

Biosecurity & Hygiene

September 1, 2020 (Translated from the Original Spanish version)



Hygiene Matters, For The Wellbeing of All

As a hotel and restaurant, hygiene and cleanliness have always been a priority in our operation. In the wake of the global pandemic, these elements of our business have become a top priority. We understand that good hygiene and strict discipline protect our guests and staff, and provide peace of mind for all, allowing guests to fully enjoy their Blue Apple experience without unnecessary worry.



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General Measures



Hygiene and Personal Appearance

All employees must follow the rules and recommendations of hygiene and personal appearance during their work activities. This includes and is not limited to:

- No strong perfume or colognes
- No use of nail polish
- Clean, short nails at all times
- No body odour
- Hair covered and facial hair neatly trimmed
- Freshly washed and well presented uniform

Handwashing

In accordance with the recommendations of the Ministry of Health, to prevent the spread of any virus, the company will provide and guarantee:

- Handwashing points in common areas and work areas;
- Supply of water, soap and single-use towels;
- Antibacterial alcohol based gel (min 60%, max 95%) in key areas; and
- Instructions and reminders.



All workers must wash their hands at least **every 3 hours** following the technique and recommendations of the Ministry of Health.

Each department will have a follow-up, monitoring and self-control mechanism for this activity.

All employees receive instructions on hand washing technique and hand disinfection using glycerinated alcohol.

Equipment, Uniform and Personal Protection Elements (PPE)

In accordance with the recommendations of the Ministry of Health, the company will provide and guarantee:

- The necessary PPE for the undertaking of the work tasks of each employee by department;
- The replacement or continuous supply of PPE;
- Training to employees on the proper and optimal use of PPE;
- An area for the adequate and individual storage of the PPE of each personnel;
- Visible techniques and information for the use and disposal of PPE in key areas; and
- Adequate uniform for each employee.

The employee will guarantee:

- To wear their full uniform during the undertaking of their work;
- To properly use their uniform and PPE during the undertaking of their work activities;
- To wear caps or turbans (head coverings) in all areas of operation;
- The proper preservation, cleaning, care and storage of their uniform and other equipment or work tools that have been supplied;
- To clearly label uniform and non-disposable PPE with their name;
- To wash, disinfect and store PPE in a clean, dry area after each use; and
- Not to share uniform or PPE with colleagues.



It will be understood by the Employee that:

- Staff will not be allowed to work if their uniform is incomplete, dirty, damaged or stained.
- Failure to comply with correct use of uniform and PPE will be considered just cause for reprimand or dismissal.

Face masks (Specific measure for Covid-19)

In accordance with the recommendations of the Ministry of Health, while a state of emergency and pandemic continues, the company will provide and guarantee:

- To provide 3 masks to each employee. The type of mask must comply with the indications of the Ministry of Health and / or WHO.

The employee will guarantee:

- To wear the mask in closed or crowded spaces, during the handling and transport of food and in other situations where physical distancing is compromised (less than 1m of distance between people).
- To avoid contact of the mask with hands; hold, removing and replacing the mask using only the elastic bands or ear-ties.
- To wash or disinfect hands before putting on or removing masks.
- To change the filter of your mask or your mask every 4 hours of use or every day
- To wash masks in hot water (60 degrees +) **daily**.

Social Distancing (Specific measure for Covid-19)

In accordance with the recommendations of the Ministry of Health, while a state of emergency and pandemic continues, the company will provide and guarantee:

- To make the greatest use of the property to maintain physical distance of at least 1 meter and preferably 2 meters or more, between workers and / or clients.
- To ensure that these same conditions are applied in the places where food is consumed by both employees and clients.



- To assign all tables, beds, sunbeds and beach huts to clients according to their preference and availability, ensuring that the relevant biosecurity regulations are respected.
- To take advantage of digital methods to avoid human contact and the physical exchange of documents.

The employee will guarantee:

- To remain, as much as possible, at least 2 meters away from colleagues or clients, including when in workstations and busy areas.

It will be understood by the Employee that:

- The company recommends that workers comply with these measures outside of their work while the pandemic / state of health emergency continues.

Cleaning And Disinfection Processes Of Areas Of Frequent Use Or High Traffic Of People

In accordance with the recommendations of the Ministry of Health, to promote and maintain an optimal hygiene standard at all times, the company will have and guarantee that:

- Each company department will have its own biosecurity protocols for cleaning and disinfection.
- Each department will have established, weekly deep-cleaning days.

It will be understood by the Employee that:

- The frequency of disinfection of the work area will be according to what is recommended by the authorities and according to each department.
- All cleaning and disinfection processes must be carried out with the proper use of PPE.
- All cleaning and disinfection processes will be carried out according to the guidelines communicated by the relevant authorities in addition to the hygiene and cleaning standards already established by the company.
- Depending on the job or department, deep-cleaning will take place as often as required, usually weekly.



