

2023

# Coordination Business Activities ( CAE )

RIU HOTELS, S.A.  
HUMAN RESOURCES DEPARTMENT

Versión\_2023\_1

## INDEX

Annex 1.A. Low Risk .....	Page 2
Annex 1.B. Medium risk .....	Page.
4	
Annex 1.C. High Risk .....	Page 6
Annex 2. List of workers .....	Page 8
Annex 3. NPA No. 13 .....	Page 9
Annex 4. NPA No. 14 .....	Page 29

# Coordinación Actividades Empresariales

## ANEXO\_1.A. DOCUMENTATION TO BE REQUESTED FROM EXTERNAL COMPANIES BEFORE THE START OF YOUR ACTIVITY IN THE WORKPLACE

### LOW RISK

<input checked="" type="checkbox"/>	Incumbent company	<b>Company Name:</b> RIU HOTELS, S.A.
<input type="checkbox"/>	Main company	<b>Address:</b> <u>C/ Llaud S/N. CP 07610 Baleares</u>
<input type="checkbox"/>	Concurrent company	<b>Contact person:</b> <u>Irene Salas</u>
		<b>Contact telephone number:</b> <u>(+34) 918314503</u>

### EXTERNAL COMPANY

<input type="checkbox"/>	Owner company	<b>Company Name:</b> _____
<input type="checkbox"/>	Main company	<b>Domicile:</b> _____
<input checked="" type="checkbox"/>	Concurrent company	<b>Contact person:</b> _____
		<b>Contact telephone number:</b> _____
		<b>Email:</b> _____

### OWNER / MAIN COMPANY

The Owner/Principal company must provide the Concurrent Company with the following information:

- 1- Information on the risks inherent to the workplace that may affect the activities carried out by them and the measures to be adopted against them (**Annex NPA No. 13, Annex General Risk Assessment**).
- 2- Instructions for the prevention of risks existing in the workplace that may affect the workers of the external companies / self-employed workers (**Annex NPA No. 13**).
- 3- Measures to be applied in case of Emergency (**Annex NPA No. 13**).
- 4- Information to be provided by the companies competing with the Hotel / RIU Hotels, as well as the commitment to compliance with regulations on occupational risk prevention (**Annex NPA No. 14**).
- 5- Request for the list of workers of the concurrent company who access the center (**Annex No. 2**).

### CONCURRENT COMPANY (LOW RISK)

The LOW Risk Concurrent Company must deliver the following documentation to the Owner/Principal Company:

- 1- NPA No. 13 signed on ALL sheets.
- 2- The NPA form No. 14 correctly completed, signed and stamped.
- 3- List of workers who access the workplace of the owner/main company.
- 4- Certificate of registration of workers in the Social Security system.



Calle Gran Vía, 84, 28013 Madrid / **(+34) 918314503**

RIU HOTELS, S.A.

CIF: A07054760

Signature and seal: \_\_\_\_\_

**ANEXO\_1.A. EXAMPLES OF ACTIVITY BY TYPE OF RISK**

**Examples of activity by type of risk:**

**Low Level**

- > Suppliers of merchandise.
- > TTOO guides, H&S supervisors, TTOO auditing companies and others.
- > Car rental companies, transport companies (customers and staff)
- > Food deliverers.
- > Animation and entertainment companies, DJs.
- > Shops, hairdressers, SPAs, masseurs, doctors, supermarkets, flower arrangements, etc.
- > Training teachers.
- > Temporary Employment Agencies.
- > Vending Companies.
- > WiFi maintenance companies, surveillance cameras, illuminated signs, etc.
- > If to develop these activities require work at height, it would be high risk.

**IMPORTANT NOTES:**

In the event that an External Company performs tasks that are not on this list, it will proceed by assimilation, taking into account the Risks inherent to the activities they carry out. If the Risks associated with the Company's own activities are GREATER than those of the Companies on this list, that Company should be classified as MEDIUM or HIGH Risk (as appropriate). Consequently:

1. If, to develop these activities, it is required to use Chemical Products, the Activity of that Company would be assimilated to MEDIUM Risk so it will be required to deliver the Documentation of such companies.

2. If, to develop these activities, it is required to carry out Work at Height, the Activity of that Company would be assimilated to HIGH Risk, so it will be required to deliver the Documentation of such companies.

# Coordinación Actividades Empresariales

## ANEXO\_1.B. DOCUMENTATION TO BE REQUESTED FROM EXTERNAL COMPANIES BEFORE THE START OF YOUR ACTIVITY IN THE WORKPLACE

### MEDIUM RISK

<input checked="" type="checkbox"/>	Incumbent company	Company Name: RIU HOTELS, S.A.
<input type="checkbox"/>	Main company	Address: <u>C/ Llaud S/N. CP 07610 Baleares</u>
<input type="checkbox"/>	Concurrent company	Contact person: <u>Irene Salas</u>
		Contact telephone number: <u>(+34) 918314503</u>

### EXTERNAL COMPANY

<input type="checkbox"/>	Owner company	Company Name: _____
<input type="checkbox"/>	Main company	Domicile: _____
<input checked="" type="checkbox"/>	Concurrent company	Contact person: _____
		Contact telephone number: _____
		Email: _____

### OWNER / MAIN COMPANY

The Owner/Principal company must provide (or require) the Concurrent Company with the following information:

- 1- Information on the risks inherent to the workplace that may affect the activities carried out by them and the measures to be adopted against them (**Annex NPA No. 13, Annex General Risk Assessment**).
- 2- Instructions for the prevention of risks existing in the workplace that may affect the workers of the external companies / self-employed workers (**Annex NPA No. 13**).
- 3- Measures to be applied in case of Emergency (**Annex NPA No. 13**).
- 4- Information to be provided by the companies competing with the Hotel / RIU Hotels, as well as the commitment to compliance with regulations on occupational risk prevention (**Annex NPA No. 14**).
- 5- Request for the Risk Assessment of the positions of the personnel entering the Hotel.
- 6- Request for the list of workers of the concurrent company who access the center (**Annex No. 2**).

### CONCURRENT COMPANY (MEDIUM RISK)

The Concurrent Company of MEDIUM Risk must deliver to the Owner/Principal company the following documentation:

- 1- NPA No. 13 signed on ALL sheets.
- 2- The NPA form No. 14 correctly completed, signed and stamped.
- 3- Risk Assessment of the positions of the personnel (of said External Company) that enters the Hotel.
- 4- If they handle chemicals, provide the safety data sheets.
- 5- List of workers who access the workplace of the owner/main company.
- 6- Certificate of registration of workers in the Social Security system.



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**ANEXO\_1.B. EXAMPLES OF ACTIVITY BY TYPE OF RISK**

**Examples of activity by type of risk:**

**Intermediate Level**

- Cleaning outsourcing company.
- Event assemblers.
- Installers, Maintainers, authorized conservators of facilities (subject to Industrial or Specific Regulations).
- Pest Control Companies (DDD)
- Swimming pools (in case of being subcontractors).
- Gardeners (in case of being subcontractors).
- Lifeguard companies.
- Security surveillance companies.
- Maintenance, repair, replacement, assembly, etc. works whether subcontracted by the Hotel Management or by SSTT (which are not subject to RD 1627/97 on construction works).
- Container recalls, recycling, logistics companies.
- Equipment rental companies (Washing machines, cardboard machines, etc.).
- If to develop these activities require work at height, it would be high risk.

**IMPORTANT NOTES:**

In the event that an External Company performs tasks that are not on this list, it will proceed by assimilation, taking into account the Risks inherent to the activities they carry out. If the Risks associated with the Activities of that Company are GREATER than those of the Companies on this list (specifically, if they perform Work at Height, in Confined Spaces, etc.), that Company must be classified as HIGH Risk.

## Coordinación Actividades Empresariales

Revisado

29/03/2023

### ANEXO\_1.C. DOCUMENTACION A SOLICITAR A EMPRESAS EXTERNAS ANTES DEL COMIENZO DE SU ACTIVIDAD EN EL CENTRO DE TRABAJO

#### RIESGO ALTO

- Empresa titular  
 Empresa principal  
 Empresa concurrente

**Razón Social:** RIU HOTELS, S.A.  
**Domicilio:** C/ Llaud S/N. CP 07610 Baleares  
**Persona de contacto:** Irene Salas  
**Teléfono de contacto:** (+34) 918314503

#### EMPRESA EXTERNA

- Empresa titular  
 Empresa principal  
 Empresa concurrente

**Razón Social:** \_\_\_\_\_  
**Domicilio:** \_\_\_\_\_  
**Persona de contacto:** \_\_\_\_\_  
**Teléfono de contacto:** \_\_\_\_\_  
**Correo electrónico:** \_\_\_\_\_

#### EMPRESA TITULAR / PRINCIPAL

La empresa Titular/Principal deberá facilitar (o requerir) a la Empresa Concurrente la siguiente información:

1. Información de los riesgos propios del centro de trabajo que puedan afectar a las actividades por ellos desarrolladas y de las medidas a adoptar frente a los mismos (**Anexo NPA Nº13, Anexo Evaluación General Riesgos**).
2. Instrucciones para la prevención de los riesgos existentes en el centro de trabajo que puedan afectar a los trabajadores de las empresas externas / trabajadores autónomos (**Anexo NPA Nº13**).
3. Medidas que se deben aplicar en caso de Emergencia (**Anexo NPA Nº13**).
4. Información a proporcionar por parte de las empresas concurrentes al Hotel / RIU Hotels, así como el compromiso de cumplimiento de la normativa en materia de prevención de riesgos laborales (**Anexo NPA Nº14**).
5. Solicitud de la Evaluación de Riesgos de los puestos del personal que entra en el Hotel.
6. Solicitud del Nombramiento del Recurso Preventivo.
7. Solicitud de la Acreditación formación del recurso preventivo (nivel básico PRL).
8. Solicitud de la Acreditación de formación específica de los trabajadores según el riesgo (trabajos en altura, espacios confinados etc.).
9. Solicitud del listado de trabajadores de la empresa concurrente que acceden al centro (**Anexo Nº2**).

#### EMPRESA CONCURRENTE (RIESGO ALTO)

La empresa Concurrente de Riesgo ALTO deberá entregar a la empresa Titular/Principal la siguiente documentación:

1. La NPA Nº13 firmada en TODAS las hojas.
2. El impreso de la NPA Nº14 correctamente cumplimentado, firmado y sellado.
3. Evaluación de Riesgos de los puestos del personal (de dicha Empresa Externa) que entra en el Hotel.
4. Si manipulan productos químicos, deberán aportar las fichas de seguridad de dichos Productos.
5. Nombramiento del Recurso Preventivo (algo que deberá estar reflejado también en el impreso de la NPANº14).
6. Acreditar la formación de Nivel Básico del Recurso Preventivo (aportando para ello el certificado de dicha formación).
7. Acreditar la formación Específica de los trabajadores que realizan actividades catalogadas como de "Alto Riesgo" (aportando para ello el certificado de formación (por ejemplo, en Altura, en Espacios Confinados, Trabajos con Electricidad, etc.).
8. Listado de trabajadores que acceden al centro de trabajo de la empresa titular/principal.
9. Certificado de alta de los trabajadores en el sistema de la Seguridad Social.



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RIU HOTELS, S.A.

CIF: A07054760

Firma y sello: \_\_\_\_\_

**ANEXO\_1.C. EXAMPLES OF ACTIVITY BY TYPE OF RISK**

**Examples of activity by type of risk:**

**High Level**

- Any activity that requires work at height.
- Event assemblers at height.
- Companies in charge of cleaning cisterns, septic tanks, cesspools, accumulators, compensation vessels, etc.
- Gas or fuel distribution company.
- Pruning and gardening company that requires work at height.
- Window cleaning.
- Diving companies, divers (TTOO, pool bottom repairs).

