



Health Protocol

JUNE 2020

Special Instructions Based on the New Health Protocols

This Article shall be valid from June 20, 2020.



General Instructions:

Personal Protection Equipment (hereinafter PPE): face mask (standard surgical or cloth/fabric face mask), single-use gloves. Key measures to avoid transmission of coronavirus - COVID-19: Hand sanitation, use of antiseptics, avoiding handshakes, keeping physical distance, avoiding contact of hands with the face and in general observance of personal and respiratory hygiene measures.

1. "Health First" Certification Seal

1.1 The "Health First" Certification Seal shall be used, which is mandatory for the tourist accommodation enterprises that will operate during 2020.

1.2 The Seal shall be exhibited in a prominent place of the reception area in the accommodation facilities, which shall prove that the company complies with the health protocols, as provided on a case-by-case basis in Annexes I and II.

In the process of certification of each enterprise the contact details of the person responsible for the management of a suspect case must be available.

For the issuance of the Seal, the Regional Tourism Office, in the territorial jurisdiction of which the accommodation facilities operate, is automatically informed.

2. Designation of a coordinator for the supervision and implementation of the plan of action

2.1 For all the accommodation facilities of our group, the General Director of each facility will be the coordinator of the plan of action, but also of the administration project on a suspect case.

3. Training of personnel in the observance of the health protocols

3.1 The training sessions in all accommodation facilities of our group will concern the General Managers.



The H/R Department of the group will make arrangements so that the relevant documentation will be available for all accommodation facilities separately, where the solemn declarations will be filed.

3. Personal Protection Equipment

Each employee shall receive 3 reusable cloth face masks. In addition, single-use gloves shall be made available in each accommodation facility.

All the employees in the sanitation department, service and kitchen will have to constantly wear single-use gloves. It is clarified that the personnel members must perform frequent changes of gloves during their shifts.

Any staff member who must enter any guest rooms shall do it wearing their personal face mask and single-use gloves.

4. Keeping accommodation records and book of incidents (unendorsed)

4.1 In each accommodation facility, a book of incidents must be kept.

The operating system available by our group shall be used as an accommodation record. The General Managers will have to check that for all their residents the following information will be available: name, nationality, date of arrival and departure, communication info (address, phone number and e-mail). The Bookings Report can also be used as a database for the book of incidents, along with Pylon.

Therefore, it is very important both the PMS and the Bookings Report to be informed correctly.

Attention must be paid to the General Data Protection Regulation (GDPR) and all visitors must be informed that a file is kept for reasons of protection of public health.

4.2 Notification of the measures of the plan of action

In all receptions of the group, there should be relevant signage on the protective measures taken, in a prominent position.

There should also be available relevant printed material.



Accommodation facilities equipped with smart televisions will need to provide relevant information there as well.

Also relevant signage shall be available at the entrance of all individual public spaces.

4.3 Special equipment (medical kit)

A special kit must be available, which must include disposable gloves and face masks, antiseptics, cleansing wipes, aprons, long-sleeved uniforms, laser thermometer.

It is suggested to have one set per accommodation facility. All materials that have not been dispatched from our headquarters must be supplied locally and must be kept sealed in case of a suspect case.

5. Instructions for the sanitation department

Staff members should always wear their work outfit and closed-toe shoes.

During the course of execution of their work, staff members are not allowed to smoke or drink.

Regular disinfection of the reception counters; enhanced sanitation of public areas with emphasis on door handles and elevator buttons.

Inspection of the operation of dishwashers and laundry machines, in terms of washing temperature used and dosage of detergents

Removal of small pillows, decorations and magazines from the guest rooms

Sanitation of toilets must be performed with sponges of different color, in relation to that used for the rest of the bathroom spaces. It is recommended that toilets are cleaned with a red sponge. Bathroom glasses must be cleaned with a different sponge.

After cleaning thoroughly the toilet, a special cleaning product must be used and the toilet must be labeled as disinfected.

The room must be thoroughly sanitized.