Disinfection And Maintenance Of Cleaning Elements And Tools

In accordance with the recommendations of the Ministry of Health, the company will provide and guarantee:

- A supply of colour-coded cleaning cloths will be given to each employee for use during their working hours. The company will train employees on the proper use of each cloth by activity:
 - Black (High Level Dirty Tasks in Maintenance and Boats)
 - Red (Exclusively for Bathrooms)
 - Purple (Handling Hot Objects in the Kitchen)
 - Green (Cleaning of Surfaces in Kitchen, Bar and Restaurant)
 - Yellow (Cleaning of Surfaces in Rooms and other areas outside F&B)
 - Pink (Drying Clean Equipment in Kitchen)
 - White (Drying and Polishing Clean Equipment in Bar and Service)

It will be understood by the Employee that:

- The cleaning cloths have tasks designated according to their color to prevent cross contamination.
- The company will supply each employee with a set of cleaning cloths and from this point each employee is responsible for keeping their cleaning cloths clean and always having them for their workday.
- Employees can wash their cleaning cloths at Blue Apple or in their own homes.
- After each shift, the cleaning cloths should be washed in hot water (99: 1 parts chlorine) with detergent and then sterilized in boiling water for a minimum of 3 minutes - the cleaning cloths will be washed according to their color. After this, the cleaning cloths will be left to dry overnight to be stored at the beginning of the day.
- Any cloth that is no longer fit for purpose will be exchanged for a new one. The employee can only request the exchange by presenting the old cloth. Otherwise, they will have to purchase a new one.



- Mops will be left soaking in a clean water solution with chlorine (2:98 parts chlorine) overnight, their potholders will be disinfected at the end and beginning of their workday.
- Brooms and brushes should be washed with chlorinated water (99: 1 parts chlorine) at the end of each day.
- Sponges and wire sponges will be left soaking in chlorinated water (99: 1 parts chlorine) overnight.
- Buckets should be thoroughly cleaned once a week and any visible dirt should be removed from them.
- Each department will have a designated area for the storage of its cleaning equipment. At the end of the day, if any element is missing or out of place, the head of the department will be sanctioned.

Waste Management

In accordance with the recommendations of the Ministry of Health and Social Protection, and in accordance with the company's commitment to the conservation of the environment and national legislation, the company will have and will guarantee:

- Waste will be divided into the following categories:
 - Organic: Vegan (It cannot contain animal waste, if it can contain paper towels)
 - Organic: Pig food (If it can contain animal waste)
 - Recyclable: Dry paper, dry cardboard , clean plastic bottles, clean milk bags, aluminum containers, and clean cans.
 - Glass (unbroken bottles)
 - Broken glass
 - Batteries
 - Lids, corks and plates
 - Non-recyclable waste
- Colour coded bins and bags will be provided;
- Appropriate marking and training;
- Organisation of waste management systems that minimize the risk of contamination.



It will be understood by the Employee that:

- Each work department will follow a waste management protocol according to the activity it performs.
- To reduce the risk of contamination by contact with waste, each department will have a person responsible for disposing of them every day.
- The Maintenance department will be responsible for the proper management and disposal of all waste at the end of each day, delivering Organics, Recyclables, Glass, Batteries and Caps to the Green Apple Foundation.
- Rubbish bins and their lids must be washed and cleaned at the end of each day in a chlorinated water solution (99: 1 parts of chlorine). Each department will be responsible for the washing and cleaning of its cans.
- Failure to comply with the classification of waste and residues will be just cause for a sanction or dismissal.

A control system will be maintained to guarantee that the biosecurity rules in this document and other contamination prevention measures are complied with.



In Case of Symptoms of Covid-19



Information

All employees should find out about Covid-19 by reading the information given by the World Health Organization (WHO):

- <https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public>

Symptoms

These symptoms are usually mild and begin gradually. The most common symptoms of COVID-19 are:

- fever
- dry cough
- fatigue

Other less frequent symptoms that affect some patients are:

- aches and pains
- nasal congestion
- headache
- conjunctivitis
- sore throat
- diarrhea



- loss of taste or smell
- skin rashes
- discolored areas on the fingers or toes.
- About 1 in 5 people who contract COVID-19 end up with severe illness and experience breathing difficulties.

WHO Recommended Reaction

Mild Symptoms

Some infected people have only mild symptoms and most people (about 80%) recover from the disease without the need for hospital treatment. If you have mild symptoms, such **as a cough or fever**, you generally do not need to seek medical attention. The recommendations are:

- Stay home
- Isolate yourself
- Monitor your symptoms.

People at High Risk

The people who are more likely to present serious symptoms are those with previous medical conditions such as:

- High blood pressure
- Heart or lung problems
- Diabetes
- Cancer
- Older people

When to see a doctor

- As we are in an area with dengue, it is important not to ignore fever. Seek medical help.
- Seek medical attention immediately if you have trouble breathing or feel chest pain or pressure, or if you have trouble speaking or moving.



