

OHCP | Ocean Health Care Program

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OCEAN HEALTH AND CARE PROGRAM (OHCP) INTRODUCTION

The implementation of the action plan and the effectivity of the measures taken will be evaluated frequently to verify compliance, identify and correct gaps, and adapt the plan to practical experience.

A Crisis Team including members from each relevant department has been formed to support the establishment's management in the implementation of the action plan and the prompt identification of necessary adjustments.

A record book must be kept of significant actions and measures taken and these must be reported in sufficient detail. This record book must be used to improve the actions implemented.

1 Health of Employees and Guests

The health and safety of our employees and guests is our number one priority.

Temperature control. Our security team will carry out temperature controls. Any person showing a temperature above 37.5°C must be taken to a private area for a secondary temperature check. Employees or guests with a temperature above 37.5°C will not be allowed to enter the property and are to be directed to obtain appropriate medical attention.

Physical distance. Guests will be advised to practise physical distancing by standing at least 2m apart from other groups of people who are not travelling with them whilst in line, using lifts or moving around the property. Restaurant tables and other physical arrangements will be made to ensure adequate distance. Employees will be reminded not to touch their faces and to practice standing distance at least 2 m away from guests and other employees whenever possible. All hotel selling points shall follow and not exceed mandatory state or local capacity limits.

Hand sanitizer. Hand sanitizer dispensers, automatic whenever possible, will be placed at key entrances and contact areas for guests and employees, such as entrances, reception areas, hotel lobbies, restaurant entrances, meeting and convention facilities, elevator entrances, swimming pools, beauty parlors, spas, gyms and exercise areas. Hand cream will be provided in rooms and throughout the back (in automatic dispensers) for employees.

Front of the House signalling. There will be health and hygiene reminders throughout the property, including proper use, handling and proper disposal for masks. Totems and internal channels will also be used for messages and communication.

Back of the House signalling. Signs will be displayed throughout the property to remind employees of the proper way to use, handle and dispose masks, wear gloves, wash their hands, sneeze and avoid touching their faces.

Concerns about employee and guest. Our employees have received clear instructions on how to respond quickly and report all possible cases of COVID-19 on the property to the relevant institutions and authorities. We will be prepared to provide support to our guests. Employees are instructed to stay home if they are not feeling well and should contact their supervisor if they notice a co-worker or guest with a cough, shortness of breath or other known symptoms of COVID-19. Employees and guests who exhibit any of the symptoms of COVID-19 while on the property must immediately report those to their supervisor (employees) or to the front desk (guests).

Case notification. If we are notified of an alleged case of COVID-19 in the hotel, we will work with the relevant institutions and authorities to follow the appropriate, recommended actions.

2 Employee Responsibilities

Handwashing. Proper hygiene and frequent hand washing with soap is essential to help fight the spread of the virus. All Ocean by H10 Hotels employees have been instructed through training sessions to wash their hands or use sanitizing gel, when a sink is not available, every 60 minutes (for 20 seconds) and after any of the following activities: using the bathroom, sneezing, touching the face, blowing the nose, cleaning, sweeping, mopping, smoking, eating, drinking, taking a break and before or after starting a shift.

COVID-19 training. All employees will receive training on COVID-19's safety and sanitation protocols, a topic that will be included in both their job description as well as in the corresponding píldoraformativa and mini manual.

Personal Protective Equipment (PPE). All employees will wear the appropriate PPE for their jobs and duties in accordance with state or local health as well as safety standards and guidelines. Training on how to properly use and dispose all PPE is mandatory. All employees entering the hotel will be provided with face shields to wear whilst on the property. Gloves will also be provided to employees whose responsibilities require it and as determined by medical experts, including house keeping, public areas, and health and safety officers who work in direct contact with guests.

Daily briefing and timer check-in. Pre-shift employee meetings will be held virtually or in areas that allow appropriate physical separation between employees. Larger departments will spread out employee arrival times to minimize the volume of traffic in the corridors and service elevators. Hand sanitizer will be available at each time clock location and employees will be required to sanitize their hands after checking in. Human Resources staff will ensure constant

dissemination of updated information on sanitation procedures using PPE, through internal white boards and/or other established methods of communication.

3 Arrival of Guests

A staff member will receive every visitor of the hotel. Visitors will be evaluated and asked to use hand sanitizer and facemasks (which will be provided by the hotel). Proper signs will also be on display prominently, describing the appropriate use of the mask and current physical distancing practices throughout the complex.

- a) Guests will enter the hotel through open doors, automated or manually operated by an employee.
- b) Employees shall not open the doors of cars or taxis.
- c) Guests who request bellboy service will be assisted and the cart will be disinfected after each guest is assisted.

Elevators for hotel guests

- a) An employee shall be present to disinfect the buttons regularly, at least once per hour.
- b) Flyers shall be posted to explain current procedures.
- c) No more than four guests will be allowed per lift.
- d) Gel dispensers will be displayed in each elevator.

Sanitation amenities for guests

- a) Each guest will receive an amenities bag during check-in containing masks, hand sanitizer and a COVID-19 awareness flyer.
- b) A bottle of disinfecting gel for the use by guests, as part of the amenities, will be included in the room amenities assembly.

4 Cleaning Equipment and Protocols

Our hotels use products and cleaning protocols that meet EPA and WHO guidelines and are approved for use and are effective against viruses, bacteria and other pathogens in the air and blood. We are working with our suppliers, distribution partners and suppliers to ensure an uninterrupted supply of these cleaning products and the necessary PPE.

Public spaces and common areas. The frequency of cleaning and disinfecting has been increased in all public spaces with an emphasis on frequently touched surfaces, including, reception desks, buttons, elevators and elevator buttons, door handles, public restrooms, room keys and locks, ATMs, stairways and staircase railings, fitness equipment, dining surfaces and resting areas, among others.

Disinfection mats. Disinfecting mats will be placed at the entrance of strategic points such as lobbies, restaurants, etc.

