



Protocolo interno

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INTERNAL PROTOCOL – CLEAN&SAFE



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1. FRAMING

This document discloses the essential points of Chão do Rio – Green Farm Stays (property of Yellowtree Unipessoal, Lda.) COVID-19 protocol. It includes its Contingency Plan for Coronavirus Disease (COVID-19) and provides information to the guests, partners and employees about this new disease, about Chão do Rio's prevention and control measures and about the procedures and measures to be adopted when identifying suspected and / or confirmed cases.

This internal protocol follows the certification guidelines of the Instituto de Turismo de Portugal "Clean & Safe" and its Contingency Plan for Coronavirus Disease (COVID-19) was developed based on the guidelines of the General Directorate of Health (DGS) so particular "Guideline No. 006/2020, of 26/02/2020" and the best scientific evidence available so far.

Changes to the current context, or legal changes, may give rise to new versions of this internal protocol.

1.1. THE CORONAVIRUS or COVID-19

Coronaviruses are a family of viruses known to cause disease in humans and are quite common worldwide. The infection gives rise to nonspecific symptoms such as cough, fever or difficulty breathing, or can be present as a more serious illness, such as pneumonia.

The new coronavirus (SARS-CoV-2), the agent that causes coronavirus disease (COVID-19), was first identified in December 2019, in Wuhan City (China). Although the epicenter of the epidemic occurred in Wuhan, Hubei province (China), the risk of infection is not limited to Wuhan, but to any region with confirmed cases where there is active and sustained transmission of the virus.

The incubation period for the new coronavirus is 2 to 14 days. This means that if a person remains well 14 days after contacting a confirmed case of coronavirus disease (COVID-19), it is unlikely to have been infected.

After exposure to a confirmed case of COVID-19, the following symptoms may appear:

- Breathing difficulty and tiredness;
- Cough;
- Fever.

In general, these infections can cause more severe symptoms in people with weaker immune systems, older people, and people with chronic illnesses like diabetes, cancer and respiratory diseases.

1.2. TRANSMISSION

From what is known from other coronaviruses, the transmission of COVID-19 happens when there is close contact (perimeter up to 2 meters) with an infected person. The risk of transmission increases the longer the period of contact with an infected person. Droplets produced when an infected person coughs or sneezes (respiratory secretions that contain the virus) are the most important mean of transmission. There are two ways in which a person can become infected:

- The secretions can be directly expelled to the mouth or nose of the people around (perimeter up to 2 meters) or they can be inhaled to the lungs;
- A person can also become infected by touching surfaces or objects that may have been contaminated with respiratory secretions and then touching their own mouth, nose or eyes.

2. GOALS

Chão do Rio is committed to protecting the health and safety of its employees, guests and partners, and also has an important role in limiting the negative impact of this outbreak on the community. Thus, with this internal protocol and the implementation of its measures, it is intended to ensure:

- ✓ a safe experience for Chão do Rio's guests;
- ✓ the minimization of health risks for Chão do Rio's team;
- ✓ the minimization all risks of potential transmission of the disease to the surrounding community.

3. PREVENTION PROCEDURES

3.1. IN THE FACILITIES

3.1.1. Signaling and Information








- ✓ All guests have access to this protocol by email, and the form of virtual access is also disclosed in all accommodation units on information panels.
- ✓ In the common spaces of the property, as well as in the different accommodation units, information is also available on how to comply with the basic precautions for prevention and infection control in relation to the COVID-19 coronavirus outbreak.







3.1.2. Cleaning and Sanitation Protocol





- A. After check-out, garbage and all clothing will be removed without shaking or shaking it, rolling it outwards, without touching the body and transporting it in different colored bags (depending on the type of clothing)) directly into the washing machine.