- If possible, call your healthcare provider in advance so they can direct you to the right health center.
- When you go to the health center, wear a mask if possible, stay at least one meter away from other people and do not touch surfaces with your hands.
- In case the patient is a child, help him or her to follow these recommendations.

Staff with Symptoms

- Follow the above recommendations
- Do not go to work (if you are already at work, the company will help you to go home)
- Inform your immediate boss and Human Resources in writing in your HR group.
- Keep the company informed so that the company can follow up the possible contagion with clients or colleagues with whom you may have been in contact.

Clients with Symptoms

At the Marina (Day Guests)

If a guest who is coming for lunch has a fever or other multiple symptoms of Covid-19 at the marina:

- Politely inform them that they cannot board the boat, for the safety of other clients. Any deposit will be refunded.
- Inform the staff of the *Muelle de la Bodeguita*.
- Inform the Blue Apple team by the WhatsApp group.
- Ensure that the client can return to their place of accommodation safely.
- Be sensitive and kind.
- Do not leave the client alone on the dock without knowing that he can return to their place of accommodation.

At the Marina (Hotel Guest)

If a hotel guest who is going to stay at Blue Apple has a fever or other multiple symptoms of Covid-19 at the marina:



- Politely inform them that for the safety of other clients, they will not be able to board the shared boat.
- Make sure they are comfortable and seated, with their luggage, at a safe distance from other people.
- Inform the client that the company can organise private transportation for them (the cost of this is \$ 200,000 COP) so that they can come to the hotel without putting other people at risk.
- Inform the Blue Apple team through the WhatsApp group.
- The guest can come to Blue Apple, but will have to remain in isolation in their room. Where possible, the hotel will offer a free upgrade to an independent bungalow.
- Upon arrival, the guest will be received by a member of management and from then on, the following protocols will be applied:

In the Hotel

If a guest presents with symptoms in the hotel, or if they arrive at the hotel presenting symptoms , the following protocol will be applied:

- The general manager or a department head will explain to the client in detail the protocols to follow. This task will never be assigned to a junior employee.
- All guests within the same reservation must follow the protocol and the group will be treated as a "bubble", regardless of whether or not they show symptoms.
- The hotel will inform the local authorities and immigration, supplying full names and passport numbers.
- All guests will be treated with the same level of hospitality, courtesy and friendliness as usual.
- Guests will not be able to use the hotel's social areas (swimming pools, lounges, open-air cinema, gym, restaurant).
- Guests will be asked to stay in their room and terrace or on the beach during their stay. They will also be asked to avoid contact with team members and other guests.
- The guest will be asked to keep the Blue Apple team informed of their health status each day. The hotel will take symptomatic guests' temperature daily.



- All food will be served in the rooms. Cutlery and table elements will be washed separately and stored separately from the rest.
- Room replacement, bed making, bathroom cleaning and towel change will be done every other night (instead of twice a day). The cleaning team must wear their PPE in its entirety when starting their work in the room, and can only enter the room if the guest is out of the room, on their terrace or on the beach. Housekeeping will need to pay extreme attention and care, wash their hands thoroughly and change their mask after cleaning.
- The group will be assigned isolated sunbeds in the garden which will remain exclusively for their use throughout their stay. Other guests will be informed and will be asked to respect the reservation. After guests' departure, the sunbeds will be left for at least 48 hours before being washed and disinfected.
- At the time of check-out, payment will be taken online by means of a credit card or a digital platform. Payment by credit card or cash will not be accepted.
- The client must leave Blue Apple on a private boat transfer (\$ 200,000 COP).
- If possible, after check-out. The room will be left open and airing for 24 hours before being cleaned and sterilized.



Boats



1. Uniform & PPE

- All crew members must arrive at the marina in their uniform, ready to work.
- Staff will not be allowed to work if their uniform is incomplete, dirty, stained or in poor condition.
- The Blue Apple boat crew uniform consists of:
 - Blue Apple Beach House Cap
 - Sunglasses
 - White Polo Shirt
 - Rashguard
 - Blue shorts
 - “Crocs” shoes
 - Bum-bag
 - Life Jacket (named and stored separately from client life jackets).
 - **Covid-19 Specific Measure:** Mask

2. Tools

- Each vessel will have a cleaning kit that includes the following:
 - Broom (1)
 - Mop (1)



- Bucket (1)
- cleaning cloths for cleaning surfaces (2)
- Antibacterial hand gel for personal use and for clients
- Antibacterial liquid soap
- Disinfectant spray with chlorinated water (99: 1)
- Disinfectant pump sprinkler with chlorinated water (99: 1)
- It will be the responsibility of the crew for each boat that the boat's cleaning equipment is complete and in good condition.
- Tools will be disinfected and put away each shift.
- The cleaning cloths should be changed daily and the mop should be soaked in chlorinated water (99: 1) in the bucket overnight.

3. Work Area

- The boats should be disinfected at the following times:
 - Before the first trip of each day
 - Just after the employees or clients disembark and prior to the entry of new clients or personnel.
- This includes seats, handrails, and surfaces that may be exposed to human contact.
- Life jackets and waterproof jackets must be disinfected between client use with the chlorinated water solution, using the pump sprinkler and washed in a bucket with 99% chlorinated water at the end of each day and duly stored in a dry place.

