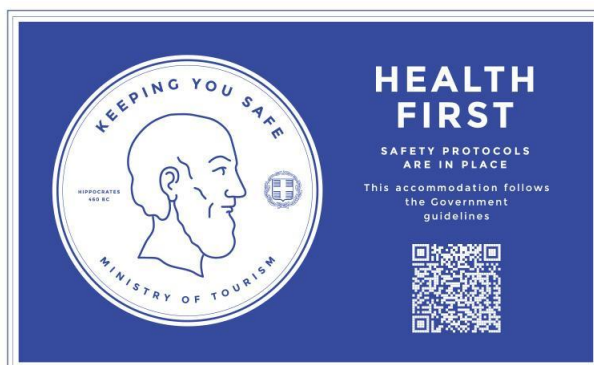


Compliance Form
Register of Tourist Businesses. / Formal Notice:
1476K134K0481401



HEALTH PROTOCOL FOR THE DEPARTMENT/ SERVICE OPERATION OF NON MAJOR
TOURIST ACCOMMODATION ACCORDING TO THE GUIDELINES OF EODY AND THE
MINISTRY OF TOURISM

Accommodation title

Accommodation no. 3489463

Re.T.B. / Category 4K

Business address KO 15-17-Rhodes city Rhodes

Business <<K.ZOIS Co>>

Labor force 16 / 32



Date of Statement: 03/09/2021

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A. Action plan: It refers to the written presentation of reception

A1. Appointment of a coordinator: the management of the accommodation appoints a coordinator to oversee the implementation of the action plan. The position of the coordinator can be filled by the owner of the business, by the already existing position of the General Manager / Quality Manager, etc. or by a new position in the organization chart. It can also be assigned to a Management Team.

A2. Appointment of a manager for each department. The management of the accommodation or the coordinator appoints people responsible for the compliance with the protocols for each individual department of the accommodation (e.g. F&B, Housekeeping).

A3. Collaboration with a doctor (details of a collaborating doctor) or health structure, acting on the guidelines of EODY for the restraint of

COVID-19.

A4. Certification of the tourist accommodation in terms of taking measures to prevent and deal with the COVID-19 pandemic through accredited certification institutes.

A5. A rapid test or a molecular test can be performed on the occupants of the accommodation, on the date of their departure, by a health professional, who acts in accordance with the guidelines of EODY for the restraint of COVID-19.

B. Staff training in compliance with health protocols (per service / accommodation department).

The training includes:

- Sources and ways of transmitting the virus
- Procedures for informing the people in charge of the accommodation and the customers themselves
- Methods and communication approach for the visitors
- Behavior and actions in case of staff illness
- Methods and practices of cleaning and disinfecting the identified sites based on the risk and the possibility of transmitting the disease
- Compliance with the basic measures in order to prevent the transmission of coronavirus - COVID-19

B.1. Training plan:

- For accommodations over 50 rooms, training of at least one person (coordinator) per service - part of the accommodation, who in turns trains the rest of the staff.
- For accommodations under 50 rooms, training of at least one person (coordinator) per accommodation, who in turns trains the rest of the staff. In any case,

the names, duration and manner of training are mentioned in the plan (e.g. distance learning, training from an external accredited partner)

B.2. Deadline for the completion of coordinator training for the tourist season 2021: 15/06/2021

B.3. Consent forms of the personnel that they received training for the individual protocols according to their duties and keeping a relevant record. Deadline for the completion of staff training for the tourist season 2021: 30/06/2021

B.4. General issues for the organization of the accommodation

B.4.1. The tourist accommodation provides to each staff member adequate means for individual protection and ensures the continuous adequacy of stocks.

B.4.2. A staff member who shows symptoms related to the disease stays at home and returns to work if the laboratory test is negative. Also, if he comes in contact with an infected person, he must stay at home. In the above cases, the employee notifies the person responsible for the implementation of the suspicious case management plan of the accommodation.

B.4.4. As part of individual responsibility, staff check their temperature every morning. A thorough staff check may follow depending on the epidemiological picture of the local community / area.

B.4.5. Rapid tests are performed on all the staff of the accommodation, at least once a week, by a health professional or occupational doctor, who acts according to the instructions of EODY for the control of COVID-19.

C. Suspicious case management plan (written plan).

The plan for dealing with a suspicious case of EODY (Annex III) is followed thoroughly.

