

Spanish Tourism

Quality Institute (ICTE)



Measures to reduce the spread of SARS-CoV-2



Restaurant services

Guidelines and recommendations



Prepared by the Technical Committee established by the ICTE in collaboration with the Spanish Hospitality Association and territorial sector organisations, restaurant chains and companies, and agreed with the Spanish Association of Labour Prevention Services (AESPLA), PRLInnovación, and with the trade unions CCOO and UGT.

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0. INTRODUCTION

The restaurant industry is one of the most important sectors in our country. However, the current COVID-19 crisis means protocols must be established so that the reopening of facilities does not increase the risk of community contagion, as well as the protection measures necessary for workers in this sector. For this reason, the State Secretariat for Tourism and the Autonomous Regions have agreed to coordinate a single health protocol for COVID-19 to prepare for the reopening of the tourism sector as the containment measures are relaxed. The Spanish Tourism Quality Institute took part in drafting this standardised protocol, with requirements for each tourism subsector or activity, to help companies in the restaurant industry identify and analyse risks in their organisations and implement best practices in their services, at their facilities and with their personnel in order to halt the virus.

1. PURPOSE AND SCOPE

Without prejudice to current legislation and the previously implemented HACCP system, this document includes guidelines and recommendations to be applied by restaurants and cafés in order to minimise the risk of SARS-CoV-2 virus infection.

This document applies to all restaurants and cafés, regardless of their type, category or size.

2. TERMS AND DEFINITIONS

2.1. COVID-19

COVID-19 is a disease caused by the SARS-CoV-2 coronavirus, a virus first detected in December 2019. The most common symptoms caused by this disease are fever, coughing and shortness of breath. Other symptoms may include fatigue, aches, runny nose, sore throat, headache, diarrhoea, or vomiting. Some people lose their sense of smell or taste.

(Ministry of Health, Consumer Affairs and Social Welfare, 2020).

2.2 Risk

The possibility of a person becoming infected with the SARS-CoV-2 coronavirus.

2.3. Risk Management

Coordinated activities to direct and control the organisation in relation to the risk.

(UNE-ISO 31000:2018)

3. RISK MANAGEMENT REQUIREMENTS

3.1. General requirements

Establishments must commit strongly to risk management and lead in the systematic implementation of measures to minimising risk.

Risk management must form part of every process in the establishment and therefore the different processes must be coordinated.

3.2. Risk and emergency working group

The establishment must set up a working group with the participation of the legal workers' representatives, if any, or appoint a person responsible for risk management. This working group will define strategies and make decisions to minimise health and hygiene risks due to COVID-19.

In particular, this committee must:

- Set targets.
- Establish mechanisms for gathering information to make the best decisions (consultation with authorities, employees, specialists, etc.)
- Establish a coordination method (between committee members, between employees, and with the competent authorities in each area, suppliers and subcontractors).
- Identify risks considering the nature of the restaurant (number and type of customers, services provided, etc.). Depending on the type or size of the establishment, if it has an in-house or external occupational risk prevention service, this service must conduct the assessment. To this end, it will follow the "Action procedure for occupational risk prevention services in relation to exposure to SARS-COV-2", drawn up by the Ministry of Health.
- Assess the risks and draw conclusions.
- Design the necessary protection measures and include them in a contingency plan.
- Plan the implementation of the contingency plan.

- Implement the contingency plan based on the size and complexity of the company, and monitor its compliance, assessing its effectiveness and modifying it if necessary according to the effectiveness demonstrated.

This contingency plan must include at least:

- The possibility of modifying the decision-making processes, if necessary.
- The assignment of authorities and responsibilities within the framework of risk management.
- The allocation of human and material resources, including determining the use of Personal Protective Equipment (PPE) in accordance with the needs derived from the occupational risk assessment and notwithstanding the provisions laid down in this standard and in applicable regulations for the prevention of occupational risks.
- The determination and implementation of an action protocol in the event that an employee or customer shows symptoms that are compatible with COVID-19, following in all cases the guidelines for the prevention of occupational risks and of the health authorities respectively, and considering the revision of cleaning and disinfection protocols for potentially contaminated surfaces.
- The supervision of compliance with the recommendations and guidelines issued by health authorities regarding special measures against COVID-19, both by employees and customers, as well as the additional measures contained in the contingency plan resulting from the risk assessment.