- B. The responsible employee will immediately perform the nebulization operation of disinfectant I240A, with a concentration of 2%. After this operation, the house is closed for disinfecting the atmosphere and surfaces for 30 minutes. After this period, the house is ventilated for 1.5 to 2 hours.
 - C. When cleaning, these areas should always be cleaned from top to bottom, in the direction of the cleanest areas to the dirtiest areas:
 1. Walls and ceiling
 2. Surfaces above the floor
 3. Kitchen
 4. WC
 5. Ground
- ✓ Washing and disinfection, in accordance with this internal protocol (see map of the hygiene plan below), of the surfaces where employees and customers circulate, ensuring the control and prevention of infections and resistance to antimicrobials.
 - ✓ Cleaning, several times a day, surfaces and objects of common use (including counters, light and elevator switches, door handles, cabinet handles).
 - ✓ Wet cleaning is preferred over dry cleaning, using only vacuum cleaners with a water filter and HEPA, the filter being washed and the water changed each time.
 - ✓ Air renovation of rooms and enclosed spaces is done regularly.
 - ✓ Disinfection of the swimming pool of the private pool in Casa Cumeada with Active Oxygen.
 - ✓ The bucket and mop for the floor are segregated by zones (one for the floor, another for the toilet, another for technical areas and its cleaning and disinfection is ensured at the end of each use).
 - ✓ For the reception floor and technical areas, washing must be carried out with IXR sanitizer in a 2% dilution, with hot water. Cleaning will be performed at least 2 times a day.
 - ✓ In the public sanitary installation of the reception, the washing must be carried out, with IXR sanitizer in a 2% dilution, with hot water. Cleaning will be performed at least 3 times a day.
 - ✓ Cleaning of public areas and technical areas will be subject to registration

| Place: | | Day: __/__/____ | | | | |
|--------|------------------|-----------------|---------------------------|---------------------------|---------------------------|------|
| Area | Person in charge | Frequency | 1st intervention schedule | 2nd intervention schedule | 3rd intervention schedule | Obs. |
| | | | | | | |
| | | | | | | |

| Area | Action | Product | Dosing / Equipment | Method |
|-------------|--------------------------------|---|---|---|
| HOUSE | Clothes and garbage removal | | | Waste removal to the corresponding containers (check for garbage for recycling). Removing clothes (without shaking, shaking, wrapping from outside to inside and without touching the body) for bags of different colors: black bag towels; white bag sheets. The laundry goes directly to the laundry building inside the closed bags that are only opened inside the washing machine. |
| HOUSE | Nebulization with disinfectant |  | 2% dilution Nebulizer | Apply to all surfaces and atmosphere. Leave on for 30 minutes. Then aerate at least 1 and a half hours. |
| ROOM(S) | Sanitation |  | 2% dilution Blue cloth | Spray chairs, dressers, bed, nightstands with cloth. |
| | |  | Pre-diluted Spray with white cloth | Washing windows, windows, mirrors. |
| | |  I-204-HP | Pre-diluted 5% Spray with blue cloth | Disinfect frequently used surfaces with a cloth (handles, switches, handles ...) |
| LIVING ROOM | Sanitation |  | 2% dilution Spray with blue cloth | Higienizar: aparadores e mesas de apoio; estantes e livros e objetos decorativos; televisão e comandos. |
| | |  | Pre-diluted Spray with white cloth | Limpeza de vidros, janelas e portadas e porta. |
| | Disinfection |  I-204-HP | Pre-diluted 5% Spray with blue cloth | Disinfect frequently used surfaces with blue cloth (knobs, switches, handles ...) |

| | | | | |
|----------|---------------------------|---|--|---|
| KITCHEN | Sanitation |  | Products already dosed in packaging | Remove all dishes used by guests to be washed with water and detergent and hot water. |
| | |  | Pre-diluted Spray with green cloth | Washing hob, oven, extractor |
| | |  | Diluição 2% Pulverizar com pano verde | Sanitize: shelves before loading the washed dishes; benches, table and chairs; toaster, magic wand; coffee machine, microwave, fridge. |
| BATHROOM | Cleaning and disinfection |  | 2% dilution Toilet - outside - spray red cloth Remaining surfaces - spray yellow cloth Bucket and mop | Start cleaning with washbasins (1st taps and only after the washbasin) and surfaces around them. Same procedure for bidet. Clean the bath (start with the shower, tap, walls and bath). Clean toilet - Interior part only with toilet brush. Do not pour bleach into the urine, flush the toilet first. Apply the cleaning product, let it act and rub. Pull the toilet flush with the toilet brush still inside the toilet so that it is also clean. Outer part with red cloth. Spread detergent, rub with a cloth - the tops first and then the outside of the toilet. Wipe with water only. Wash the floor with a mop and bucket specific to this area. Leave to act for at least 15 minutes before drying with a davit (if necessary, speed up the drying process) Leave the sanitizer to act on all surfaces 15 minutes before rinsing. After rinsing, dry with a clean davit to prevent the accumulation of lime stains. |
| | |  I-204-HP | Pre-diluted 5% Spray with red cloth or yellow cloth depending on the toilet or other surfaces | Apply disinfectant with cloth to all surfaces on the surfaces, without forgetting taps and flushing handle. |
| | |  | Pre-diluted Spray with white cloth | Cleaning glass, windows and shutters and door. |