C.1. Appointment of a person responsible for the implementation of the suspicious case management plan of the accommodation.

To ensure the implementation of the suspicious case management plan by the accommodation it is necessary to appoint a manager. The position of the person responsible for the implementation of the suspicious case management plan, depending on the size of the accommodation, may be filled by the owner of the business, by the existing position of the General Manager / Quality Manager, etc. or from a new position in the organization chart. It can also be assigned to the Management Team. The coordinator for the supervision of the action plan and the person responsible for the implementation of the suspicious case management plan may be the same individual.

D. Disclosure of contact details

D.1. Disclosure of contact details of the person responsible for the implementation of the suspected case management plan during the certification process of Article 4 of the current Decree

D.2. Disclosure of contact details of the cooperating doctor or secondary health care provider during the certification process referred to in Article 4 of this Decree

E. Keeping accommodation file and COVID-19 event book (physical or electronic file).

For the protection of public health, the management / administration of the accommodation must keep a record of the staff members and all persons who stayed in the accommodation - name, nationality, date of arrival and departure, contact details (address, telephone, e-mail) to enable communication with all the people who came in contact with any COVID-19 case, who may be identified a posteriori. Similarly, in cases where an examining body reaches an agreement with a hotel accommodation for oral examinations (e.g. language proficiency) it must maintain a complete list of test takers in accordance with the above and make it available to the hotel accommodation management for implementation of the case contact detection protocol in case this needs to be activated. Pay

attention to the General Regulation on Personal Data Protection (GDPR) and have all visitors informed that a record is kept for reasons of public health protection.

F. Notification and communication

F.1. The accommodation notifies all internal and external bodies / partners (employees, tenants, contractors, suppliers, visitors and the general public) and stakeholders about the measures and requirements of the action plan.

F.2. It is recommended to update the website of the tourist accommodation with a special section of COVID-19, in which it will post the measures and the new policy of the accommodation regarding increased hygiene measures, changes in the opening hours of public areas, modification of check-in / check-out time periods.

F.3. Updates with the means available inside the accommodation (e.g. on public TVs, on room TVs, signs before entering the additional common areas and printed information at the reception).

G. Reception/concierge Protocol

G.1. The staff follow the basic measures to prevent the transmission of the coronavirus

- COVID-19

G.2. Avoid placing people in reception places who fall into the vulnerable groups of the population.

G.3. when requested, you have to be able to: a) inform visitors about the accommodation policy and the measures taken to deal with any incidents, b) provide useful information to health care providers, pharmacies, etc. in the area and / or within the accommodation and c) of Means of self protection.

G.4. Posting a banner of basic health instructions translated into English, French, German.

In addition, the provision of these instructions through an application on mobile phones.

G.5. Special equipment (medical kit) in case of a suspected case, such as gloves and disposable masks, antiseptics, cleaning wipes, apron, long-sleeved robe, laser thermometer.

G.6. Staff must be able to identify client symptoms and report them immediately to the action plan coordinator or suspicious case plan manager

G.7. Use of plexiglass in the reception (made of polycarbonate material).

Z.8. Antiseptic for use by the customer (fixed or non-fixed devices) in the reception desk

G.9. Regular disinfection of reception desks

G.10. Proper configuration of the reception desk, addition of floor signs at a distance of two meters where the customer will stand / appropriate marking of distances in the waiting area, proper arrangement of furniture and proper management of the queue in order to reduce the waiting time

G.11. Avoid overcrowding at check-in / check-out

G.14. Electronic payment of accommodation expenses, electronic submission of bills, invoices and receipts.

G.15. Disinfection of key cards and keys - placing them in a special container for disinfection.

G.16. Extension of check-out and check-in duration between stays (check out until 11.00 am and check in from 3.00 pm). This change in the time between each check in and check out is mandatory to ensure that between the room shared between different is thoroughly cleaned and disinfected, as well as that adequate natural ventilation of the space is followed.

G.17. Prohibition of entry to the rooms to non-residents.

The staff is excluded from the entry ban as well as those examined in the examinations for obtaining all kinds of certificates (e.g. language proficiency), based on the protocols defined for this case.

