

Mandatory always	Mandatory in case of alert
Optional	Not Applicable

01 LEGAL REQUIREMENTS

- The business complies with legal requirements regarding recovery strategies for Covid-19 or other virus outbreaks.
- In case of alert status, the business commits to complying with the 'mandatory in case of alert' criteria.

02 OPERATIONAL AND STAFF PREPAREDNESS

- The business appointed a Hygiene Manager, responsible for adhering to virus-preventative protocols.
- A Virus-Prevention Team supervises the development, implementation, and monitoring of protocols.
- A Health and Safety Protocol is operated for the prevention and mitigation of the spread of viruses.
- A Hygiene and Cleaning Plan is operated for the prevention or mitigation of the spread of viruses.
- The staff receives special training on all virus-preventative protocols and the use of PPE.
- Staff are provided with and utilise PPE in accordance with government regulations.
- Masks are worn by staff and/or guests in common areas.
- The implementation and enforcement of the virus-preventative protocols is monitored and reported on.
- Transparency and access to monitoring reports on the implementation of protocols is ensured.

03 CLEANING AND SANITATION

- The business implements virus-preventative cleaning practices.
- The business implements virus-preventative waste disposal practices.
- All staff and guests are provided with and encouraged to utilise disinfectants.
- The provision of single-use and disposable items is limited.

04 PHYSICAL DISTANCING

- Physical distancing is ensured between all staff and guests in common areas.
- Staff verifies whether groups of guests are allowed to be together without the physical distance.
- Social behaviour between all staff and guests is modified with regard to awareness of the spread of viruses.

05 TECHNICAL MEASURES

- The business ensures good air circulation, and ventilation or air filtration systems are checked regularly.
- Guest registration for the business is contactless.
- Contactless payment is available and encouraged at the business.
- The business evaluates possibilities for the implementation of new virus-preventative technologies.

06 ORGANISATION OF STAFF AND SUPPLIERS

- The staff is organised in permanent working groups to facilitate reduced interaction between groups.
- The health of employees is regularly monitored for symptoms of viral infections.
- The entry of supplier personnel into the facilities is limited.

07 GUESTS

- Entrance to the facilities is organised to prevent or limit the spread of viruses.
- A basic health check is carried out on guests.
- An extensive health check, including the monitoring of physical symptoms, is carried out on guests.
- Guests are required to make a reservation prior to visiting the business.
- Guests are required to provide the business with their contact details.
- Information regarding the virus prevention protocols is clearly communicated to guests prior to their arrival.
- Guests are clearly informed of relevant virus prevention protocols and measures during their visit.
- Information regarding virus prevention protocols is provided in the three most important languages.
- Upon arrival guests are provided with a virus-preventative "hygiene welcome kit".

08 HOTELS

- Guests are not allowed to come in direct contact with any food that is not exclusive to them.
- Cleaned rooms are inspected and sealed between guests.
- Bed linen and towels are handled and washed in a manner that minimises the risk of viral infection.
- The business requires registration for the use of any additional services.
- Chlorine levels in pool or jacuzzi water are maintained in the required safe range.
- The interior of the vehicle is thoroughly cleaned and sanitised after every trip.
- Guest rooms are thoroughly cleaned and sanitised between stays.
- A room service protocol is operated to minimise the risk of virus transmission between staff and guests.
- The business has an emergency quarantine protocol operational in case of viral infection.

09 RESTAURANTS

- All furniture and objects of common use are cleaned and disinfected after each use.
- A cleaning protocol is operated for the food preparation areas.
- No self-service, buffet, or tableside cooking is available, to restrict guest contact with food.
- No objects of common use are kept on tables.
- A serving protocol is operated for the prevention and mitigation of the spread of viruses.

10 LEISURE ACTIVITY / TOUR OPERATORS

- The interior of the vehicle is thoroughly cleaned and sanitised after every trip.
- Any rental equipment or gear is thoroughly cleaned and sanitised after each use.
- Mandatory protocols regarding virus prevention and mitigation are upheld throughout all activities or tours.
- Any meals or beverages offered during activities or tours are provided in sealed containers or packaging.