3.3. Material resources

The establishment must define the actions needed to acquire the necessary resources, as identified in the risk assessment and the contingency plan, always taking into account the health authority recommendations (e.g. masks, gloves).

The establishment must consider any possible restrictions on the provision of material resources and service limitations stemming from such restrictions, assessing feasible possibilities other than those initially proposed if necessary, always with the agreement of the legal workers' representative.

If at any time a lack of material resources is detected, the health and safety/management committee must analyse the situation and report it to the competent authorities to safeguard the company and its employees. It may analyse and propose alternative resources and measures.

3.4. General measures for restaurant services

The restaurant must:

- Plan tasks and work processes so as to guarantee the safe distance established by health authorities; workstation layout, the organisation of movement, and the distribution of spaces (tables, furniture, walkways, etc.) in the restaurant must be adapted if necessary. If this is not possible, alternative measures shall be taken to avoid the risk of transmission by contact. If employees work in shifts, the shifts should be planned whenever possible so that the same employees are always in the same shift groups. Similarly, if staff need to change their clothes, a space must be provided that also ensures interpersonal safe distances, or the maximum capacity of any staff changing rooms must be established. Additionally, social distancing must be maintained at internal meetings.
- It must assess whether there are workers who are vulnerable to COVID-19 in the workplace and determine specific security measures for them.
- Complete the first aid kit with a thermometer.
- If employees clock in and out using a contact-based system (fingerprint, digits) which cannot be reliably disinfected, a clocking-in system should be implemented that avoids different employees touching the same surface. If choosing to disinfect the system after each use, disinfectant solution must be provided.
- Ensure suitable protection for employees, facilitating hand washing with soap and water, or if this is not possible, the use of hand sanitiser.
- Provide hygiene guidelines with complete, clear and intelligible information on the hygiene rules to be used in the workplace, before, during and after work; these can be reinforced with posters.
- Allow time and provide facilities for correct hand hygiene.
- Provide adequate PPEs as identified in the occupational risk assessment in the context of COVID-19. If any service is subcontracted, the restaurant will supervise that subcontracted personnel have the necessary personal protective equipment.
- Establish rules for the use of facilities where work is carried out and shared spaces to maintain a safe distance (e.g. in lifts, dining rooms, lobbies and public areas, changing rooms, meeting rooms).

- Ventilate the different areas of the establishment at least daily and more frequently whenever possible.

Also:

- Interpersonal safe distances must be respected in all activities. This means that occupancy levels must be monitored by restaurant staff when necessary. If this is not possible, the necessary protective measures and equipment must be ensured.
- Depending on the type of uniform, the restaurant must determine the type of cleaning and frequency. Since uniforms should only be worn during the working day, the establishment should wash staff work clothing along with its table linens, ensuring that they are cleaned at a temperature >60°C. If staff wash uniforms at home, the establishment must inform employees that they should be washed at >60°C. Work clothes must be placed in a closed bag during transport. When uniforms cannot be washed at that temperature, they must be adequately disinfected.
- Workers must be trained in the correct use and maintenance of the masks, gloves and PPE they use.

3.5. Protective measures for personnel

3.5.1 General requirements

Personnel must be informed of the contingency plan designed and specifically their responsibilities within the framework of COVID-19 risk management.

Specifically, personnel must:

- Have clear and intelligible information, and specific and updated training on the specific measures to be implemented.
- Avoid greeting other staff members and customers with physical contact, including shaking hands. Safe distances must be respected whenever possible.
- Take into account the result of the risk assessment of each workstation, which will determine whether or not it is compulsory to use a mask and the characteristics of the mask according to the task to be carried out (e.g. hygienic, surgical), as well as the time of use according to its characteristics.
- Immediately throw away any personal hygiene waste -especially tissues- as well as PPE in authorised, non-manual and bagged waste bins or containers.