**IMPORTANT NOTES:**

In the event that an External Company performs tasks that are not on this list, it will proceed by assimilation, taking into account the Risks inherent to the activities they carry out.

The following belong to this Risk Level (in addition to the aforementioned Work at Height): Work in Confined Spaces, Work with High Voltage Electrical Risks, etc.



**ANEXO\_2. List of workers who access the workplace – Hotel Riu Plaza de España**

Concurrent Company Name:

Surname and first name	DNI/ NIE	Risk Type <small>(High, medium or low risk)</small>	Description	Start date	End date

Firma y sello empresa concurrente



## Coordinación Actividades Empresariales

### ANEXO\_3. NPA No.

13

Version 5.9.2018

La siguiente Nota se emite a modo de Nota Formativa e Informativa para la adecuada Gestión de la Prevención en los diferentes centros de trabajo del Grupo RIU. **En ella se enumeran los riesgos profesionales y acciones preventivas relacionados con los proveedores así como el personal de cualquier otra procedencia que vaya a realizar estas labores dentro de un establecimiento del Grupo RIU Hotels & Resorts.**

This note is drafted to comply with RD 171/2004 which develops Article 24 of the Law on the Prevention of Occupational Risks in the Coordination of Business Activities and, specifically, Section 2 of said Article where, the employer owner of the center, is responsible for giving adequate information and instructions in relation to the risks existing in the workplace as well as emergency measures to Apply, to the rest of entrepreneurs who develop activities in the workplace.

### Risks and corrective measures:

#### 1. Falls of people at different levels

This risk occurs in activities in which "work at height" is carried out. This includes activities such as: Works on Roofs (Telecommunications, Elevators, Luminous Signs, solar panels, perimeter surveillance cameras, fire systems (BIEs), Kitchen extractors, etc.), Balconies and Facades (painting, masonry, etc.), Elevator Enclosures, Elevated Areas such as terraces in height and roofs of terraces, Cleaning of Glass, Pruning of Trees, garden parterres in areas with unevenness, etc.

**Corrective measures:** Signal and delimit the work area. Use material appropriate to the work to be done (ladders, scaffolding, fixed or mechanical elevated platforms) and in optimal conditions and specifications. The above equipment must have CE Marking and the stairs comply with Standard EN-131, in addition to being in good condition of maintenance and use. Work directly on portable ladders should be avoided, as their use is limited to short-term work. For this, for example, in window cleaning or pruning of trees less than 3.5 meters high, telescopic tools that allow work to be carried out from the ground will be used. In the case of using work platforms, access towers or scaffolding, operators must have specific training in the assembly, use and operation of this equipment. The person in charge of the assembly and supervision of this type of equipment will have at least the basic level of PRL training of 30 hours in addition to the specific one of the equipment (provide said training certificates at the time of coordination or realization of the work in the center). The scaffolding and access towers will comply with the HD-1004 standard or the specific one, will be in good condition and use and will have all the necessary parts for its assembly including (skirting board, intermediate railing, upper railing, interior stairs, stabilizers, platforms or walkways etc.). The safety rules of the instruction manual will be followed both in assembly, use and maintenance. Likewise, any work at height with a risk of serious fall in RIU Centres must be specifically assessed "in situ" by the Prevention service contracted by the company carrying out the work. In the performance of work at height, whether hanging, on scaffolding, punctually on stairs, climbing trees or on lifting platforms, etc., the lower area will be sufficiently marked and delimited to avoid falling objects on customers and workers. Employees of External Companies must follow the instructions given by their Prevention Service for work at height. Operators who must work at height will have specific training in the field (given by their Prevention Service and provide it at the time of signing the contract) and have a certificate of medical fitness to perform work at height. If there is a risk of hitting your head on the ground or against an object in the fall, you should wear a helmet with chinstrap EN-12492. Regarding the use of fixed stairs of the building, take extreme precautions when traveling through them (for this, you must step on the steps one by one, do not run, make use of handrails, look in the direction in which you walk, etc.). In the event that RIU staff are cleaning / maintaining the stairs or see an indicator sign, an alternative route will be sought instead of using this ladder. In works in elevated areas (roofs, roofs, terraces, pergolas) do not step on elements that do not offer resistance, false ceilings, surfaces supported between beams or joists, tramex, skylights etc. Same recommendation on covers, covers, Tramex of closing openings in the flooring (for example wells, pits etc.).

## Coordinación Actividades Empresariales

**Work on roof, roofs, roofs, tree pits and others:** Any type of work in this area must be brought to the attention of the person in charge of the department (of SSTT of hotel and area, in case of installations and maintenance, responsible for gardens in case of pruning, and Management of the center in case of cleaning of windows and other works). If the work is carried out where there is no collective protection (railing), or it is necessary to access some point outside it, the EN-361 safety harness anchored to a fixed and approved lifeline taken to structural elements such as beams, elevator coffers, pillars will be used, avoiding false structural elements that offer little resistance ventilation chimneys (shunt), pipes etc. In the absence of horizontal lifelines, duly approved fixed anchorage devices (EN-795) may be available for use with personal fall protection equipment. Both lifelines and anchoring devices must be installed by approved companies that certify them (in case they are to be assembled by the companies that carry out the work). If necessary by the RIU Group, the installation of anchors and lifelines because the area to be worked on lacks structural elements or has a configuration that does not allow "safe mooring", contact the Prevention Service through the Management of the Work Center or the Head of the Area Department. The mooring ropes of both the lifelines and the fall arrest system will comply with the provisions of both RD 1215/97 of Work Equipment, RD 773/97 of PPE as well as RD 2177/04 of Work at Height. During work on roofs and roofs, the following safety standards must be complied with: Before going out to any type of roof, carry out an analysis of the conditions and state of conservation of the same, evaluating its inclination, the type of covering material, the support structure of the same and the constructive solution adopted (breastplate, eaves, false eaves, etc.). Access to fiber cement (uralite) roofs and flat tile should be disregarded due to the likely risk of breakage. Use non-slip and tight safety footwear. Staff will never be left alone on deck. Do not work with winds above 50 km / h or during frost, rain, etc. In displacements, follow the lines of resistant structure. Tools and materials used in the workplace should be carried in a work bag or attached to the harness if their use is necessary.

During the performance of work at height considered particularly dangerous (Art. 32 bis 1 a and b of the LPRL) and (22 bis 1 a and b of RD 39/97) and at least: 1-. During hanging works such as window cleaning; 2-. pruning work by climbing trees; 3-. Any work that requires the use of safety harness, is required during the performance of these works, the presence in the workplace of the preventive resource by the company that performs the work. This preventive remedy must be specified at the time of signing the contract in NPA No. 14, and provide specific training in addition to the basic level of 60 hours. It is not useful to identify as preventive resources, people who are in offices, central delegations and remote geographical areas, unless they move to the workplace each time the operations that give rise to the presence of the preventive resource are carried out.

**Cleaning work of extraction hoods, ducts and extractors:** If telescopic can not be used, and ladders must be used, before positioning a ladder around live kitchens, central kitchen, hoods etc. where the grease splashes, first you have to degrease the floor and dry it, because if not when placing the ladder, This can slide causing the worker to fall. The ladder must have non-slip studs on the legs and be in good condition and clean. For the cleaning of the filter areas, if the parapets hinder access and since rubbing vigorously can lose balance from the ladder, cleaning will be done from the poyete. Previously, it will have been cleaned, degreased and dried and a sheet / towel will be put on to avoid slipping. The gaps will be covered with lids where the foot fits (fryers, kitchen, etc.) with lids of sufficient resistance. The poyete will be accessed through the staircase and cleaned on top. Any area of this surface must have cooled. Extreme precautions will be taken during this work, taking into account where the limit or edge is and avoiding unnecessary obstacles in the area. In case where the poyete is narrow or there are many obstacles with risk of tripping, the cleaning will be done between two people, supervising one of them from below, unless in the procedure described by the Prevention Service says otherwise or specifies another method.

**Work of pruning palm trees and trees by climbing and / or bicycle:** In addition to marking and delimiting the area, specific training and presence of the preventive resource, the tools will be tied and / or in tool belts, workers will have specific training and working methods to detect diseased trees / palm trees that may break or break during climbing and pruning operations, not going up in them when it is detected that they pose a risk.

**Kitchen lifting platform for goods suppliers:** Only used to transport goods. Check the presence of the kitchen lifting platform when opening the door from the front. Introduce the load from the front never from the back. You should not enter the kitchen lifting platform and much less from behind, just push the carts inside from the outside. If for any reason you must enter to clean, do it in

## Coordinación Actividades Empresariales

the lowest floor to which it serves the platform and locking the door in open position. If a malfunction of the same is observed, the floor is not flush or level or the wheel or part of a car is stuck, it will not be entered, but the SSTT will be notified. In the meantime, the use will be prohibited and this circumstance will be marked on the door of the platform on each floor it serves (the head of Department and / or the SSTT must be notified to proceed with it).

**Any work at height that is not specified in this coordination document or can be carried out with the means/procedures/measures specified therein, must be brought to the attention of the Prevention Service through the Management of the Center or head of the staff department or zone.**

### 2. Falls of people at the same level

Given the nature of the installations, it may be the case that there are liquids in the work area, passageway, garbage rooms, service ramps etc. (water, oils, greases, fuels discharged by leaks in engine rooms or other chemical products), small solids (particles), parts, tools or other materials as well as sections of facilities (pipes, wiring, structural elements), carrying out floor cleaning operations, which can cause the worker to trip or slip.

**Corrective measures:** Maintain order and cleanliness in work areas and workshops, corridors, etc. Delimit these work areas. Do not leave tools and/or materials on the floor. If spills occur during the performance of the work, signpost, clean and dry them on the fly to avoid falls to customers and workers. Suppliers of goods and those who use auxiliary means of transport of loads such as pallet trucks, forklifts, trolleys, etc., the loads of the auxiliary means shall not reduce the field of vision in such a way as to avoid tripping, hitting workers with auxiliary means especially in narrow places, blows or collisions with the installations, and thus allow to see the obstacles or unevenness in the passage areas, etc.



When using elevators and forklifts, if the floor is not level, in addition to informing the head of department and technical service, do not push loads or auxiliary means inside, due to the risk of overturning or tripping, but lift it slightly from the end of the slope, just the height that allows its passage (in front of the car, grasping it with both hands and without bending the back and flexing the legs). Travel carefully on wet, slippery, uneven floors, outdoors if it has rained, there is relentada (dew) or haze or on ramps especially if they are wet or slippery (if it is not an emergency, better wait for these floors to dry), it is imprudent to run in these cases. Extreme precautions in transit in garbage rooms, if there is accumulation of condensation water on the ground, notify SSTT to repair the breakdown. Use footwear appropriate to the work (closed, the sole with deep and "non-slip" pattern and that complies with the UNE-20347 Standard or, in case the Prevention Service of the External Company has specified the need for the personnel of said company to wear Safety Footwear, said Footwear must comply with the UNE-EN-20345 Standard). Delimit and signal work areas. Wear the laces well tied and the sole clean and dry especially after having traveled in outdoor spaces with adverse weather, wet, wet or muddy areas, etc. When "wet floor" warning signs are seen (see Figure), attention should be paid during travel in such areas and alternative routes should be sought when posted. Extreme precautions in floors that under normal conditions or peak hours of service may be wet or slippery (floor of Office Kitchen, surroundings of Kitchens and Live Kitchens, pool platforms, garbage rooms, interiors of freezer chambers, cold rooms, humid outdoor areas such as gardens, service corridors and commissaries, ramps and entrances of suppliers etc.). For the staff of the TTOO who come to make visits of Security, Health, etc. and who have to enter different dependencies of the Hotel, the use of closed footwear with rubber soles and deep drawing (non-slip) is required in accordance with the UNE-EN-20347 Standard and similar.

