

# SAFETY AND HYGIENE PROTOCOLS COVID-19 PILLARS



XEGURIDAD  
360° SAFETY



For Grupo Xcaret, our visitors, guests, México Destination Club members and coworkers' trust is paramount. For this reason, we have created a 360° Xafety business model that comprises our safety, hygiene and disinfection protocols. This model has been developed with the advice of specialized professionals on infectious diseases to safeguard the health of those who honor us with their visit or stay.

## 360° Xafety is based in four main pillars:



# HEALTH AND CARE PROCESSES: DISINFECTION

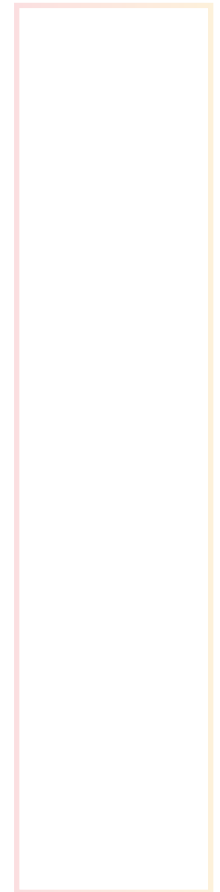
- To ensure the effective disinfection of the areas and based on the recommendations issued by the World Health Organization (WHO), we use high impact disinfectants, with long-term residual activity, biodegradables and authorized by U.S. Food and Drug Administration (FDA) and U.S. Environmental Protection Agency (EPA) to guarantee the disinfection on all areas and surfaces where our visitors, guests, México Destination Club members and coworkers may have contact with.
- Mass disinfection applied on hallways, walkways, forums and areas of high simultaneous daily gathering (even while physical distancing), including parking lots. Disinfectant is frequently applied, from nebulization in access and waiting zones, to specific surfaces such as doorknobs, counters and handrails, among others.
- We have specialized equipment for laboratory use, that helps us detecting, controlling and guaranteeing our high hygiene standards and to ensure the disinfection long-term effect process.
- All the equipment to be used for enjoying our facilities or activities, is delivered properly disinfected and placed over disinfected surfaces or customer support modules, so that the client can take them avoiding always, physical contact.
- For our guests and tour clients, disinfection processes are applied on hand luggage, handbags and strollers as well as footwear.
- Room cleaning and disinfection is carried out twice a day (during room cleaning service and evening courtesy). In addition hotel linens are laundered according to health centers standards and routine procedures.
- Deep cleaning and disinfection in all our business units' restrooms, showers and dressing rooms, using hospital-grade products.



# CARRYING CAPACITY AND SEATING: DISTANCING



- Capacity is reduced during the first stage of reopening in all our parks, tours, consumption centers and swimming pools. It is important to consider that the vast majority of our spaces are wide open and immersed in nature, making it easier to have enough space among people.
- 5 feet (1.5 meters) physical distancing in all areas: transportation units, restaurants, attractions and park entrance queues, among others (applies to visitors, guests, México Destination Club members, coworkers and the entire value chain).



# CONTROL MEASURES: PEOPLE CENTERED

- From the very first contact, temperature is digitally measured from afar on all visitors, guests, México Destination Club members, coworkers and anyone entering our transportation units or our facilities.
- Health and safety of all our visitors is paramount, this is why the use of face masks within our facilities and all our experiences is strongly recommended.
- Hand sanitizing and handwashing stations properly identified and distributed in strategic points at every facility of our business units, as well as in our transportation fleet.
- A health kit is delivered to all our guests of Hotel Xcaret México upon arrival, which includes: individual sanitizing gel, face mask and basic preventive advice.
- To decrease physical contact, we've implemented an express checkout for our guests from the comfort of their room, which helps reducing the use of stationary within our facilities, to the extent possible.
- Coworkers personal hygiene measures continue to apply, with a strong focus on monitoring and guaranteeing the correct handwashing at least every hour and, in many cases even more frequently, continue to apply.
- Coworkers are provided with personal protection equipment (face shield, face masks, gloves, closed footwear, among others) of mandatory use and according to their functions. In addition, we request our suppliers to wear their own personal protection equipment required to access our facilities.
- Signaling at strategic locations, to reinforce the communication of basic hygiene measures (handwashing, covering your mouth and nose when sneezing, among others) in visitors, coworkers and service areas, strengthening the hygiene practices recommended by the World Health Organization (WHO).



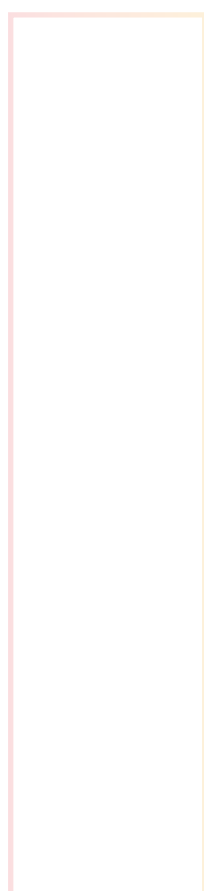
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## QUALITY AND HYGIENE PROCESSES: FOOD AND BEVERAGE



- Safety and hygiene in food and beverage is paramount to provide the best service and make our visitors, guests and México Destination Club members happier currently we have the FoodCheck and DineCheck Certifications from Cristal International Standards, as well as the Distintivo H regulations, ensuring food safety.
- To continue ensuring an ideal management of foods and beverages, Grupo Xcaret applies a strict protocol on the reception of merchandise within the disinfection area and by product type. Furthermore, we've increased the preventive measures of the Wash, Rinse, Disinfection and Drying Zone.
- Due to the need of establishing a physical distancing in all our spaces and facilities, seating capacity is reduced, respecting 5 feet (1.5 meters) distance between the back of the chairs. Tables with no more than four people are recommended. In the event of families of more than four members, proper space will be set up according to established protocols
- Promoting the enjoyment of a culinary experience is of great importance for Grupo Xcaret, therefore, in all of our self-service buffet restaurants, an assisted buffet is implemented, served from behind the counter by trained staff considering all necessary hygiene and physical distancing measures, besides wearing face shields during operation. In the same way, disinfection measures are reinforced on the menus at restaurants with a à la carte service.

We have collaborated with the World Tourism Organization as part of the Board of Directors of Affiliated Members enriching the document that contains recommendations and measures for the recovery of tourism activity. We're also part of the advisor's team that developed the "Reopening Guide of the International Association of Amusement Parks and Attractions (IAAPA)."

360° Xafety applies, in all our protocols, a global vision considering all our visitors, guests, México Destination Club members, coworkers and suppliers.

With 360° Xafety implementation, around 1,300 actions in Parks, Tours, Hotel Xcaret México and México Destination Club have been activated, which have been grouped in 104 major categories in this model, including the use of technology through an Operation App to guarantee an unforgettable and safe experience. Thus, the execution of these COVID-19 prevention protocols, allows us to build confidence in all our visitors, Hotel Xcaret México guests, México Destination Club members, coworkers and suppliers.

Our strategic allies are a key factor to communicate these protocols, as well as to activate this new lifestyle.

Our protocols are available online to general public and will be thoroughly achieved in all our business units. We believe that it is our responsibility to share our protocols and make them public so they can become a reference for the tourism industry, so that we can strengthen Mexico all together.

Grupo Xcaret has always been synonym of safety and quality; this is why we want to become a haven for all our visitors where they can feel as safe as at home.

*"It's time to think over and reinvent ourselves. Don't count the days anymore, make the days count".*

**Miguel Quintana Pali**

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