



# **Progressive Lifting Plan of the Containment Measures caused by the Pandemic COVID-19**

April 30th, 2020



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## 1. Introduction

The Plan of the progressive lifting of the containment measures caused by the pandemic COVID-19 of ISAG - Instituto Superior de Administração e Gestão, also called by ISAG - European Business School (ISAG-EBS), explains all the procedures to be adopted by teaching and non-teaching staff, students, researchers, and all those who, for any reason, travel to the ISAG-EBS facilities from May 4, 2020.

This plan is based on the Recommendation of the Ministry of Science, Technology and Higher Education (MCTES) of April 17th, 2020 and may be duly updated, according to the evolution of the epidemiological framework of COVID-19 and indications from government and other legally competent authorities.

Situations not foreseen in this Plan will be analysed and resolved, on a case-by-case basis, by the Board of Directors and the Drafting Committee Plan for the progressive lifting of containment measures motivated by the ISAG-EBS pandemic COVID-19.

## 2. Procedures

### 2.1. Academic Activities

Taking into account the recommendations of the MCTES, this plan foresees the gradual opening of the teaching activities in a presential way, although the teaching activities will be kept at a distance, starting with the curricular units (UCs) with a greater practical or laboratory component. For this purpose, a survey was prepared for the students, called "Contribution to the plan of progressive survey of the containment measures motivated by the COVID-19 pandemic in ISAG" from 23 to 28 April, through which the students' wishes to attend classes in person or at a distance from the following UC's were identified:

- a) 1st year – Bachelor Degree in Business Management:
  - Applied Statistics
  - Corporate Accounting II
- b) 2nd year – Bachelor Degree in Business Management:
  - International Financial Management
- c) 3rd year – Bachelor Degree in Business Management:
  - Financial Instruments and Markets
- d) 1st year – Bachelor Degree in Hospitality Management
  - Statistical Methods in Social Sciences
  - Applied Informatics to Hospitality
- e) 1st year – Bachelor Degree in Tourism
  - Statistical Methods in Social Sciences
- f) 1st year – Bachelor Degree in Business Relations:
  - Expression and Communication Techniques I

- Content Production and Multimedia Media
- g) 2nd year – Bachelor Degree in Business Relations:
  - Digital Platforms and E-Commerce
- h) 1st year – Higher Professional Technical Course in Accounting and Taxation
  - Corporate Accounting II
- g) 1st year – Higher Professional Technical Course in Management and International Commerce:
  - Portuguese and Business Communication Techniques
- h) 1st year – Higher Professional Technical Course in Food and Beverage:
  - Portuguese and Business Communication Techniques
  - Information Technology
- i) 1st year – Higher Professional Technical Course in Digital Marketing Management:
  - Portuguese and Business Communication Techniques
  - Multimedia
- j) 1st year – Master in Business Management:
  - Accounting and Auditing
  - Business Simulation
  - Research Methodologies
- k) 1st year – Master in Commercial Direction and Marketing:
  - Sales and Negotiation Team Management
  - Business Simulation
  - Research Methodologies

The results of the surveys are shown in the table below.

