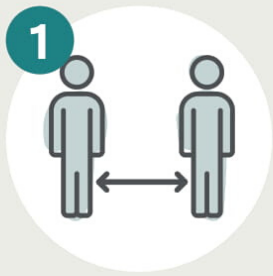


General recommendations common to the guidelines



MADRID
CONVENTION
BUREAU

Recommendations for
reducing infection
by coronavirus
SARS-CoV-2



1
Social distancing and/or protection and hygiene measures



2
Commitment to risk management



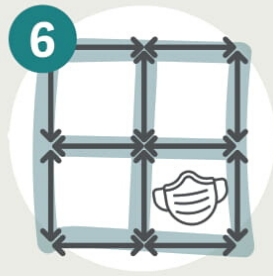
3
Contingency plan and management committee



4
Frequent ventilation and disinfection of spaces, surfaces and objects such as computers and point-of-sale terminals (POSTs), etc



5
Define the **maximum capacity** in common and pass-through areas, elevators, meeting rooms, etc



6
When applicable, **position markers** and/or **systems to maintain minimum distances** between people. **Face masks, gloves and hand sanitiser**



7
Signs showing the prevention measures adopted — in at least **one foreign language**



8
Information on healthcare centres, firefighters, local and national police in the area, including their operating hours, emergency assistance telephone numbers and location — in at least **one foreign language**



9
Promote payment with **contactless cards**



10
Restrooms: special requirements for disinfection, furnishings, cleaning, and restocking consumables



11
Wastepaper bins in any type of space: pedal-operated, double bag. Rooms: no more than one.



12
Have a **contactless thermometer** available

1. The establishment/service provider should adopt a firm commitment to managing the risk by leading systematic implementation of measures aimed at minimising it. Risk management should be part of all processes in the establishment: therefore, the different processes should be coordinated.
2. The establishment/service provider, based on the risk assessment, prepares a contingency plan which should list the concrete measures to be adopted to reduce the risk of infection with COVID-19. Businesses that do not have a Health and Safety Committee should form a committee for management of the risk that includes legal representation of the workers. In any case, the management and duties of this committee shall at all times comply with the Spanish Law on Occupational Risk Prevention.
3. Frequent disinfection and ventilation of areas and objects (including work areas, computers and POSTs).
4. Definition of the maximum capacity in common and pass-through areas, elevators, rooms, etc. based on the regulations in force.
5. Establish the measures necessary to ensure distancing between customers and from employees. If the safety distance cannot be maintained with employees, the installation of physical elements that can be easily cleaned and disinfected and that ensure the protection of reception staff is recommended. If these physical elements are not available, the staff should wear face masks. Disinfectant solution should be available. Within the establishment itself, the informational measures should include: - Indication of positions that respect the safety distance with markings or alternative measures (e.g. at reception, at the entrance to the restaurant, etc.).
6. Within the establishment itself, the informational measures should include: Signs explaining the prevention measures adopted in the centre and the rules to be followed by customers. The signs on display should be provided in at least one foreign language (considering the country or countries of origin of the customers).
7. Within the establishment itself, the informational measures should include: Information on healthcare centres, firefighters, local and national police in the area, with operating hours and emergency help telephone numbers, and their location. The signs on display should be provided in at least one foreign language (considering the country or countries of origin of the customers).
8. Advance payment and payment with contactless cards.
9. Restrooms: the restrooms for communal use should have paper towel dispensers or hand dryers. Cloth towels, including those for individual use, are to be avoided. Restrooms should be cleaned at least six times a day.[SJ1] Restocking of consumables (soap, paper towels, etc.) should be ensured. Dispensers of paper towels, hand sanitiser and soap should be cleaned regularly, according to the level of use.
10. Wastepaper bins: wastepaper bins should have a hands-free opening mechanism and a double-bag inside. In hotel rooms, it is recommended that the wastepaper bin in the room be eliminated so that any used facial tissues, face masks, etc. can be concentrated in a single bin with a cover to minimise the risk of transmission and handling.
11. Have a contactless thermometer available.