Guest suites. Cleaning and disinfection protocols will be implemented to clean the rooms and guarantee our guests spaces within our hotel free of viruses. We will pay special attention to the high contact elements, the staff will maintain the protocol to avoid cross contamination when cleaning the rooms. This includes the use of three different colored cloths, which are changed for each room, and serve to clean the terrace, room and bathroom with a different one each, in this order. The use of approved chemical products is introduced and the use of PPE (Personal Protective Equipment) is made mandatory for all employees. In addition, daily disinfection reinforcement of common operating elements such as TV controls, telephone, doors or curtains, toilet seats and handles, door and furniture handles, water tap handles, bedside tables, light switches, temperature control panels, alarm clocks, luggage racks is introduced.

Spraying of the virucidal product is added to all surfaces in check-out rooms, which will maintain the safety time recommended by the product developer between cleaning and the assignment to the new guest.

In addition, a "disinfection team" is created for each hotel that will specialize in cleaning rooms occupied by confirmed or suspected cases of coronavirus. If potential patients cannot be transferred to a hospital, a specific area of the hotel is reserved with strict measures for the allocation and occupation of rooms, as well as for cleaning.

Laundry. Laundry processes will be reinforced, with a focus on the transportation of dirty laundry. The head of department and area supervisors must ensure that the exchange of dirty laundry for clean laundry is carried out by dispensers, laundry assistants, washers and other employees who come into contact with dirty laundry, with adequate hygiene measures to avoid a possible contamination from handling dirty laundry as much as possible. This will be done using PPE (gloves, masks and plastic aprons). The change of bedding of occupied rooms will be done according to the current tertiary procedure or will be done daily if the guest requests it. The washing will continue to be done with the temperature of hot water of at least 40°C. Dirty clothes must be placed in the transport vans with the usual procedure, but disinfecting the loading cabin at each return to the laundry and before loading the clean clothes.

Back of the House. The frequency of cleaning and sanitizing will also increase in the high-traffic areas of the Back of the House with a focus on employee dining rooms, employee entrances, uniform rooms, employee restrooms, loading docks, offices, kitchens, security scanning booths, HR service desks and training rooms.

Shared equipment. Shared tools and equipment must be disinfected before, during and after each shift or any time the equipment is used by a new employee. This includes telephones, radios, computers and other communication devices, payment terminals, cooking implements, maintenance tools, safety buttons, paper, cleaning equipment, keys, watches, and all other direct contact items used throughout the hotel.

Room recovery protocol. In the event of a suspected case of COVID-19, the guests' room will be removed from service and quarantined. The room will not be used for hospitalities until the case has been confirmed or cleared. In the case of a positive case, the room will only return to service after a detailed sanitation procedure by a licensed third-party expert has been carried out.

Air filter and air conditioning cleaning. The frequency of sanitizing and/or cleaning the air filter and air conditioning system has been increased and the fresh air exchange will be maximized.

5 Places for the Distribution of Personal Protective Equipment (PPE)

Front of the house	Back of the house
All entries and exits of the hotel	Employee entries
Front desk and concierge	Department-specific locations
	Including kitchens, security locations, housekeepers, and employee's laundry

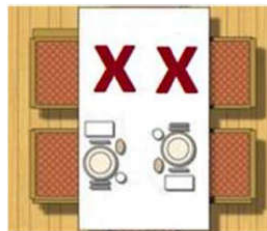
6 Physical Distance

Throughout the entire hotel, we will meet or exceed state and local health authority guidelines for proper physical distancing.

Standing in line. Any area where guests or employees line up will be clearly marked on the floor for proper physical distancing. This includes check-in, check-out, elevator in lobbies, Snack Bars, Mike's Coffee, restaurants, etc.

Hotel reception, PR, Concierge and Butlers. The employees will use separate workstations to ensure separation between themselves whenever possible.

Restaurants and bars. Restaurants and bars must reduce the seating capacity to allow a minimum distance of 2m between each group of seated guests. The safe area between guests must be marked at each bar to ensure that there is an understanding of separation. In restaurants, tables that are not to be used must be marked with an "X" to clarify that the guest cannot use these tables and to respect the safe distance.



Meeting and convention rooms. Meeting and banquet facilities will allow physical separation between guests at all meetings and events based on state recommendations. Buffet-style food services will be discontinued and replaced with alternative service styles. Coffee break services will be provided by waiters wearing PPE so that guests do not handle coffee, food, or drinks. The

refillable glass bottles that were previously used will be replaced by single-use plastic water bottles. The rest of the banquet or buffet type of services will be served by the chefs.

Commercial spaces. In coordination with our concessionary partners, guest capacity limits will be applied to ensure appropriate spacing in our leased spaces.

Sunbeds. Loungers must be positioned to ensure at least 2m of separation between groups of guests.

Entertainment. All activities and shows will be held outdoors and with a limit of participants depending on the safety distance. The use of the video game area of the Teen's Club can only be used under previous reservation to ensure the safety distance. Recreational areas such as water parks and outdoor playgrounds will be sanitized more frequently. The staff in charge of these areas will monitor that guests respect the physical distance protocols.

Back of the House. Physical distancing protocols will be used in employee cafeterias, uniform rooms, training rooms, shared office spaces, human resources offices and other high traffic employee areas to ensure proper a distance between each person.

This document has been prepared based on currently available research evidence on the transmission of the Coronavirus 2019 (COVID-19) (person-to-person transmission primarily through respiratory droplets or direct contact with an infected person) and recommendations provided by the World Health Organization (Ref.: WHO/2019-nCoV/Hotels/2020.1), and is designed to ensure that the hotel can protect the health of their staff and guests.

Any further decision on preventive measures to be taken at the hotel must always be based on the information provided by the health authorities.

POLÍTICAS ESPECÍFICAS DE SANITIZACIÓN POR DEPARTAMENTO

Departamentos y protocolos adicionales se encuentran en revisión y se agregarán / modificarán a medida que se desarrollen.