*Table 1. Survey results*

Course	Year	More practical or laboratory subjects	% of students with classes at a distance	% of students with presential classes	% Students Who Answered the Survey
<b>LGE</b>	1 <sup>st</sup>	Statistics	81%	14%	94%
	1 <sup>st</sup>	Corporate Accounting II	83%	13%	94%
	2 <sup>nd</sup>	International Financial Management	98%	1%	99%
	3 <sup>rd</sup>	Financial Instruments and Markets	93%	5%	98%
<b>LRE</b>	1 <sup>st</sup>	Expression and Communication Techniques I	89%	8%	97%
	1 <sup>st</sup>	Content Production and Multimedia Media	89%	8%	97%
	2 <sup>nd</sup>	Digital Platforms and E-Commerce	90%	7%	97%
<b>TUR</b>	1 <sup>st</sup>	Statistical Methods in Social Sciences	92%	8%	100%
<b>LGH</b>	1 <sup>st</sup>	Statistical Methods in Social Sciences	94%	5%	98%
	1 <sup>st</sup>	Applied Informatics to Hospitality	91%	8%	98%
<b>MGE</b>	1 <sup>st</sup>	Accounting and Auditing	80%	20%	100%
	1 <sup>st</sup>	Business Simulation	67%	33%	100%
	1 <sup>st</sup>	Research Methodologies	67%	33%	100%
<b>MDCM</b>	1 <sup>st</sup>	Business Simulation	55%	44%	97%
	1 <sup>st</sup>	Commercial Direction and International Business	76%	16%	91%
	1 <sup>st</sup>	Sales and Negotiation Team Management	85%	13%	97%
	1 <sup>st</sup>	Research Methodologies	55%	44%	97%
<b>CTSPCF</b>	1 <sup>st</sup>	Corporate Accounting II	81%	11%	90%
<b>CTSPGCI</b>	1 <sup>st</sup>	Portuguese and Business Communication Techniques	60%	25%	80%
<b>CTSPRB</b>	1 <sup>st</sup>	Portuguese and Business Communication Techniques	80%	20%	100%
	1 <sup>st</sup>	Information Technology	70%	30%	100%
<b>CTSPGMD</b>	1 <sup>st</sup>	Portuguese and Business Communication Techniques	82%	10%	91%

Source: own elaboration

The Project Work and Internship Report presentations, as well as the Final Evaluation Exams, the Appeal Exams, the Special Season Exams, as well as the defenses of the final master's degree work will take place exclusively in person.

The remaining Courses of the different study cycles will continue to operate fully only at a distance.

At the entrance of the building, the fever will be measured and before entering the classrooms, students and teachers must necessarily disinfect their hands with alcohol gel solution in the corridors (if the hands are visibly dirty, soap and water should be preferred) and put on masks. Students and teachers will not be allowed to enter without masks and/or visors. If there is any contact between students and/or teachers (staff or materials), they should again disinfect their hands with alcohol gel solution.

In the computer lab, in each session, the exchange of computers is forbidden, after the beginning of their use by a student (or teacher). If it is necessary to change computers, the respective post will be unusable until it is disinfected. At the end of each lesson, the classroom, all furniture and equipment must be cleaned and disinfected.

If any student or teacher has symptoms related to COVID-19 and/or their cohabitants (see ISAG Contingency Plan), they should not go to ISAG. They should call the Health Line 24 (808 24 24 24), follow the advice given to them and also inform the ISAG COVID-19 Line (mobile number 914206579).

The teachers will gradually restart their activities, and until May 15, only those who will teach the UCs identified above will have face-to-face teaching activities, were all consulted beforehand and only those who have accepted will begin the face-to-face classes.

## 2.2. Non-Academic Activities

The progressive restarting of non-teaching activities includes the definition of a plan for the restarting of the activities of the support services/offices, the library, the study rooms, the student association room and the bar/restaurant.

### 2.2.1. Services/Offices

#### 2.2.1.1. Staff

ISAG's Services/Offices include the following numbers of allocated employees:

*Table 2. Number of Employees allocated by Services/Offices*

Services/Offices	Nº of people
Academic Services	3
Pedagogic Services	1
Financial Services	1
Human Resources Office	2
Marketing Office	4
International Relations Office	4

Career Office	2
NIDISAG	1
Library	1
IT Office	1
Logistics	1

Source: own elaboration

The support services/offices will gradually restart their activities as follows:

- Risky employees: maintenance in telework regime until the indications of the General Direction of Health allow the regime totally in person.
- Employees with children, whose school attendance is less than 10th grade: maintenance in telework regime until the opening of nurseries and schools;
- Remaining staff:
  - a) Employees with individual offices: presential;
  - b) Employees with shared offices: 50% of the number of employees in person and 50% in telework, alternating weekly until the indications from the Directorate General of Health allow the regime totally in person.