- Wash their hands thoroughly after sneezing, blowing their nose or coughing, or touching potentially contaminated surfaces (money, menus, etc.). However, the hand washing protocol must be adapted to the characteristics of the facilities, for example, when personnel are unable to wash their hands regularly due to the physical characteristics of the restaurant. In this case, the use of hand sanitiser must be ensured.
- Provide a space for employees to change clothes and shoes upon arrival at the restaurant and at the end of their shift before leaving the facility. This space must have lockers or at least suit holders or similar (plastic bag, etc.) in which employees leave their clothes. Uniforms and work footwear may only be worn in the workplace.
- Regularly disinfect personal objects (glasses, mobile phones, etc.) throughout the day with soap and water when feasible, and with a disinfectant solution when not available; similarly, disinfect workstation elements during shift changes. Specific products applied with a cloth, or special disinfectant wipes, must be used to disinfect electronic equipment.
- Leave personal belongings (including mobile phones) in a dedicated place (box, locker, etc.)
- Do not share other employees' work equipment or devices. If certain equipment or devices (e.g. till, PoS, drawer pulls, drinks taps, menus, etc.) are shared, cleaning and disinfection guidelines must be established between each use to reduce the risk of contagion.
- Wear hair up, and wear no rings, bracelets, earrings or similar.
- Keep nails short and neat.
- Wear clean work clothes daily.

3.5.2 Specific requirements for cleaning personnel

Cleaning personnel must wear appropriate personal protective equipment depending on the level of risk and the findings of the occupational risk assessment. Staff must at least wear a mask and gloves.

After each cleaning session, they must safely dispose of the materials and protective equipment used, and then wash their hands.

Gloves and masks must be disposed of after use at the end of their useful life and according to the manufacturer's instructions. Buckets with lids will be provided for disposal and subsequent management.

If the services described here are subcontracted, TAs will supervise that subcontracted personnel have the necessary personal protective equipment and follow the established procedures.

3.6. Informative measures

The contingency plan must be communicated to workers' representatives, if any, and employees for proper implementation and maintenance. Likewise, customers must be informed of the measures in the plan that directly affect them and which they must apply (e.g. masks, hand washing, safe distances, etc.). Informative measures must include:

- Signage showing the preventive and hygienic measures implemented in the establishment
- Marking on the floor of the premises, terraces, bar and where necessary to maintain the safety distance in accordance with this standard.

4. SERVICE REQUIREMENTS

4.1. General requirements

The following preventive measures must be enforced:

- Hand sanitiser must be available in places accessible to customers and at least at the entrance to the service area (e.g. restaurant entrance, buffet area). Staff must encourage customers to disinfect their hands before entering.
- Monitor the maximum occupancy resulting from applying the different safety measures and distances (between customers, tables, etc.)
- Encourage payment by card or other electronic means, preferably contactless (cards, mobiles, etc.) avoiding, as far as possible, the use of cash. If this is not possible, a single worker must be assigned to all cash payment collections, using some type of container (tray, glass or similar) to avoid possible contamination.
- Disinfect the POS if different people use it.
- Regularly disinfect vending and gaming machines used by customers.
- Prioritise the use of single-use linen. If this is not feasible, avoid the use of the same tablecloth or tablemat with different customers, opting for materials and solutions that are easy to change between services. Table or chair surfaces in contact with customers must be clean. Table surfaces (if not covered) and armrests, if applicable, must be cleaned after each use.
- Avoid the use of shared menus to avoid the risk of contagion, for example, by reading it out loud, using technology (digitised menus, QR), or other systems such as blackboards, posters, disposable

menus, etc. If any of the above solutions cannot be chosen, the menu must be provided as a plasticised document that is disinfected after each use.

- Store auxiliary service elements (crochery, glassware, cutlery, table linen, bread baskets, coffee cups, sugar packets, etc.) in closed areas or, at least, away from areas where customers and workers pass through. All decorative elements must be removed from tables.
- If the characteristics of the service allow it (except when preparing events and in enclosures where customers are not commonly present before the service), avoid setting tables without protection.
- Self-service products (serviette dispensers, toothpick holders, oil and vinegar bottles, etc.) must be eliminated, prioritising single-dose products or their service in other formats by waiters at the request of the customer. Spaces must be ventilated as often as appropriate.