H.Services protocol for each floor, room and shared spaces (cleanliness - housekeeping)

H.1. Compliance with a cleaning and disinfection program, according to no. D1c / G.P / 19954 / 20.03.2020 circular of the Ministry of Health

"Cleaning and disinfection measures in areas and surfaces during the evolution of the SARS-CoV-2 pandemic" (ADA: 6KΨ6465ΦΥΟ-1ΝΔ), as in force

H.2. Application of special cleaning instructions in case of occurrence of a case according to the respective Instructions of EODY.

H.3. Reinforcement of sanitary services in all public areas and in particular in 'high risk' objects (e.g. knobs, elevator buttons)

H.4. Cleaning and ventilation of the room during the time between stays.

H.5. Dishwasher and washing machine operation control (in terms of temperature used and detergent dosage)

H.6. Staff equipment (gloves, masks, robe, closed shoes).

During their work, the cleaning staff must follow the basic measures to prevent the transmission of coronavirus - COVID-19, must not smoke and consume food or beverages.

H.7. In particular, cleaning staff are advised to use a simple surgical mask (in case of non-availability of a surgical mask, the use of a cloth is recommended), gloves and a waterproof disposable robe.

H.8. It is not allowed to clean a room of a confirmed or suspected case or of people who came into contact with a confirmed case.

H.10. Thorough cleaning - disinfection (e.g. with steam cleaner) on the surfaces of the room and bathroom and waiting at least 1 hour before the room is available to a customer, with necessary ventilation of the room with open windows and doors. In case of an incident, disinfection is required and wait 24 hours before the room is allocated to

another customer. When ventilating the room where a case has been detected, you have to avoid opening the interior doors to the corridor at the same time.

H.11. Removal of decorative objects (pillows, bedding)

H.12. Removal of common reusable items, such as menus, magazines, etc.

H.13. Installing a disposable cover on the TV and air conditioner controls.

H.14. Fabric surfaces (e.g. furniture upholstery) should be cleaned with a steam device (temperature > 70 °).

H.15 Marking aiming to inform the customer about when and how the room was cleaned.

H.16. Installation of individual antiseptic liquids in each room or antiseptic device.

H.17. Opening doors and windows for natural ventilation of the space daily.

H.18. Compliance with hygiene rules by the staff when sorting dirty linen using the appropriate Measures for self protection. (special disposable apron over the suit, gloves and mask)

H.19. Placement of used fabrics, bed linen and towels in special, closed, labeled bags or sacks, in order to be transported to the laundry areas.

H.20. Separation (marking) of areas containing dirty and clean linen.

H.21. Disinfection after each use of the carts for transporting the closed bags with linen.

H.22. Washing fabrics, bedding and towels in high temperature programs (70oC or more) with standard detergents.

H.23. Compliance with the required measures and delivery in the appropriate way in case the clothing cleaning service is provided by an external partner.

H.24. Care for the maintenance of clean clothing in good and clean condition during storage and transportation to the areas of use (rooms, restaurants, etc.)

I. Restaurant- Preparation room services

A la cart services, buffet restaurants/breakfast rooms, bars in open and closed areas are included in these services

I.1. Compliance with HACCP

I.2. Receipt of goods by the staff using measures of self protection.

I.3. Complying with the distances between allowed the employees in the kitchen according to the requirements of the health authorities, as they apply.

I.4. Entry to the kitchen area is not allowed for those who do not work there. In case this cannot be avoided, measures of self protection should be provided to the visitor, which will be available at the entrance of the kitchen.

I.5. Operation of restaurant, bar, etc. in accordance with the current legal framework.

I.6. Disinfection of hands at the entrance and exit of each space (fixed or non-fixed devices).

I.7. Adherence to basic measures to prevent transmission of coronavirus - COVID-19 by staff

I.8. Washing napkins, tablecloths and a set of cutlery even those that were not used, alternatively using packaged cutlery and disposable tablecloths, packaged food in individual portions, where possible.

It is recommended to avoid the use of restaurant linen and to prefer disposable tablecloths, napkins. In each case they are changed to each new customer.

I.9. Expanding the time that restaurants are open for the rotating attendance of visitors.

I.10. Process of serving meals.

I.11. Especially for restaurants that have a buffet, the following are required:

- Provision of hand sanitizer at the entrance of the buffet and the staff should check that it is used by the customers

- Following of the required distances when serving customers at the buffet

- Compulsory installation of sneeze guards

- alternatively it is possible for the customer to be served with the disposable gloves provided by the staff, which will be disposed of in a waste bin located

at the end of the buffet. It is also required to disinfect the hands with an antiseptic that will be provided by the accommodation, before and after using the gloves.