EMPLOYEE AND HUMAN RESOURCES SERVICES

7 Quality Procedures and Manuals

- a) Review and adaptation to new conditions of all operating procedures and quality manuals.
- b) Update job descriptions, training pills, mini manuals, check list, records and indicators with the new actions.
- c) Update the induction program established for virtual implementation on the Ocean Learning platform. (Proposal)
- d) Prepare a booklet or brochure with the protocols regarding health care that includes the restriction of entry to the hotel in case of having fever, flu, cough, etc.
- e) Introduce new greeting standards for all staff (eliminate handshakes, hugs, kisses, etc.).
- f) Determine hygiene procedures for use of shared tools/equipment among workers.
- g) The procedures for the correct use, cleaning, and disinfection of collaborators' toilets.
- h) Introduce strict control measures and sanctions in case of non-compliance with the new measures/protocols established, in accordance with the internal working rules.

8 Training

- a) Strengthen all the established and collateral hygiene measures on physical distance, hand washing, etc. through training sessions.
- b) Implement health and safety certifications for all employees, as an essential part of their knowledge regardless of the position they hold.
- c) Develop and implement a special awareness course on the importance of cleaning and disinfecting for all areas.
- d) Implement a general course for all staff on the prevention of viral outbreaks.
- e) Reduce the number of participants per implemented course, to keep the physical distance 2 meters from the set protocols or, as far as possible, choose virtual trainings.
- f) Eliminate group dynamics involving physical contact.

9 Staff Access

- a) Upon entering the employee areas, the temperature will be taken from all persons entering, including suppliers, visitors, or potential employees. In case of detecting any person with a fever, they will not be allowed access to the facilities.
- b) Implement footwear disinfecting mats at the entrances for collaborators.
- c) The use of face masks is mandatory for all staff.
- d) Modify the attendance register method by means of facial recognition by 100%.

- e) Installation and replacement of existing antibacterial gel dispensers to automatic ones and ensure that the rule established by the health institutions in their composition is complied with.
- f) Limit the number of persons in the recruitment rooms, to ensure physical distance, while waiting.

10 Control of Uniforms

Cleaning and disinfection protocol

- a) Washing of clothes according to the procedures stated in the hotel's laundry and linen areas.

Physical Distance Protocol

- a) Access to the interior of the uniform clothing facility will be restricted to 2 persons (manager and collaborator who needs to try on the uniforms for repair, change or delivery).
- b) Provide clearly marked waiting line spaces on the floor in front of uniform clothing facility.

11 Restroom Cleaning Services

Cleaning and disinfection protocol

- a) Restroom facilities must have a regular cleaning and disinfection program during working hours and staff shifts.
- b) Strengthen cleaning in the following areas: benches, clothing racks, floors, covers, handles, showers, bathrooms, doors, handlebars with disinfecting products.
- c) Efforts must be made to use easily accessible and disposable towel dispensers.
- d) Streetwear must be kept inside the locker in plastic bags so that there is no contact between those and the work clothes.

Physical Distance Protocol

- a) For the use of the restrooms, the number of persons who can access simultaneously must be limited, as well as facilitating the use of disinfectant hydrogels and the possibility of using disinfecting wipes.
- b) The floors of the restrooms and dressing areas must be clearly marked with spaces available and not available for use, respecting the required physical distance.

12 Staff Canteen

- a) Expansion of the employee canteen and/or extension of service hours.
- b) Arrangement of tables to be used with appropriate physical distance. It is recommended to have a maximum of four (4) people per ten (10) square meters. The tables must be arranged so that the distance from the back of a chair to the back of another chair is separated by more than one (1) meter and that the employees sitting in front of each other, are separated by at least 2m.
- c) Marks on the table with a label where everyone is to be seated.
- d) Establish new service hours for staff to reduce capacity.
- e) Food to be served by chefs and line assistants needs lines marked on the floor for the physical distance between employees waiting.
- f) Properly sanitize and wash cups, glasses and cutlery of the staff canteen in the dishwasher.
- g) Trays and plates are to be delivered by the employees' canteen workers.
- h) Extend the acrylic or glass protection as a sneeze guard.
- i) Place condiments such as ketchup, mayonnaise and mustard in individual single-use containers.

13 Staff Housing

Cleaning and disinfection protocol

- a) The users of the room will be responsible for the permanent cleaning and disinfecting of the room, paying special attention to the hygiene of the restrooms.
- b) The use of the plastic bag in the room bins is reinstated, it must be biodegradable.
- c) Through HR, the delivery of the cleaning kit and accessories will be coordinated so that the previous point can be carried out.
- d) The rules for roommates of the accommodation will be modified to include the procedures for the proper handling of linen and dirty clothes, daily ventilation of the room, etc.

Physical Distance Protocol

- a) Reorganize the arrangement of the number of employees per room, ensuring physical distance according to established protocols.

14 Staff Transportation

Cleaning and disinfection protocol

- a) The Company providing the personnel transport service must provide us with the protocol they have established that guarantees the permanent cleaning, disinfection and sanitization of all the transport units assigned to our work facilities.
- b) Provide evidence of health status control of transport unit operators.
- c) All transport units must have a gel dispenser, for the use of employees who board.
- d) It will be the responsibility of the employees to wearface masks when boarding the unit.
- e) It will be the responsibility of all the employees to maintain the established and recommended hygiene measures and standards throughout the process, when coughing and/or sneezing.
- f) The Human Resources and prevention areas of each work facility must carry out an analysis of the number of transport units that will be required for the transfer of the employees, guaranteeing "Safety Distance".

Physical Distance Protocol

- a) The possibility of dividing the number of employees by working hours must be analysed to avoid physical approximation as much as possible.