In the course of sanitizing procedures, the window of the room shall remain open so that the room is sufficiently ventilated. Then, surfaces must be disinfected with a Dettol product or a similar cleanser.

The steam cleaner shall be used on high-risk surfaces of the room and bathroom.

The fabric surfaces e.g. upholstered furniture should be cleaned with a steam cleaner.



Staff members working in the linen closet will need to comply with all the appropriate PPE and wear a special disposable apron over their outfit.

Special labeling must be used for non-sanitized and sanitized areas

Placement of used clothing, linen and towels in special sealed, labeled bags or sacks, in order to be transported in the laundry room.

Disinfection after each use of carts for the transfer of the closed bags with linens

Washing of fabrics, beddings and towels in warm washer cycles (70°C or more) with the usual detergents.

Special care should be taken for the preservation of clean items of clothing in good and proper condition during storage and transportation to the places of use (rooms, restaurants, etc.)

Compliance with the required measures and appropriate delivery in the event that the clothing sanitation services are provided by a third-party contractor

Annulment of turn down service

Application of special cleaning instructions in case of occurrence of a suspect case according to the relevant instructions provided by EODY

Finally, the new fragrance must be used, which will be the same for all accommodation facilities of our group.

6. Instructions for the reception department

Antiseptics shall be available in all receptions (in fixed places or portable devices)

Furniture must be properly arranged and floor standing markings for social distancing of two meters must be set.

The staff shall comply with the basic measures to prevent the COVID-19 transmission.

Online check should be used to avoid over-crowding.

There should be a special box in which the card keys will be disinfected.

This box will be located in the reception area, the client will place the keys/cards in it and afterwards, an employee of the sanitation department will disinfect and deliver them to the reception of the hotel.

The hours of arrival and departure of customers must be adjusted accordingly.

Check-in will be set on 15.00 and check-out on 11.00.



These check-in and check-out hours must be kept, so as to provide the time required for careful cleaning and disinfection of the room.

Prohibition of entry to the rooms to non-residents

During check-in, clients must be informed that for the protection of public health and after taking into account the health protocols, the daily cleaning of their rooms can be modified according to their desires.

Accordingly, the reception must then inform the sanitation department.

Finally, the new fragrance must be used in wooden sticks, which will be available in all accommodation facilities of our group.

7. Kitchen – Preparation Rooms - Catering Services

Pickup of goods by personnel members using PPE

Keeping the distances between employees in the kitchen, according to the requirements of the health authorities

Not allowing entrance to the kitchen for those not working in it. In case that this cannot be avoided, visitors should be supplied with PPE, which will be available at the entrance of the kitchen.

Operation of the restaurant, bar, etc, in accordance with the applicable legal framework

Disinfection of hands at the entrance and exit of the each space (in fixed places or portable devices)

Compliance with key measures to avoid transmission of COVID-19 by the staff

Washing of towels, tablecloths and cutlery, even those that were not used; alternatively, packaged cutlery and tablecloths, as well as packaged foods can be used in individual portions, if feasible. It is recommended to avoid using linen in the restaurant and to prefer disposable cloths and napkins. In each case, they should be renewed for each new client.

During the consumption of drinks in the bar only packaged accompanying products can be served in individual portions.

The room service staff must comply with the key measures to avoid transmission of coronavirus - COVID-19 and use PPE. More specifically, for room service provided:



All hygiene rules on food transportation within the hotel facilities must be observed.

All requirements on hygiene for the collection of utensils that have been used by clients must be fulfilled.

8. Individual massage treatments, hair and limbs beauty services, hair salons and public facilities, gym, sauna, steam room, hydromassage

Placement of antiseptic solutions for dry disinfection of hands in all public spaces in fixed places and portable devices

9. Operation of swimming pools in tourist accommodation facilities

Compliance with the rules for the sanitation of recreation swimming pools: regular cleaning and disinfection, according to the No. Δ1γ/Γ.Π/οικ 19954/20.03.2020 Circular of the Ministry of Health on "Measures for cleaning and disinfection in spaces and surfaces during the SARS-CoV-2 pandemic (Online Publication Number: 6ΚΨ6465ΦΥΟ1ΝΔ), as applicable

Proper operation and maintenance of chlorination systems, in accordance with the existing legislation (see Ministerial Decree No. Γ1/443/1973, as amended by the Ministerial Decrees No. Γ4/1150/76 and ΔΥΓ2/80825/05).