4. Interaction with Other People **(Covid-19 Specific Measure)**

- When supplying fuel to the vessels, the crew member must disinfect the dispenser before touching it and apply antibacterial gel on their hands afterwards.
- The maximum capacity of each vessel will be in accordance with the regulations and measures assigned by the state (currently 80%).



- Luggage and any object that is going to enter the boat must be disinfected with the chlorinated water solution using the pump sprayer before entering the boat.
- The crew must wash their hands with soap and water after every trip or every hour (whichever is more frequent) and use antibacterial gel after any physical interaction with people, luggage or merchandise.
- It is the responsibility of the Boat Crew to notify management of any unusual eventuality, or if the replacement or supply of tools, PPE or essential elements for the proper undertaking of your day and monitoring of this and other protocols of safety, cleanliness and hygiene is required..



Front Desk



1. Uniform & PPE

- All team members should arrive at work in their Blue Apple travel uniform (white polo-shirt) and change their shirt upon arrival / prior to departure.
- Staff will not be allowed to work if their uniform is incomplete, dirty, stained or in poor condition.
- The Blue Apple Front Desk uniform is made up of:
 - Blue Apple Beach House Cap or Turban
 - Floral shirt
 - Denim shorts
 - White polo-shirt to arrive and leave
 - Bum-Bag
 - **Covid-19 Specific Measure:** Mask

2. Tools

- The Front Desk will have a cleaning kit which includes the following:
 - cleaning cloths for surfaces
 - High pressure aerosol for cleaning keyboards
 - Antibacterial hand gel for personal use and for clients



- Disinfectant spray
- Chlorinated water bottle (99: 1)
- It will be the responsibility of all people working at the Front Desk and in the office ensure cleaning equipment is complete and in good repair.
- The spray and gel bottles are washed at the end of each shift.
- The cleaning cloths should be washed daily according to the hygiene standards of the company.

3. Work Area

- Each employee will have their own workstation and work tools, and will be responsible for the disinfection of their workstation, equipment and tools, including their computer, mouse and keyboard.
- For hygiene purposes and the environment, Blue Apple operates a paper free Front Desk. To avoid the use of paper:
 - The Front Desk staff will ask customers in advance for digital copies of their identification documents and passport by email or WhatsApp.
 - Check-in will be done online.
 - Front Desk will send guests a current statement of account each evening via email or whatsapp.
 - Check-out will be done digitally and the client will be encouraged to pay online, with cash or credit card being used as a second option.
- It is the responsibility of the Front Desk Manager to notify management of any unusual eventuality, or if the replacement or supply of tools, PPE or essential elements for the proper undertaking of duties and protocols of safety, cleanliness and hygiene is required.

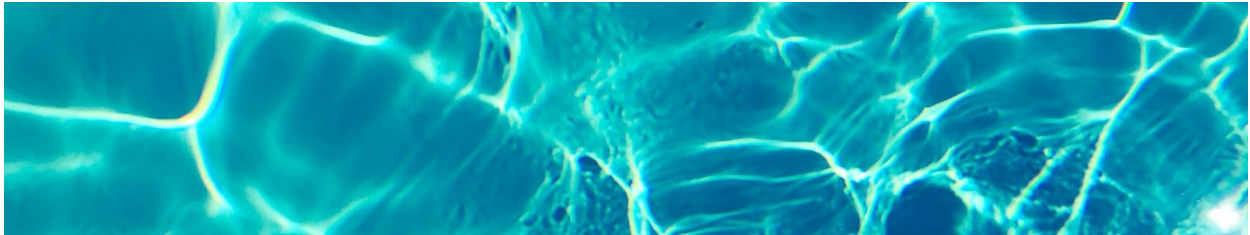
4. Interaction with Other People (Covid-19 Specific Measure)



- There is no physical Front Desk. Each guest will be assigned a comfortable space in sunbeds, lounge area or room terraces to wait for check-in. Check-in will take place wherever the customer is, thus preventing the customer from going to the Front Desk.
- Staff will remain 2 meters away from clients at all times and will ask the clients for permission before removing masks - if required to improve understanding.
- Luggage will be taken directly from the boat to the room. Customers will be advised to bring a day bag with what is necessary to avoid opening suitcases in social areas.
- In the check-in process, the employee will be responsible for informing the client about the biosecurity measures that will be taken during their stay, as well as the hygiene suggestions for an optimal experience;
 - Use of face masks when moving around the property;
 - Taking body temperature by means of a remote thermometer;
 - Be considerate and respect other clients, maintaining a prudent physical distance from others;
 - Do not use any table, sunbed, lounge area or room other than the one that has already been reserved or assigned by a member of staff.
- Front Desk staff will maintain regular digital communication with guests throughout their stay, asking how they are and ensuring guests feel well cared for.
- Front Desk staff will also send a digital update each morning and evening, to share pertinent information:
 - menu of the day
 - summary and schedules of activities
 - Boat schedules
 - special events
 - statement of account, etc.
- The keys to each room or cabin will be kept in a 1% chlorinated water solution.
- In the digital check-in process, guests will be asked:
 - if they would like cleaning service twice a day or if they would prefer to have their own cleaning kit,
 - if they exclusively want room service,
 - their preferred location in the social area,
 - other preferences that will enable social distancing and a sense of safety.