At the entrance of the building, the fever will be measured. The employees must, obligatorily, before entering the office, disinfect their hands with alcohol gel solution (if the hands are visibly dirty, soap and water should be used preferentially) and put masks and/or visors, and the attendance to teachers and students should always be made with the presence of an acrylic barrier. If there is contact in the attendance (personal or materials), after each attendance should disinfect the hands with alcohol gel solution. No personal protective equipment (PPE) should be shared and, in the case of reusable equipment, such as masks, these should be kept separate from everyday clothes.

If any employee has symptoms related to COVID-19 and/or his or her co-workers (see ISAG Contingency Plan), he or she may not go to ISAG. You should call the Health Line 24 (808 24 24 24), follow the advice given to you and also inform the ISAG COVID-19 Line (mobile number 914206579).

### 2.2.1.2. Students

With regard to the use of services/offices for the public, it is defined as a maximum limit of students in simultaneous use:

*Table 3. Maximum number of simultaneous Students in Services/Offices with attendance:*



Services/Offices	Maximum Number of Students at a Time
Academic Services	2
Pedagogic Services	1
Financial Services	1
Marketing Office	2
International Relations Office	2
Career Office	1
NIDISAG	1
Library	
Bibliographic Archive	2
Study Room	6
IT Office	1

Fonte: elaboração própria

Before entering the services/offices with attendance, students must necessarily disinfect their hands with alcohol gel solution (if hands are visibly soiled, soap and water should be preferred) and put on masks. If there is contact with other people (personnel or materials), they should again disinfect their hands with alcohol gel solution. No PPE should be shared and in the case of reusable equipment such as masks, these should be kept separate from everyday clothing.

We encourage you to make an appointment by email or telephone in advance.

### 2.2.2. Library

The service provided by the Library will also be gradually resumed, contemplating the opening of a new one:

- Study Room, with a schedule from 10am to 10.30pm from Monday to Friday, the students should use only the tables marked and individually. Before entering the Library, they must necessarily disinfect their hands with alcohol gel solution (if the hands are visibly dirty, soap and water should be preferred) and put on masks. If there is contact with other people (personnel or materials), they must again disinfect their hands with alcohol gel solution.
- Consultation of Bibliographic Collection, with a schedule of 10h30-19h30, from Monday to Friday, privileging the online research through the address <http://isagopacgib.bibliopolis.info/OPAC/default.aspx?ContentAreaControl=palavra.ascx> for later delivery by the technician of the library. If a free search is made in the library collection, it is limited to a maximum of two people at the same time, and it is mandatory to disinfect the hands with alcohol gel solution (if the hands are visibly dirty, soap and water should be used preferentially), and to put on gloves and masks before going to the Bibliographic Collection.

- Home loan: the returned bibliography will be quarantined, and can only be requested again 48 hours later.

### **2.2.3. Study Rooms**

ISAG provides two study rooms for students designated as Study Room 1 (smaller study room) and Study Room 2 (larger study room). The rooms will be open from Monday to Friday from 9:00 a.m. to 10:30 p.m.

Study Room 1 can only be used by a maximum of two students simultaneously, and Study Room 2 can only be used by a maximum of three students simultaneously, in the places duly marked. The rooms will be opened by the logistics technician, registering in the Attendance Control sheet the name and number of student, the entry time and the exit time. After each student leaves the study room, this facility must be immediately disinfected.

Before entering the study rooms, students are required to disinfect their hands with alcohol gel solution (if hands are visibly dirty, it is required the use of soap and water) and put on masks. If there is contact with other people (personnel or materials), they should again disinfect their hands with alcohol gel solution. No EPI should be shared and, in the case of reusable equipment such as masks, these should be kept separate from everyday clothing.