Proper operation and maintenance of chlorination systems, in accordance with the existing legislation (see Ministerial Decree No. Γ1/443/1973, as amended by the Ministerial Decrees No.Γ4/1150/76 and ΔΥΓ2/80825/05, as well as the Circular on the "Prevention of Legionnaires' disease). It is recommended, in accordance with the instructions of WHO (Guidelines for safe recreational water environments-Volume 2- Swimming pools and similar environments), the value of the residual chlorine in the water of the tank to be 1-3 mg/L for swimming pools and up to 5 mg/L for hydromassage pools. Manual inspection (or with the assistance of a halogen analyzer with a recording paper) of the levels of chlorine in their course of operation every 4 hours for the swimming pools and every one hour for the hydromassage pools must be performed, as well as record-keeping, unless there is an automated halogen analyzer and monitoring system with an alarm triggered when the values of the parameters are out of normal range.



pH adjustments: the values of pH in recreational water environments must be kept in the limits provided for by the existing legislation see Ministerial Decree No. Γ1/443/1973, as amended by the Ministerial Decrees No.Γ4/1150/76 and ΔΥΓ2/80825/05). Regular pH adjustments: the values of pH in recreational water environments must be kept in the limits provided for by the existing legislation see Ministerial Decree No. Γ1/443/1973, as amended by the Ministerial Decrees No.Γ4/1150/76 and ΔΥΓ2/80825/05). Regular pH measurements and record-keeping every eight hours during the operation of swimming pools and at least every two hours during the operation of hydromassage and hydrotherapy pools, unless there is an automated recording system.

The maximum total number of swimmers in the pool each time must not be greater than one swimmer per 5 m² of water surface.

The arrangement of seats (sun loungers, chairs, poufs, chaise lounges, etc) must be such, so that the distance between the peripheral edges of the seats for two persons who are in two different umbrellas or two persons who reside in different rooms shall be at least 2 meters in each direction.

After each change of clients, the seats, the tables, the boxes for the storage of personal items, the price lists and any other object to be used by the next client must be disinfected.

10. Client Transfer Service + valet parking

The driver must provide for the natural ventilation of the vehicle

The driver must avoid handshaking

Prompting for self-service, instead of valet service. If valet parking service is still available, then PPE must be used by the valet.

11. General Instructions

1. Drinking water - Water/sewer network

The accommodation facility will have to comply with the No. Δ1(δ)/ΓΠ16481/14.03.2020 Circular of the Ministry of Health on the "Protection of



Public Health against coronavirus SARS-COV-2 in water supply and sewer networks", as applicable.

In case that the tourist accommodation facilities remained out of operation for more than one month, upon reopening, they need to follow the steps that are described in the Directive: "ESGLI Guidance for managing Legionella in building water systems during the COVID-19 pandemic".

The odor traps (drain trap) will need to function properly and continuously. In other words, they must always be filled with water. In case that the facilities are not used for a long period of time, you will need to add water or add it directly to the drain trap or open/operate the connected devices. This must be performed at regular time intervals depending on the how quickly the water is evaporated from the drain trap (e.g. per 3 weeks).

2. Air conditioning and ventilation facilities

Those defined in No. Δ1(δ)/ΓΠ οικ.26635/23.04.2020 Circular by the Ministry of Health on "Safeguarding of Public Health against viral and other infections due to the use of air conditioning units" (Online Publication Number: 6B05465ΦΥΟ-ΨΤΣ) as applicable, with emphasis on the non-recirculation of the air and proper natural ventilation in the rooms and in other areas (stopping the non-functioning system of air-conditioning devices when doors are open).

3. Public spaces (interior/exterior spaces)-lobby, living-rooms, outdoor sitting spaces (excluding those around the swimming pools).