Maintenance, Pools, Farm & Garden



1. Uniform & PPE

- All MPFG staff should arrive at the job site in their Blue Apple travel uniform (White polo-shirt) and change their shirt as soon as they arrive / before leaving.
- Staff will not be allowed to work if their uniform is incomplete, dirty, stained or in poor condition.
- The uniform of the team MPFJ Blue Apple consists of
 - Hat Blue Apple Beach House
 - Overall blue with short sleeves or long sleeves (according to preference)
 - White Polo shirt
 - Grey Polo shirt
 - Jeans
 - Boots
 - Protective goggles
 - Bum-bag
 - PPE (e.g. back protector, glasses, gloves, harness, hard hat), for use according to activity
 - **Covid-19 Specific Measure:** Mask
- In addition to uniform, each employee will receive the following provision, for which they are responsible and which they must have at all times during their shift:
 - Radio
 - Cleaning Cloths



2. Tools

- MPFG Staff will have a cleaning kit that includes the following:
 - Broom for outdoor use
 - Rake
 - Pool vacuum cleaner
 - Bucket
 - Mattress cleaning brushes
 - Industrial degreaser for cleaning mattresses and tiles
 - Chlorine and other chemicals required for swimming pools
 - Water test kit for swimming pools and hot tubs
 - Backpack dispenser for spray products
 - Spray bottle
 - 5 - 20L containers to prepare chlorinated water solution
- It will be the responsibility of this department to prepare the water solution Chlorinated (99: 1) in containers every morning for the use of the other areas:
 - Boats (2)
 - Kitchen (2)
 - Service (1)
 - Bar (1)
 - Workshop (1)
 - Toilet (2)

3. Work Area

- MPFG's work spaces include the garden in front of the property, the pool storeroom, the carpentry workshop and the entire wild garden behind Casa Mango.
- The maintenance, cleaning and disinfection of the following will be the responsibility of MPFG:



- Beach cabins with their mattresses - every night
- 'Tucurinca' sunbeds in gardens - every night
- Sunbeds on decks and pools with their mattresses - every morning
- Wooden back supports and mattresses - after each use,
- Parasols - 4 per day
- Gym / Cinema - every night
- Entrance to the MPFG storeroom is prohibited unless your work tasks warrant it, in the same way, the carpentry and workshop area is for use and access for those employees currently working there.
- The waste storage area, its cleanliness and condition will be the responsibility of the MPFG department. It must be cleaned and organized daily by the responsible employee.
- The MPFG team will have a person in charge each day in charge of waste management. Each department is responsible for taking its recycling or waste to the collection area (behind the small water tank) so that the MPFG team, in conjunction with Green Apple, can process it, following biosecurity measures.
- All horse and donkey equipment and tack should be cleaned weekly.
- The water and feeding troughs and bowls for all animals must be washed every Tuesday.
- It is the responsibility of the Junior Operations Manager to notify management of any unusual eventuality, or if the replacement or supply of tools, PPE or essential elements for the proper undertaking of your day and monitoring of this and other protocols of safety, cleanliness and hygiene is required.

4. Interaction with Other People (Covid-19 Specific Measure)

- One or Two team members will be assigned as "Porters" to collect luggage and merchandise from the boat. No one else is to undertake this task.
- Only if necessary, with permission and under supervision, is, access to the rooms is prohibited.



- When entering a room - with the absence of the guest and with the presence of a manager, the employee must follow the guidelines and relevant security measures prior to entry.
- At the end of the workday, each employee will be responsible for cleaning and disinfecting each tool, surface and equipment that they have used during the day.
- The proper conservation and use of all tools or equipment will remain the responsibility of the employee.
- Maintenance tasks must be carried out avoiding contact with guests and other staff wherever possible.



Kitchen



1. Uniform & PPE

- All team members should arrive at the job site in their Blue Apple travel uniform (White polo-shirt) and change their shirt as soon as they arrive / before leaving.
- Staff will not be allowed to work if their uniform is incomplete, dirty, stained or in poor condition.
- The Blue Apple Kitchen team uniform is made up of:
 - Blue Apple Beach House Turban or Cap
 - White polo-shirt to get to work
 - Blue chef jacket
 - Chef trousers
 - Blue apron
 - White Crocs
 - **Covid-19 Specific Measure:** Mask
- In addition to their uniform, each employee will receive the following, for which they will be responsible and which they must have at all times during a shift:
 - Drying cloth (pink)
 - Surface cloth (green)
 - Cloth for use with heat (purple)

2. Tools

- The kitchen will have two cleaning kits, one for the internal areas of the kitchen and storeroom and another for the external area of the kitchen. The good condition, cleaning and storage of the kit will be the responsibility of a named team member.



