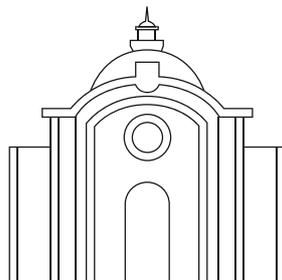




COVID-19 CONTINGENCY PLAN

22 JUNE 2020
(VERSION 2)



Contingency Plan Structure

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1. INTRODUCTION

With a view to ensuring that staff observe procedures to prevent and control infection by the new coronavirus (SARS-CoV-2) that causes COVID-19, the Time Out Market Lisboa has drawn up a Contingency Plan.

The present Contingency Plan consists of a range of measures defined with the objective of offering an operational response that protects the health of both staff and clients of Time Out Market Lisboa and minimises conditions for the propagation of the virus, through the prevention and control of the coronavirus, guaranteeing its normal functioning.

If needed, the present Plan contains the measures necessary to assure a skeleton service as well as, in extremis, to consider the closure of the Time Out Market.

The Time Out Market will provide, in constant collaboration with the relevant public health services, the information and advice suitable to the evolution of the situation; this plan may in consequence be revised and updated whenever deemed necessary.

The procedures were defined based on guidelines issued by the World Health Organization (WHO) and Portugal's Directorate-General of Health (DGS).

2. GENERAL GUIDELINES

As a measure to contain the propagation of the coronavirus that causes COVID-19, the following measures are recommended:

- Wash hands frequently with water and soap, rubbing well, for at least 20 seconds;
- Repeat hand-washing before and after preparing food, before meals, after using the toilet and whenever hands are dirty;
- Alternatively, to ensure hand hygiene, use an alcohol-based solution;
- Use paper towels (single-use) to dry hands;
- Throw used napkins in the bin and wash hands immediately afterwards;
- Cough or sneeze into your bent elbow and not onto your hands;
- Avoid touching eyes, nose and mouth with hands that are dirty or contaminated with respiratory secretions;
- Avoid greetings involving physical contact;
- Frequently clean surfaces and equipment that is touched (counters, buzzers, POS terminals)
- If any suspect symptoms arise, such as cough, fever or breathing difficulty (in yourself or those you live with) reduce social contacts; do not visit any healthcare facility but instead call health helpline SNS24 (on 808 24 24 24).

3. PREVENTIVE AND PROTECTIVE MEASURES IMPLEMENTED BY TIME OUT MARKET MANAGEMENT

- Display at all entrances, in WCs and in spaces around the market of information on general precautions to be adopted to prevent the spread of the coronavirus;
- Requirement on all clients to wear a face mask when circulating inside the space.
- Availability of dispensers of alcohol gel around the space, duly indication by signs;
- Placing of similar dispensers in WCs, security centre, offices and outsourcing teams' rooms, although hand-washing with soap is sufficient;
- Reinforcement of frequency of cleaning and sanitisation of all furniture in the food hall during opening hours, as well as of all doors, door handles and other frequently used items;
- Frequent sanitisation of all WCs;
- All people assigned to clearing crockery and cleaning the space must use gloves, which must be changed for each trip to fetch more items.
- Implementation of just two entrances to Time Out Market Lisboa – the door closest to the access from Avenida 24 de Julho (main door) and the central door facing onto the garden – and two exits – the doors respectively in front of these two entrances.
- All clients who enter TOM Lisboa will pass through a sanitising lobby where they will be asked to sanitise their hands with alcohol gel and disinfect their shoes on a rug designed for the

purpose, and where they can see a film informing them of all the rules implemented by TOM for purposes of COVID-19 prevention and control.

- Restriction to half of the number of people allowed inside the market and of the number of seated places inside and on outdoor terraces.
- TOM Lisboa is now a cashless space with only cards and MBWay payments accepted. Clients who only have cash can use it to buy a rechargeable payment card in the Time Out Shop.
- Marking of social distancing lines in WC access areas and around central counters in the market.
- Installation of partitions on tables to enable physical distancing and protection.
- Minimisation of contact between clients and restaurant cash registers through installation of transparent barriers.
- All crockery to be washed at temperatures above 80º, including trays.
- All staff working in pantries are to be required to wear gloves, which should be changed hourly.
- New opening hours of TOM Lisboa: daily 10am-11pm.
- Disinfection of market throughout the day and outside opening hours.

4. MEASURES TO BE IMPLEMENTED BY ALL STALLHOLDERS

- Cleaning of stalls should be ongoing and undertaken with extreme care – much more than recommended by Portugal's food safety agency, ASAE;
- Counter items may not be used unless they are made of paper and single-use.
- Cutlery and napkins available for use may not be placed on counters or within reach of clients. They should only be provided when the client is seated or picks up their tray;
- No food item should be left on stall counters for any length of time unless it is covered;
- One member of staff should be assigned exclusively for contact with the public and POS service. This person will be asked:
 - while serving, to never touch their mouth, nose or eyes with their hands;
 - to wash their hands well with soap and water for around 20 seconds, every 20 minutes, or to use an alcohol-based solution to sanitise their hands;
 - gloves are not recommended in this case, as giving a false sense of security and because the most important thing is the sanitisation and washing of hands.

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

- be the ONLY one to touch buzzers and POS terminals, which should be sanitised with a 60-70% alcohol-based solution after each use. Buzzers should be placed inside a plastic basket to hand them to the client. When a client returns a buzzer, they should put it straight into the basket in order for it to be disinfected by the staff member for the next use.

