



HEALTH AND SAFETY POLICIES AT CLUB MAC

At **Club MAC** we care about the welfare of all our guests as well as our staff. Since 2012, we have created our own Health and Safety program titled "All of us".

The complex has some strict processes in terms of Health & Hygiene at all times. We are one of only a few hotels in Majorca who have an external company to monitor all our hygiene processes and have a full time Health & Hygiene Manager responsible within the resort. **Club MAC** works with Preverisk and employs a full time Senior Health Consultant who monitors and manages our health and hygiene programme.

We define the above in the following ways:

- **External Club MAC guests**

Advices, information, prevention and prohibition messages for the wellbeing of the families are detailed in a leaflet placed in each room.

Free swimming armbands are offered by **Club MAC** for all the small children

Swimming nappies are given for free by our **All of us** staff or our lifeguards when they notice babies who do not wear any in the swimming pools

All our toilets are equipped with soap and sanitizer gel.

Environmental information and advices are given to our guests daily through our newsletter.

An informative book with all the daily level readings of each pool is at the disposal of all our guests at Reception.

At the entrances of all the restaurants, during the food services, breakfast, lunch, dinner and late dinner, there is a sanitizer gel for hands at the disposal of all our guests. This is just one of our health and safety measures in place for the prevention of spreading of bacteria

We have informative panels to advise around the pools and outside toilets to all bathers on the prevention of swimming pool contamination stating the rules and regulations we advise them to follow.

We are the only hotel in all Mallorca which provides a doctor's visit free of charge as well as free medicine for all cases of gastric illness detected on site. The guests do not have to pay any insurance excess.

We also provide a free hospital menu in the room when a customer suffers from these kinds of symptoms.

Each year we organise a fire drill, all of our staff and guests collaborate. Last year, we successfully did it on September 24th 2014.

An "All of us" panel is placed in the hall of each hotel.

Some "How to wash the hands" signs are posted in all the public toilets

- **Internal Club MAC guests**

We offer security & health and safety in the work place

All our staff benefits a free medical revision every year.

All of our employees receive an informative letter about risk assessment (**PREVIS**) at the beginning of the season.

Some informative posters are placed in all the staff toilets to remind them to wash their hands and prevent that way any possible virus

All hotel staff is made aware if an increase in illness is reported within the resort and the priority during this time is prevention and containment.

H&S committees are organised weekly by Preverisk and all the head of departments and Management participate.

Each staff receives a report regarding the risk assessments of their job. They must read it and signed it.



- **“All of us” staff**

3 persons are recruited every season and are dedicated exclusively to the Health & Safety supervision of the restaurants and swimming pools. Their job consists in controlling these areas and in case they detect any kind of incidence such as a baby without a nappy in a pool or a child taking food with his hands in the buffets, they remind their parents about the right attitude to follow in order to prevent any Health & Hygiene issues. They also have at their disposal some nappies to give for free to the parents.

- **Our H&S policies**

- Intensive disinfection procedures
- Gastroenteritis protocol
- Kitchens: Program APPC
- Swimming pools: Cleaning and water treatment procedures
- POSI implementation when required