4.2. Service provision

4.2.1. Raw material reception

HACCP systems must be complied with in all cases. Specifically, there must be a space reserved for the reception/return of goods (specific area, table, floor mark, etc.), located near the goods access door, physically or temporarily separated from the rest of the areas. Delivery personnel, who must comply with their own prevention and hygiene protocol, must not go beyond this reception area, and compliance with the protection regulations applicable to them will be monitored.

In this space:

- Packaging must be removed from the goods received.
- Containers that have been in contact with the outside during the procurement process must be disinfected.
- Items that cannot be disinfected, such as fresh produce, will be moved from the supplier's container to the establishment's own container in the reception area.

Delivery notes and receipts must be left on the table to avoid contact with the supplier and must always remain in this reception area. The devices used (thermometers, pens, etc.) should preferably always be used by the same person. If they are shared, they must be disinfected after each use.

After receiving and/or handling packages/orders, the area must be cleaned and disinfected, and personnel must wash their hands with water and disinfectant soap.

4.2.2. Storage of raw materials

Ensure compliance with the HACCP system, updated to the COVID-19 context.

4.2.3. Kitchen

The HACCP system should be updated for COVID-19 prevention.

The areas of different workers must be separated with marks on the floor or other similar measures.

Before starting each service, work surfaces must be disinfected. There must be disinfectant soap dispensers next to the sink. Paper towels must be used for drying and disposed of in a waste bin with a non-manual lid.

At the end of the day, work tools and equipment must be cleaned with the recommended products.

4.2.4. Service

4.2.4.1 Home delivery

The relevant hygienic measures according to the risks identified and measures described in the contingency plan must be maintained during order preparation and delivery.

- In particular, the following requirements must be met for transport and home delivery:
 - The establishment must have a space available to hand over the order to the delivery person (bar, table, etc.). Under no circumstances may delivery personnel have access to the kitchen area.
 - For the delivery service, food will be deposited in closed bags, preferably sealed. The bag used for delivery shall be cleaned and disinfected internally and externally after each delivery.
 - Delivery personnel must use the personal protective equipment decided on after the risk assessment and defined in the contingency plan. If this service is provided by means of digital platforms, the restaurant will supervise that the delivery personnel have this equipment.
 - Avoid contact between staff handing over orders and delivery personnel (showing the order form, etc.). Once the order has been handed over to the delivery person in the area designated for this purpose, staff handing over the order must wash their hands.
 - A system must be set up to prevent delivery personnel gathering.

- Encourage the use of electronic payment methods that avoid contact or the use of cash between the customer and delivery personnel.
 - During delivery to the customer, safe distancing must be maintained if not using individual protective equipment (masks).
 - The delivery person must properly sanitise their hands with disinfectant solution during the entire delivery process.
 - Delivery personnel must not share lifts at delivery addresses. Personnel must notify the customer of arrival using the entry phone and indicate that the order will be left at the door. Single-use, disposable mats to place orders on are recommended.
- If transport and delivery are carried out by external personnel (delivery platforms or similar), in addition to the above, the service provider will be asked to provide a contingency plan for COVID 19.

4.2.4.2 Take-away food

The establishment must have a space enabled and signposted for collecting orders (e.g. table, counter, etc.) where the exchange and payment will be made if necessary. Safe distancing must be guaranteed (we recommend visible marks on the floor or similar, or protective screens, methacrylates or similar).

4.2.4.3 Bar service

Safe distancing between customers and staff must be respected in bars; if this is not possible, other protective measures (masks, face shields, etc.) must be used. Otherwise, the bar staff must wear a mask.

The positions to be occupied by the customer or groups of customers at the bar must be established in such a way as to avoid crowding and to guarantee safe distancing between them.

Any products exhibited at the bar must be adequately protected from the customers and the employees. Customer self-service at the bar is not allowed.

4.2.4.4. Dining room service

Table service

Waiters serving tables must guarantee safe distancing or apply strict procedures to avoid the risk of contagion (continuous disinfection of hands, avoiding physical contact or sharing objects, etc.). If this is not possible, they must be provided with other protective measures (face screens, masks, etc.).