| | | | | |
|--|------------|---|--|--|
| Bedroom , Living Room and Terrace Floor | Sanitation |  | 2% dilution Bucket and mop | Use mop and / or vacuum with water tank. Wash the floor, starting with the area farthest from the door, from top to bottom. |
| | Sanitation |  | Spray with blue cloth 2% dilution | Clean table, chairs and hat. |
| | Sanitation |  I-204-HP | Pre-diluted 5% Spray with blue cloth | Disinfect frequently used surfaces with cloth: door knocker, sun hat. |
| | |  | 5% dilution Spray | Apply disinfectant on the carpet to clean your feet. |

3.1.3. Adequacy of the selected space for insulation

- ✓ The placement of an employee or guest suspected of being infected by COVID-19 in an isolation area aims to prevent other employees and guests from being exposed and infected. This measure aims to prevent the spread of a infectious disease.
- ✓ The designated space in Chão do Rio for isolation in case of suspected infection is the reception. This área has:
 - telephone;
 - chair;
 - kit with water and some non-perishable foods;
 - waste container (with non-manual opening and plastic bag);
 - alcohol-based antiseptic solution;
 - paper wipes;
 - surgical mask (s);
 - disposable gloves;
 - thermometer;
 - natural ventilation and direct access to the outside;
 - washable coatings;
 - bathroom.

3.1.4. Adequacy of accommodation units

- ✓ Elements that can potentially increase transmission risks are removed from the accommodation units: carpets, magazines, picnic backpack, etc.
- ✓ All remote controls are protected with plastic and properly disinfected between uses by different guests.
- ✓ All pillows and mattresses are protected with waterproof covers, being exchanged and sanitized by washing at high temperature (60º) between uses by different guests.
- ✓ The machine / washing is done separately and at high temperatures of the bed linen / towels (about 60ºC).
- ✓ The inventory of accommodation units is managed by capacity reduction, in order to guarantee a maximum of two accommodation units daily when changing guests, thus ensuring respect for the aeration, cleaning and disinfection times recommended by DGS performed by the team of Chão do Rio.
- ✓ DGS guidelines are followed, separating the times for changing clothes (and removing garbage) and cleaning the accommodation units in two interventions with a waiting time between tasks of at least two hours, ensuring proper ventilation of the spaces.
- ✓ The removal of bed linen and towels is done without shaking or shaking it, rolling it outwards, without touching the body and transporting it directly to the washing machine.
- ✓ As a complementary security measure to the DGS recommendations, disinfectant nebulizer will be applied to all accommodation units after check out, following the first intervention (change of clothes and waste removal).

3.1.4. Hygiene equipment

- ✓ Alcohol-based antiseptic solution dispensers are available in all accommodation units and in different public areas (reception, biological pool, picnic area, bicycle collection point and barbecue).
- ✓ There is liquid soap for hand washing and paper towels in the health unit at the reception.
- ✓ Next to the bicycle areas, sun loungers and picnic tables, spray devices with disinfectant are available to disinfect these equipment on a self-service basis.

