothing and tasting material.

#### 1.2.2 Equipment – Individual protection

- There're enough Individual Protective Equipment for all the employees. Depending on their role, employees receive masks, gloves, visor, gown or apron, cap and shoe covers.

#### 1.2.3 Designation of those responsible

- The employee Nuno Pinto will be responsible to activate 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 evaluate fever, cough or difficulty in breathing.
- Behaviours to be adopted by the staff:
  - maintain the distance between employees and clients and avoid physical contact, including handshakes;

- Maintain hair up and short and clean nails without varnish;
- We discourage the use of personal adornments (namely rings, necklaces, bracelets, watches, etc.);
- The breaks and main meals schedule are staggered to avoid encounters in the dining and staff areas;
- The employees responsible for cleaning know the products that are to be used (detergents and disinfectants), the precautions to be taken when handled, dilution and application in safe conditions, as well as best practices for self-protection during the cleaning procedures of the spaces and how to guarantee a good ventilation during cleaning and disinfecting.

#### 1.2.5 Stock of cleaning and sanitizing materials

- There's a stock of single-use cleaning materials proportional to the dimensions of the space, including single-use cleaning wipes moistened with disinfectant, bleach and 70° alcohol.
- Dispensers or refills of alcohol-based antiseptic solution or alcohol-based solution.
- Waste container with non-manual opening and plastic bag.
- Equipment for hand washing or refills with liquid soap and paper towels.

### **1.3 FOR CLIENTS**

#### **1.3.1 Individual Protection Equipment**

- There're individual protection kits for the clients with a mask, disinfectant wipe and gloves.

#### **1.3.2 Conduct**

- Soito Wines has defined simple and clear rules about staying in common spaces:

**Winery:** Wine tastings that are done inside the winery will have a maximum capacity of 2 people, subjected to the recommended protective equipment, for tastings with more people, these will be don outside; the tasting room will be disinfected after each use; each visitor will have to disinfect properly their hands at the entrance of the winery and use a mask.

**Swimming pool:** capacity of 4 people permanently in the pool for periods of 20 minutes each. The client must use his towel on top of the external furniture, as well as his slippers to move around.

**Bathhouse:** it'll have a capacity of 1 person and after used, the bathhouse will be properly disinfected; it'll have individual doses of hygiene products, the towels will then be washes at a temperature of 60°.

### **1.4 FOR SUPPLIERS**

#### **1.4.1 Relationship with suppliers**

- The suppliers are unable to enter Soito Wines facilities. The orders will be done by e-mail or telephone contact and the delivery of goods is ensured in a specific area designed for this purpose, preserving a safe distance for 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.
- The isolation space is located in the main room of the accommodation, it has a bathroom, kitchen and access to the outside space, it also has the necessary protective material equipment (masks, disinfectant gel and cleaning products), it also has zipped bags to place towels and clothes.

**2.2 DECONTAMINATION OF THE ISOLATION SPACE AND WASTE MANAGEMENT**

- The decontamination of the isolation area is ensured whenever there're are positive cases of infection and enhanced cleaning and disinfection whenever there're clients suspected of infection, especially on surfaces frequently handled and most used by the same, as indicated by the Diretores-General for Health;
- The storage of waste produced by clients suspected of infection is made in a plastic bag that after being closed (e.g. with a clamp), will be segregated and sent to a licensed operator of the management of the hospital waste with biological risk;
- The separation and management of common waste is done in accordance with the procedures established by the company Soito Wines, Lda., in compliance to the referential *Biosphere Responsible Tourism* framework

**3. REGISTRATION OF ACTS/INCIDENTS**

**Record of occurrences:**

Date	Occurrence Description	Action measures	Obs.
10/04/2020	Employee with suspected infection (later confirmed positive)	Closure of the establishment.  All the employees spent a 15 (fifteen) day quarantine, except for 1 (one) of them, because he hadn't had contact with the infected employee in the previous 15 (fifteen) days.  All spaces were closed and subsequently disinfected.	