Classrooms 2, 4, 8, 10 and 7 may also be available for study with the following maximum limitations on the number of students:

- Rooms 2, 4, 8 and 10: 6 students
- Room 7: 4 students

The rooms will be opened by the logistics technician, registering in the Attendance Control sheet the name and student number, the entry time and the exit time. After each student leaves the rooms, the used facility must be immediately disinfected.

### **2.2.4. Student Association Room**

The Student Association room can only be used from Monday to Friday, from 10am to 6pm, by a maximum of 2 students simultaneously. There must be an Attendance Control sheet posted in a visible place, with the name and number of the student, the entrance time and the exit time.

Before entering the Student Association room, students are required to disinfect their hands with alcohol gel solution (if hands are visibly dirty, it is required to use soap and water) and put on masks. If there is contact with other people (personnel or materials), they must again disinfect their hands with alcohol gel solution. No EPI should be shared and in the case of reusable equipment such as masks, these should be kept separate from everyday clothing.

## 2.2.5. Bar and Restaurant

Bar and Restaurant services will be open from Monday to Friday from 08h30 to 19h30.

In the Bar service, since it implies prepayment, users should wait for their turn, respecting the social distance floor tapes and preferably use electronic means of payment (contactless and MB WAY). Before entering and going to the bar, users must necessarily disinfect their hands with alcohol gel solution (if the hands are visibly dirty, it is required to use soap and water).

The maximum number of users at the same time at the counter must be three and the area used must be disinfected immediately after use. If there are users using the bar tables, they must at the end lift and hand over all the dishes used and put the waste in the garbage.

The restaurant service is done through a mixed service: self-service and contact. Before entering and going to the restaurant, users must necessarily disinfect their hands with alcohol gel solution (if the hands are visibly soiled, soap and water should be used preferably).

Users should wait for their turn, respecting the social distance floor tapes and preferably use electronic means of payment (contactless and MB WAY). The simultaneous use of restaurant tables is limited to three people at round tables, one person at square tables and two people at rectangular tables, seated as follows:

*Figure 1. Users Allocation per meal table*

Em cada mesa de 4 lugares só se sentarão 2 pessoas, e sentam-se cruzadas



All unused tables and chairs must be removed.

At the end of the meal, the user should lift the tray and place it in the trolley and the place of the table used must be disinfected immediately after use.

### **2.2.6. Hotel-School Dining Room**

The hotel-school dining room must be used by a maximum of three students simultaneously. There must be a schedule of use for each student accommodated.

Before entering the hotel-school dining room, students must necessarily disinfect their hands with alcohol gel solution (if hands are visibly dirty, it is required to use soap and water). If there is contact with other people (staff or materials) during their stay in this room, they must again disinfect their hands with alcohol gel solution. Students should wash and tidy their dishes at the end of each use and clean the table that was used.

## **2.3. Logistics**

This plan for the progressive lifting of the containment measures motivated by the COVID-19 pandemic in ISAG contemplates the implementation of the social distancing measures contained in the Social Distancing Manual published by DGS on 3rd of April. The practical implementation of these measures implies logistical changes in ISAG facilities.

### **2.3.1. Social Distancing Concept**

Social distancing measures, such as isolation and social distancing are essential in terms of public health and used as a response to an epidemic since they break transmission chains, minimizing the spread of COVID-19.

The main social distancing measures to be implemented in ISAG are the following:

- Avoid groups of people in general (maximum 2 people), either indoors or outdoors;
- Always keep a minimum distance of 2 meters from other people;
- Establish rules concerning the number of people who can be simultaneously inside a service/office, a classroom and study rooms, in the bar and restaurant;
- If possible, advise all those who come to ISAG to use their own car. On public transport, they should try to preserve a distance from others and redouble their hygiene care (if possible, avoid grabbing handles and doors, not touching the face with their hands, sneezing and coughing into their elbows and blowing with tissues and discarding them as soon as possible).