Order pick up at the counter

Waiting must be organised to avoid crowding and contact between incoming and outgoing customers. Safe distances must be marked on the floor or in a similar way, and panels/signs explaining the collection procedure must be displayed.

If customers use a shared digital device (tablets, kiosks, etc.), it must be disinfected before ordering. Hand sanitiser dispensers must be available in these areas.

Safe distances must be maintained in kiosk areas to avoid customer crowding.

4.2.4.5. Terrace service

The company must establish a way to prevent customers using terrace equipment (tables and chairs) arbitrarily, so that this equipment can be disinfected between one customer and another.

Signs will be displayed informing customers of hygiene and disinfection guidelines so that they are aware of them and respect them. This information must clearly indicate that customers cannot occupy a table at will but must wait to be shown to one by the establishment's staff.

Enclosing terraces (ropes, tape, floor markings or other elements when the competent authorities allow) can also help to fulfil this objective.

4.2.4.6. Buffet service

The guidelines described above for other types of service must also be followed when providing a buffet service.

Formulas such as the assisted buffet with protective screen, individual plating and/or covered single-servings (also with protective screen), must be implemented.

Shared elements or equipment (oil and vinegar bottles, salt shakers, drink dispensers, sugar packets, etc.) and any decorative elements must also be removed from all services.

Based on its facilities, the establishment should also consider a suggested or predefined route to avoid crowding in certain areas and to prevent contact between customers.

4.2.4.7. Events

Where the competent authority allows events to be held, the applicable specifications in this guide (safe distances, service procedures, etc.) must be followed.

4.3. Toilets

Toilets, both for customer use and, if available, for staff use, must at least have dispensers for disinfectant soap, paper towels, and/or hand sanitiser.

Cleaning measures will be increased, cleaning toilets at least six times a day when the establishment is open to the public. According to Order SND/386/2020 of 3 May, shared toilets must be cleaned and disinfected at least 6 times a day.

Bins must be non-manual and have a double bag.

Consumables must be replaced as needed (soap, paper towels, etc.).

5. CLEANING AND DISINFECTION REQUIREMENTS

5.1. Cleaning plan

The establishment must adapt its cleaning and disinfection plan taking into account the risks identified in the assessment. The plan must at least include:

- A cleaning and disinfection procedure that includes the following facilities and the elements present in them:
 - Goods reception area
 - Kitchen
 - Bar (between different customer groups and especially at times of high traffic)
 - Take-away and home-delivery pick-up area
 - Dining room
 - Dressing rooms, lockers and toilets
- Use of personal protective equipment by cleaning staff according to the findings of the risk assessment.
- The establishment must be thoroughly cleaned and disinfected using virucide products authorised for this purpose by the Ministry of Health before initial opening. This may be conducted by the business owner, making a record of the tasks completed and products used (with product technical and safety data sheets), or by contracting an authorised specialist company which will provide a certificate with the tasks carried out, by whom and which products were used.

- The HACCP plan must add and/or increase cleaning and wiping several times a day, especially of the areas of greatest contact (surfaces, doorknobs, washbasins, taps, handles, lifts, doors, table surfaces, toilet flushes, protection barriers, climate control, menus, POS, till, etc.).
- Use disinfectant cleaning products authorised by the Ministry according to the product technical and safety data sheets.
- Identify cleaning tools and isolate them in their work area, ensuring there is no cross-contamination.
- Ensure that dishes and cutlery are disinfected at temperatures above 80°C (dishwasher).
- Clean and disinfect utensils (tongs, ice machine scoops, cocktail utensils, ice cream scoops, etc.) according to the HACCP.
- Keep cleaning cloths and scourers clean at all times and change them periodically. Avoid the use of tea towels, always using single-use paper or disposable cloths. Single-use paper rolls must be placed in the appropriate roll holder.

5.2. Cleaning and disinfection of transport vehicles

If the establishment has its own transport with vans, cars, motorcycles or other vehicles, these must be included in the cleaning and disinfection plan. This plan must cover the exterior and interior of the vehicle, motorcycle top boxes, etc.