3.2. FOR EMPLOYEES

3.2.1. Training

- ✓ All Employees received information and / or specific training on:
 - Internal protocol for the COVID-19 coronavirus outbreak.
 - How to comply with basic infection prevention and control precautions for the COVID-19 coronavirus outbreak, including the procedures:
 - hand hygiene: wash your 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 are dry.
 - respiratory observance: coughing or sneezing into the flexed 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: change the frequency and form of contact between workers and between them and guests, avoiding (when possible) close contact, handshakes, kisses, shared jobs, face-to-face meetings and sharing of food, utensils, glasses and towels.
- ✓ How to comply with daily self-monitoring to assess fever, check for cough or difficulty breathing.
- ✓ How to comply with the guidelines of the Directorate-General for Health for cleaning surfaces and treating clothes in establishments.

Internal Protocol Training Plan

| Action date | Action description | N. Trainees |
|------------------|--|-------------|
| 05/26/20 | Basic prevention and control measures and Contingency Plan | 4 |
| 5/27 and 5/28/20 | Cleaning and disinfection of Facilities and Equipment | 4 |

3.2.2. Personal protection Equipment

- ✓ There is enough personal protective equipment for all employees differentiated according to their role:
 - For cleaning, dirty laundry treatment and nebulization of facilities: semi-mask with FFP2 or FFP3 filters, disposable gloves, goggles, washable polyester fiber coveralls, disposable plastic apron, Wock clogs, cap and fiber shoe covers washable polyester and work shoes).
 - The remaining functions: reusable community mask (certified by ISCED level 2), polyester microfiber uniform, Wock clogs, disposable gloves. In case of access to the

ironing area, reusable shoe covers are also required. In the case of customer service - protective visor.

- ✓ Employees' uniforms will be washed separately in the machine and at high temperatures (around 60°C).

3.2.3. Appointment of those responsible

- ✓ In case of presence of a sick person or suspicion of a sick person, the manager (Catarina Vieira), telephone number + 351 919523269, should be contacted immediately. The manager will ensure the activation of the Contingency Plan in case of suspected infection and the monitoring of the sick person by a Chão do Rio employee (Emília Esquina or Sofia Borges). The employee responsible for providing assistance will direct the sick or suspected person to the isolation space, providing the necessary assistance.

3.2.4. Conduct

- ✓ Daily self-monitoring to assess fever, cough or difficulty breathing.
- ✓ Behaviors to be adopted by the staff:
 - In the presence of symptoms, the employee should not go to work, contacting the health line from home and informing the management of Chão do Rio of what happened.
 - Comply with basic hand hygiene rules: wash or disinfect with alcohol gel for 20 seconds, after coughing, eating, going to the bathroom and all situations where the operation requires it.
 - respiratory etiquette: cough or sneeze into the forearm or handkerchief, which should be disposed of in the trash afterwards
 - keep the distance between employees and guests at least 2 meters and avoid physical contact, including handshakes.
 - do not enter and leave the establishments with the establishment's uniform
 - keep hair up.
 - the excessive use of personal adornments is discouraged (bracelets, threads, rings, etc.)
 - at the entrance of personnel, use damp mat to clean the sole of the shoes and regularly change that mat
- ✓ Cleaning professional must be familiar with the products to be used (detergents and disinfectants), the precautions to be taken when handling, diluting and applying them in safe conditions, how to protect themselves during cleaning procedures and how to ensure good ventilation. during cleaning and disinfection.

3.2.5. The establishment has:

- A stock of cleaning materials proportional to the project's dimensions, including single-use cleaning wipes moistened with disinfectant, bleach and alcohol at 70°.
- Dispensers or refills of alcohol-based antiseptic solution or alcohol-based solution are ensured.
- Waste container with non-manual opening and plastic bag.
- Hand washing equipment or refills with liquid soap and paper towels.
- Isolation room for sick people or suspected cases

3.2.6. Faseamento de operações

Teams are segregated by functions in order to allow greater control of safety and hygiene rules.

- ✓ The existence of a cleaning team and a person in the service / support / administrative areas is ensured.

Definition of rules / phasing of acts of cleaning of accommodation units:

1. After check-out removal of clothes and garbage
2. Nebulization with disinfectant
3. Aeration
4. Final cleaning and disinfection

Phased laundry treatment: the placement of the dirty laundry to be washed takes place at a different time than the removal of the laundry already washed from the machine, using different PPE's.