15 Offices

As far as possible, care must be taken not to overcrowd people and to maintain appropriate safety distances in all possible "ratio axes" (lateral, front and back)

Cleaning and disinfection protocol

- a) General office cleaning will continue to be carried out by the public areas department in accordance with established cleaning and disinfection protocols.
- b) The plastic bag is reinstated in office bins, it must be biodegradable.
- c) Have special bin for all disposable material (masks and gloves). A bag should be placed inside the containers and sprayed with sodium hypochlorite solution at a concentration of at least

0.5% or with products registered by the Environmental Protection Agency (EPA) certified for the elimination of SARS-CoV-2 and then discarded with a label that reads "sanitary waste".

d) Antibacterial gel dispensers must be placed on each desk if possible or at least one per office. Place posters reminding people to wash their hands first and use the gel.

e) Employees are responsible for the permanent cleaning and disinfection of their office supplies, equipment and working tools (including tablets and radios). This must be done at least once every four hours.

f) Where possible, avoid sharing office supplies, equipment and tools (especially in cases where gloves are not used). If this is not possible, the equipment must be disinfected at least once every four hours or after each use by a different employee.

g) Another option, applicable especially in departments with several shifts where the workers of each shift must use the equipment of the previous shift, is to place plastic or transparent foil on the shared elements (keyboards, mouse, telephone, chairs, etc.) that will be removed by the employees of the next shift, sanitize the elements, and cover these elements again with plastic or foil.

h) The use of the headset of fixed telephones will be reduced, as much as possible, prioritizing the use of cell phone, speakerphone or hands-free tools, to avoid sharing the headset. If these are not available, the same guidelines must be followed as for keyboards, mouse, etc.

i) The use of coffee machines and minibars in offices will be prohibited.

j) The use of water dispensers with biodegradable, disposable cups for drinking water in offices is recommended.

k) Cleaning of employee-use vending machines should be extreme, ideally after each use and before the next. Put up signs reminding people to wash their hands before and after pressing the buttons.

Physical Distance Protocol

a) Analysis of the spacing and organization of space, as well as of work processes to ensure safety distances.

b) The rule of always maintaining a safe distance between workers or others (2 metres) must be encouraged throughout the working day.

c) Those tasks that must be carried out in collaboration between several persons where this safety distance cannot be maintained should be carried out with PPE. Otherwise, they must be suspended.

d) Implement the necessary measures to minimize contact between workers and between workers and guests, suppliers or the public.

e) The layout of workstations, the organisation of the movement of persons and the arrangement of space (furniture, shelving, corridors, etc.) in the workplace must be changed as far as possible to ensure that safety distances of 2 metres are maintained.

f) Provide arrangements for insulation, enclosure, physical barriers, etc.

g) Place signs on the ground, with adhesive tape, to ensure that the 2 metres are respected in areas where lines can be expected.

h) In places or areas with high population concentrations, the following considerations shall be considered:

- The maximum capacity must allow compliance with the extraordinary measures issued by the health authorities, in particular the requirement for safety distances (2 metres).

- Where possible, the provision of access control mechanisms at entrances must be supported. This access control should ensure strict compliance with the maximum capacity calculated for this extraordinary situation.
- Where applicable, measures must be laid down to organise persons remaining outside the establishment while waiting for access when capacity permits. All members of the public, including those waiting outside the establishment, must keep a strict safety distance.
- Users/customers must be clearly informed of the organisational measures and of their obligation to cooperate in complying with such.

16 Organizational Measures for Work Activities

- a) Work procedures must be analysed to reduce the duration, frequency and intensity of exposure to risk.
- b) Organization of work in such a way as to reduce the number of exposed workers by establishing rules to avoid and reduce the frequency and type of person-to-person contact.
 - As far as possible, provision will be made for a gradual reintegration of workers (essential, certain shifts, teleworkers, staff vulnerable to Covid-19 as the last ones).
- c) Use of teleconferences (audio and video):
 - Wherever possible, travels and meetings must be avoided, prioritizing the use of technological applications that allow our teams to maintain the essential operations from their homes.
- d) Meetings with a high number of people attending in person are to be avoided, unless they are essential. In the last case, it will be necessary to keep the distribution of occupation for the meeting rooms, maintaining the social distance.
- e) Consider possibilities for redistribution of tasks. As far as possible, reorganise jobs by applying flexible working hours and/or introducing flexitime for entry and exit to reduce concentrations of workers.
- f) Flexibility of schedules. With this, it is possible to "regulate" and prevent:
 - Clustering at the time of entry into the facilities.
 - Clustering in public or collective transport during "rush hours".
 - Risks arising from the movement of people in situations where potential contamination and transmission are not controlled (there is still a risk).
 - Combination of personal and family life.
- g) Creation and modification of shifts. This is achieved with the following measure:
 - To be able to organize the employees who come into the hotel avoiding the possibility of clustering and overcrowding in our centres.

HOTEL OPERATIONS

17 Reception y RRPP

Cleaning and disinfection protocol

- a) Disinfection of all guest contact points after each transaction and after each shift change, including credit card devices, pens and check-in counters.
- b) Offices, desks, counters, workspaces and related equipment (including tablets and radios) must be disinfected at least once every four hours or when the equipment is being used by a new employee.
- c) Disinfectant gel on each front desk and on each desk (Reception, Privilege, Guest Service and Butlers), an additional one for the cashier handling banknotes.
- d) Disinfectant gel at Privilege beach with the beach concierge.
- e) Disinfection of credit cards and money.
- f) Ensure cleaning of guest keys for the client before handing them over. At the end of the stay, these must be placed in a container with sanitizer. Likewise, the keys must be disinfected before being stored.
- g) Look for other options for standard facial wipes in Privilege (airplane type - plastic wrapped refreshing wipes once prepared or prepare them in a "sterile" environment and inform customers that this has been done, etc.).
- h) Have special bin for all disposable material (masks and gloves). A bag should be placed inside the containers and sprayed with sodium hypochlorite solution at a concentration of at least 0.5% or with products registered by the Environmental Protection Agency (EPA) certified for the elimination of SARS-CoV-2 and then discarded with a label that reads "sanitary waste".