Operation of public spaces in accordance with the current legal framework

Frequent cleaning of lifts with emphasis on surfaces that are touched frequently (door handles, buttons etc.)

Signs reminding the customers to keep distances – implementation of measures such as markings on floor, cones or other means for social distancing.

In all the public spaces, antiseptic solutions must be available (in fixed places or portable devices) for dry disinfection of hands.

Rearrangement of furniture to avoid overcrowding in public places (4 individuals per 10 m²)



Assembly of seats provided by the accommodation facilities to the customers on the beach, in accordance with the existing legislative framework

4. Information and communication

Information provided by the available means within the facilities (e.g. on televisions of public spaces, room televisions, signs at the entrance of public areas and printed information provided in the reception hall). The General Directors shall send a relevant informational e-mail to their associates.

The accommodation facilities shall communicate the measures and requirements of the plan of action to all their internal and external stakeholders/partners (employees, tenants, contractors, vendors, visitors and the general public) and interested parties. We will send from our offices an informational message to be exhibited in all our receptions.

12. Suspect Case Management

In case that a visitor presents symptoms compatible with the COVID-19 infection, the following shall apply:

1. The physician in cooperation with the tourist accommodation facility must be called for an evaluation of the patient.
2. If there is an urgent need for hospitalization of the patient or if he/she presents severe clinical symptoms, the patient shall be transferred to the relevant health department, as a suspect case of COVID-19. In case that there is no possibility the COVID-19 case to be treated by the regional health department, the patient must be transferred (ambulance, sea or air medical transport) to the nearest health department, which can provide treatment for the patient.
3. If the patient presents mild clinical symptoms, a sample is taken by the doctor for laboratory confirmation of COVID-19 infection.
4. If the incident is assessed as a suspect case of COVID-19 by the examining physician, the employee responsible on healthcare issues must DIRECTLY communicate with EODY by phone on (+30) 210 5212054 or on the special four-digit



call number 1135 (available 24/7) to report a suspect case and get instructions for proper administration.

5. The patient with mild clinical symptoms shall remain in his/her room, until the disclosure of the results of laboratory testing.

6. During the aforementioned waiting period, the entrance of staff members in the room of the patient must be avoided, provided that there is no significant reason. In case that there is a need to do so, a staff member of the accommodation facility shall be designated as solely responsible to deal with the suspect case.

7. The physician and the staff of the hotel who will enter the room of the suspect case must use PPE of high protection level, (face masks, goggles and waterproof disposable uniform). The same applies for the staff members who will clean the room of the patient infected with COVID-19.

8. If confirmed as a COVID-19 case, the patient must be transferred to special quarantine hotel and later on to a healthcare facility responsible for the accommodation of COVID-19 patients, in case that hospitalization is required. If the patient is not confirmed as a COVID-19 case, he/she shall be treated in the hotel facility according to the instructions of the attending physician.

9. The patient must be transported with PPE (standard surgical mask) and private means of transport.

10. If there is a person accompanying the patient, who wants to stay with him/her in order to take care of him/her (e.g. husband/spouse), a surgical face mask must be provided to him/her and frequent wash of hands must be recommended each time he/she comes into contact with secretions of the patient (e.g. saliva) and in any case before the attendant touches his/her face, eats or drinks.

11. The information of the patient's relative must always be recorded, in case that his/her consent is required on operations, when the patient is not able to provide his/her own.

12. The used protective equipment (standard surgical mask, single-use gloves) should be disposed of in a bin and in no case it can be reused.

13. After the rejection of the protective equipment hands should be washed thoroughly with water and soap. It is emphasized that the use of gloves does not replace the washing of hands, which is an important means of prevention.



The staff of the hotel will be subjected to thermometry scans every morning.

The employees will always have to wear closed-toe shoes.

In the event that a member of the staff presents symptoms related to the COVID-19 infection, he/she shall have to inform immediately the person responsible for the implementation of the plan of action and stay at home. He/She will only be able to return to work if the laboratory test is negative. In the event that the laboratory test is positive, he/she will be able to return to work 14 days later and only after the repetition of the laboratory test.