3.3. FOR CUSTOMERS

3.2.7. Personal protection Equipment

- ✓ Personal protective equipment (masks and gloves) is available for sale to customers in sufficient numbers to meet the project's capacity.

3.2.8. Conduct and social distance

- ✓ We ask all our guests to postpone their stay if they suspect or show any of the symptoms associated with Covid-19 (fever, dry cough or breathing difficulties). To support this decision, Chão do Rio allows the free postponement of the reservation, at any time up to the check-in date, for use within a period of up to 6 months after the scheduled check-in date.
- ✓ Check-in will be carried out electronically before arriving at Chão do Rio, by filling in an electronic form sent by email.
- ✓ In all contacts, it is requested to maintain social distance (minimum 2 meters).
- ✓ Whenever possible, the reception will be carried out outdoors and the guest will be guided to their accommodation unit, where he will find basic information about the operation of the facilities and the establishment.
- ✓ It is requested to use a mask in social areas (especially inside the reception).
- ✓ When walking to the village of Travancinha, the use of a mask is requested in all contacts, as well as the maintenance of a minimum social distance of 2 meters.
- ✓ Please call + 351 919523269 for support on any matter before going to the reception, you can do it by WhatsApp, if you prefer.
- ✓ During the period of cleaning the accommodation units, guests cannot stay inside.
- ✓ Frequent hand washing is recommended for a minimum of 20 seconds.

- ✓ It is recommended to use the various alcohol gel dispensers present in the property, especially before handling devices of common use.
- ✓ The use of the biological pool requires prior daily reservation at the panel available for that purpose next to it. Please do not book if you do not intend to use it.
- ✓ In the pool area, respect for the minimum distance of 4 meters between non-cohabiting guest sunbeds.

3.2.9. Changes / limitations in services

In order to ensure social distancing, the hygiene recommendations of the DGS and the minimization of risks, it has become essential to change and impose some restrictions on the available services and available equipment, we request the understanding of our guests and their collaboration in order to ensure safety of everyone.

- ✓ The use of the biological pool will be restricted to simultaneous bathing of guests from two different houses, a separate entrance for each house and a separating barrier in the center of the pool, aim to ensure social distance. It is necessary to book the use of the biological pool, daily on a panel placed next to it. The reservation must be made for non-consecutive periods of 30 minutes.
- ✓ The use of the playground is temporarily prohibited.
- ✓ The laundry service is temporarily unavailable.
- ✓ In order to limit the stay of our team inside the accommodation units, daily cleaning will not include washing the dishes in the kitchenettes.
- ✓ Daily cleaning will be carried out between 10:00 am and 11:30 am, without the stay of our guests, and the most convenient time must be arranged at the reception.
- ✓ **To all our guests who do not use this service, we will grant a 5% discount on the total amount of the reservation.** In the event that this is the option of our guests, the towel change service will be maintained on request and, for a minimum stay of 5 days, mid-week cleaning will be included free of charge.
- ✓ Whenever necessary, the list of requests for reinforcement of the breakfast basket must be completed until 4:30 pm in the box available for that purpose at the back door of the reception and will be delivered together with the hot bread by 5:30 pm.
- ✓ The closing of accounts and payment must be made until 4 pm on the eve of check-out, and can be done by charging the credit card or through ATM. The invoice-receipt will be sent by email.
- ✓ The occurrence of exceptional cases may motivate some delay in making the house available for check-in, however, we will do everything to avoid it. In that case, our guests will be duly informed.
- ✓ The time limit for the check-out of the house is brought forward to 11:00 am (in order to enable the fulfillment of all the requirements of the DGS), however, the possibility of enjoying the outdoor spaces of Chão do Rio remains until 2 pm (there is a public bathroom at the reception that can be used).

3.3. FOR SUPPLIERS / PARTNERS

3.3.1. Delivery and receipt of goods

- ✓ Delivery of goods must be preceded by a telephone contact to notify you of arrival.
- ✓ All goods must be unloaded in the outer space, next to the rear door of the reception building, in the presence of Sofia Borges or Emília Esquina
- ✓ The minimum social distance of 2 meters must be ensured
- ✓ The use of a mask is mandatory upon delivery
- ✓ In case of being a member of Chão do Rio the team to collect the goods, the rules of the supplier's facilities will be followed, being ensured all the rules of social distance and the use of a mask.

