



NEW HYGIENE  
AND SAFETY PROTOCOLS

**Barceló**  
HOTEL GROUP

## Our commitment to customer experience and safety in our hotels and resorts

We Care About You is the representation of all our experience and research in safety, health and hygiene adapted to the new situation.

The project includes all the measures applied to, on the one hand, establish a safe working environment for our employees and suppliers and on the other, to offer an experience that responds to the current needs of our customers without forgetting our main objective: to make them feel better and enjoy our hotels.



## Course of action



Communication



Sanitation &  
Disinfection



General  
Security



Training



*\* Everything indicated in this document is subject to the recommendations and requirements imposed by local authorities*



# Communication



Offering up-to-date information through direct information channels with customers and collaborators:

- Information Committee in each hotel and resort, responsible for updating customers and staff on hygiene measures.
- Design of specific communication parts on the standards, measures and services adapted with very easy understanding for the different moments of contact, in order to offer at all times the information appropriate to the needs of our customers and equipment.
- Adapted signage. The areas to be marked will be detected indicating in each of them the appropriate information and flows in a visible, practical and didactic way to ensure compliance with safety measures and distances.



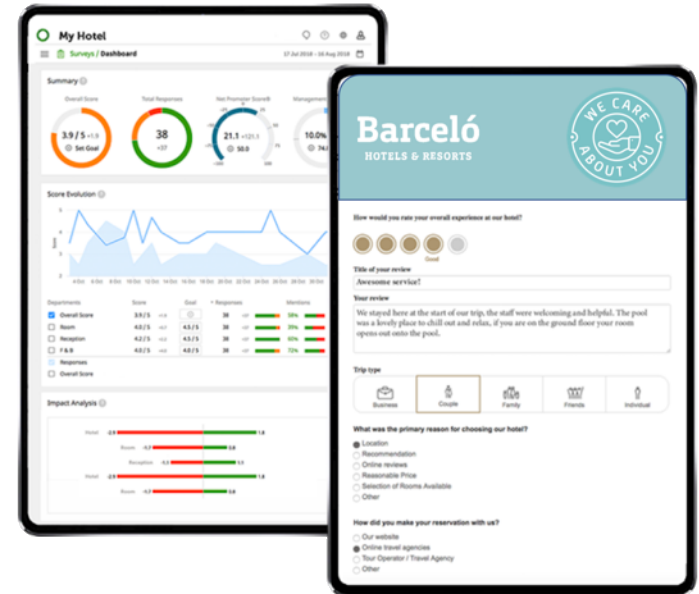
# Communication



## Listening tools

**Activating listening channels** for updating processes, standards and protocols in the area of safety, hygiene and health:

- **Internal communication channel** for the collection, analysis and implementation of new protocols and standards.
- **Channels with customers:**
  - New listening spaces in Review Pro, RRSS, hotels.
  - Surveys to review the measures taken and request evaluation.





## Sanitization and Disinfection



# Complete and continuous sanitization of common spaces

**Cleaning and disinfection protocols** in all areas with a specific focus on contact surfaces and periodically reinforced during the day, always taking into account the frequency of use.

- Staff zones
- Reception
- Food and Drink
  - Kitchen
- Events and Banquets
- Housekeeper: Buildings and rooms
- Maintenance
  - Laundry
- Public areas
- Gym - Spa
- Animation
- Shops



## Sanitization and Disinfection



# Hygienic-sanitary audits and certifications by external consultants



In addition, it is worth noting that hotels and resorts in Mexico and Barceló Bávaro Palace have joined Cristal International Standards' POSI-Check Post Covid19 Program, an innovative solution created by the auditor to help hotels and restaurants effectively manage infection propagation prevention (POSI-Check), and thus ensure the well-being of their respective customers. In addition, these hotels are Safe Travels certified (approved by the World Travel and Tourism Council).



## Identification of spaces and security flows

Systems for controlling the flow of people in common areas. In spaces of increased concurrency will be made a new provision of elements to ensure security measures.

- Season with hydroalcoholic gel.
- Digitization of keys by contactless system in available establishments.
- Disinfection of suitcases on arrival.
- Review of room allocation criteria to strengthen security measures.
- Protective equipment available to our employees and customers.





# General Security



## Other protective measures

The application of **protective measures for customers and staff** is also assessed:

- **Entry of customers, collaborators and suppliers**, performing **temperature and symptom review**.
- **Reception**: Ensure **social distancing**. Take and record the body temperature of all customers.
- **Gym**: Limited access quota, ventilated spaces, cleaning and disinfection every hour, customers will be provided with disinfectant towels to clean the area used and bars at the end of their routine, staff in charge of the area for cleaning review.
- **Pool areas**: Social distance in lounge areas, limited space of access to the pool. Increase the frequency of cleaning and disinfection.
- **Food and drinks**: Necessary considerations to apply to restaurants, bars, nightclubs and service in theaters, such as:

Assembly in service areas observing social distancing.

Serviced buffet.

Room Service Reinforcement.

Control of capacity and extension of service schedules to avoid crowds.

Reduction of decoration elements and table cards/menus (QR codes for scanning).



## Meetings and Events

**State and national recommendations** are considered for the number of persons who will be able to participate, depending on the type of establishment.

Ventilation of the places where the event will be held at least two hours before.

In stands a minimum space of 2.5 m<sup>2</sup> per person (exhibitors and participants) is guaranteed.

70% alcohol-based disinfectant gel dispensers, at inputs and at key points of interaction.

Contracted external services will be limited. If available, ensure monitoring of the use of Personal Protective Equipment (PPE) and hygienic measures in general.

Take and record body temperature before the start of the event or service.



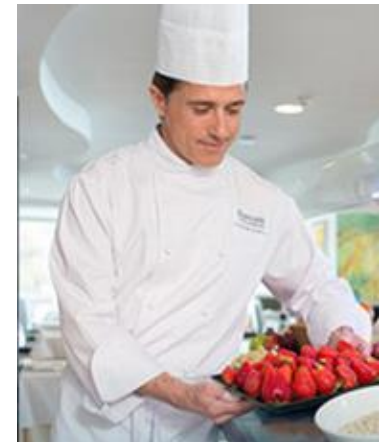
# Training



**Be Barceló**, our training program in global processes and standards, will carry out ongoing awareness training for employee self-protection.

Following the recommendations and regulations of the local authorities of each country, we are training staff with virtual workshops, on issues of awareness for return to work and hygiene protocols, including:

- Personal Protective Equipment: distribution, use, disposal, etc.
- Hand washing and disinfection procedure.
- Use of chemicals and cleaning and disinfection guidelines according to areas, equipment and materials.
- Respiratory hygiene (Protection of sneeze and cough with the inner part of the forearm).



**Barceló**  
HOTEL GROUP

**WELCOME**  
THANK YOU FOR  
YOUR TRUST