Physical Distance Protocol

- a) Employees should use separate counters and have individual stations to avoid shared equipment.
- b) Restructuring of single-row lines to provide appropriate spacing of 2m.
- c) Lobby Greeter are to provide orientation to arriving and departing guests and to inform line-up procedures at rush hours when the number of guests exceeds the capacity of the lobby, this is to ensure that physical distancing measures are followed.
- d) Mark the floor of the lobby to indicate the spaces to be used while guests are waiting in line.

Considerations for guests

- a) Reception staff must be sufficiently informed about COVID-19 to be able to carry out their assigned tasks safely and to avoid the possible spread of COVID-19 within the establishment.
- b) They should be able to inform guests who inquire, about the facility's policy in terms of established preventive measures or other services that guests may require such as medical and pharmacy services available in the area or at the facility itself.
- c) They should also be able to advise guests with respiratory symptoms to remain in their rooms until seen by a medical doctor, as well as provide basic hygiene recommendations when requested.
- d) Reception staff must be familiar with the room occupancy policy for guests accompanying them in case of possible COVID-19 infection.
- e) The telephone numbers of health authorities, medical centres, public and private hospitals and care centres must be immediately available in case a guest falls ill.

- f) Official and up-to-date information must be available on travel to and from countries or areas with an outbreak of COVID-19.
- g) Provide front desk and guest service personnel with latex gloves to prevent infection.
- h) Prioritize check-in for people at risk (pregnant women, people over 65, etc.)

18 Business Centre and Privilege Lounge Internet Area

Cleaning and disinfection protocol

- a) Counters and equipment must be disinfected at least once an hour. Sanitation signage for guest reference.
- b) As well as an additional disinfection kit for each desk with instructions on how to properly clean the equipment will be provided.

Considerations for guests

- a) Suspend the services of magazines and newspapers printed throughout the property. Guests will have access through their own devices.

19 Bellboys

Cleaning and disinfection protocol

- a) Disinfect high-touch spaces and equipment, including offices, equipment of bellboys, baggage storage, transport carts, and train waiting areas.
- b) Offices, desks, counters, workspaces and related equipment (including radios) must be disinfected at least once every four hours or when a new employee uses the equipment.
- c) Disinfection of baggage upon arrival.
- d) Room doors disinfected every hour.
- e) Transport carts, golf carts, shuffles and related equipment must be disinfected after each use.
- f) The carpets of the bell carts must be covered with a washable, non-porous or disposable surface.
- g) Have special bin for all disposable material (masks and gloves). A bag should be placed inside the containers and sprayed with sodium hypochlorite solution at a concentration of at least 0.5% or with products registered by the Environmental Protection Agency (EPA) certified for the elimination of SARS-CoV-2 and then discarded with a label that reads "sanitary waste".

Physical Distance Protocol

- a) Establish maximum shuffle capacity, leaving space between each passenger.

Considerations for guests

- a) Information on good hygiene practices in carts, shuffles and similar transport equipment.

20 Pool and Beach Area

Cleaning and disinfection protocol

- a) Loungers must be disinfected after each use or according to the occupancy-based section closing schedule.

- b) Contact surfaces of palapas (sunshades) and Balinese bedding must be disinfected after each use based on the periodic cleaning and sectioning schedule according to occupancy.
- c) Contact surfaces of sunshade tubes aroundswimming pools or on beaches as well as Balinese bedding must be washed and disinfected after each use or according to the occupancy-based section closing schedule.
- d) Towel counters and all other counters must be disinfected at least once an hour.
- e) The lifeguard tower must be disinfected after staff rotation or shift change.
- f) Providing the towels by the towel counter must be done with the use of latex gloves.

Physical Distance Protocol

- a) Restructuring and reduction in the installation of beach beds and beach umbrellas in public areas.

21 Public Areas

Cleaning and disinfection protocol

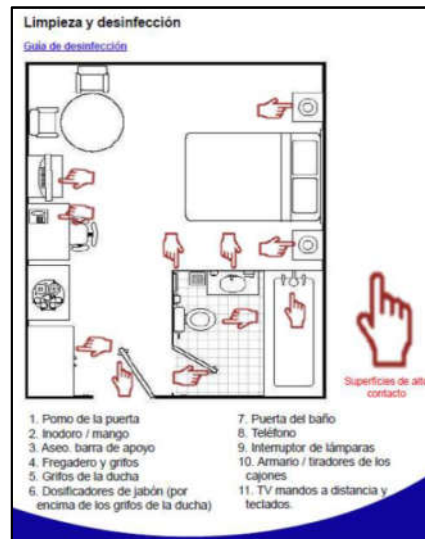
- a) Logbook of significant actions and measures carried out recorded in sufficient detail. Current records and indicators will be used with the clean-up planning supported by Covid-19 protocols.
- b) Cleaning employees must be trained in the use of personal protective equipment (PPE) and disinfectant solutions as well as other supplies. They must know how to receive, replace and dispose such equipment. Gloves, masks, disinfectant chemicals and in case of performance of splashing activities add face protection with waterproof aprons and boots.
- c) Review stocks of PPE in storage.
- d) The basic bucket will be supplemented with alcohol-based chemicals and oxygenated chlorine that directly attacks the virus.
- e) Employees need to disinfect the following areas at least once an hour:
 - Elevators (guests and service)
 - Storage cabinets
 - Handrails
 - Dining tables and counters for employees
 - Hotel entrance doors
 - Smoking areas for employees
 - Exterior benches
 - Waste containers
- f) Daily ventilation of common use areas where customers have been present.
- g) Complementary spraying disinfection with hospital-level disinfectants to improve cleaning of common areas.
- h) All bathrooms in the Front of the House must be disinfected at least once an hour.
- i) The bathrooms in the Back of the House must be disinfected at least once every four hours.
- j) The established check lists that mark the cleaning per hour and section will be used.
- k) Phones in unsupervised/uncontrolled areas will be removed.