### 3. Falling objects due to collapse or collapse.

This risk may arise because of stacked goods or defective shelves in the areas of warehouses, commissaries, lingerie and other storage areas or pass under where work is carried out at height (façade, balconies, etc.).

**Corrective measures:** Order and cleanliness must be maintained in the work areas without leaving tools and / or goods on the floor or passage areas. Warn of defective or poorly braced shelves or that do not offer guarantees of stability. If any anomaly is detected, it must be communicated to the

## Coordinación Actividades Empresariales

corresponding interlocutor of RIU (Management or Head of Department). Regarding beverage suppliers, they should not stack empty or full bottle boxes that exceed the shoulder level (about 7 levels), nor two levels in the case of beer drums. The latter should be stored embedded inside each other and avoid stacking them to tresbolillo. In case the drums are deformed at their base and do not fit, provide intermediate pallets in the stacking. In the case of **suppliers of CO2 bottles, both** service and reserve bottles must have clamping chains and be stored in a vertical position. They must also have protective tulips for the valves. Its handling will be done with auxiliary trolleys. The RIU contact person must be notified if it is observed that a bottle loses CO2 or the conditions of its location are not adequate (for example, lack of ventilation, etc.). In general for any supplier of merchandise do not stack gender outside the shelves that exceeds approximately 1.50 meters. For cases in which there may be collapse or collapse of elements of balconies or facades, or falls of objects or tools during the performance of work (for example, rest of pruning, glass cleaning tools, work on false ceilings, etc.) delimit, delimit, mark and signal the areas of underpass, preventing the passage and / or permanence of customers and workers in these areas. In work at height, hand tools must be tied by belts or bracelets, just like buckets in window cleaning. The handling of cardboard containers and recycling containers will be carried out in such a way that they are visible and audible to the workers of the center (acoustic and luminous siren). A person must keep workers at a distance so that they do not remain in areas where containers may be detached during removal. RIU workers will not be employed for the manoeuvring and signalling of the trucks. Beacon the accesses. When there are breakdowns (such as water losses, intervention or revision of facilities, etc.), that the false ceiling plates must be moved by external personnel, the personnel who carry out the operations must leave the plates well placed and firm, ensuring that they do not fall. If there has been loss of water, wet plates or plates that do not offer resistance will be replaced by new ones to avoid detachment or collapse of the same.

**Works of hanging lamps by external companies:** The pendant lamps and chandeliers will be cleaned vertically, being the worker who does the cleaning, the one who must reposition the auxiliary means to clean it, instead of turning the lamp on itself turning it (to avoid unscrewing it or splitting the chain when subjecting it to twisting, ) that is hanging from the cable, it breaks and the lamp may collapse at any given time. The worker will notify the head of Department or SSTT (for Repair or Fixation), if during cleaning he observes poor condition of the anchor, loose, etc. During the cleaning of the hanging lamps, the area will be marked or delimited to prevent people from passing underneath. **Debris removal works by external companies:** RIU workers will not be employed for gesture signalling to drivers or operators lifting loads or containers in debris removal operations. These operations will be carried out by marking and delimiting the area and ensuring that no RIU worker enters the bounded areas.

#### 4. Falling objects in handling

When transporting or handling goods, materials or tools, we can lose control over them and they can "come or fall". The expected consequence is that they hit or trap a part of our body, usually lower extremities (feet or legs) or to a lesser degree upper (hands, arms).

**Corrective measures:** Before handling the load, the load must be examined (weight, size, surface, physical condition, temperature, packaging, existence of sharp edges or edges and fragility of the load) and use the means of handling available according to the characteristics of the load such as baskets, gates (carrycots), plastic boxes and carts (2 or 4 wheels). 1-wheel trucks lack stability to carry very heavy, asymmetrical, bulky or excessively fluid loads. When moving heavy loads or unloading goods from vehicles with mobile platforms, footwear with reinforced toe caps (safety footwear) shall be used. Stow the load to be transported in the auxiliary means in a convenient way, especially with regard to grip, distribution, stacking and stability of weights. Do not handle more loads than can be grasped with a firm grip, or stack in a way that affects visibility, due to the risk of loss of control, collisions and subsequent fall. In that case, it is better to make two trips, ask for the help of colleagues or use auxiliary means of transport. Hands should be dry and clean. Hand tools shall be transported in boxes or tool belts. Sharp objects such as glass, sharps, or at extreme temperatures (both frozen and hot) will be handled with protective gloves. When it is going to intervene / repair large machines or intervene on surfaces in which, due to the movements made, the checks to be carried out (starting and producing vibrations or using a tool that transmits vibrations), it must be verified that there are no loose, poorly placed or poorly fixed objects that may fall accidentally.

## Coordinación Actividades Empresariales

### 5. Falling detached objects

This risk is usually associated with work at height, but not only for the person at the top, but for the person(s) who helps him from below or remains nearby.

**Corrective measures:** Plan the work properly, signaling, delimiting and marking the work area. Avoid passage or permanence under suspended loads or delimited areas due to work at height. Do not go under ladders, scaffolding or where work is being done at height. In case of having to keep the ladder to a partner, do it from the plane in which no objects fall. Additionally, the person who is below the work plane must wear a protective helmet. In the case of work at height, if there is a possibility of falling rubble or objects, nets must be provided and the tools of operators working at height must be tied or on tool belts. Likewise, if the use of scaffolding, telescopic platforms / lifts, cranes, etc., is necessary, such equipment must have a skirting board 10 centimeters high around the perimeter of the base. Warn of the poor condition of supports and fixings of hanging elements, or in height of which you may have knowledge. Check status during the cleaning / supervision of them if they fall within the task carried out by your company. The worker must not remain under suspended loads of containers in lifting and tipping carton compactors, such as during the removal of debris containers by external companies.

**Companies that perform tasks on the perimeter of the roofs** (WiFi, surveillance cameras, posters, etc.): In carrying out work on the perimeter of the roof, where objects or tools can fall on the ground floor of the ground floor, the tools will be tied by straps to the wrist to prevent them from falling. In addition, before starting the work, a sufficient space will be marked and bounded on the ground floor by means of fencing and tapes, in anticipation of where the objects detached from the performance of these tasks may fall.

### 6. Footprints on objects

This risk materializes when on the ground or passage surface there are materials or objects that, when stepped on, may cause damage to the feet. The most common case is the presence of glass or metal remains that when stepped on cut the footwear or dig into the feet.

**Corrective measures:** Maintain order and cleanliness in work areas, workshops and roads. As an additional means, the footwear that is used to work when there is a possibility of this risk appearing must have an anti-puncture sole. Collect on the fly any remaining sharp objects that fall to the ground, collect with shovel and brush, and take extreme precautions not to step on it during cleaning operations. Do not leave tools on the ground that may be hidden or camouflaged among the plant mass, grass, pruning remains, etc. Do not leave tools hanging from bushes, ladders, etc. or nailed to the ground when not in use.

### 7. Blows against stationary objects, collisions with people

They usually occur when working in small places (interiors of skateboards or furniture, etc.) or when a large amount of force is applied in narrow places.

**Corrective measures:** Exercise extreme caution when working in small places (such as skates, interior of machinery or furniture, warehouses, commissaries, cisterns) or with low ceilings. Try to leave enough space to be able to work with ease. As an additional measure, the work area must be well lit (using flashlights or portable lamps at a safety voltage of 12 Volts). Suppliers will exercise extreme caution when entering premises with swinging doors at peak service times, such as double doors between kitchen and dining room. Do not stop in front of doors that during the service may open unexpectedly and cause a knock on the door, a cart that leaves or a tray that a worker carries. When maintenance is to be performed behind doors that can open and hit you or in independence lobbies, the doors should be locked in the open position so that other workers can see you and avoid knocking. In case the place to work prevents working with the door open, then it must be signaled and delimited on the other side, the realization of worker and the prohibition of momentary passage. During the handling of pallet trucks, special care will be taken NOT to hit the RF doors, forklift walls and glass, and protruding elements of the aisle. Trolleys and auxiliary means of transport must be located next to the corridor so as not to obstruct the exits and evacuation routes. The correct way is to push from these means having good visibility of the roads (when pulling the cart on its back you can not see the traffic routes or possible obstacles). Carriages and other auxiliary means that must be stopped in places where there is current or possibility of wind moving them, must not be left on slopes and must be fitted with at least a wedge or have at least one wheel with brake. In the handling of auxiliary means of transport, maintain a safety distance with previous workers in anticipation of turns or changes of trajectories in circulation in corridors, swinging doors, camera doors, etc. Pay attention to protruding parts and corners in furniture and take extreme precautions when driving near them and in narrow places. Pay attention not to hit your head or body parts in narrow areas with obstacles such as machines, ducts, drawers, cabinets, shelves etc. During the operations study the body movements to be performed and muscle strength



## Coordinación Actividades Empresariales

to be applied and the dimensions of the stall to avoid hitting fixed furniture, frames or parapets, trees, plants; blows to the head against objects when getting up after performing squatting or crouching tasks, etc.

### 8. Shocks or contacts with moving parts of machines

The effects that occur when this risk materializes can range from blows or bruises to cuts, tears, fractures, amputations, etc. To avoid this, special attention should be paid to rotating machinery (engines, shafts, couplings and blades or propellers).

**Corrective measures:** As a General Safety Standard, the protections, fairings, or protective elements of any machine or tool should NOT be removed or canceled. In operations of adjustment, maintenance or preparation of damaged machinery, the power supply must be disconnected and it must be verified that said machinery is not started or started accidentally. If, for a correct repair of the machine, it is necessary to start it, the protections must be relocated and it will be operated from a point where we are not in danger. The indications of the manuals of use and maintenance and instructions of the machinery must be respected. Machinery and/or tools must have a written declaration of conformity. Chainsaws or pruners may only be used on a portable ladder if this possibility is specified in the manual or the machine is positively operated and does not allow it to be put on automatic and provided that its prevention service authorizes it. Workers operating machinery that can produce cutting (chainsaws, pruners, drills, grinders, pallet trucks, etc.) must have specific training on the risks of these machines (provided by its Prevention Service). These equipment must be carried out the maintenance operations specified in their Instruction Manual. Such equipment must be in good working order and used with the personal protective equipment specified in the instruction manual or in the risk assessment carried out by your prevention service. Equipment owned by External Companies will not be lent or left to RIU workers. After the interventions

or repairs to RIU machinery or installations, all fairings, guards and protections such as compressor blade protectors must be repositioned inside furniture or cold buffets.

### 9. Blows or cuts by objects or tools

The most common case is the "escape" of a tool when applying a large amount of force or using a tool that is not suitable for the work to be developed. Cuts are also produced by the manipulation of objects with edges or edges or fragile material (bell filters, trims, crystals, etc.).

