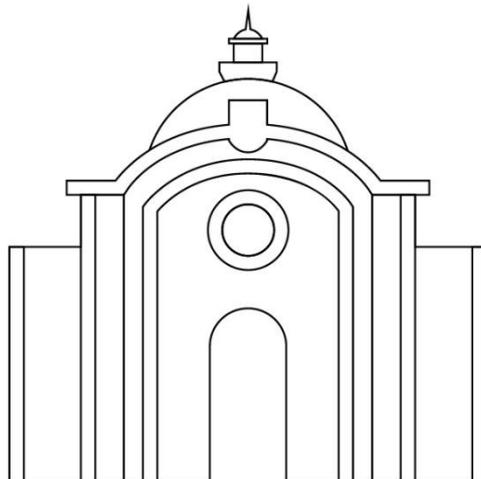


CONTINGENCY PLAN

COVID-19

Time Out Market Lisboa

March 7, 2020



Contingency Plan Structure

1. INTRODUCTION
2. GENERAL ORIENTATIONS
3. PREVENTION AND PROTECTION MEASURES IMPLEMENTED BY TIME OUT MARKET
4. MEASURES TO BE IMPLEMENTED BY ALL TOM TENANTS
5. PREVENTION AND PROTECTION MEASURES
6. MEASURES TO BE TAKEN IN THE EVENT OF A SUSPECTED CASE ON SITE
7. ISOLATION ROOM
8. IDENTIFICATION OF THE IMPACT THE INFECTION OF WORKERS MAY CAUSE IN THE
SERVICE
9. CONTROL TEAM STRUCTURE AND CONTACTS

1. INTRODUCTION

Towards compliance by employers of prevention practices and control of infection by the new coronavirus (COVID-19), the Time Out Lisbon Market prepared a contingency plan.

This Contingency Plan consists of a set of measures defined in order to provide an operational response that protects the health of the employees and customers of Time Out Market Lisbon and minimizes the conditions for the spread of the virus, through the prevention and control of infection by Coronavirus (COVID-19), ensuring its normal functioning.

In case of need, this Plan contains the necessary measures to ensure the minimum services, as well as, at the limit, to consider the closure of the Time Out Market.

The Time Out Market will provide, in permanent articulation with the competent public health services, the appropriate information and advice considering the evolution of the situation, and, as a result, the plan may be revised and updated whenever deemed necessary.

The procedures were defined based on the guidelines of the World Health Organization (WHO) and the General Directorate of Health (DGS).

2. GENERAL ORIENTATIONS

In an attempt to contain the spread of COVID-19, the following measures are recommended:

- Wash your hands frequently with soap and water, rubbing them well for at least 20 seconds;
- Reinforce hand washing before and after food preparation, before meals, after using the bathroom and whenever your hands are dirty;
- Alternatively, use an alcohol-based solution for hand hygiene;
- Use tissue paper (single use) to blow;
- Throw used tissues in a waste bin and wash your hands immediately;
- Cough or sneeze into the arm with the elbow flexed, not the hands;
- Avoid touching the eyes, nose and mouth with hands that are dirty or contaminated with respiratory secretions;
- Avoid complying with physical contact;
- Clean surfaces and contact equipment frequently (counters, buzzers, tpa's)
- If any symptoms appear, such as cough, fever or difficulty breathing (in the person or his / her family members), reduce social contacts, do not go to the health services and call the SNS24 Line (808 24 24 24).

3. PREVENTION AND PROTECTION MEASURES IMPLEMENTED BY TIME OUT MARKET

- Placing information on general care in all entrances;
- Placing information "HOW TO" washing hands in all Wc's;
- Placement of devices with 60/70 alcohol-based disinfectant solutions at all TOM inlets with corresponding signs;
- Placement of the same device in the changing rooms, security center, offices and outsourcing team room, although hand washing with soap is sufficient;
- The cleaning of all food hall furniture during the period of operation was extremely reinforced, as well as all doors, handles and other materials in frequent use;
- All WC's continue to be permanently cleaned, even in low season;
- All persons assigned to the collection of dishes and cleaning of the space continue to wear gloves, but are required to change them every 20 minutes;
- All dishes are being washed at a temperature above 100º, including trays;
- All persons assigned to washing and dispensing dishes and cutlery are obliged to use gloves and to change them hourly;

- Disinfection of the market outside opening hours.

4. MEASURES TO BE IMPLEMENTED BY TOM TENANTS

- The stores' cleaning must be extremely careful and much more attentive than the process recommended by ASAE;
- Only individual and single use paper trays are allowed
- Cutlery and napkins should not be already placed for service at the counters or close to contact with the customer. They should only be placed when the customer sits down or collects the tray;
- Any food material must not be left on store counters, which are not covered, indefinitely;
- Someone should be assigned to exclusive contact with the public and POS service. This person will be asked to:
 - During service, never put your hands over your mouth, nose or eyes;
 - Wash your hands thoroughly with soap and water for about 20 seconds, every 20 minutes or use an alcohol-based solution for hand hygiene;
 - Gloves are not recommended in this case, as they give a false sense of security and given that the most important thing is hand hygiene and washing.