22 Housekeeping

Cleaning and disinfection protocol

- a) Logbook of significant actions and measures carried out recorded in sufficient detail. Current records and indicators will be used with the clean-up planning supported by Covid-19 protocols.

- b) Cleaning employees must be trained in the use of personal protective equipment (PPE) and disinfectant solutions and other supplies. They must know how to receive, replace and dispose such equipment. Gloves, masks, disinfectant chemicals and in case of performance of splashing activities add face protection with waterproof aprons and boots.
- c) Review stocks of PPE in storage.
- d) All programs where guests may voluntarily resign from cleaning and sanitation services must be suspended to maximize the health and safety of hotel staff and guests.
- e) The basic bucket will be supplemented with alcohol-based chemicals and oxygenated chlorine that directly attacks the virus.
- f) Apply UV-C disinfection technology (ultraviolet light) installed in AC grids of rooms as it has been done since last year.
- g) Deep cleaning with spraying methods (fogging or ozonize) in high traffic areas, room exits and closed rooms, as well as areas that are difficult to access.



- h) Carts and equipment must be disinfected at the beginning and end of each shift.
- i) All items stored on office shelves are to be placed in plastic containers with lids and are prohibited to be exposed to the open air when not in use.

Physical Distance Protocol

- a) Minimize contact with guests while cleaning hotel rooms; the chambermaids will offer to return at an alternative time for occupied rooms.

Considerations for guests

- a) Modification in the standards for the setting up of amenities with the inclusion of a bottle of the antibacterial gel.
- b) Reduction of textiles, including carpets, in the room, decorative items and amenities.
- c) Used disposable material must be removed and changed after each guest.
- d) The toilet bin must have a lid, a double biodegradable bag and not be manually operated.
- e) Newspapers and magazines will continue to be provided through electronic means for guests to access on their own devices, removing this material from rooms.
- f) Eliminate Room Service cards from the rooms. It will be provided via internal channel.

- g) Additional pillows and blankets stored in room cupboards will be removed and made available upon request.
- h) The bin must be removed from the room so that any tissues, masks, etc. are concentrated in a single bin with a lid.
- i) Special attention will be given to the sanitation of the following areas of the rooms:
- Desks, counters, tables and chairs
 - Phones, tablets and remote controls
 - Thermostats
 - Cabinets, handles and hardware
 - Doors and handles
 - Bathroom cabinet areas
 - Jacuzzis
 - Bathroom accessories and hardware including hair dryer
 - Windows, mirrors and frames
 - Lights and lighting controls
 - Wardrobes, hangers, steamers and/or irons and other equipment
 - Pens
- j) Guest laundry services available through contactless pick-up and delivery protocols.
- k) Guest service deliveries will be provided consistent with room service protocols and will be delivered with non-contact procedures whenever possible.

FOOD AND BEVERAGES

23 Restaurants, Bars and Lounges

Cleaning and disinfection protocol

- a) Antibacterial gel needs to be provided in all bars and entrances of restaurants (entrance of guests and kitchen), preferably automatic. As well as all the back staff will have a gel dispenser to go applying gel during the service.
- b) All disposable materials (masks, gloves, etc.) must be placed in a bag that has been sprayed with sodium hypochlorite solution at a concentrations of less than 0.5% or with EPA-registered products certified to eliminate SARS-CoV-2 and then discarded as sanitary waste.
- c) There must be posters with the basic hygiene measures available, communicating those to guests via signs at the entrances of restaurants.
- d) Service stations, service carts, drink stations, counters, handrails and trays must be disinfected at least once an hour and must be registered by a supervisor.
- e) The use of buffets must be avoided until the situation is under better control.
- f) Dining tables, bar counters, stools and chairs must be disinfected after each use.
- g) Condiments for serving ketchup, mustard, mayonnaise, etc. must be for single use only.
- h) Ensure that hosts desk, pens and all other reusable guest contact items are disinfected after each use or are single use items.
- i) Disposable (paper) placemats shall be provided. The paper tablecloths must be used so that the cutlery and all utensils on a table do not directly touch the tables of the restaurants.
- j) The menus will be available with a QR code in the customers' cell phones. In case a client does not have a cell phone, we will disinfect a menu with Lysol in front of the guest and deliver such.
- k) Disinfect trays (all types).
- l) Storage containers must be disinfected before and after each use.
- m) Food preparation stations must be disinfected at least once an hour.
- n) Kitchens must be cleaned and disinfected at least once a day.
- o) Food and beverage articles that are prepared for transfer to other employees using non-contact methods must be carried in bags and single-use containers to prevent contamination.
- p) Disinfection of minibar drinks when refilling. Disinfection of the interior of the minibar each time it is restocked, as well as the implementation of a seal on minibar that confirms cleaning to guest. Each bottle or item in the minibar will be disinfected before entering the room and placed in the minibar. Each refill we will put a seal to confirm the minibar and its bottles have been sanitized.
- q) Enter the room at the same time as the chambermaid to avoid contaminating and breaking the entire disinfection process.
- r) The dispenser will be sprayed with disinfectant and sanitized in closed areas in restaurants after each closure so that the following day it will be disinfected.
- s) The sanitizing machine will spray out closed areas in restaurants, with disinfectant and sanitizing solutions, after each closure so that the following day it will be disinfected.

Physical Distance Protocol

- a) Hosts and captains are to manage physical distance at entrances, waiting areas and lines. Signs will be placed on the floor marking the physical space between one guest to another.
- b) In addition, a seating area will be available at the entrance of each restaurant or podium where tables that cannot be used will be marked with "X".

