

POST COVID -19 PROTOCOL



THE ONSIDER EXTENDED
STAY LUXURY RESIDENCES



2020

Due to the rapid spread of the Covid-19 virus, **The Onsider Extended Stay Luxury Residences** is working on a strong prevention and action protocol. Since March 13 and due to the implementation of the mandatory quarantine, we have reduced our face-to-face activity by limiting it to emergencies and essential cleaning services in common areas until the total and normal restoration of the activities of cleaning and maintenance personnel which was last Monday, April 20. Our cleaning staff has been reassigned to focus on common touch points, cleaning the door, elevator handles and buttons, and cleaning common areas.

We believe that our responsibility to our residents and employees is to take action and strictly follow sanitation recommendations. That is why our staff has been trained to follow these rules of prevention and action in the performance of their work.

PREVENTION RULES FOLLOWED BY OUR STAFF



- When coughing or sneezing, cover your mouth and nose with your elbow flexed or with a disposable tissue.
- Avoid touching your eyes, nose and mouth.
- Wash your hand frequently.
- Have hydroalcoholic solution dispensers (with an alcohol percentage greater than 70 percent) in the public areas of the establishment and in departments with close contact with the client (reception, bathrooms, gym, sauna ,etc)
- Provide workers with the necessary protective elements and encourage their use (gloves, masks, disposable gowns and a protective visor).
- In case of suffering a respiratory infection, avoid close contact with other people.

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RULES OF ACTION FOLLOWED BY OUR STAFF



- If a resident from the risk areas developed respiratory symptoms in the 14 days after returning from the trip (cough, fever or feeling of shortness of breath).
- Quickly report the onset of symptoms.
- The establishment should contact 112 and ask the guest to stay in their apartment and avoid close contact with other people, maintaining a safety distance of between 1 and 2 meters. The health services will assess your health status and your travel history and possible contact with coronavirus cases.
- Do not go directly to any emergency department.

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**IN ADDITION TO ALL THIS,
HYGIENE PROCEDURES AND
PROTOCOLS HAVE BEEN
IMPROVED AS AN ADDITIONAL
PRECAUTIONARY MEASURE,
INCLUDING:**

- The establishment's cleaning plan has been reinforced, also increasing regularity, for example in ventilation filters.
- A suitcase disinfection procedure has been incorporated upon arrival of residents.
- Regular contact is made with the corresponding health authorities to be informed of each change.
- The processes of interaction between employee and resident have been identified and analyzed, and these have been modified if necessary, without affecting the quality of our service.
- Assigned training schedules have been proposed for each resident avoiding contact, as well as an established cleaning schedule where non-entry into the room is respected while cleaning lasts.

We believe in safe and responsible travel while remaining vigilant and following the procedures and protocols recommended by the World Health Organization (WHO), the Centers for Disease Control and Prevention (CDC), and local authorities. That is why we detail below recommendations to be followed by residents and visitors.

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- Use the antiseptic gel provided at the entrance to the building.
- Avoid handshaking and respect the established minimum mandatory distance.
- Prioritize communication via WhatsApp or email whenever possible.
- Avoid coinciding in common areas with other residents, and if so, respect the disinfection regulations.
- When receiving visits, prioritize the use of stairs, the elevator being exclusively for residents only, with exceptions (people with assisted mobility, etc.).
- Respect the cleaning schedules established for the lobby area, elevator and gym.
- Use the provided disinfection kit to be in public areas and when going outside.
- Stay out of the apartment while doing the weekly cleaning.



THANKS FOR YOUR
COOPERATION