3.3.2. Handling of goods

- ✓ All goods will be properly confirmed and disinfected before being stored by a member of the Chão do Rio team

3.3.3. Provision of complementary services at Chão do Rio through partners

- ✓ Although Chão do Rio does not act as an intermediary, and therefore, it doesn't charges intermediary commissions for the provision of complementary services on the part of its partners, access to the space must be preceded by a previous telephone contact, informing of the entry into the project.
- ✓ When accessing Chão do Rio, the use of a mask, basic measures of social distance (except in the case of massages) and hand hygiene must be followed.

3.3.4. Prohibition of entry to sick or with symptoms associated with COVID-19

3.3.5. All suppliers and partners must ensure compliance with all hygiene and disinfection protocols, as well as all basic preventive measures and the existence of a contingency plan.

3.4. FOR VISITORS

Chão do Rio has always been proud of its open-door policy, which made it possible for anyone who wanted to visit the space. However, given the current context of the pandemic, and the need to strengthen security measures for our guests and staff, we are forced to suspend all visits. The Chão do Rio space is reserved for its guests, and all questions related to space or future reservations should be presented by telephone, through + 351 919523269.

4. PROCEDURES IN CASE OF SUSPECTED INFECTION

4.1. CONTINGENCY PLAN

4.1.1. Suspicious Case

The classification of a case as a suspicious coronavirus disease (COVID-19) must comply with clinical and epidemiological criteria (simultaneously).

- ✓ Clinical criteria
 - fever
 - or cough
 - or shortness of breath and tiredness
- ✓ Epidemiological criteria
 - travel history to areas with active community transmission in the 14 days prior to the symptoms
 - contact with confirmed or probable case of COVID-19 infection, 14 days before the symptoms
 - Health professional or person who has been to a health institution where patients with COVID-19 are treated

4.1.2. Person in charge

Chão do Rio will designate a person in charge for the management of any suspected case of COVID-19. The person responsible for managing the suspected case is Maria Emília Gonçalves Amaral Esquina or, in her absence, Sofia Isabel Amaral Lopes Borges. It is to this person in charge that an employee's illness should be reported. In the event that a guest presents symptoms and an epidemiological link, telephone Catarina Vieira at + 351 919523269 to alert to a situation compatible with the possible case definition of COVID-19. She will immediately ask the person in charge to initiate the necessary procedures in the Chão do Rio Contingency Plan for Coronavirus Disease (COVID-19). The person in charge will be the person who will accompany the suspected case to the designated isolation area, provide the necessary support and trigger the contacts mentioned in the Contingency Plan of Chão do Rio.

4.1.3. Procedures in case of suspected case

- ✓ The computer and TPA, necessary for the reception to operate will be removed from the reception, immediately before the start of isolation.
- ✓ The sick employee or guest must remain in the isolation area (with a surgical mask, as long as their clinical condition permits), until the arrival of the team from the National Institute of Medical Emergency (INEM), activated by DGS, which ensures transportation to the reference hospital, where biological samples will be collected for laboratory tests at INSA;
- ✓ The access of other employees or guests to the isolation area is prohibited (except for the employee responsible for monitoring);
- ✓ the validated suspicious case must remain in the isolation area until the arrival of the INEM team activated by the DGS, in order to restrict, in the minimum necessary, the contact of this

case with other guests and collaborator (s). Additional travel of the suspected case validated at the facility should be avoided.

- ✓ DGS informs the Regional Health Authority of the laboratory results, which in turn informs the Local Health Authority. The Local Health Authority informs the direction of the organic unit of the results of the laboratory tests and:
 - If the case is not confirmed, it will be closed for COVID-19, with the usual procedures of the organic unit being applied, including cleaning and disinfection of the isolation area;
 - If the case is confirmed, the isolation area and, in the case of a guest, the house where he / she stayed before, must be closed until the decontamination (cleaning and disinfection) is validated by the Local Health Authority. This ban can only be lifted by the Local Health Authority.