- It is recommended to place the products in individual utensils in the buffet, where it is not possible to be served by the staff

I.12. When consuming drinks in the bars, only packaged personal accompaniments are provided.

I.13. Room service at no extra charge.

I.14. The staff of the room service must follow all the standard measures to prevent the transmission of the coronavirus - COVID-19 and take measures for their self protection. Specifically for the room service:

- All the rules of food hygiene are applied to their transport inside the hotel.
- All hygiene requirements apply to the collection of utensils, already used by customers.

J. Recreational areas for children

JA. The operation of personal care services and other communal facilities in accordance with the current legal framework.

These include services such as individual massage treatments, hair and limb treatment, hairdresser and communal facilities, gym, sauna, Turkish bath, hot tub.

JA.1. Installation of antiseptic solutions for dry hands in all common areas in fixed or non-fixed devices (e.g. reception, shared WC)

JA.2. Placement of plexiglass in the reception, where possible.

JA.3. Follow measures for self protection, where possible.

JA.4. Instructions (information / signage) to the tenants to
avoid the use of public facilities in case they feel.

JB. Operation of swimming pools within the tourist accommodation

JB.1. The operation of indoor swimming pools is prohibited

JB.2. Compliance with rules for the cleaning of recreational water facilities:

regular cleaning and disinfection, according to no. D1c / Γ.Π / 19954 /
20.03.2020 circular of the Ministry of Health "Cleaning and disinfection
measures in areas and surfaces during the spread of the pandemic of
SARS-CoV-2" (ADA: 6KΨ6465ΦYO-1NΔ), as in force

JB.3. Proper operation and maintenance of chlorination systems in accordance
with current legislation (see Ministerial Decision No. C1 / 443/1973, as
amended by No. C4 / 1150/76 and DYG2 / 80825/05 similar for the
"Prevention of Legionnaires' disease"). It is recommended, according to the
instructions of the WHO (Guidelines for safe recreational water
environments - Volume 2 - Swimming pools and similar environments), the
value of residual chlorine in the tank water to be 1-3 mg / L for swimming
pools and up to 5 mg / L for hydromassage tanks. Manual control (or use of
a halogen analyzer with a paper recorder) of chlorine levels during operation
every 4 hours for swimming pools and every hour for hydromassage tanks
and record keeping, unless there is an automatic halogen analyzer and
system monitoring with alarm system when the parameter values are out of
range.

JB.4. PH adjustment: pH values in the water of the recreational water installations, should be
kept within the limits provided by the current legislation (see ministerial decision no. C1 /

443/1973, as amended by no. C4 / 1150/76 and DYG2 / 80825/05 similar). Regular measurement and maintenance of pH records every eight hours during the operation of the swimming pools and at least every two hours during the operation of the hydromassage tanks and hydrotherapy, if there is no automatic recording system.

JB.5. The maximum total number of people entering the tank at any one time will not be more than one bather per 5 m² of water surface.

JB.6. The sprinklers (showers) that serve the recreational water facilities are separated with an opaque separator so that all swimmers can wash themselves effectively before entering the swimming pool. Strong recommendation and emphasis should be given on informing customers with relevant signage for the use of showers before and after the use of the swimming pool. It is recommended to provide the necessary equipment (e.g. soap, shower gel, etc.), as well as liquid antiseptic when entering the showers.

JB.7. The arrangement of the seats (sunbeds, chairs, poufs, deck chairs, etc.) should be such that the distance between the extreme points of the seats of two people lying under two different umbrellas or two people living in a different room, is at least 2 meters in each direction.

JB.8. Use of materials or cover items that can be effectively disinfected on seats, tables, personal storage boxes, staff alert buttons and price lists.

JB.9. Seats, tables, personal storage boxes, price lists and any other item should be disinfected after each change of customers.

JB.10. The provision of towels that will cover the entire surface and disinfection of each sunbed / seat after each use. Removal of fabric surfaces from the sunbeds.

JB.11. Decorative fountains: use of drinking water and disinfection using halogen or other chemical disinfectant and keeping all parts in good condition. If they remain out of operation for more than a month, during their restart the circular of the Ministry of Health with no. D1 / CPOik.32965 / 27.05.2020 "Prevention of legionnaires' disease in the context of the COVID-19 pandemic", ADA: Ω0ΓΔ465ΦΥΟ-Μ6Η, should be followed.