The person assigned to this contact and POS function should also:

- **Be the ONLY one to contact with buzzers and TPAs that should be cleaned with 60/70 alcohol-based solution after each use. If this procedure is not applied by the tenants, we will be obliged to suspend the buzzer service.**
- In any case, the employee who touches the dishes should receive buzzers or be available to formalize the payment;
- All employees who have been in contagious areas or with infected people, must inform the managers and stay in voluntary quarantine;
- All HACCP procedures must be reinforced, and their compliance is constantly validated by management.

5. PREVENTION AND PROTECTION MEASURES

1. Before an asymptomatic person returned, in the last 14 days, from an area with active community transmission

What to do?

DGS recommends in these cases:

- Pay attention to the appearance of fever, cough or difficulty breathing;
- Measure body temperature twice a day and record the values;
- Check if any of the people with whom you live closely develop symptoms (fever, cough or difficulty breathing);
- If any of the symptoms mentioned appear (in the person or in his / her family), do not go immediately to the health services;
- Call SNS24 (808 24 24 24) first and follow their directions.
- Promote social distance;
- Avoid complying with physical contact.

2. Before an asymptomatic person in contact with a confirmed case

What to do?

- Pay attention to the appearance of fever, cough or difficulty breathing;
- Measure body temperature twice a day and record the values;
- Stay in prophylactic isolation certified by the Health Authority for 14 days, informing the responsible person defined by the entity;
- Call SNS24 informing about the contact with the confirmed case, if you develop symptoms you should only go to health services if advised by the SNS24 line;

The remaining people (asymptomatic or not) who have not returned from an area with active community transmission or who have not had contact with a confirmed case, must comply with basic hygiene measures.

3. Close contact surveillance procedures

A “close contact” is considered to be an employee of Time Out Market Lisboa who does not have symptoms at the moment, but who had or may have had contact with a confirmed case of COVID-19. The type of exposure to this close contact will determine the type of surveillance.

Close contact with a confirmed case of COVID-19 might be:

- **High exposure risk is defined as:**

the Colleague who shares an office, room, section or area within 2 meters of the confirmed case;

the employee or another who has been face-to-face with the confirmed case or who has been with it in an enclosed space;

the Colleague who shared with the confirmed case dishes (plates, glasses, cutlery), towels or other objects or equipment (phones, printers) that may be contaminated with respiratory droplets.

The surveillance of close contacts with “High risk of exposure” implies:

- Active monitoring by the Local Health Authority for 14 days since the last exposure;
- Do not travel to the Time Out Market / office in those 14 days;
- Perform daily self-surveillance of the symptoms of COVID-19, including fever, cough or difficulty breathing;
- Restrict social contact to what is essential;
- Do not travel;
- Be contactable for active monitoring during the 14 days since the date of the last exposure.

- **Low risk of exposure is defined as:**

the employee who had sporadic (momentary) contact with the confirmed case (eg on-the-go / movement compliance).

the employee who provided assistance to the confirmed case, provided he or she has followed the preventive measures (eg, proper use of a mask and gloves, respiratory label, hand hygiene).

The estimated incubation period for COVID-19 is 2 to 12 days. As a precautionary measure, active surveillance of close contacts takes place for 14 days from the date of the last exposure.

The surveillance of close contacts with “Low risk of exposure” implies:

- Perform daily self-surveillance of the symptoms of COVID-19, including fever, cough or difficulty breathing;

If no symptoms appear in the 14 days resulting from the last exposure, the situation is closed for the purpose of preventing and combating COVID-19.

As a measure to contain the spread of COVID-19, the following measures are recommended:

- The cancellation or postponement of travel, especially to regions where there is active transmission of COVID-19 in the community, with priority being given to the use of means of

distance work. The list of countries where there is active transmission of the new coronavirus is updated daily on the DGS website (<https://www.dgs.pt/corona-virus>);

- Failure to hold face-to-face meetings, whenever possible, which, due to the involvement of international actors or the high accumulation of participants, may constitute a risk of transmission outbreaks;

- **Postponing the presence of members of the Time Out Market at international events/conferences.**

6. MEASURES TO BE TAKEN IN THE EVENT OF A SUSPECTED CASE ON SITE

6.1. Which are the signs and symptoms of a suspected case?

Infected people may experience signs and symptoms of acute respiratory infection such as fever, cough, shortness of breath, and, more rarely, sore throat, muscle pain, joint pain, headache, nausea, vomiting or diarrhea.