**Corrective measures:** The tools must be in good condition (acceptably clean and dry, well sharpened, with handles in good condition, etc.) and appropriate to the work to be done. It will be avoided to hold the pieces directly with the hands, using specific tools. If hands have to be used, they must be protected with appropriate gloves. The handling of garbage bags, pruning remains, debris, etc. will be done with anti-cut gloves and it will be avoided to squeeze the bags with bare hands. Throw sharp objects in rigid containers and not in garbage bags, nor put your hand in garbage bags or bins where the bottom is not visible. The handling of kitchen filters during the cleaning operation of the hoods will also be carried out with anti-cut gloves. The tools for which they have been designed will be used. Take extreme precautions in cleaning, handling, movements made in areas with unprotected metal edges or edges or in poor condition, such as tables, trolleys, shelves, filters, grids, trims, shelf edges, machine racks with metal chassis, etc. Rings, bracelets, loose clothing, etc., that can get caught on edges, irregular edges, hooks etc. and cause accidents should not be worn. To transport crystals, auxiliary means will be used and if they are of large dimensions it will be done between two people with anti-cut gloves (EN-388 characteristics 1323) and suction cups. The cleaning operations of filters of hoods, sheets or other objects with sharp or sharp edges, will be made with combined protective gloves and suitable both waterproof and suitable for chemical products and cut protection (EN-374-3 AKL + EN 20388 type 1323).

### 10. Projection of fragments or particles

In cutting, roughing or sanding operations with machines or tools, (grinding, grinder or juke) particles come out at high speed and even incandescent. Although their mass is very small, when carrying a high speed they can cause injuries, especially in the eyes. In the case of tasks involving working with pressurized liquids (e.g. "Kärcher" or fumigation machines), or involving the transfer or handling of potentially hazardous liquids, ensure that appropriate personal protective equipment (footwear, gloves, face or eye protection, etc.) is used.

**Corrective measures:** The original deflectors or protections should never be removed. In those operations carried out with both manual and power tools in which there are detachments or projections of sparks, particles torn from the material on which it is operated (pruning remains, chips, etc.) protective glasses EN-166 type A integral frame (only protect the eyes) or face shield (preferential use according to the recommendation of the prevention service) closed on the anti-impact side (EN-166

## Coordinación Actividades Empresariales

impact at high energy type A) that protects the entire face. In the case of other portable electrical machines or hand tools, follow the recommendations and measures indicated in the instruction manuals.

**For companies that perform cleaning tasks or use** sprayed chemicals, it should not be sprayed above the level of the face, but should be done on the cleaning cloth or on the surfaces to be cleaned if they are below the level of the face. In exceptional case of spraying above the face (cleaning of hoods or dirt embedded in fixed elevated area, etc.) protective face shield (EN-166) and chemical protection gloves resistant to the products to be used (EN-20374 AKL type) must be used, as well as the change of chemical bottles in automatic dosing systems (cistern chlorination, swimming pool, etc.

In the case of work with machines producing particle projections, the worker must avoid placing himself in the plane of rotation of the disc or abrasive element and in the path of the spirals or projected particles. In case of gardening work, the hedges and shrubs to be cut should be inspected first with machine tools to prevent them from projecting hidden objects in the vegetation. Respect safety distances (estimated at 15 meters) with respect to other workers or customers during handling of chainsaws, lawn mowers, saws, hedge trimmers, trimmers, brushcutters, etc. For equipment with projection of incandescent particles, the recommendations of the risks of fire and explosion must be followed in addition to those indicated in the instruction manual.

Before any intervention in installations, pipes or pressure vessels that may contain liquids or gases under pressure (fire-fighting water pipes, hydraulic installation pipes, compressed air, domestic hot water pipes, water vapor pipes, etc.). Before carrying out the intervention, purge the pipe downstream and record the feedback so that at the point to intervene there is no risk of projections when adjusting, for example, a coupling, cutting the pipe, etc. However, as an additional precaution, EN-166 type A face shield will be used against projections.

### 11. Entrapment by or between objects

Lifting equipment such as fixed lifting platforms, lifts, forklifts as well as tasks in which goods are moved (e.g. moving trolleys and pallet trucks) can give rise to this risk.

**Corrective measures:** Respect the indications of use and load limitations of this equipment. Avoid remaining within their radius of action. With regard to the use of trolleys, proper maintenance of the wheels must be carried out to achieve their correct direction. The trolleys must be pushed by the front handle avoiding catching it from the sides since, in case of lateral displacement when passing through a narrow place, they can catch the upper limbs between the wall or door and the cart itself. The kitchen lifting platforms are only used for the transport of goods (NOT for the transport of Personnel). Therefore, you will only enter them to load or download these platforms. In case of having to enter to place or clean something, it must be done on the lowest floor, activating the emergency stop and placing something to prevent the closing of the door and that they can call you from another level. In case of using a forklift in the workplace, respect the traffic rules and safety rules of handling them. Respect the load diagrams, speeds, and other indications of the manual to avoid overturning. In this case, the worker must have specific training in the handling of the same given by its Prevention Service. Such equipment must be maintained according to the manufacturer's instruction manual. In the case of work in elevator enclosures, work procedures must be applied that prevent the movement of the same, established by its prevention service, to avoid the entrapment of people in enclosures, pits, cabins, etc.

For any maintenance, cleaning, repair operation on machines, equipment or facilities, stop and disconnect them from power sources. In case of malfunction or problems with a machine or equipment should be taken out of operation by placing a warning sign. Avoid long clothing, necklaces, rings, and garments or accessories that can catch on rotating elements, transmission, etc. Perform maintenance/cleaning of equipment, machines and facilities according to the manufacturer's instructions. **Cardboard compactors:** Do not place platforms or ladders around the compactor. Do not introduce body parts or get inside to help the compacting of materials or when there are jams (as it is prohibited). **Automatic doors:** Take extreme precautions when repairing/checking automatic revolving and sliding doors (automatic or manual), in the places of entrapment between the rotating or swinging blade and the frame or structure. In automatic ones, it will be disconnected from the power supply during cleaning/repair, to avoid opening/closing or turning it during cleaning/repair operations.



**12. Overturning entrapment of machines or vehicles**

When using forklifts for loading or unloading operations or using a people lift, this risk can be presented.

**Corrective measures:** The indications of use and load limitations of these equipment must be respected, avoiding remaining in their radius of action. Respect the rules of the road. Extreme precautions in the use of the same when driving on ramps (avoid turns of reduced radius in them, never drive with the load located downhill). Respect the instructions in the instruction manual, perform maintenance / revision of the equipment according to the manual. The equipment must be maintained and used in good condition and with all safety elements in good condition. To use this equipment you must have specific training. In the case of people lifting platforms, both the person who operates it and the person who employs it must have specific training. Load limiters, limit devices, etc. must be kept in good condition. Vehicles parked on loading ramps and supplier areas will be parked using a handbrake, and gear set (reverse if it is a downhill, first if it is an uphill ramp). If it is insufficient, the vehicle will be fitted.

Lawnmowers with people on top / dumper, etc. must have CE marking and documentation. The maintenance operations indicated in the manual must be carried out. The indications for use of the same must be respected. Respect the recommended maximum speeds and the maximum slopes on which to travel. Do not make sudden movements or turns. Do not carry overload in the vehicle. Do not stretch or perform maneuvers that destabilize the vehicle.

**13. Overexertion**

They occur when the force to be applied to perform a certain movement or action is greater than what our physical capacity can yield. They not only occur in the lumbar area (back), but also in the extremities or other muscle areas.

**Corrective measures:** In the case of cargo handling, the indications and specific training given by its Prevention Service must be respected. As a basic principle, you should bend your knees instead of bending your back (when you have to work in low places or lift weights) and keep the load as close to the body as possible.

The figure shows the maximum recommended weight for arm loads. Whenever possible, to move a load, the worker should help himself with auxiliary elements (trolleys, pallet trucks, etc.) or ask for the help of others. For work that must be performed in knee positions, knee pads must be used (according to UNE-14404). **Security guards: Standing maintained.** Alternate static postures with dynamic whenever possible, with a few steps, or lean on the wall or table, avoiding standing in the same position for a long time. Separate the feet to increase the base of support. Alternate the weight of the body between both legs. The footwear is advised to have 1.5-3 cm elevation at the heel.



It should allow you to move your toes. Avoid narrow or flat tips. Sitting or lying down, at home, with your feet higher than your hips, this facilitates blood circulation, as well as alternating cold and warm showers on your legs. **Suppliers of goods:** Preferably orders will be made for drums / barrels / boxes of 25 liters / kilos. Those of 50 liters (drums and kegs of beer when they can not be served of 25 liters) must be handled and transported with the specific Multimec trolley that avoids the manipulation of the drum. To do this, they will be deposited at ground level. The sacks, boxes, trays of material (and in general weight greater than 15 kg), will be placed at hip height in the commissaries or warehouses (central shelves) to facilitate their handling and transfer to the trolley (preferably by dragging from the shelf to the auxiliary medium). Do not deposit them on the ground. The heavy loads located in auxiliary means when the hotel has forklifts, will be transported in them, even if the route to be made is longer. If the hotel does not have a lift or forklift, specific three-wheeled stair trolleys will be used in case of transport between different levels.

**14. Thermal contacts**

This section covers accidents due to the temperatures of surfaces or products that come into contact with any part of the body. They can be produced by cold or heat, the latter being the most common

## Coordinación Actividades Empresariales

(colloquially known as "burns"). Processes where a large amount of heat is generated (not necessarily with "flame") are the most dangerous. Among them, welding and cutting work stands out. In addition, they can be produced by contact with incandescent sparks from abrasion machinery (grinder, saws, etc.) and by interventions in installations or hot surfaces.

**Corrective measures:** For welding work (electro welding, oxyacetylene, oxypropanenic) or cutting (oxyfuel), the appropriate protections must be used: Welder gloves, apron, gaiters and welding face mask (this does not exempt the use of a mask to prevent the breathing of welding fumes), as well as a clothing of non-combustible fibers, flame retardants and with heat insulating characteristics as needed. Work Zones should be delimited by eliminating all flammable or combustible substances that are not essential. **It is important not to remain in these limited areas if you are not part of the work brigade.** For work with spark-producing machines or tools, protective gloves and goggles should be used. In the case of intervention on hot installations or surfaces, the ideal is to wait for them to cool or use PPE to protect against thermal contacts (gloves, etc.). If the intervention is inside freezer rooms, refrigeration facilities or air conditioning installations or if frozen goods are handled, protective gloves against thermal contacts must be used, in addition to protective clothing (coats or vests (EN-342)). Have mittens / gloves of thermal protection heat protector (EN-407) and gloves of protection for cold (EN-511). Do not approach exhaust pipes, silencers or hot parts of combustion engine machine tools (chainsaw, height pruner, brushcutter, fumigation machine, lawn mower) to any part of the body. The housings must be well placed and in good condition.

**Thermal Stress: Work outdoors: Hot environments:** At times of the year where external temperatures are high, organize tasks so that those that require more effort or direct exposure to the sun, are carried out in the hours of least solar incidence. Replenish fluids (intake of two glasses of water) to replace losses through sweat. Do not drink alcohol, stimulant drinks, or fatty foods. Take breaks and breaks in cool places. Make use of a cap or visor that covers the face. **Cold Environments:** Drink hot drinks and take breaks in sheltered places. Make use of warm clothes. It is not advisable to drink alcoholic beverages that produce an initial peripheral vasodilation that increases heat loss.

### 15. Electrical Contacts

This risk occurs in installation, repair or handling of electrical appliances or systems. The operations with more risk are those that are made with electric current, either because it has not been disconnected or because of the accidental presence of it.

