



DECLARATION FOR CLEAN AND SAFE SEAL

TERMAS DE PORTUGAL

Training to all employees

- All Employees received information and/or specific training on:
 - Contingency Plan for the coronavirus outbreak – Covid 19;
 - How to comply with basic infection prevention and control precautions for the coronavirus outbreak COVID 19, including the procedures:
 - hand hygiene: wash the hands frequently with soap and water for at least 20 seconds or use hand sanitizer that has at least 70% alcohol, covering all surfaces of the hands and rubbing them until they are dry.
 - respiratory etiquette: cough or sneeze into the forearm or use a tissue, which should then be immediately thrown away; always hygiene hands after coughing or sneezing and after blowing; avoid touching the eyes, nose and mouth with your hands.
 - social conduct: The thermal establishment should put in place measures to ensure the maintenance of physical distance in common areas where customers can concentrate for long periods, such as the establishment of a maximum number of authorized customers in each common area (such as waiting rooms, rest rooms, changing rooms, cafeterias) and the adjustment of working hours. When it is not possible to fully respect the physical distance, alternative measures should be implemented to protect customers and employees, such as, for example, the use of glass or acrylic separation panels and the use of Personal Protective Equipment (PPE).
 - How to perform fever daily self-monitoring (measure body temperature twice a day and record the measurement value and time), check for cough or breathing difficulty.
 - How to comply with Guideline 031/2020 - COVID-19: Thermal Establishments, from DGS.

Information to all customers

- Before going to the Spa, customers should receive information on the guidelines in force issued by the local public health authorities, as well as on the specific measures put in place at the establishment (namely treatment techniques not available).

- Specific information (infographic information or other information support) about the signs and symptoms of COVID-19 and what to do if they manifest symptoms should be posted / made available in public access spaces and at the entrance to the thermal establishment.
- Information (infographic information or other information dissemination support) should be posted / made available in public access spaces and at the entrance of the thermal establishment, aimed at reinforcing the importance of respiratory etiquette, hand hygiene, physical distance and wearing a mask (if your medical condition allows).

The Thermal establishment has

- Internal documents where all the prevention and control measures are reflected, namely:
 - Operating models;
 - Internal Regulation;
 - Hygiene and disinfection plan;
 - Maintenance plan;
 - COVID-19 Contingency Plan.
 - Personal protective equipment in sufficient number for all employees.
- Personal protective equipment available to customers.
- Stock of single-use cleaning materials proportional to their dimensions, including single-use cleaning wipes moistened with disinfectant, bleach and alcohol at 70°.
- Equipment for washing hands with liquid soap and paper towels in the sanitary facilities.
- Physical barriers and Personal Protective Equipment (PPE) necessary to carry out consultations and medical acts safely.
- Waste container with non-manual opening and plastic bag.

The Thermal establishment ensures

- That all employees use the Personal Protective Equipment (PPE) appropriate to their tasks and in accordance with what is defined by the respective Health and Safety at Work / Occupational Health Services, according to the Health General Directorate Rule 007/2020.
- Reinforcement of cleaning and disinfection services in spaces and objects of greater contact and circulation (bathrooms, corridors, changing rooms, waiting rooms, chairs and armrests, table tops, switches, handrails, taps, elevator buttons , door handles). All thermal equipment must be cleaned and disinfected after each use, in accordance with the Health General Directorate Guideline 014/2020.
- Maintaining physical distance in common areas by defining the maximum number of customers allowed in each common area (such as waiting rooms, rest rooms, changing rooms). When it is not possible to fully respect the physical distance, alternative measures should be implemented to protect customers and employees, such as, for example, the use of glass or acrylic separation panels and the use of Personal Protective Equipment (PPE).
- The air renovation of rooms, cabins and other enclosed spaces is carried out regularly, under the terms of Guideline 031/2020 - COVID-19: Thermal establishments, by the Health General Directorate.

- The circulation and circuits of people and goods, in accordance with the provisions of Guideline 031/2020 - COVID-19: Thermal establishments, by the Health General Directorate.
- That employees circulate with clothing and shoes for exclusive use in the Spa.
- That disposable consumables after use, and undifferentiated waste must be packed in boxes with a lid and inner bag, removed at the end of each period and transported in a sealed bag.
- Easy access, in all areas, to alcohol-based solutions, as well as reinforcing information on the facilities for washing hands with soap and single-use paper towels.

The cleaning and sanitation protocol guarantees

- The application of all hygiene procedures for facilities and equipment of Thermal Establishments, in compliance with Guideline 031/2020 - COVID-19: Thermal Establishments of the DGS.
- Whenever the laundry is internal, Personal Protective Equipment (PPE) must be guaranteed for employees (mask, gloves, visor and apron).
- Washing must be carried out at 60° or, if this is not possible, a disinfectant detergent should be used.

The organisation of the Thermal establishment ensures

- That in the admission of the client, in the previous procedures and during the thermal consultation, and in the application of the thermal techniques, the procedures of the Guideline 031/2020 - COVID-19: Thermal establishments, by the Health General Directorate, are complied with.
- Compliance with measures for the distance of customers and employees in the areas of reception, service, consultation offices, treatment areas, in accordance with the Health General Directorate Rules and Guidelines.
- The mandatory use of a mask for circulation within the thermal establishment.
- That there is always a responsible employee at the service to start the procedures in case of suspected infection (accompanying the person with symptoms to the isolation space, providing the necessary assistance and contacting the National Health Care Service line.
- That if clients manifest symptoms associated with COVID-19 or receive a positive result from the COVID-19 screening test during treatment and within 14 days after the end of the treatment, they are expressly informed of the obligation to immediately notify the establishment.
- The storage of waste produced by clients suspected of infection in a plastic bag that, after being closed (eg with a clamp), must be segregated and sent to a licensed operator for the management of hospital waste with biological risk.
- Regarding indoor pools and gyms, the Health General Directorate Guideline 030/2020 is followed.
- That establishments that offer cafeteria/bar services or merchandising stores follow the guidelines already issued for restaurants and similar establishments, Guideline

023/2020, and for trade and services, Guideline 14/2020 of the Health General Directorate.

The Submission of this Declaration stems from the commitment that all previously validated requirements are fully fulfilled by the Thermal Establishment

TERMAL ESTABLHSIMENT

COMPANY / MUNICIPALITY / OTHER

FISCAL NUMBER

NAME OF THE PERSON IN CHARGE AND RESPONSIBLE FOR THE SIGNATURE OF THIS DECLARATION

SIGNATURE

EMAIL ADDRESS AND PHONE CONTACT

PLACE AND DATE