- In no case should the staff member who touches the plates receive buzzers or be available to take payment;

- All staff members who have been in zones of contagion, or in contact with people who are infected or suspected of being infected, must inform managers and go into self-isolation;

- All HACCP procedures should be stepped up and compliance constantly verified by management.

5. PREVENTIVE AND PROTECTIVE MEASURES

1. In the case of an asymptomatic person who has had contact with a confirmed case

What to do

- Call the helpline SNS24 (808 242424) to inform it of contact with the confirmed case; if symptoms develop, a healthcare facility should only be visited on advice from the helpline;

- Look out for the appearance of fever, cough or breathing difficulties;

- Remain in quarantine certified by the health authorities for 14 days, informing the manager stipulated by TOM;

Other members of staff who have not returned from an area with active community transmission or who have not had contact with a confirmed case should observe basic hygiene measures.

2. Procedure for monitoring of close contacts

A “close contact” is defined as a member of staff working in Time Out Market Lisboa who does not present symptoms at present, but who has had or may have had contact with a confirmed case of the coronavirus that causes COVID-19. The type of exposure for a close contact will determine the type of monitoring.

The close contact of a confirmed case of may be at:

- **High risk of exposure, defined as:**

- a colleague who shares an office, room, department or area up to two metres from the confirmed case;
- a staff member or other who has been face to face with the confirmed case or who has been with them in a closed space;
- a colleague who has shared with the confirmed case crockery or cutlery, towels or other objects or equipment (telephones, printers) that may have been contaminated with respiratory droplets.

Monitoring of close contacts with 'High risk of exposure' implies:

- active monitoring by local health authority for 14 days after the last exposure;
- the staff member not coming into the Time Out Market / office during these 14 days;
- self-monitoring daily for symptoms of COVID-19, including fever, cough or breathing difficulties;
- restricting social contact only to the essential;
- not travelling;
- remaining contactable for active monitoring for 14 days from the date of last exposure.

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

- a staff member who had sporadic (momentary) contact with the confirmed case (e.g. a passing greeting).
- the staff member who assisted the confirmed case, so long as they followed preventive measures (e.g. adequate use of mask and gloves, breathing etiquette, hand hygiene).

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

Monitoring of close contacts with 'Low risk of exposure' implies:

- daily self-monitoring for COVID-19 symptoms, including fever, cough or breathing difficulties;

If no symptom appears in the 14 days after last exposure, the situation is deemed closed for the effects of COVID-19 prevention and control.

As part of COVID-19 prevention and control, the following measures are recommended:

- **Cancellation or postponement of trips**, especially to regions where there is active community transmission of COVID-19, prioritising the use of remote working tools. 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>);

- **Avoidance wherever possible of face-to-face meetings**, which, because of the involvement of multiple participants, may constitute a risk of transmission;
- **Postponement of the presence of Time Out Market members at international congresses.**

6. MEASURES TO BE ADOPTED WITH SUSPECTED CASES

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

People infected with the coronavirus may present with acute respiratory symptoms such as fever, cough and breathing difficulties, and more rarely sore throat, muscular pain, joint pain, headache, nausea, vomiting or diarrhea.

6.2. What to do

Measures to be taken if a suspected case is identified:

1. Call the TOM duty manager (96 726 0931);
2. Wear gloves and mask and make these available to the person suspected of being infected;
3. Take the person suspected of being infected to the isolation room located on the first floor, next to the security room;
4. Inform the Plan Coordinator;
5. Immediately contact helpline SNS24 (808 24 24 24) and follow the guidance given;
6. Await the arrival of emergency medical assistance inside the room, with the door closed, avoiding contact with colleagues or other people;
7. Bar access to this room to any other person.

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. This was chosen because it is close to the service entrance, with easy access from the exterior and a WC to which use is restricted, so minimising contact between the person suspected of being infected and the rest of the community.

The isolation room is only to be used for this purpose.

Cleaning and sanitation of isolation room after a suspected case:

- Clean and disinfect (decontamination) the isolation room;
- Clean and disinfect all furniture and equipment and other surfaces;
- Store items used by the confirmed case in a plastic bag (with a thickness of 50 to 70 microns); after this is closed (e.g. with a clamp), it should be kept aside and then sent to an operator licensed to dispose of biohazardous hospital waste;

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

8. IDENTIFICATION OF EFFECTS THAT INFECTION OF STAFF MAY HAVE ON SERVICE

During the COVID-19 pandemic it can be expected that cases of infection by the new coronavirus will emerge in staff or clients, potentially compromising the normal functioning of the Time Out Market due to the resulting absences.

Staff, service providers and managers are the workers with the highest risk of infection.

In the event of significant levels of absence on the part of service providers, the minimum conditions to assure the functioning of Time Out Market are as follows:

Sector	Normal n° of staff Ongoing daily average	Minimum n.º of staff Ongoing daily average
Administration	4	1
Food hall managers	4	2*
Cleaning	8	5
Security	4	3
Maintenance	1	0*
Pantry and management of utensils	6	4
Central management	6	2
Others	6	0

*Basic maintenance is overseen by one of the food hall managers.

The Time Out Market will be closed on the orders of the regional health authority, after following an epidemiological assessment of the situation. In case of closure, the sectors that need to be maintained, if possible, are the following:

Sector	N.º of staff
Administration	1
Security	1
Central management	1

Composition of control team for Contingency Plan

Plan Coordinator: Pedro Fernandes – 93 225 3092

Ana Alcobia - 93 525 2033

Duty manager – 96 726 0931

Head of security – 91 252 4929

Appendices

Signs at entrances

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
者手臂遮住嘴巴和鼻子



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



TimeOut
MARKET
LISBOA