**Corrective measures:** Apply work procedures to perform work in tension, voltage proximity, measurements, etc. Workers must be qualified or authorized by each company. Follow indications of RD 614/2001 for work with electrical risk. **The five Golden Rules must apply:** 1-. Disconnect power supplies whenever possible (e.g. lowering the circuit breaker lever in the box, fuse removal) also known as opening with visible cut-off. Making sure that the lever that is "lowered" corresponds to the circuit in which it will be worked. If capacitors exist, they will be pre-discharged. 2-. Prevent any possible feedback (batteries, generator, capacitors, etc.). Lock if possible (by keys, padlocks, etc.) the cut-off switches, checkered doors, etc.). Special single-phase and three-phase locks must be available for differential and circuit breaker locks, provided with padlocks and keys. If you can also, block the door of the painting in addition. Sign by sign "the realization of works". 3-. Check the absence of voltage in all conductors including the neutral with a voltage discriminator (both in the frame and at the point of work). Check the operation of the voltage discriminator (UNE 61243) before and after checking the absence of voltage in the conductors. 4-. In low voltage it is advisable to ground and short-circuit the parts of the installation where you are going to work, especially if it can be accidentally repowered. 5-. Delimit and signal the work area. If there are live parts close to the working point belonging to other circuits, also leave without voltage or if it is not possible, place protective elements, barriers or obstacles. Service will not be restored until the jobs are finished and it has been verified that there are no people working. Verify the correct connection of the circuit once the work is finished and proceed in reverse order. The operations to leave the installation "without voltage" will be equipped with electrical insulating gloves (UNE-EN-60903, class 00 beige) and protective helmet equipped with inactinic screen for electrical risk (UNE-EN-397 + UNE EN 166).

**Low voltage work:** Voltage suppression and replacement: it can only be done by an authorized worker. If, for example, a panel with unprotected tension parts less than 50 cm must be accessed to perform the manoeuvre, it will be considered tension work and therefore the suppression/replacement should only be carried out by a qualified worker. Basic work without tension: any worker. Manoeuvres, measurements, tests and verifications may be carried out only by authorised workers. Any work that is performed within 50 cm of a low voltage voltage element (<1000 volts) in which the worker may come into contact with any part of his body or tool, will be considered live work and can only be performed by a skilled worker (for example, access to electrical panels with unprotected active parts).

It is forbidden to modify/extend electrical installations. These works must be performed by an authorized installer. Do not approach or perform work in high voltage electrical installations without authorization.

If live work is carried out, protected and insulated tools will be used as well as gloves, footwear and insulating bench or mat, in addition to the work procedures that your Prevention Service has.

## Coordinación Actividades Empresariales

established. You must apply for a work permit from the person in charge of the center or SSTT of the zone. Hand tools shall be marked with the maximum operating voltage and the CE marking on the insulating cover. Request authorization from the SAT Area Chiefs for the manipulation of general cadres. As a general safety rule, electrical elements will NOT be handled if you are in contact with water. Likewise, special attention will be paid to work in damp or wet premises (water room, swimming pool and the like). Inside these premises, portable tools and lamps will be used that work at a safety voltage of 50 and 25 Volts respectively or with receivers with circuit separation and double isolation and will also have grounding. In the case of work in dry rooms, the tools and lamps must either be double-insulated or earthed. Personnel who must enter transformation rooms or carry out live work will have specific training provided by their Prevention Service and must also be a qualified and authorised worker and will inform the RIU Group's area OSH manager. The works in voltage and in high voltage require the presence of a preventive resource of the company with basic level training (50 hours) in addition to the specific electrical training of RD 614/2001. The preventive remedy will not be the same person who must perform the work. Nor does it help that it is an office person or that it is at a geographical distance, since its presence is required in the work centers every time work is carried out. In the case of entertainment companies that use the facilities of the lounge bar or others, the overloading of the lines and the abuse of thieves in the sound installations and musical instruments, etc. must be avoided. Strips with protection and approved extension cords will be used. The entire installation will be left off at the end of the work. Avoid placing curtains, curtains, etc. on top of the electrical switchgear (due to the danger of fire). Any distribution table or sub-board that must be handled by personnel of external companies (prior granting of permission), in case of presenting accessible active parts (for example, bare cables, busbars, holes in boxes, strips, covers not placed), must immediately notify the SSTT of the hotel for repair, avoiding in the meantime its manipulation. The authorized maintenance companies of installations, according to industrial regulations, whenever they carry out work in the installation / machinery, must relocate the protections of the electrical switchgear (covers, lids of junction boxes, etc.) and will leave the panels closed so that they are inaccessible to the rest of the hotel staff, especially the control panels or with control mechanisms from outside the panel.

Any external worker who is a user of electrical installation and must use machines or power tools, before using equipment (for example, compressor, drill, grinder, chainsaw, lawn mower, etc.) or an installation must verify that it is in perfect condition to be used. Check the condition of power cords before each use. They should not have splices and the insulator should not present cracks or have insulating tape. Check good condition of the plug and plug (parallel pins) always and before connecting any device, they should not be bent, split or burned. In case of poor condition, replace the entire cable. Do not plug in bare wires. The machines will be disconnected by pulling on the plug, not the cable. Do not cancel or cut the protective conductor (ground wire). If you notice an abnormal heating or noise, or smell burning, unplug or disconnect the equipment and notify the department manager. Avoid wetting electrical appliances, especially in electrical switchgear. Before cleaning/adjustment/inspection operations they shall be disconnected from the power supply (unplugged) to avoid indirect electrical contacts. Do not overload electrical outlets using thieves or multiple can cause a fire. Do not use electrical equipment with wet hands or in puddles of water. Keep the ventilation grilles (rear, side or bottom) of electrical equipment clear. If you notice any anomaly or a machine tingles or jumps any protective device such as the differential, communicate it to the person in charge of SSTT and temporarily leave the machine or installation out of use until its total repair (notifying by poster). Notify the person in charge of the Department, in case of possible deterioration or poor condition of plugs, buttons, switches and electrical installation. Follow the instructions in the instruction manuals of electrical work equipment. Remember that, as a user, you must not modify or act on the installation or access active parts of the installation (use electrical tape, make provisional electrical fixes etc.). The electrical equipment to be used outdoors will have 1000 volt insulation cables.

### 16. Inhalation, contact or ingestion of harmful substances.

The products used, since they are for professional use, require knowledge and good use of them. In general, paints and solvents, glues and glues, cement and specific cleaning products are used in addition to those intended for water treatment and pest control.

**Corrective measures:** Have the Safety Data Sheets of the different products used and strictly respect their indications for use and risk prevention (Storage, Use of PPE, etc.). Under the Coordination of Business Activities, the supplier must deliver a copy of the Cards

## Coordinación Actividades Empresariales

of updated Safety (the latest version available and in electronic format) of the products you use or supply, to your RIU interlocutor at the signing of the contract, so that they can pass it on to the Prevention Service. In case of doubt, contact your interlocutor in the workplace. Chemical products (hereinafter, PQs) must be in their original packaging or in approved containers suitable for PQs and properly labelled that do not mislead RIU Group workers or customers. PQs shall be handled and transported properly closed. It is forbidden to mix PQs. In no case transfer PQs to containers of food products or beverages that may mislead. In case of having to transfer PQs, they will be done in a well-ventilated space (preferably outdoors) and use auxiliary means such as dispensers, funnels, etc. and necessary PPE. Store the products in places away from food and observing the specifications of the safety data sheet (away from heat sources, closed and properly labeled). Do not eat, drink, or smoke while handling chemicals. In the event of accidental spillage of toxic or harmful products, the workplace shall be aerated to avoid a high concentration of such substances in the air, in addition to collecting the spill as indicated in the safety data sheets or by absorbent means (earth, sand or sepiolite). Aeration shall be maintained until the concentration of such substances does not pose a health risk. Use PPE in these circumstances. Use the products in adequate ventilation conditions and/or well-ventilated places. In maintenance

/ repair of machinery / installation that uses chemical products, first carry out the emptying of the same, use the PPE indicated in the instruction manual of machine, installations and equipment and the safety data sheet of the product in question. In the case of a **Disinfection, Disinsection and Deratisation company** and in the case of **gardening companies** that carry out fumigation treatment (for example, on palm trees), if the products to be used have any residual effect (or safety period) that could affect customers and/or workers, they will take due precautions to avoid risks in addition to notifying the RIU Group Prevention Service. Fumigation work by companies specialized in DDD according to HACCP, must be carried out outside the hours of presence of workers and customers unless the products used are harmless by inhalation and dermal route (for example, because they are bait for rodents). The security period for the entry of personnel must be respected. Inform those responsible for the center of these measures. Workers will have specific training in the use and handling of chemical products in addition to that required by law (phytosanitary product handler card, biocides, etc.). Gardening companies will have the Integral Pest Management system (Royal Decree 1311/2012) and will comply with what is specified in said RD.

By internal rule, **THE USE OF TOXIC PRODUCTS BY INHALATION IS PROHIBITED IN THE RIU Group centres**, as well as those with the most significant risks such as toxic products for reproduction, pregnancy and lactation, mutagenic, carcinogenic, etc. If it is impossible to use a substitute that involves fewer risks (a point that must be justified with reason before the Prevention Service), before using these products, they must contact the RIU Prevention Service for the coordination of the work and the study of these Safety Data Sheets by the RIU Prevention Service. regardless of whether they have been delivered to the RIU interlocutor at the signing of the contract. The application of these products will be carried out during hours where there are no exposed workers or customers and using methods that minimize exposure. Excess containers will be removed immediately. The same applies to other companies that handle chemical products that may give rise or origin to a risk situation among customers or workers.

Companies **supplying chemical products** will deliver copies of the updated Safety Data Sheets, latest version and in electronic format and that comply with the specifications of the REACH Regulation and CLP Regulation at the signing of the contract to their interlocutor RIU. In addition, the file will also be delivered, as long as it is known that these files have been updated / modified. No product will be served that is not included in the contract that the Purchasing Department has signed. Likewise, it is forbidden to serve any Chemical Product purchased "directly" by a RIU Work Centre without authorization from the Purchasing Department.

**Electric welding:** Do not perform welding operations near degreasing operations, painting or in classified areas. Welding in places where flammable products are stored should be avoided. If necessary, the room shall be ventilated to ensure that the risk of fire or explosion cannot arise in the indoor atmosphere. Since electric welding reaches very high temperatures and generates a large amount of smoke, whenever possible they should be done in outdoor or semi-outdoor spaces (provided there is no humidity, rain or unfavorable weather) or very well ventilated places. To this end, if necessary, a fan must be provided near the welding point to remove metal fumes and other contaminants released. Disconnect the welding equipment before performing any manipulation on the machine, including moving it. When interrupting welding work, remove the



electrodes from the electrode holder and disconnect the equipment from the power supply. Do not use electrodes that are between 38 and 50 mm long, as the insulation of the electrode holder may be damaged. Do not replace the electrodes with bare hands or wet gloves and do not cool the electrode holders by immersing them in water. In case of welding in conductive premises (boilers, metal pipes, tanks, etc.) voltages higher than 50 volts will not be used, and the welding equipment must remain outside. It is recommended that this type of welding is carried out by specialized companies with properly trained personnel. In case of welding in wet places, make sure you are well insulated, wear dry gloves, shoes with rubber soles and try to step on dry ground. Follow the instructions given by the manufacturer of each protective equipment regarding its use, maintenance and storage. You should only weld qualified personnel with a work permit to perform hot work. Do not store combustible material in the vicinity so that they can ignite. Have on hand a fire extinguisher with the minimum extinguishing efficiency necessary. Welding in classified areas can only be carried out by qualified external personnel and with the coordination and prevention measures specified in the DPcEx specific to each area (contact the Centre Management or the Head of Zone SSTT for information on specific DPcEx measures). The classified areas are signposted in each workplace. The face should not be kept in the vertical of the operating point to avoid directly breathing the welding fumes. Keep the face as far away from the point of operation as possible. Check the risk phrases and contaminant composition of welding rods with their safety data sheets. Adjust the welding mask to the chest. Do not use current and gas flow intensities higher than those required in the operation. Check that the diameter, section, of the cables is adequate to withstand the necessary current. Exercise extreme caution when welding surfaces or nickel-plated, chrome-plated, galvanized, minium-coated or anti-oxide-coated primers or painted with lead chromate because the fumes/vapors that are usually released have toxic particles. In these cases it is necessary an additional respiratory protection, semi-mask with filter P + A + B filter color white, brown and gray UNE-EN-405) incompatible with the welding screen). Do not weld in close proximity to people. Both power supply and welding conductors should be protected during transport and use against possible mechanical damage. They must be rolled up to be transported and will never be pulled to move the machine. The connection terminals of the supply circuits must be isolated and protected. The outer surface of the electrode holders shall be insulated in the area of contact with the hand. Keep all parts of the equipment dry and do not use any electrode holders, welding cords and pliers if the insulation is damaged. The mass or return gripper must be rigidly fixed to the part to be welded, and the distance between the point to be welded and the aforementioned clamp must be minimized. Never use the metal structure of buildings or pipes as return conductors when these are not the part to be welded. Protect cables against incandescent projections. Check the insulation of the cables before starting the task by separately unwinding the welding cables and the power cables of the equipment. Perform the connection and use of the welding equipment according to the manufacturer's instructions. At the time of welding the work clothes must be clean and must not be wet or wet or dirty with other grease, flammable products or solvents that can ignite. For slag chopping or brushing, protect the eyes with safety glasses. It is forbidden to do welding operations in closed and unventilated areas.