- Broom (1)
 - Mop (1)
 - Bucket (1)
 - Sponge
 - Brillo Pad
 - Steel Sponge
 - Dish Detergent
 - Disinfectant Surface Spray
 - Industrial De-Greaser
 - Backpack disinfectant pump with Chlorinated water (pre-mixed with 99% water)
 - Water heater
 - Grease trap
 - Black cloths for dirty work
- The washing of dishes, pots, pans and kitchen tools should be with hot water (60C +). If the employee is going to carry out this work for more than 5 minutes, rubber gloves must be worn.

3. Work Area

- All entry of food, products or kitchen implements must be controlled and each product must go through a cleaning and disinfection process before entering the warehouse or kitchen.
- The kitchen department will have designated persons for the disinfection of each work surface, doors, refrigeration equipment and stove, as well as the warehouse and work areas.
- Each designated area will have its implements duly identified. The exchange of these implements is completely prohibited. The cleaning, good condition and storage of all implements will be the responsibility of the employee designated for said area.
- Recycling or waste storage containers and the area where they are located should be cleaned and disinfected daily.
- Each employee will have a personal food preparation kit. The good condition, cleaning and storage of said kit will be the responsibility of the person to whom it was assigned.



- The kitchen department will determine the use of each refrigeration and freezing equipment. Any product or food within them must be properly packaged, portioned and labeled with the pertinent information:
 - name of the product,
 - date of entry and name of the employee.
- Refrigeration equipment will be deep cleaned daily, freezing equipment will be deep cleaned weekly.
- The general kitchen will have a weekly deep cleaning as will the storage storeroom.
- The grease trap system and the hood above the stoves will have a daily cleaning at the end of each day.
- All preparation and portioning processes prior to the final product must be done in advance, calculated, stored and properly labeled.
- Access to the winery will only be allowed to carry out this work, after the mise en place process has been carried out, access to the winery will be prohibited unless other work requires it.
- It is the responsibility of the line chef to notify management of any unusual eventuality, or if the replacement or supply of tools, PPE or essential elements for the proper undertaking of your day and monitoring of this and other protocols of safety, cleanliness and hygiene is required.

4. Interaction with Other People (Covid-19 Specific Measure)

- Access to the kitchen or its storeroom is strictly prohibited for people outside the kitchen department, if necessary, the person must follow the measures established prior to entry.
- The kitchen team will have two groups of employees defined:
 - the first will be for preparation and production,
 - the second for washing and harvesting.
- The role exchange is prohibited once the day has started.



- The kitchen department will have designated stations for each preparation or development of work for each employee. The employee must remain in his assigned zone, it will be forbidden to change zones or enter any other zone than the one assigned once the day has started.
- The employee should avoid leaving their area unless it is absolutely necessary.
- It is completely forbidden to enter the kitchen or storeroom with footwear that is not adequate to be inside the kitchen area.
- Those workers carrying out washing and collection tasks will be prohibited from entering the kitchen warehouse, coming into contact with food or carrying out production or preparation work.



Service



1. Uniform & PPE

- All team members should arrive at the job site in their Blue Apple travel uniform (White polo-shirt) and change their shirt upon arrival / prior to departure.
- Staff will not be allowed to work if their uniform is incomplete, dirty, stained or in poor condition.
- The Blue Apple Service team uniform consists of:
 - Blue Apple Beach House Turban or Cap
 - White polo-shirt to get to work
 - Gray polo-shirt for dirty work **(RE)**
 - Blue cotton shirt with clean work / customer service sheets **(AE)**
 - Bermuda Denim
 - Sneakers
 - **Covid-19 Specific Measure:** Mask
- In addition to their uniform, each employee will receive the following provision, for which they will be responsible and which they must have with them at all times of their shift:
 - Corkscrew
 - Lighter
 - White Cloth (Clean, Dry)
 - Green Rag (Surfaces)
 - Radio



2. Tools

- The Service department will have two cleaning kits, one for the dining room and customer areas and the other for the Service area and warehouse. The good condition, cleaning and storage of said kit will be the responsibility of the person assigned:
 - Broom (1)
 - Mop (1)
 - Bucket (1)
 - Disinfectant spray for surfaces
- Each employee of the service department will have their own cleaning kit, and will be responsible for the good condition, cleaning and storage of the same:
 - Sprinkler
 - Anti-bacterial gel
- The cleaning cloths are not included in this list because they are part of the employee's uniform.

3. Work Area

- The Service department is responsible for cleaning and sterilizing all eating areas, including areas in the gardens, terraces and balconies.
- The Service department is responsible for the care, good repair and cleanliness of its area behind the employee dining room. The storage cabinet and all its contents must be in perfect condition at the end of the working day.
- All tables and chairs in public areas must be disinfected after each breakfast, lunch and dinner service. The service team will be able to use the pump sprayer from the MPFG team.