Similarly, all transport elements (isothermal boxes and bags, backpacks, carts, helmets, etc.) must be properly cleaned and disinfected.

5.3. Textile cleaning

Depending on the characteristics and type of textiles (uniforms, table linen, chair upholstery, etc.), the establishment must determine the type of cleaning and frequency. This must always be done at a temperature >60°.

6. MAINTENANCE REQUIREMENTS

The following points must be enforced:

- Maintenance personnel must be protected with the personal protective equipment determined by the findings of the job risk assessment.
- Once the assistance or repair has been completed, personnel must dispose of PPEs as defined in the contingency plan, and then wash their hands.
- Any physical contact must be avoided.

Specifically, the air conditioning system must be checked periodically, especially the cleanliness of filters and grilles.

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APPENDIX I:

WHO RECOMMENDATIONS FOR HAND WASHING

How to wash hands

 Duration of the entire procedure: 40-60 second



0 Wet hands with water;



1 Apply enough soap to cover all hand surfaces;



2 Rub hands palm to palm;



3 Right palm over left dorsum with interlaced fingers and vice versa;



4 Palm to palm with fingers interlaced;



5 Backs of fingers to opposing palms with fingers interlocked;



6 Rotational rubbing of left thumb clasped in right palm and vice versa;



7 Rotational rubbing, backwards and forwards with clasped fingers of right hand in left palm and vice versa;



8 Rinse hands with water;



9 Dry hands thoroughly with a single use towel;



10 Use towel to turn off faucet;



11 Your hands are now safe.

 **World Health Organization** | **Patient Safety** | **SAVE LIVES**
UNA ALMAZAR MUNDIAL PARA UNA ATENCION MS SEGUERA | Clean Your Hands

APPENDIX II: PROPER USE OF PPE.

MASK

Based on the General Secretariat of Industry and Small and Medium Enterprises Resolution of 23 April, regarding personal protective equipment in the context of the health crisis caused by COVID-19, if a device does not have an EU certificate from the Notified Body (together with the manufacturer's Declaration of Conformity and the other information required on the product/package for CE marking), in order to be supplied/marketed on an exceptional basis, it must be temporarily authorised by the relevant market control authority (section 1.2 of the resolution).

In general, the recommendation is to use disposable PPE or, if not, that can be disinfected after use, following the manufacturer's recommendations.

PPE must be chosen in such a way as to guarantee maximum protection with minimum discomfort to the user, and to this end it is especially important to choose the size and design that will suit the user.

The correct placement of PPE is essential to avoid possible routes of entry for the biological agent; equally important is PPE removal to avoid contact with contaminated areas and/or dispersion of the infectious agent.

PPE must be disposed of safely, in closed bags deposited in the waste container (not the recycling container).

Masks

In the context of the current COVID-19 epidemic, hygienic masks are recommended in the workplace (non-reusable, manufactured according to UNE 0064-1 and limited to 4 hours of use, or reusable, manufactured according to UNE 0065, and which must be washed at 60°C after a similar period of use). Surgical masks can also be used (UNE-EN 14683: 2019) although these will preferably be reserved for infected personnel or those with symptoms compatible with COVID-19.

In any case, and as a general rule, masks need not be used in an environment where there is no evidence of a person or surfaces potentially contaminated by SARS-CoV-2, as long as the safe distance can be maintained.

If accessing areas with infected persons, respiratory protection masks (FFPII or FFPIII) must be used unless a 2-metre distance can be maintained. Dual masks may also be used, which must comply with both PPE and MD (medical device) legislation.

Under no circumstances should you touch the front of the mask with your hands during use and removal. Masks must not be left on the forehead or neck, or kept in a pocket between uses.

Note: surgical masks and hygienic masks are not considered PPE.

Hygienic masks in general population



Most people catch COVID-19 from other people with symptoms. However, there is increasing evidence of the role of people who are asymptomatic or have mild symptoms in spreading the virus. Therefore, under some circumstances, the use of hygienic masks in the general population could help reduce virus contagion.