**17. Contacts with caustic or corrosive substances**

These products are usually used for cleaning, descaling and unclogging ducts. Acids are used for surface preparation and plumbing decalcification. Bases (alkalis) are used to dissolve fats and organic matter and as an active component of cleaning and degreasing products.

**Corrective measures:** The Safety Data Sheets of the different products used will be available and their indications will be strictly respected (especially with regard to the use, storage, handling and use of PPE, etc.). The same procedure for delivering Safety Data Sheets will be followed as in Section Number 16 above. In case of doubt, contact your interlocutor in the workplace. The Figure shows an example label that summarizes part of what is contained in the Safety Data Sheets.



## Coordinación Actividades Empresariales

Chemical products must be in their original packaging or in approved containers suitable for chemical products and properly labelled that do not mislead RIU Group workers or customers.

### 18. Radiation exposure

Electrowelding work generates infrared (heat) and ultraviolet radiation. The latter being the ones that can harm the eyes and to a lesser extent the skin. The corresponding protection must be used, both the person welding and those who are helping him or in the vicinity. It is recalled that a worker is exposed to solar radiation when performing outdoor work.

**Corrective measures:** For these works, the corresponding protective equipment will be used, these are: Gloves for welding cowhide suede to use them in welding work (EN-420 and EN-12477). Split cowhide welder's apron for use in welding work (EN 470-1). Sleeves and gaiters in split beef leather for use in welding work (EN 470-1). Electro-optical type folding soldering iron screen suitable for electric welding (EN-175) equipped with EN-166 type B filter cover for medium energy and with filter (EN-169) with adjustable protection index between 9 and 12 to adapt according to the intensity of the equipment (9 if the current is in 20 and 40 amps, 10 if it ranges between 40 and 80 amps, 11 if it ranges between 80 and 175 amps, 12 if it ranges between 175 and 300 Amps). Mask for welding fumes and use under the mask type FFP2 with exhalation valve EN-149.

As a General Safety Standard, in welding work the areas must be delimited, ask for a work permit, have a fire extinguisher on hand (minimum efficiency 21 A-113 B). The following recommendations regarding Explosion (Number 19) and Fire (Number 20) Risks should also be taken into account. **You should not stay in the limited areas where welding work is carried out if you are not part of the work brigade.**

For personnel who carry out prolonged work outdoors (security surveillance companies, TTOO animators, external gardening companies, pruning companies, external lifeguard companies, external pool companies, etc.) use work clothes appropriate to the weather and cap, visor or hat that covers the face. Drink plenty of fluids. If they are scheduled works, they will be carried out at times of lower solar radiation (avoiding the strip between 11:00 and 16:00 hours). Personnel working in outdoor areas (solarium, outbuildings without roof or shade, etc.) with sun exposure during the hours of greatest radiation (70% of the radiation absorbed) (between 11:00 and 16:00 in summer or between 12:00 and 15:00 in winter) in addition to the cap or visor must use sun protection on arms and other exposed parts. This sun protection will be specific for UVA-UVB rays and FP50 index since in summer in the central areas of the day the ultraviolet index in the Islands usually ranges between 6 and 12 depending on whether the day is sunny or covered (between high and extremely high) and between 3 and 5 (moderate) in winter. In general, between April and September there is a very high or extremely high index. February, March, October and November ranges from moderate to low, being low in December and January.

In the case of lifeguard companies (surveillance of swimming pools) and swimming pools (delivery of towels), these tasks will be carried out under umbrella.

### 19. Explosions

This risk may arise because of the combustible gases used (propane, butane) as well as other non-combustible gases but kept under pressure (compressed air, refrigeration gases, CO2), or by carrying out work in ATEX Classified Areas.

**Corrective measures:** Before handling any system or pressure equipment in the workplace, contact your RIU contact person at the workplace. When discharging Butane-Propane Gas from the tanker, the supplier shall ensure that the truck is connected to the grounding to avoid the build-up of electrostatic charges. In addition, it must be present throughout the operation and respect the safety volume of the tank. The worker who unloads must have specific training to be able to carry out this activity. During the download **there must be a preventive resource with specific training of the company performing the download. The preventive remedy will never be the same person who performs the work.** Companies that maintain the installation and gas receivers during overhaul operations, maintenance, etc. shall ensure that there are no sources of ignition in the vicinity (Electric Sparks, Mechanical Sparks, Hot Work, etc.). In the premises of the gas installation (fuel and / or gas tanks, boiler room, etc.), any tool or lighting receiver to be used will be explosion-proof and anti-spark. Gas cylinders should be kept upright, filled ones separated from empty ones and never stored in building basements. Remember the prohibition of smoking in the workplace and in the vicinity of the Gas Tank.

Any company that carries out work in classified areas (which will be listed in a non-exhaustive way below), will do so according to the Procedure and Specific Labor Standards for the Work Center

## Coordinación Actividades Empresariales

and Classified Zone that appears in the DPcEx (Explosion Protection Document) SPECIFIC TO EACH HOTEL. To do this, they will contact the Management of the Center or the Head of SSTIT of zone, each time they work in classified areas ATEX, and the work will be coordinated, regardless of the Coordination of Business Activities carried out so far in the signing of the contract. The following companies carrying out work in ATEX classified areas may be subject to this coordination (**non-exhaustive list**): Liquid Fuel Distributor, Gas Maintainers/Repairers, LV Maintainers/Repairers, Electricians, Plumbers and Fire Installation Assembly Companies, Machinery Maintainers/Repairers in those areas, etc.).

As a guideline, they are ATEX classified areas (although they are marked in the centers themselves with the pictogram of classified areas): Fuel Unloading and Storage Areas (Gas, Diesel, Fuel-Oil, Diesel), Boiler Room, Generator Rooms, Central Kitchens and Snack Kitchens, Live Cooking, Pastry Shops and Laundries that use gas, Scrubbers, fire-fighting groups with diesel pump, underground garages, etc. However, **consult each specific case**.

Before starting welding work, the areas must be delimited, they will be carried out with work permits, previously removing all combustible material from the surroundings that is not essential and having a fire extinguisher in the vicinity (minimum efficiency 21 A - 113 B). If the work is carried out in ATEX Classified areas, it is necessary to comply with what is specified in the Explosion Protection Document. Work with tools or with spark production in classified areas will be carried out following the recommendations of the DPcEx.

Gas detectors in the Kitchen, Main and Theme Dining Room, Snack, Chiringuito, etc. should not be wet or splashed during cleaning operations. Nor can you scrub under them with bleach, ammonia detergents or with bio-alcohol or detergents containing solvents (to avoid damage to the Gas Detector Probe, you should scrub only with water in the areas located under the Detectors). Avoid splashing, wetting or hitting it during cleaning operations. Avoid spraying insecticides in the vicinity of the detectors because they affect their operation. Do not hit them with cars.

### 20. Fire.

The places of high risk of fire are the commissaries, laundry, lingerie, machine rooms, kitchens, technical service workshops, storage and facilities of fuels and the like.

**Corrective measures:** The signs and indications not to smoke or light a fire will be respected. If, for work reasons, it is necessary to light a fire, RIU staff must be consulted beforehand and any incident reported. Workers should familiarize themselves with the location of extinguishing media (BIEs, fire extinguishers, etc.) present in the area. Smoking should not be done inside the workplace or where combustible material is stored. Do not mix chemicals. It is forbidden to put out the electric fire with water because of the danger of electrocution. Use CO2 extinguisher. Keep evacuation routes clear and signposted. Wedges should not be placed under the RF doors as this prevents a correct sectorization. RF doors should not be knocked on as this decreases their useful life and prevents correct sectorization. Keep marked and clear the means of fire extinguishing (extinguishers, bies, centrals, Dynameco buttons, blankets, etc.), alarm (buttons) and evacuation. **Bell cleaning company:** Keep the extinguishing systems in the hoods operational at all times (do not disconnect or move the Dynameco canisters and / or probes in cleaning operations).

Keep evacuation routes clear and signposted. Do not wedge RF doors. Do not knock on RF doors. Keep marked and clear the means of fire extinguishing (extinguishers, bies, centrals, Dynameco buttons, blankets etc.), alarm (buttons) and evacuation. When machinery producing incandescent sparks is used (in Welding Operations, or Use of Grinders, etc.), all combustible material that is not essential will be removed from the surroundings. A fire extinguisher shall be available nearby (minimum efficiency 21 A-113 B). Work Authorization/Permits will be requested. In case **entertainment companies** use the facilities of the Lounge Bar or others, the overloading of the lines and the abuse of thieves in the sound installations and musical instruments, etc. must be avoided. Strips with protection and approved extension cords will be used.

**Pruning Companies, Gardens:** Use approved containers to store gasoline. Keep closed and away from sources of ignition. No smoking in garden warehouses. Have at least one powder extinguisher in the garden store. Nitrogen fertilizers are oxidizing. Store separately from other harmful products, irritants, etc. and separate from gasoline, etc. Take into account the recommendations of the instruction manual of combustion engine machines. Do not start the equipment with combustion engine where it has been refueled, move away at least 4 meters. Clean up fuel spills that occur. Do not refuel with the equipment running or the engine hot. Do not start equipment if fuel has been spilled on clothing. Verify that equipment does not leak fuel.

**21. Exposure to physical agents; Noise.**

Emergency generation equipment that lacks fairing or sound insulation can generate high levels of sound within the enclosure they occupy. Also generating high noise levels are high levels of noise by older air conditioning systems (reciprocating compressors), certain types of large boilers and desalination/water purification equipment as well as machines or tools such as jackhammers, grinders, and spark ignition engine equipment (chainsaws, lawnmowers, etc.).

**Corrective measures:** You should stay as little time as possible in the vicinity of this equipment. If, for any reason, it is necessary to work together with this equipment, when it is in operation, hearing protection (earplugs or, if preferred, headphones) must be used which must provide sufficient sound attenuation (the general rule is when an equivalent daily level equal to or greater than 80 dB (A) is provided for in the instruction manual).