The implementation of social distancing measures in ISAG will have the following logistical implications:

- Placing of tapes on the floor indicating social distance at the entrances of the following offices: Academic Services, Communication and Marketing Office, bar and restaurant;
- Placing of tapes on the floor indicating spaces of use in the following areas: library, in the dining tables of the common spaces and in the restaurant;
- Application of acrylic partitions in the following services/cabinets: Academic Services (3), Pedagogical Services (1), Financial Services (1), Communication and Marketing Office (3), International Relations Office (2), Career Office (2), Logistics (1) and Bar (1);
- Use of acrylic visors by all employees whose services/cabinets are attended;
- Use of masks by all teaching and non-teaching staff, and students;

- Ordering of classroom and study room furniture (including the library) in compliance with the rules of social distancing and the maximum number of users defined in this plan. In the case of fixed classroom furniture, namely chairs, its use should be blocked.

## **2.4. Cleaning**

ISAG is attended and exposed to the frequency of several people on a continuous basis, and this may contribute to the indirect transmission of COVID-19. The virus remains on surfaces for a time period ranging from a few hours to 6 days, and the frequent cleaning and disinfection of spaces considerably reduces this period.

Therefore, taking into account the indications of the DGS Communication nº 014/2020 of March 22nd, additional care measures must be taken in the cleaning and disinfection of surfaces that are exposed below, in order to prevent the spread of the COVID-19.

### **2.4.1. Critical Surfaces**

The critical surfaces are those that pose the greatest risk of transmission, namely those with frequent touch, i.e. door handles, light and air conditioning switches, telephones, computer screens and keyboards, washbasin taps, toilet handles, tables, countertops, chairs, handrails, among others.

It is also considered areas of higher risk in ISAG for transmission between persons the ones that include:

- Bar and restaurant areas, where people eat, namely, trays, countertops, chairs, cutlery, glasses, plates, among others, may increase the risk for people who attend them, if they are not disinfected frequently and among customers;
- Food preparation areas, which are critical to avoid food contamination. Therefore, there are very strict rules for cleaning and disinfecting these areas;
- Hotel- School common and meals room;
- Sanitary facilities.

### **2.4.2. General Procedures**

#### **2.4.2.1. Cleaning Techniques**

The cleaning of all ISAG spaces should always be moist and carried out from top to bottom, that is:

1. Walls, ceiling and boards;
2. Surfaces above the floor (countertops, tables, chairs, handrails, others);
3. Existing equipment in the areas;
4. Sanitary facilities;
5. Floor, is the last to clean.

#### **2.4.2.2. Cleaning Materials**

Concerning cleaning materials, it has to be ensured that:

- The cleaning materials should be separated according to the risk of each area to be cleaned;
- Cloths should preferably be single use and disposable (use and discard), differentiated by colour according to the risk of each cleaning area;
- The bucket and mop, being reusable, must be properly disinfected at the end of its use and must be distinct according to the risk of each area (e.g. the toilet cleaning bucket must not be used for cleaning any other area).

#### **2.4.2.3. Cleaning Frequency**

The cleaning frequency should follow the following criteria:

- The cleaning of frequently touching surfaces identified above must be carried out with a disinfectant-based detergent to perform the double function of cleaning and disinfecting, at least 5 times a day (before operation, mid-morning, early afternoon and late afternoon);
- In the bar and restaurant areas, cleaning should be carried out every time a customer leaves;
- The floor should be washed with water and common detergent, followed by disinfection with water-diluted bleach, at least twice a day;
- Sanitary facilities should be cleaned at least 3 times a day with a disinfectant detergent;
- The hotel-school common room must be cleaned thoroughly at least 3 times a day (early morning, late lunch and late afternoon);
- The offices and rooms should be ventilated, preferably by strengthening the natural ventilation, including airing the work places, which should be ensured, whenever possible, at least twice a day (for example, at lunchtime and at the end of the day).