4. Interaction with Other People (Covid-19 Specific Measure)

- When there are fewer than 20 customers, the employee will wash their hands between interactions with each table / group of customers.



- When there are more than 20 clients in the establishment, the service team will be divided into two teams:
 - the first **Attention and Delivery team (AE - Clean Hands)** will be in charge of taking orders, organizing tables, preparing cutlery, taking orders and taking payment. . A floral shirt will be worn.
 - The second **Collection and Station team (RE - Manos Sucias)** will be in charge of the collection of the empty, distribution for cleaning, cleaning of tables and stations, washing, sterilization and storage of cutlery, glassware and table elements, will supply the stations of services with napkins and table linens. A gray polo-shirt will be worn.
 - **The AE team** will have designated areas. Employees should not leave this area without acceptable cause and never without informing a colleague.
 - You will have a single person to close accounts and process payments at the POS. This person will be in charge of receiving cash, processing credit cards. In the case of payment by debit card where the customer's password is needed, the employee **AE** will ask for the dataphone and take it to the customer.
 - An employee designated as the "skater" (will belong **to the AE team**) will carry the prepared dishes from the kitchen to the indoor bar, to be later collected by the servers.
 - Once the teams have been assigned, they will not be allowed to perform the other team's tasks.
- The employee will keep a safe distance (minimum 1m) when taking orders and must wear a mask during any interaction with the customer.
- To ensure good communication and maintain prudent social distancing, each member of the Service team will have a personal radio at their disposal.
- The menus will be available only digitally, these will be sent to the email address that the client provides instead of being presented at the table. If the client does not have access to their mail or does not have the menu beforehand, the employee will be able to share the web address where the client can see the menu.
- Any bottle of wine or liquor that is purchased by a customer will be placed in a cooler and placed on their table or designated area. The customer will be asked to serve themselves.



- The service department will be in charge of assigning tables for your guests, taking into account biosecurity measures, requests or customer preferences.
- The diner or beach club guests will not be allowed to sit at tables that have not been assigned to them.
- The table of your guests will be assembled "to the minute" that is, minutes before your order is ready, the process will be carried out once the guests are seated, minimizing outside contamination as much as possible.
- The recommended physical distancing will be guaranteed. The RE team will ensure that no tableware, cutlery or glassware remains outside the assigned service station or table.
- used A system by type of task tray, which ensure that biosecurity measures are met, and avoid risk of contamination. All trays are sterilized after each use.



Bar



1. Uniform & PPE

- Every team member should arrive at the job site in their Blue Apple travel uniform (White polo-shirt) and change their shirt upon arrival / before leaving.
- Staff will not be allowed to work if their uniform is incomplete, dirty, stained or in poor condition.
- The Blue Apple Bar team uniform consists of:
 - Blue Apple Beach House Turban or Cap
 - White polo-shirt to get to work
 - Gray polo-shirt for dirty work / Mise-En-Place
 - Striped or floral shirt for clean work / Bar
 - Bermuda White or denim
 - White Cloth (Clean, Dry)
 - Green Cloth (Surfaces)
 - **Covid-19 Specific Measure:** Mask

2. Tools

- All employees will have their cleaning kit and will be responsible for the proper use, cleaning and storage of their game:
 - Antibacterial Spray
 - Cleaning cloths and and sponges



- Chlorinated water (99: 1)

3. Work Area

- The Bar department will have two areas during its working day:
 - The first area of production, washing and storage (**Mise-En-Place**), working in the service area and the indoor bar.
 - The second for customer service and order preparation (**Bar**), working in the outdoor bar.
- Each employee will have their personal cocktail tool kit and all cocktail tools must be disinfected and sterilized in water above 60C at the end of the shift and before storage.
- At the beginning and end of their shift, the Employee must disinfect and sterilize their entire work area, surfaces, their tools and raw materials, using a sponge, cloth (of the corresponding color), liquid soap and antibacterial spray.
- During his shift, the employee must clean any surface that may have been within reach of human contact using a cloth (the corresponding color) and antibacterial spray, at least every hour or as often as required depending on the flow of people.
- Any item that stays overnight in the area **Bar** or the **Mise-En-Place area** must be cleaned and disinfected at the beginning of the day.
- **Covid-19 Specific Measure:** The seats along the bar must be disinfected after each use, before the next customer requires it.

4. Interaction with Other People (**Covid-19 Specific Measure**)

- Once his zone is assigned, the employee will not be able to change zones until the end of his working day without special permission. If necessary, when changing areas, the employee should wash their hands and change their mask between areas.
- For orders, the service will be promoted at the table or place where the customer is.
- To avoid crowds, promote physical distancing and minimize contamination risks, the employee will take the order to the customer. If not in their proximity, the employee will request support from his colleagues to deliver the order.



- The use of the outside bar seats will be acceptable only if the customer is wearing mask and keeps their distance from the bar elements and employees.
- During daytime working hours, the indoor bar will be closed and guests will be prohibited from entering this area.