6.2. What to do?

Action measures in case of identification of a suspected case:

1. Call the TOM service manager (967260931);
2. Put on gloves and masks and make it available to the suspect case;
3. Forward the suspected case to the Isolation Room on the first floor, next to the security room;
4. Inform the plan coordinator;
5. Immediately call the Health Line number 24 (808 242424), and follow the instructions that are given;
6. Wait for the arrival of external means of Medical Emergency inside the Room with the door closed, avoiding contact with colleagues or others;
7. Prohibit access to this Room to anyone else.

7. ISOLATION ROOM

The isolation room is located in one of the dressing rooms of the Time Out Studio, on the first floor of the Market. The choice of this room is justified by the fact that it is close to the service

access, with easy access outside and a restricted use bathroom, minimizing the contact of the possible suspect case with the rest of the community.

The isolation room will only be used for this purpose.

Cleaning and sanitizing the isolation room after a suspected case:

- Clean and disinfect (decontamination) the Isolation Room;
- Clean and disinfect all furniture and equipment and other surfaces;
- Store the residues from the confirmed case in a plastic bag (50 or 70 microns thick) which, 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;

Cleaning must be carried out using gloves, protective mask and disposable gown. Cleaning cloths should be discarded after use.

8. IDENTIFICATION OF THE IMPACT THE INFECTION OF WORKERS MAY CAUSE IN THE SERVICE

In the pandemic phase of SARS-CoV-2 infection (coronavirus COVID-19), it is foreseeable that cases of employees or customers will arise, with possible impairment of the normal functioning of the Time Out Market due to the resulting absenteeism.

Employees, service providers and managers stand out as workers with the highest risk of SARSCoV-2 infection.

Given a scenario of high absenteeism from providers, the minimum conditions to ensure the functioning of the Time Out Market are as follows:

Sector	Normal number of workes Daily Average permanent	Min. Number of Workers Daily Average permanent
Management	4	1
Foodhall Managers	4	2*
Cleaning	8	5
Security	4	3
Maintenance	1	0*
Dish Washing & Delivery	6	4
Central Services	6	2
Others	6	0

*Basic maintenance might be assured by one of the Foodhall Managers.

The closing of the Time Out Market will be carried out if determined by the Health Delegate, after an epidemiological assessment of the situation. In the event of closure, the sectors that need to be maintained, if possible, are as follows:

Sector	N.º de workers
Management	1
Security	1
Administrative Services	1

Control Team Structure:

Plan Coordinator: Pedro Fernandes – Contact: 932253092

Ana Alcobia - 935252033

Foodhall Manager – 967260931

Security Chief – 91 2524929

Attachments

Entry Signange

NOVO | NEW | 新型 冠状病毒

CORONAVÍRUS 2019-nCoV

RECOMENDAÇÕES | RECOMMENDATIONS | 建议



Quando espirrar ou tossir,
tape o nariz e a boca com
lenço de papel ou com o
antebraço

When coughing or sneezing,
cover your mouth and nose
with tissue paper or with
your forearm

咳嗽或打喷嚏时，用纸巾或
者手臂掩住嘴巴和鼻子



Lave frequentemente as
mãos com água e sabão
ou use solução à base de
álcool

Wash your hands frequently
with soap and water or an
alcohol-based solution

经常用肥皂水或含酒精的
溶液洗手



Evite contacto próximo
com pessoas com infeção
respiratória

Avoid close contact with
people suffering from
respiratory infections

避免与有呼吸道感染的患
者密切接触

EM CASO DE DÚVIDA LIGUE

IF IN DOUBT, CALL

若有任何疑惑，请直接电话询问

SNS 24

808 24 24 24



Toilet Signage



LISBOA
CÂMARA MUNICIPAL

COVID-19

O MEIO MAIS EFICAZ DE PREVENÇÃO É

LAVAR FREQUENTEMENTE AS MÃOS

Lave as mãos com água e sabão durante 20 segundos.

Sabão mais eficaz:
www.dgs.pt/corona-virus/materiais-de-divulgacao.aspx



◆ F.M.L. - 30/03/2020, Ver. 2020

Fricção anti-séptica das mãos




1a Aplique o produto numa mão em forma de concha para cobrir todas as superfícies





2 Esfregue as palmas das mãos uma na outra

3 Palma direita sobre o dorso esquerdo com os dedos entrelaçados e vice-versa

4 As palmas das mãos com dedos entrelaçados





5 Parte de três dedos nas palmas opostas com dedos entrelaçados

6 Esfregue o polegar esquerdo em sentido rotativo, revelando o pulso direito e vice-versa

7 Esfregue rotativamente para trás e para a frente os dedos da mão direita na palma da mão esquerda e vice-versa

Lavagem das mãos




0 Molhe as mãos com água

1 Aplique sabão suficiente para cobrir toda a superfície das mãos





8 Enxague as mãos com água

9 Seque bem as mãos com toalha descartável

10 Utilize o toalhete para fechar o torneiro esta for de comando manual

20-30 seg. 



8 Uma vez secas, as suas mãos estão seguras.

40-60 seg. 



11 Agorre as suas mãos estão seguras.