This is only true if they are used correctly and in compliance with prevention measures to reduce community contagion.



If you have symptoms, stay at home and isolated in your room.



Stay 1-2 metres away from others.



Wash your hands frequently and thoroughly.



Do not touch your eyes, nose or mouth.



Cover your mouth and nose with your inner elbow when coughing or sneezing.



Use disposable tissues.



Remote work whenever possible.

A hygienic mask is a non-medical product that covers the mouth, nose and chin; it has straps for the head or ears.

UNE technical specifications have been published for manufacturing hygienic masks:

- Reusable (adults and children)
- Non-reusable (adults and children)



WHEN to use a mask?

- When you cannot maintain a safe distance at work, when shopping, in closed spaces or on the street.
- When using public transport.

WHO should wear a mask?

Healthy general population.

Use masks properly to avoid generating more risk

-  Wash your hands before putting it on.
-  The mask should cover your mouth, nose and chin at all times. It must adapt to your face.
-  Avoid touching the mask while wearing it.
-  For comfort and hygiene, masks should not be worn for more than 4 hours. If it gets wet or damaged, replace with another mask. Do not reuse masks unless they are marked as reusable.
-  To remove the mask: remove it from behind without touching the front, discard immediately in a closed bin and wash your hands.
-  Reusable masks should be washed according to the manufacturer's instructions.

21 April 2020
 Consult official sources for information
www.mscbs.gob.es
[@sanidadgob](https://twitter.com/sanidadgob)





Hygienic masks in general population (Ministry of Health, Consumer Affairs and Social Welfare, 2020)

APPENDIX III: PROPER USE OF PPE.

GLOVES.

Protective gloves must comply with EN-ISO 374.5:2016. They should be made of vinyl or nitrile, but other more resistant materials can be used if the activity to be performed so requires. Gloves must be CE marked.

Gloves can create a false sense of protection, so hand hygiene before and after use is very important, especially if potentially contaminated surfaces have been touched.

Gloves must be changed as often as indicated according to their use and the manufacturer's instructions. In any case, sanitiser can be applied to them to prolong their use, but at any sign of deterioration (perforation, tearing, etc.) they must be replaced.

The correct way to remove gloves without contaminating hands is as follows:



Procedure for occupational risk prevention services

(Ministry of Health, 2020)

Learn to take off disposable gloves without risk

(Nursing Association, 2020)

APPENDIX IV:

MODE OF ACTION FOR INFECTED OR AT RISK PERSONNEL

Basic knowledge about Covid-19 to be taken into account for prevention:

- The main symptoms of Covid-19 are coughing, fever and difficulty breathing, and muscle pain and headache in some cases.
- 80% of cases present mild symptoms and the incubation period is 2-14 days. 50% of cases begin to show symptoms within 5 days of infection.
- If a worker begins to have symptoms compatible with the illness, they must immediately contact the telephone number provided by the corresponding Autonomous Region or health centre, and also inform the company. If their symptoms start in the workplace, they must notify their immediate supervisor. The establishment will then notify the prevention service, if any, so that it can adopt the appropriate measures and comply with the notification requirements established by the Ministry of Health.
- The company must draw up and apply a protocol for action in the event of detection of possible infected persons or persons who have been in contact with the former, following the "Action procedure for occupational risk prevention services in relation to exposure to SARS-COVID-2".
- If any worker is a "person at risk" according to Ministry of Health recommendations, whether due to pregnancy, previous chronic pathologies or age, the prevention service will review their position to consider whether "preventive isolation" should be recommended or not if they cannot work remotely, following the procedure mentioned above.

APPENDIX V: SAFE DISTANCES

The action procedure for occupational risk prevention services in relation to exposure to SARS-CoV-2 (Ministry of Health, Consumer Affairs and Social Welfare, 2020) sets the safe distance at 2 m.

APPENDIX VI: CLEANING AND DISINFECTION PRODUCTS

List of virucides

A list of authorised virucide products is available at the following link:

https://www.mscbs.gob.es/profesionales/saludPublica/ccayes/alertasActual/nCov-China/documentos/Listado_virucidas.pdf