Temporary exposure to noise affects the sense of balance. Work at height should not be carried out after work with noise exposure, especially if it has been carried out without protection. It is better to perform work at height earlier.

**22. Exposure to biological agents**

In places where there are pumping or wastewater treatment facilities, septic tanks, cisterns, treatment plants, etc. the problem of exposure to biological contaminants may appear, especially in the operations of the removal of solids from the initial screening or in the replacement of elements of the faecal system. In air conditioning installations and where there is water spray, there may be a risk of exposure to legionella. There is also this risk present by the handling of garbage where there may be objects with biological remains such as syringes, razors and razors, etc. In the case of gardening companies, working with soil and / or cat feces can lead to exposure to Toxoplasmosis and Tetanus if there are wounds. In the case of TFOO animators, working with children in a miniclub may be associated with the risk of Rubella and Chickenpox.

**Corrective measures:** Avoid touching any organic debris directly with your hands. To avoid this, waterproof protective gloves and tools intended for these tasks will be used. Vaccination against Hepatitis A, Diphtheria and Tetanus is recommended. If you had to do manipulation / separation of garbage, the correct thing is to use anti-cut and anti-puncture gloves. The medical service of your prevention service will be consulted on a case-by-case basis. For companies that carry out Legionella Maintenance/Prevention work, they will have the Personal Protective Equipment specified by their Prevention Service and at least those specified below and the specific measures contemplated in the relevant risk assessment will be followed.

PPE for companies that carry out maintenance prevention of legionella or work in facilities susceptible to spreading them or other biological risk (air conditioning, cooling towers, water spray, treatment plants, work in septic tanks, cesspools, installation of fecal etc.): 1-. Waterproof anti-splash suit type Dupont classic or similar (EN-14605 type 3 and EN14126). 2-. Waterproof gloves (EN-374-2). 3-. Goggles or splash screen (EN-166). 4-. Half-face mask (EN-140) equipped with filter against particles, aerosols, organic vapours, etc. (EN-141) (white, brown, grey). 5-. Waterproof boots (EN-347).

Landscaping companies will work with mechanical protective gloves on jobs that involve handling/contact with soil and/or animal feces. Tetanus vaccination is recommended. It is advisable that the workers of the miniclubs are properly vaccinated against Rubella and Varicella, especially if there are women and they plan to become pregnant, in which case it is advisable to perform the relevant immunological tests.

**23. Run over, blows or collisions against or with vehicles. Traffic Accident.**

This risk is foreseeable for those companies that carry out work or parts of the work in areas with road traffic such as indoor traffic routes of work centers, outdoor parking, indoor garages or loading-unloading areas.

**Corrective measures:** Road traffic rules and traffic signs or road markings on the floor will be respected. The vehicles will be in good condition (ITV review, and others etc.). In anticipation of circulation during hours of poor visibility, vehicles will have the lights in good operating condition and luminosity. People who carry out work in the parking and road traffic areas will use the high visibility vest so that their presence can be warned by other drivers. Extreme precautions will be taken when traveling on service ramps, loading-unloading docks, areas of entry and exit of vehicles and roads with road traffic either of vehicles of workers and customers in the parking and accesses, either of work vehicles such as forklifts, buggies, lawnmowers, or



## Coordinación Actividades Empresariales

Supplier vehicles. Whenever possible, pedestrian areas (sidewalks, personnel access, etc.) will be used. Pedestrians will not pass under parking barriers specifically intended to allow vehicle access. In indoor parking, extreme precautions will be taken on bidirectional access ramps, honking the horn if there is poor visibility and circulating with the lights on. If a supplier vehicle is performing maneuvers on ramps, loading / unloading docks or tracks, wait in a safe place until it has stopped and parked and do not attempt to pass through the sides. Wait for the maneuvers of the vehicles to finish and be parked. Do not go behind large vehicles.

**Suppliers of goods:** In the case of unloading, by lowering the mobile platform of the vehicle so that it rests on a loading dock, check that the edge of the platform overlaps sufficiently with the loading and unloading dock so as to prevent the truck platform from accidentally moving and being left without support in the air, with the consequent fall of worker, auxiliary means and load. Respect the gauges and height of the loading-unloading docks. If the height of the truck exceeds them, collisions with structural elements can occur and subsequently a collapse or collapse can occur. Have good visibility of these elements from the truck and respect safety distances. If necessary due to the height of the truck, the loading docks will have audible warnings or stops that prevent accidental collision. When parking on the ramps they will make sure to place the parking brake and leave a gear on (reverse if parking on a downward slope, first if parking on an upward slope). If this does not completely ensure the immobilization of the vehicle, the wheels will be fitted with chocks, to prevent the truck from accidentally moving and causing a run over or a blow against stationary objects or workers. The driver or worker in charge of the delivery must wear safety footwear for the handling of carts, cages, and lifting platforms of the truck (ascent and descent operations). The proper functioning and condition of the pneumatic / electric mechanisms for opening and raising the doors of trucks must be monitored. Workers or customers should be prevented in the vicinity of opening and lifting tailgates while operating them to avoid entrapment or crushing of the feet. To prevent the trolleys from falling on the worker during the operations of ascent and descent of the tailgate of the vehicle, it is recommended that the lifting platform has stops on its perimeter, so as to prevent the accidental sliding of the trolleys to the edge. During the operations of opening the gate and unloading, take extreme precautions before opening the vehicle, since the loads if they are not properly fixed or during sudden movement while driving, may have suffered an involuntary movement that can make them fall on the workers when opening the vehicle. Strictly comply with the Maximum Authorized Weight (PMA), not exceeding it at any time as it can destabilize the vehicle. Loads must be well secured during transport, as unintentional shifting, especially during curves, can destabilize the vehicle.

#### 24. Confined spaces (ECs).

**Corrective measures:** As a General Safety Standard, the maintenance of pumps, compressors, motors inside manholes, cesspools, septic tanks, will be done from outside the enclosure to prevent entry into confined spaces. Only in the event that any part of the installation could not be dismantled and repaired from the outside, will the confined space be entered to carry out such work. Work permits will be established in confined spaces for the entrance for the cleaning of domestic hot water accumulators. If work is carried out in confined spaces (pits, manholes, tanks, cisterns, boilers or accumulators, compensation vessels, etc.), these will always be done with a partner who supervises the work outside the area (preventive resource) and it may be necessary to use a lifeline as a complement to the necessary PPE (overalls, waterproof gloves and boots and facial / respiratory protection). If it is necessary to enter confined spaces, oxygen level measurements should be made as well as possible presence of other contaminants (hydrogen sulfide, hydrocyanide, carbon monoxide and dioxide, etc.). The external personnel who must enter confined spaces will have the necessary training in this regard, will be trained and authorized by their company to carry out this type of work, as well as will comply with the procedure of entry into said spaces indicated for this purpose by its Prevention Service and of which it must deliver a copy at the signing of the contract as a coordination measure.

The minimum measures to be followed at the entrance of confined spaces (without prejudice to what is indicated in the specific procedures established by each company) are: Check first from the outside that the atmosphere is breathable and safe with an oxygen, monoxide and hydrogen sulfide detector which will be introduced through the manhole or entrance to the enclosure, Holding a rope. For the atmosphere to be considered safe, it must have at least 19.5% volume oxygen, less than 30 ppm carbon monoxide and less than 5 ppm hydrogen sulfide. If the atmosphere is not safe, you will NOT enter. The EC will then be ventilated with a fan to ensure that the atmosphere of the EC is safe. As a General Rule of

## Coordinación Actividades Empresariales

Safety, ventilation shall be maintained throughout the duration of the work and, if flammable volatile substances are released, it shall have the appropriate characteristics and the number of hours necessary to ensure that the atmosphere is not dangerous for personnel who have to work or inspect the works shall be maintained. Measurements shall be made at three EC heights (near the ceiling, at mid-height and at ground height). Enter with the personal portable detector hanging from the top pocket of the jacket, with the following protections (full-body chemical protection suit protection index 3 for pressurized liquids that complies with EN-14605 standard), waterproof boots, gloves suitable for handling chemical products (EN-374) and self-filtering semi-mask (EN-405) against particles-aerosols and organic and inorganic vapors (white-brown-gray-yellow). You have to enter tied to a rescue rope taken from the safety harness (UNE-EN-361) and a person will stay outside to monitor the work and rescue the person inside from outside in case of emergency. The guard will be permanently in contact with the worker inside the confined space (telephone, search, walkie, etc.) or visually. If a situation arises that requires the emergency entry of the lookout, the lookout will not enter until additional help has arrived. You will enter with self-contained breathing apparatus (firefighter PPE). The portable lighting and electrical installation will be protected against shocks, will be explosion-proof and at 12 Volts of Safety voltage.

### 25. Accidents caused by living beings. Personal aggressions.

This risk can materialize, for workers of gardening and pruning companies.

**Corrective measures:** Use gloves in the handling of hedges, shrubs, plants, etc. Do not work shirtless, use sleeves and long leg. Use insect repellent if necessary. Do not disturb insects. Do not scare away wasps or bees with your hands, as sudden movements incite them to violence. Do not eat outdoors, the smell of food attracts many of these insects.

Surveillance **and security** companies will train their workers in specific issues of resolution of situations with conflictive people, intruders, etc., and will have specific procedures.

### 26. Drowning.

This risk can materialize for workers who perform underwater immersion work such as divers and divers either pool repair companies, pool inspection by TTOO, diving companies for customers, etc.

**Corrective measures:** As work with a risk of drowning by immersion is considered particularly dangerous by section 1. a) and 1. b) of Article 22 bis of RD 39/97, for the realization of said works it will be necessary the presence of preventive resources that is another person other than the one who performs the immersion task, who has the specific basic level training of 50 hours in addition to the tasks / procedures that must be supervised. The preventive resource must be physically in the workplace during the performance of the immersion tasks.

## *Emergency Procedure*

In the event of an emergency (major accident, fire, gas leak, pump warning, chemical product spillage or leakage, etc.), personnel outside RIU will be at the disposal of the corresponding RIU interlocutor or the Hotel Management so that the actions corresponding to the type of emergency in question can be carried out.

Non-RIU staff at the Hotel, in the event of detecting or producing an anomalous situation (Accident or Emergency), will immediately contact the Hotel staff in charge (SAT or Hotel Management) informing them of the emergency and will wait for instructions. If, given the circumstances, this is not possible or if you were in the center and heard the siren or fire alarm, or saw company personnel evacuating the area, you will leave the premises (leaving what you are doing and turning off and stopping the equipment or facilities on which you were working) and will go to the meeting point located at the main entrance of the Hotel or at the exit to the promenade of the Beach and there will inform the member in charge of the staff count of their presence and evacuation (preferably someone from Technical Service, Reception or Hotel Management). Likewise, you must notify if at any time you miss a colleague from the same company that you have proof that you were doing work in another area and that you see that he has not left, providing the name and the area where he was last seen. During the evacuation you will follow the instructions of the personnel in charge. Elevators or forklifts will not be used, it will be evacuated by the stairs and by the shortest route that reaches the meeting point. Do not return to get your things and belongings

## Coordinación Actividades Empresariales

Personal. If visibility is almost zero because of the smoke, go forward on your knees and cover your airway with a damp tissue. If you get caught by fire in an enclosure, place damp cloths under the door and in the cracks and make yourself seen through the window or phone if you have one handy. If your clothes catch fire, DO NOT RUN, throw yourself on the ground covering your face (especially your eyes) and roll on yourself until the flames are extinguished.