- c) Waiting procedures at peak times must be implemented when guests cannot be seated immediately.
- d) Tables and cabins must be used with appropriate physical distance. It is recommended to have a maximum of four (4) people per ten (10) square meters. Tables should be arranged so that the distance from the back of a chair to the back of another chair is separated by more than one (1) meter and that guests sitting in front of each other, are separated by at least 2 m.
- e) Safety distance in all bars (for both guests and staff). Reduce the number of seats at the bar and place stickers on each bar by marking the distance between each stool.
- f) Line flow management at the sales points are to ensure that coffee and food pickup areas are kept adequately spaced.
- g) Additional quick service coffee options to open depending on demand and the length of the physically distant lines (Lobby Bar, Mike's Coffee).
- h) Beverage services on the beach for everyone (not only Privilege and Premium) to avoid lines at the bars. Service will be provided in both regular and Privilege area lounge chairs to avoid crowds of guests in the bars and there will be a physical separation between such.

Considerations for guests

- a) The service of cloth napkins will be suspended until further notice and is to be replaced by paper napkins.
- b) Commonly used elements and equipment (vinegars, saltshakers, oil, beverage machines, sugar) and any decorative elements shall be removed.
- c) The cutlery will be cleaned and disinfected and placed in a plastic bag to be left on the table or for when it is handed over to the guests. The hotel must have certain areas where the cutlery will be packed in a plastic bag to be given to the consumption centres that have been sanitised with the product recommended by the chemical supplier.
- d) The bread is not being cut on the bread plate. At breakfast, the toast and sweet bread will be placed directly on the table. At lunch and dinner, the bread is to be placed directly on the middle of the table in baskets or on a plate.
- e) Cooking by table will be suspended until further notice (Terraza de Italia at OCT and the Patio at ORP are closed).
- f) Appetizers shall be served per person and shall not be shared by the table. Family style unavailable until further notice.
- g) Make reservations in a la carte restaurants for customers at risk (pregnant women, people over 65, etc.).
- h) Make restaurant reservations for all customers to avoid the delivery of beepers and avoid lines at restaurants (for the duration of the risky situation).
- i) Customers shall not be mixed at the time of booking unless they are members of the same family.

24 Buffets (when permitted)

- a) Increase within visible measurements the use of food thermometers in all areas. A qualified person in a doctor's gown and a thermometer will be available in the buffet areas at the beginning of service and during the buffet's peak hours measuring the temperature of the food.

The temperature of each of the foods will be logged so that there is a thorough control of the temperatures and will also provide food safety to the guests by seeing constant inspection by us.

b) A service area must be set up in the buffet by the cooks for delivery of toast, sliced bread and rolls to avoid lines in the toaster area and to prevent cross-infection between guests. Therefore, we will provide a show cooking of the bread where we will give the client the roll, toast, cut bread, etc. so that there is no interference with the bread by the guest, neither for the cut nor with the tweezers.

c) A tweezer must be used to serve each dish. Tweezers are not to be shared.

d) It is suggested that hot and cold plates are fitted in micro ovens to avoid all spooning and eliminate contact and cross-contamination between guests.

e) It is suggested to promote and reinforce show cooking to avoid all food to be served by spoon. It will be explored with to place a screen in front of the show cooking so that there is no possible cross-contamination in the waiting line by the guest with the exsolation of fluids.

f) If drinks are served on a tray, they must preferably be covered with disposable covers.

25 Room Service (food in room)

Cleaning and disinfection protocol

a) All equipment must be disinfected before the beginning of each shift.

b) Employees assigned to individual stations must disinfect their stations and all equipment at least once per hour and at each shift change.

c) Disinfect all doors, handles and high contact surfaces at least once an hour.

Physical Distance Protocol

a) We will review the Room Service menu to adapt it to the food to be served in a takeaway bag. Adequate containers will be chosen to be placed inside the bag to be delivered to the guest inside the bag. Salt and pepper will be placed in small bags, covered with disposable plastic bags and single use packed sauces. Ketchup, mustard, mayonnaise, oil and vinegar will be available from room service in individual bags.

b) The bag will be delivered to the entrance of the room.

c) Staff should not enter the room for any reason.

Considerations for guests

a) The Room Service menus can be found on the hotel's internal channel. Printed menus are removed.

b) Self-service ice machines must be suspended and signs placed indicating that ice is available through room service orders.

BANQUETS, GROUPS AND CONVENTIONS

26 Catering and Banquets

Cleaning and disinfection protocol

- a) All shared equipment and meeting facilities must be disinfected before and after each use or be disposed only once if it cannot be disinfected.
- b) All linen must be replaced after each use.
- c) Clean and dirty linen must be transported in sealed single-use plastic bags in and out of meeting rooms.

Physical Distance Protocol

- a) All buffet and self-service events will be suspended until further notice. In case the client requests a buffet, a buffet directed by the employees will be offered, where the cook will serve the guest both food and sauces.
- b) All food and beverages must be served and served individually, as a set menu.
- c) Coffee and other coffee break items are to be served by an employee, there will not be self-service at any time.
- d) Cutlery will be provided in individual sanitized bags, as we will do in restaurants.
- e) Seasonings will be served in individual pieces or individual disinfected containers.
- f) Seating capacity and floor plans will be reviewed on an event-by-event basis to ensure appropriate physical spacing following the guidelines of the relevant authorities and institutions.

Considerations for guests

- a) Individual bottled water must be provided to replace water carafes at meeting tables and water stations.
- b) Develop examples of physically separated floor plans to use for hotel sales and convention services.
- c) Create modified menus to show service styles and items currently available.

27 Group, Sales and Convention Services

Cleaning and disinfection protocol

- a) Disinfect doors, tables, chairs, light switches and other conference room equipment after each use.

Physical Distance Protocol

- a) Seating capacity and floor plans must be reviewed on a case-by-case basis to ensure appropriate physical spacing following the guidelines of the relevant authorities and institutions.
- b) Site inspections and meetings will be carried out virtually and/or with appropriate physical distances.