JC. Exertion of the service according to the current legal framework

JC.1. Provision of antiseptic from the driver to customers

JC.2. The driver should avoid handshakes

JC.3. The driver ensures the natural ventilation of the vehicle

JC.4. Club cars: Measures for self protection for the driver and cleaning of club cars after each use. There are no restrictions on the number of passengers for these open vehicles.

JD. Drinking water-Water supply/ sewage systems

JD.1. Accommodations must comply with no.

D1 (d) /GP16481/14.03.2020 circular of the Ministry of Health "Protection of Public

Health from the coronavirus SARS-COV-2 in water supply and sewerage systems”,
as in force.

JD.2. In case the tourist accommodations remained out of operation for more than a month,
during their reopening the circular of the Ministry of Health with no. Δ1 /
ΓΠοικ.32965 / 27.05.2020 "Prevention of legionnaires' disease in the context of the
COVID-19 pandemic", ADA: Ω0ΓΔ465ΦΥΟ-M6H, should be followed.

JD.3. Use of standard and well-ventilated piping, such as wells with osmotic traps and
non-return valves on taps and sprinklers

JD.4. Pipettes should work properly and continuously. That is, they should always have
water inside. If the space is not used for a long time, water should be added either by
adding it directly to the odor traps or by opening / operating the connected devices.
This should be done at regular intervals depending on how quickly the water
evaporates from the traps (e.g. every 3 weeks).

JE. The provisions of no. D1 (d) / GP oik.26635 / 23.04.2020 circular of the
Ministry of Health "Taking measures to ensure Public Health from viral
and other infections during the use of air conditioning units" (ADA:
6B05465ΦΥΟ-ΓΣ) and with no. D1 (d) / GP oik.49524/03.08.2020 similar
circular (ADA: ΨΥ5E465ΦΥΟ-ΦΤΟ), with emphasis on non-recirculation
of air and good natural ventilation in rooms and other spaces (interruption
of the non-air conditioning system when open the doors).

JF. Operation of these services in accordance with the current legal framework

JF. Operation of these stores in accordance with the current legal framework

JF. Operation of public spaces in accordance with the current legal framework

JF.1. Lifts: recommendation to customers to avoid using lifts. Installation of disinfectants at the entrances and recommendation for use at the entrance and exit.

JF.2. Frequent cleaning of elevators with emphasis on frequently touched surfaces (handles, buttons, etc.)

JF.3. Signage to remind customers to keep their distance - apply measures such as floor tapes, cones or other means to keep their distance.

JF.4. Installation of antiseptic solutions (fixed or non-fixed devices) for dry hand antiseptic in all public areas

JF.5. Rearrangement of furniture to avoid overcrowding in public areas (4 people / 10 sq.m.)

JF.7. Examining the suspension of operation of business centers, alternatively it is recommended to provide access to wifi and printing services or other business center services through a connection from the client's personal device.

R.8. Toilets: place information signs for users to avoid overcrowding and flush the basins of shared toilets with the lid closed to prevent transmission through the aerosol from the toilet.

APPENDIX III

Suspicious COVID-19 case management

Should one visitor develop symptoms relating to the infection of COVID-19, the following should be applied:

1. Immediate information to the health manager of the accommodation who is responsible for ensuring the implementation of the measures for the isolation of the patient in his room. The patient is given a surgical mask. In addition, the doctor with whom the tourist accommodation cooperates is informed or in case there is not one, a doctor from the health structure, with which the accommodation is connected, is called to evaluate the incident.
2. During the period that the patient expects to be examined by a doctor, the entry of staff into his room is prohibited unless there is a significant reason. If it is necessary, a specific member of the staff of the accommodation deals exclusively with the possible case by applying the measures of personal protection (surgical mask, gloves).
3. The doctor enters the room of the suspected case wearing the personal protective equipment (mask of high respiratory protection, protective glasses, waterproof robes, gloves).