As a general rule, non-RIU personnel will not be used as components of the intervention brigades, except in the cases of **aquatic lifeguard companies, swimming pool and garden personnel of external companies**, who will be integrated into **the first aid and evacuation emergency brigade**, and **the surveillance or security company that must know the night** emergency protocol. since it is contemplated in it. The staff of these companies are recommended to attend both the annual evacuation drills and the training of brigades given by the RIU Prevention Service. The notice to the workers will be made through the Management of the center to them.

**(In the Canary Islands and Portugal) You and the rest of the pool, gardens and lifeguard staff, will be integrated into the FIRST AID brigade**, whether they give you oral warning or if you hear the sirens or fire alarm, you will take the stretcher and the first aid kit located in the first aid cabinet in the vicinity of the pool and the orange resuscitation case with oxygen (what is commonly known as OXIDOC) that must be inside from this closet or at the reception office (ask your hotel for the exact location). You will go to the reception and there they will tell you where in the hotel the injured person is. Workers who have knowledge of first aid will travel to the place where they are and pay attention to vital signs (consciousness, pulse and breathing), and will proceed as appropriate. If the injured person is poisoned by smoke, he must be given oxygen. Place the injured person on the stretcher (unless he is suspected of being a spinal cord injury and his life is not in danger while he is in the corridor or place where he is, in which case he will wait for the arrival of outside medical assistance next to the wounded). Once the injured person is placed on the stretcher, he will proceed to cross his arms over his chest to prevent them from falling during the transfer and will tie him with the straps. For the evacuation of the wounded, the exterior routes will be preferred and the elevators will not be used (you will need the help of personnel from other departments for the transfer). If there is more than one injured and they are not in danger of poisoning by smoke or fire, they will be moved one by one. If they need to be transferred immediately, blankets will be used for the transfer of the other wounded. Once the transfer of wounded has been completed, it will deal with the evacuation of disabled persons or special conditions for evacuation as explained in the following paragraph.

Another case that can occur is that when hearing the siren and proceeding as described above, when arriving at reception they indicate that there are no injuries, then they indicate that it is necessary to evacuate people with special conditions that require help in the evacuation (disabled or people with reduced mobility (such as the elderly, people with crutches etc, deaf, blind, bedridden people who may be sick etc). Someone from Reception will indicate the room or the place where these people are possibly located. Go to the place and help them in the evacuation.

When he finishes his duties, he will appear at the main meeting point at the entrance of the hotel, and will report his presence and those of his colleagues to the person who is in charge of counting the evacuated personnel (usually a gardener or department manager).

## *Explanatory Notes*

**Note 1: The recommendations on personal protective equipment made in this note are indicative without prejudice to what is established in the corresponding safety sheets of chemical and / or biological products, in the respective instruction manuals of machines, tools or work equipment, in the risk assessments carried out by its Prevention Service or in the instructions, information and training provided by them.**

**Note 2: All preventive measures, instructions, recommendations, procedures, etc. must be complied with without prejudice to what their respective Prevention Services have established. In the event of a conflict between any of them, the most restrictive from the point of view of security will apply.**

**Note 3: This note will apply ALSO to possible cases of COMPETING OR AUTONOMOUS COMPANIES. Any other case that is not specified here will be contacted by the Department that subcontracts:**

- ✓ Installers, Maintainers, authorized conservators of facilities (subject to Industrial or Specific Regulations).
- ✓ Companies in charge of cleaning cisterns, septic tanks, cesspools, accumulators, compensation vessels, etc.
- ✓ Suppliers of merchandise.
- ✓ Gas or fuel distribution company.
- ✓ Company of pruning and treatment of Palm trees.
- ✓ Pest Control Companies (DDD)

## Coordinación Actividades Empresariales

- ✓ Window cleaning.
- ✓ TTOO guides, H&S supervisors, TTOO auditing companies and others.
- ✓ Car rental companies, transport companies (customers and staff)
- ✓ Swimming pools (in case of being subcontractors).
- ✓ Gardeners (in case of being subcontractors).
- ✓ Lifeguard companies.
- ✓ Security surveillance companies.
- ✓ Animation and entertainment companies, DJs.
- ✓ Shops, hairdressers, SPAs, masseurs, doctors, supermarkets, flower arrangements, etc.
- ✓ Training teachers.
- ✓ Temporary Employment Agencies.
- ✓ Maintenance, repair, replacement, assembly, etc. works whether subcontracted by the Hotel Management or by SSTT (which are not subject to RD 1627/97 on construction works).
- ✓ Vending Companies.
- ✓ Container recalls, recycling, logistics companies.
- ✓ Equipment rental companies (Washing machines, cardboard machines, etc.).
- ✓ Maintenance companies of drinking water plants.
- ✓ TTOO animators.
- ✓ WiFi maintenance companies, surveillance cameras, illuminated signs, etc.
- ✓ Diving companies, divers (TTOO, pool bottom repairs).

**Note 4: If, in your case, you are a company external to the RIU Hotels & Resorts Group and you enter one of our centres to carry out some work and your risks are not contemplated in any of the aforementioned cases, you will contact the Prevention Service or Department that you subcontract to communicate them and coordinate the pertinent actions.**

**Note 5: Under Article 9 of RD 171/2004 on the Coordination of Business Activities, the measures to be adopted by competing employers in the workplaces owned by the RIU Group are recalled:**

"The competing employers must communicate to their respective workers the information and instructions received from the employer who owns the center" **(in this case this Note)**.

"The instructions given by the employer who owns the workplace must be complied with by the other competing employers." Likewise, **we remind you of the obligation to transfer this information to your Prevention Service, so that you can include it in your risk assessments and planning of preventive activities.**

**Note 6: Under RD 604/2006, when there are competing companies in the workplace that carry out the concurrent operations referred to in section 1.a) of Article 22 bis of RD 39/97, or dangerous activities or processes or with special risks, referred to in Section 1.b), the obligation to designate preventive resources for their presence in the workplace will fall on the company or companies who carry out such operations or activities. Some of these jobs carried out by external companies are:**

- 1-. Work with Especially Serious Risks of Falls from Height (Pruning of palm trees, Cleaning of Glass, Work on Façades, Work in Trenches, etc.).
- 2-. Work with Risks of Burial or Subsidence (Work in Trenches, etc.).
- 3-. Work with risks of drowning by immersion (Diving Activities, Repair in Pool Bottoms, etc.).
- 4-. Activities in which machinery is used which does not have an EC declaration because its date of placing on the market precedes the requirement of such a declaration, of the same type as those for which the legislation on the placing on the market of machinery requires the intervention of a notified body in the certification procedure.
- 5-. Work in Confined Spaces (Cleaning of Cisterns, Manholes, Septic Tanks, etc.).
- 6-. Work with Risk of Explosion due to the presence of Explosive Atmospheres (Welding Works, Gas / Fuel Discharge Works in Tanks, Works with Ignition Sources in ATEX Classified Areas, etc.).
- 7-. Work with electrical risks (maintenance, inspection and certification of transformation centers, etc.).

THE PREVENTIVE REMEDY WILL NOT BE THE SAME PERSON WHO PERFORMS THE WORK THAT GIVES RISE TO THE PRESENCE OF A PREVENTIVE REMEDY AND HIS PHYSICAL PRESENCE IN THE CENTER IS REQUIRED DURING THE PERFORMANCE OF THE TASKS TO WHICH HIS PRESENCE GIVES RISE.

## Coordinación Actividades Empresariales

Note 7: For companies that carry out operations or works under RD 1627/97, this note will be complied with without prejudice to the provisions of the regulations corresponding to construction works regarding the coordination of business activities in the field of OHS, in which particular case the coordination will be carried out with the GAT Department and with the figure of the Health and Safety Coordinator if any.

**Esta Nota va destinada al Personal Ajeno al Grupo RIU Hotels & Resorts que desempeñe funciones dentro de un Centro de Trabajo de dicho Grupo y al personal que, por su puesto o implicación laboral, así lo necesite.**

**Asimismo, esta Nota de Prevención de Accidentes se incluirá en la carpeta de Documentación de Seguridad del Hotel como Normativa Interna.**

**Coordinación Actividades Empresariales**

**ANEXO 4. NPA Nº14**

Version 5.9.2018

**VENDOR CONTROL SHEET**

**GENERAL DATA**

NAME or COMPANY NAME:

ADDRESS:

ACTIVITY:

HOLDER:

**PREVENTIVE ORGANIZATION**

**PREVENTIVE ORGANIZATION:** (Own Prevention Service or name of the External Prevention Service contracted):

**PERSON APPOINTED TO COORDINATE PREVENTION:** (NAME AND SURNAME):

**PREVENTIVE REMEDY:**

NOT APPLICABLE

IF APPLICABLE (**ATTACH TITLE PREVENTIVE RESOURCE and / or ACCREDITATION BASIC LEVEL TRAINING**)

(with presence in the work center during the performance of the Works in HEIGHT, in CONFINED Spaces, GAS or LPG Discharge, electrical risk works, underwater immersion or any operation susceptible to have a preventive resource according to RD 604/06 and RD 39/97). (Name and surname and **provide accreditation of basic level training**):

**AND IN THE CASE OF WORK at HEIGHT, ENTRY INTO CONFINED SPACES, HANDLING / UNLOADING of LPG, ACTIVITIES IMMERSION UNDERWATER, Work with ELECTRICAL RISK etc. Provide accreditation of specific training of workers in these matters, and procedure to follow**

**PREVENTION DELEGATES:** (if they exist, appoint)

**RISK ASSESSMENT:** date of completion \_\_\_\_\_ (Attach Evaluation)

Guy:  Initial  Periodical  Other:.....

**PREVENTIVE ACTIVITY PLANNING:**

NO  YES Period..... (Attach Planning)

**PROCEDURE (Confined Space, LPG Discharge, etc.):**

NOT APPLICABLE  IF APPLICABLE - (ATTACH DOCUMENT) .....

**LIST OF WORK CENTERS WHERE SERVICE WILL BE PROVIDED**

(indicate name of establishments where the service is provided)

## Coordinación Actividades Empresariales

### COMPROMISO DE CUMPLIMIENTO DE LA NORMATIVA

COMPANY NAME: \_\_\_\_\_

HOLDER: \_\_\_\_\_

RIU HOTELS, owner of the work centres in which this company's activity is carried out, leaves at our disposal information on the general risks of the work centres and instructions, (**Accident Prevention Note No. 13 dated 5-9-2018**) where the work entrusted to them will be carried out and on the prevention and protection measures to be adopted; in addition to adequate information on the emergency measures to be applied in if necessary.

Therefore, we accept the obligation to:

- a) Transfer this information to all workers employed in the indicated workplaces;
- b) In the event that, in accordance with the provisions of the contract, the COMPANY subcontracts all or part of the object of this contract, to obtain the subscription of this document by the subcontracted company and ensure strict compliance with the obligations assumed herein by said company.
- c) Monitor, comply with and enforce general and specific risk prevention standards;
- d) Use work equipment in good condition and suitable for the tasks to be performed, as well as the E.P.I. that can be indicated; submit this equipment to the revisions deemed appropriate by RIU HOTELS or the RIU HOTELS Prevention Service;
- e) Employ workers who have the **appropriate aptitude** and training **for the performance of the tasks entrusted and, in any case, the minimum required according to the Law (both in content and periodicity)**;
- f) Cooperate with RIU HOTELS staff in preventive tasks and, in particular, in the event of an emergency;
- g) Notify RIU HOTELS as soon as possible of all accidents and incidents that occur among workers and investigate those deemed appropriate, providing this information to RIU HOTELS.

PLACE AND DATE:

**SIGNATURE OF THE LEGAL  
REPRESENTATIVE AND SEAL OF  
THE COMPANY:**