Housekeeping



1. Uniform & PPE

- All team members should arrive at the job site in their Blue Apple travel uniform (White polo-shirt) and change their shirt upon arrival / prior to departure.
- Staff will not be allowed to work if their uniform is incomplete, dirty, stained or in poor condition.
- The Blue Apple Housekeeping uniform is made up of:
 - Turban
 - Legging
 - White polo-shirt to get to work
 - Gray polo-shirt (dirty hands shifts), White (clean hands shifts)
 - Plastic or Rubber
 - Flip-Flops
 - **Covid-19 Specific Measure:** Mask

2. Tools

- Each employee of the cleaning department will have their own cleaning kit and will be responsible for its good condition, cleaning and storage.
 - Broom
 - Mop
 - Set of cleaning cloths for various uses (wet, dry, baths)



- Thick gloves
- Protective glasses
- There will also be additional kits available to customers who wish to have one in their room or cabin.

3. Work Area

- addition to cleaning the rooms, cabins and their terraces, balconies and bathrooms, the cleaning department will be responsible for the good condition, cleaning and disinfection of:
 - Social bathrooms
 - All sofas, cushions, mattresses and other furniture or elements of the public rooms facing the pool.
 - The decorative cushions on the sunbeds and beds on the decks, garden and beach (not the mattresses).
 - The entire area in front of the CasaStaff
 - MangoHouse
 - The Staff Social Rooms and Restrooms
- The customer social area will be divided into 3 sectors, including beds, sun beds, sofas and chairs, with their respective cushions or mattresses. Each sector will have a weekly deep cleaning in addition to the daily sterilization before the start of the day.
- The staff quarters will be empty at 10am and a general cleaning will be done, changing all the sheets and towels, leaving the room ready to enter again at 6pm.
- The hygiene standard in the rooms, bathrooms and staff areas is the same as those of the guests.

Laundry

- Dirty lingerie will be left in a covered bin outside the laundry room waiting for your turn in the washers.
- All textile washing in the machine will be at a temperature greater than 60 C.
- Towels will be dried in the dryer at high temperature.



Room and Bathroom Cleaning During the Stay

- Unless indicated during the check-in process, the Cleaning department will service the rooms twice a day, following the checklist (see annex).
- During a state of health emergency or pandemic declared by the authorities. The Cleaning department will receive information from Front Desk on which rooms can enter to make the replacement service (am) or bed making (pm).

Cleaning of Room and Bathroom After the Stay

- In the possibility, the room will remain open for a period of 2 to 4 hours with the windows open. During a state of health emergency or pandemic, rooms will remain open for a period of 24 hours or more if possible.
- Mattresses and toppers will be vacuumed and sterilized between each change of guests
- Furniture and its cushions inside the room and on your terrace will be vacuumed and sterilized between each change of guests.
- Between each change of guests, all cushions, linen, curtains and other textiles will be changed, washed or sterilized before the entry of the next guest.
- Anti-fluid mattress protectors will be changed between changes of guests.
- Pillow protectors will be changed between changes of guests.
- Any surface within the room or cabin that is within reach of human contact must be disinfected and sterilized prior to the entry of the next guest.
- All contents of the minibar and the inside of the fridge must be disinfected between each change of guest, it will be verified that each content retains its guarantee seal or that it is in perfect condition.
- Other elements of the room and bathroom will be properly disinfected between each change of guest:
 - Handles (bathrooms, windows and front door)
 - Switches
 - Safe
 - TV controls, air, blinds and HDMI cable
 - Coffee maker and cups and jugs panela and coffee



- Glasses, cups and coffee spoons
- Trash cans and wastebasket
- Bathroom kit (soap dish, toothbrush cup, soap dispenser)
- Shower curtain Curtain
- stick
- Towel rods
- Employee will hand out cleaning checklist after each service to your review.
- The cleaning of the rooms or cabins between changes of guests will be supervised and evaluated by a management representative to guarantee compliance with the biosecurity regulations that this document and other communications contemplate.

4. Interaction with Other People (Covid-19 Specific Measure)

- During the working day, the cleaning team will have two teams of employees:
 - The first **Collection and Washing team (RL - Dirty Hands)** - will be in charge of dismantling rooms and collecting, handling and washing linen, towels, curtains, cushions , napkins, tablecloths and dirty placemats.
 - The second **Cleaning and Assembly team (LM - Clean Hands)** - will be in charge of the preparation of rooms as well as the storage and handling of clean linen, towels, curtains, cushions, napkins, tablecloths and placemats.
- Once the teams have been assigned, staff may not perform other tasks assigned to another team, without showering and changing shirts.
- Housekeeping will receive instructions from the Front Desk regarding which rooms have requested a regular service and which have requested a personal cleaning kit. Housekeeping will not enter the room without first consulting with the guest if they agree.

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This policy will be updated to meet new government legislation or to react to undertakings in global health and regulation.