https://eody.gov.gr/wpcontent/uploads/2020/08/%CE%94%CE%B9%CE%B1%CF%87%CE%B5%CE%B9%CC%81%CF%81%CE%B9%CF%83%CE%B7_%CF%85%CC%81%CF%80%CE%BF%CF%80%CF

https://eody.gov.gr/wpcontent/uploads/2020/08/%CE%94%CE%B9%CE%B1%CF%87%CE%B5%CE%B9%CC%81%CF%81%CE%B9%CF%83%CE%B7_%CF%85%CC%81%CF%80%CE%BF%CF%80%CF%84%CE%BF%CF%85_%CE%BA%CF%81%CE%BF%CF%85%CC%81%CF%83%CE%BC%CE%B1%CF%84%CE%BF%CF%82_COVID-

https://eody.gov.gr/wpcontent/uploads/2020/08/%CE%94%CE%B9%CE%B1%CF%87%CE%B5%CE%B9%CC%81%CF%81%CE%B9%CF%83%CE%B7_%CF%85%CC%81%CF%80%CE%BF%CF%80%CF%84%CE%BF%CF%85_%CE%BA%CF%81%CE%BF%CF%85%CC%81%CF%83%CE%BC%CE%B1%CF%84%CE%BF%CF%82_COVID-19_%CE%93%CE%99%CE%91_%CE%99%CE%91%CE%A4%CE%A1%CE%9F%CE%A5%CE%A3_%CE%A4%CE%9F%CE%A5%CE%A1%CE%99%CE%A3%CE%A4%CE%99%CE%9A%CE%A9%CE%9D_%CE%9A%CE%91%CE%A4%CE%91%CE%9B%CE%A5%CE%9C%CE%91%CE%A4%CE%A9%CE%9D_-14_8_2020-1.pdf

4. If the patient has mild symptoms, a nasopharyngeal sample is taken by the doctor for a rapid antigen test and the patient remains in his room until the results are announced.

- On a positive result the patient wearing a surgical mask is transported to the quarantine rooms of the hotel or the quarantine hotel.

https://eody.gov.gr/wpcontent/uploads/2020/08/%CE%9F%CE%94%CE%97%CE%93%CE%99%CE%95%CE%A3_%CE%93%CE%99%CE%91_%CE%9E%CE%95%CE%9D%CE%9F%CE%94%CE%9F%CE%A7%CE%95%CE%99%CE%9F_%CE%A3%CE%95_%CE%9A%CE%91%CE%A1%CE%91%CE%9D%CE%A4%CE%99%CE%9D%CE%91_14_8_2020-1.pdf

- As far as the patient's transport conditions are concerned, the provisions of the legislation apply each time
- In case of a negative result, the patient is treated at the hotel according to the instructions of the treating physician. At the discretion of the therapist, repetition of the antigenic rapid test or molecular PCR test may be requested.

5. If the patient needs hospitalization, this should take place via EKAB (regular / floating ambulance, air transport) <https://eody.gov.gr/wpcontent/uploads/2020/03/covid-19-ekab.pdf> to the health unit that has the specifications to treat patients with COVID-19 infection

6. Immediate information of EODY from the health manager of the hotel (210 5212054 or 1135, 24-hour operation), regarding the suspected confirmed case

7. After the patient leaves the room and is transferred to a quarantine hotel or reference hospital, cleaning / disinfection follows <https://eody.gov.gr/wpcontent/uploads/2020/05/covid19-apolimansi-14-05 -20.pdf>
Recommended personal protective equipment for the cleaning staff includes:

- surgical mask
- long-sleeved, disposable, waterproof apron (or water-repellent and additionally plastic)
- protective glasses

8. The correct and safe way of application, removal and disposal of personal protective equipment must be followed <https://eody.gov.gr/wp-content/uploads/2020/03/PPE-donning- doffing.pdf> After cleaning, disinfection and disposal of personal protective equipment hand hygienic should always follow: wash with soap and water for at least 20 seconds or, if this is not possible, use an antiseptic solution containing 60-95% ethanol. It is emphasized that the use of gloves does not replace hand hygiene. <https://eody.gov.gr/mikroviaki-antochi-kai-loimoxeis-poy-syndeontai-me-choroysparochis- ygeias / choro-parochis-ygeias-nosokomeia / ygieini-ton-cherion />

9. Used protective equipment should be disposed of in a sealed container

10. If there is a companion of the patient, who wishes to stay close to them to take care of them (e.g. spouse), they should be given a surgical mask and the hand hygiene should be pointed out (frequent washing with soap and water or application of an alcoholic antiseptic) each time they come in contact with the patient's secretions or inanimate environment, before and after eating, before and after using the toilet

11. Recording of contact details of the patient's relative in case consent is required for operations and the patient cannot communicate.