4.2. DESCONTAMINAÇÃO DO LOCAL DE ISOLAMENTO

- ✓ A descontaminação da área de isolamento sempre que haja casos positivos de infeção e reforço da limpeza e desinfecção sempre que haja doentes suspeitos de infeção, principalmente nas superfícies frequentemente manuseadas e mais utilizadas pelo mesmo, conforme indicações da Direção-Geral da Saúde.
- ✓ O armazenamento dos resíduos produzidos pelos doentes suspeitos de infeção é armazenado em saco de plástico que, após fechado (com abraçadeira) é segregado e contactado o operador licenciado para a gestão de resíduos biológicos da região.

4.3. PROCEDURES IN SURVEILLANCE OF NEAR CONTACTS

Close contact is considered to be a person who has no symptoms at the moment, but who had or may have had contact with a confirmed case of COVID-19. The type of exposure of the close contact will determine the type of surveillance. Close contact with a confirmed case of COVID-19 may be:

- ✓ **High risk of exposure**, defined as:
 - employee of the same job post (zone up to 2 meters) in the case
 - employee or guest who was face-to-face with the confirmed case or who was with him in an enclosed space;
 - employee or guest who shared dishes (plates, glasses, cutlery), towels or other objects or equipment that may be contaminated with sputum, blood, respiratory droplets with the confirmed case.
- ✓ **Low risk of exposure** (casual), defined as:
 - employee or guest who had sporadic (momentary) contact with the confirmed case (eg in movement / circulation during which there was exposure to 15 droplets / respiratory secretions through face-to-face conversation for more than 15 minutes, coughing or sneezing);
 - employee or guest who provided assistance to the confirmed case, provided he / she has followed preventive measures (eg, proper use of the mask and gloves; respiratory label; hand hygiene).

In addition to the aforementioned, in the case of a case confirmed with COVID-19, active surveillance procedures for close contacts should be activated, regarding the onset of symptoms. For the purpose of managing contacts, the Local Health Authority, in close coordination with the Responsible, must:

- ✓ Identify, list and classify nearby contacts (including casual contacts);
- ✓ Carry out the necessary monitoring of contacts (call daily, inform, advise and refer, if necessary).
- ✓ The estimated incubation period for COVID-19 is 2 to 14 days. As a precautionary measure, active surveillance of close contacts takes place for 14 days from the date of the last exposure to a confirmed case.

4.3.1. Contacts surveillance

- ✓ **High risk of exposure**
 - Active monitoring by the Local Health Authority for 14 days since the last exposure;
 - Daily self-monitoring of COVID-19 symptoms, including fever, cough or difficulty breathing;
 - Restrict social contact to what is essential;
 - Avoid traveling;
 - Be contactable for active monitoring during the 14 days since the date of the last exposure.
- ✓ **Low risk of exposure**
 - Daily self-monitoring of COVID-19 symptoms, including fever, cough or difficulty breathing;
 - Monitoring of the situation by the occupational physician.

It is important to underline that:

- ✓ Daily self-monitoring, carried out by the employee or guest, aims at assessing fever (measuring body temperature twice a day and recording the value and time of measurement) and checking for cough or difficulty breathing;
- ✓ If COVID-19 symptoms are found and the employee or guest is at Chão do Rio, PROCEDURES IN A SUSPECTED CASE must be initiated;
- ✓ If no symptoms appear within 14 days of the last exposure, the situation is closed for COVID-19.
- ✓ Must be kept in an accessible place:
- ✓ contacts of all workers;
- ✓ health and safety at work / medicine at work service
- ✓ contacts of the NHS health line 24: +351 808 24 24 24

5. RECORDS

The establishment will keep records of:

- ✓ Sanitation (common spaces / common sanitary facilities / service areas)
- ✓ Suspicious incidents / cases

| Date of occurrence | Occurrence Description | Action measures | Obs. |
|--------------------|------------------------|-----------------|------|
| | | | |

- ✓ Isolation room inventory
- ✓ Training