#### **2.4.2.4. Cleaning and disinfecting the surfaces of common areas**

When cleaning and disinfecting the surfaces of common areas, the following should be taken into account:

- Prepare the bleach solution (sodium hypochlorite) with original concentration of 5% or more free chlorine. The bleach should be diluted at the time of use. The diluted solution should be 0.1% in the proportion of 1 part bleach to 99 equal parts water.
- First wash the surfaces with water and detergent.
- Then spread the bleach solution evenly on the surfaces.
- Allow the bleach to act on the surfaces for at least 10 minutes - read manufacturer/supplier instructions. This step is essential.
- Then rinse the surfaces with hot water only.
- Allow to air dry.

In the case of sanitary facilities:

- Use different cloths for the sinks and the areas around them and outside the toilets.
- Follow the sequence:
  - Start cleaning from the sinks (1st taps and then the sink) and surfaces around them;
  - Clean the toilets;
  - Clean the floor.
- Cleaning of the toilet
  - The inside: Clean the inside of the toilet using only the toilet brush:
    - if there's urine or feces, flush the toilet first;
    - Do not pour bleach or an ammonia product over the urine, because it causes a gaseous reaction that is harmful to health;
    - Apply the detergent product with a disinfectant base; let it act for at least 5 minutes;
    - Rub well inside with the toilet brush;
    - Push the toilet flush with the toilet brush still inside so that it is also clean;
  - The outside:
    - Spread the detergent/disinfectant on the top of the toilet and on the tops;
    - Rub with the cloth: first the tops and then the outside of the toilet (on top and sides);
    - Wipe with cloth only with water;
    - Leave to dry in the air;
    - Clean and disinfect the toilet button well. You can also disinfect with alcohol at 70°-80°.
    - At the end of the cleaning process, you should wipe all the taps with a cloth moistened with disinfectant.
    - Do not forget to frequently clean the door handles of bathrooms.

#### **2.4.2.5. Cleaning and Disinfection Products**

Regarding cleaning and disinfection products, the cleaning company providing services to ISAG shall ensure:

- In order to take the necessary measures to protect the health and the environment and ensure safety in the workplace, it is necessary to have in ISAG the product safety data sheets (commonly referred to as technical data sheets) which are included in the hygiene plan;
- The manufacturer's indications and instructions on product labels and safety data sheets must be observed;
- The chemicals must be properly labelled, closed and stored in their original packaging to avoid the risk of contamination of food, for example;
- Chemicals should be stored outside the areas where food is handled, in an enclosed and properly identified place and out of the reach of children or people with special needs;
- The detergents to be used are those common or of domestic use;

- The most commonly used disinfectants are: the common bleach (sodium hypochlorite) with at least 5% free chlorine in its original form and 70% alcohol;
- Rapid disinfection products can also be used in the form of wipes wetted in the disinfectant and supplied in a dispenser of their own (making it easy to remove 1 to 1 without contaminating them). These are products that usually combine in their composition, compatible detergent and disinfectant. These wipes are for use on one surface and should not be reused on several surfaces, because it promotes the dissemination of contaminants. Use a wipe for each surface and dispose of them in the dustbin. Do not dry the surface after using the disinfectant wipe, as the surface needs to be wet for a few minutes until it dries in the air to be effective;
- There are available in the market sodium dichloroisocyanurate tablets (with a similar effect to bleach) but of faster preparation, not requiring large storage spaces. Users should follow the manufacturer's instructions (labels) for their safe use; these tablets should be prepared only at the time of use to maintain their effectiveness;
- The metallic parts of the surfaces or those that are not compatible with the bleach, should be disinfected with 70% alcohol or another compatible product, to avoid corrosion or damage;
- When applying bleach or other similar product, open the windows to ventilate and renew the air, also helping to dry the surfaces more quickly.

Porto, 30th April of 2020

Board of Directors of ISAG