Considerations for guests

- a) Provide an example of physical distanced floor plans (in coordination with Catering & Banquets).
- b) Display signs outside of meetings and events reminding guests of proper guidelines for physical distancing.

ENTERTAINMENT

28 Animation and Sports

Cleaning and disinfection protocol

- a) Place antibacterial gel dispensers in: Teen's Club entrance (counters), tennis courts and multipurpose courts, activity centres, bowling alley, disco. Create posters informing about this obligatory process.
- b) Place visible cleaning checklists in all bathrooms of the Teen's Club, bowling alley, theatre, Sports Bar, disco, tennis courts and multipurpose courts.
- c) Disinfection of all sports and loaner equipment when returned, must be registered.
- d) Disinfectant towels or spray with disinfectant liquid for cleaning ping-pong tables (including rackets and balls), pool tables (including cues and balls) for customers before and after each use. Create posters informing about this mandatory process.
- e) Hygiene procedures for external suppliers (shows, music, etc.).

Physical Distance Protocol

- a) Safety distance in: Teen Club, bowling, entertainment activities of all ages, team sports activities.
- b) It is recommended to eliminate activities that cause crowding (activities in spaces that cannot guarantee physical distance).
- c) The use of masks and/or disposable gloves is recommended, whenever safety distances cannot be maintained.
- d) It is recommended that a reservation system must be set up for the various outdoor activities with a limited number of participants depending on the safety distance.
- e) Group classes (if taught) must guarantee space. Positions should be marked on the floor and contact exercises should be avoided.

29 Theatre

The capacity of the theatre must be controlled by leaving seats between non-family customers, two empty seats are suggested for one occupied seat. However, at the discretion of the hotel management (with prior notice to the General Management) the theatres may remain closed, in which case the shows must be performed on open-air stages.

Cleaning and disinfection protocol

- a) Chairs used for guests must be disinfected at the end of each show/activity.

Physical Distance Protocol

- a) Assembling of chairs outdoors with a 1m distance between each one.

Considerations for guests

- a) Staff must assist in the movement and traffic of guests to ensure that physical distancing protocols are followed.

30 Bowling Alley

Cleaning and disinfection protocol

- a) Disinfectant towels or spray with disinfectant liquid for cleaning the bowling balls by customers before and after use.
- b) Bowling balls that have already been used must be identified from those that are disinfected to avoid contamination. For this purpose, it is suggested that a rack must be designated for used balls and another for disinfected balls or as an alternative the identification can be done using stickers.
- c) Install signs informing of the obligation to clean and disinfect bowling balls after use.
- d) Disinfection of bowling shoes with disinfectant spray as it is currently done.

Physical Distance Protocol

- a) A space line must be left unused between each line in use. A label or cross must be placed in the spots of the unused line to indicate that it should not be used.

Considerations for guests

- a) Staff in charge of the bowling alley must assist in the movement and flow of guests to ensure that physical distancing protocols are followed.

31 Disco

The club will remain closed until further notice.

32 Mini Club

The Mini Club will remain closed until further notice. Activities must be carried out outdoors.

The persons responsible for the children must be aware of any signs of respiratory illness and must immediately inform the child's parents and the hotel management of this condition.

Cleaning and disinfection protocol

- a) Those responsible for taking care of the children must maintain a high level of personal hygiene with frequent hand washing and/or disinfection.
- b) The use of masks and/or disposable gloves is recommended, whenever safety distances cannot be maintained.
- c) Disinfection of all sports and loaner equipment when returned must be registered.
- d) The dispensers for antibacterial gel to be applied to children before starting any outdoor activity need to be mounted.
- e) Use special bins for all disposable material (masks and gloves). A bag should be placed inside the containers and sprayed with sodium hypochlorite solution in concentrations of at least 0.5% or with products registered by the Environmental Protection Agency (EPA) certified for the disposal of SARS-CoV-2 and then discarded with a label that reads "sanitary waste".

Physical Distance Protocol

- a) It is recommended that activities that cause crowding (activities in spaces that cannot guarantee social distance) should be eliminated.
- b) The use of disposable masks and/or gloves is recommended, whenever safety distances cannot be maintained.

- c) It is recommended that a reservation system should be set up for the various outdoor activities with limited numbers of children depending on the safety distance.

Considerations for guests

- a) Staff in charge should assist in the movement and flow of children to ensure that physical distancing protocols are followed.

33 Playground

Cleaning and disinfection protocol

- a) The area must be cleaned and disinfected 3 times a day.

Physical Distance Protocol

- a) Set maximum child capacity in the area to ensure safety distance.

Considerations for guests

- a) Staff in charge must assist in the movement and flow of guests to ensure that physical distancing protocols are followed.

34 Waterpark

The current cleaning and disinfection plan will be continued.

The lifeguards will ensure that the physical distance protocols are followed in case of lines inside the park.

35 Teen's Club

The Teen's Club will only open the video game section under previous reservation. The rest of the activities must be carried out open air following the protocols of physical distance.

Cleaning and disinfection protocol

- a) Posters of obligatory hand washing and disinfection are to be placed at the entrance of the Teen's Club.
- b) Antibacterial gel must be placed at the entrance of the Teen's Club.
- c) Disinfectant towels or spray with disinfectant liquid for cleaning of console controls and video game cases must be placed to be cleaned by customers before and after use.
- d) Place posters informing about the obligation to clean and disinfect console controls and video game cases after use.
- e) Disinfection of all sports and loaner equipment when returned must be registered.
- f) Have anti-bacterial gel dispensers for guests' application on a mandatory basis before starting any outdoor activity.

Physical Distance Protocol

- a) Define logistics and schedules for the video game reservation system.
- b) A maximum of 2 guests per console will be allowed, leaving 1 space between each player.
- c) Establish maximum guest capacity in the video game area to ensure safety distance.
- d) Safety distance for outdoor activities.

- e) It is recommended that activities that cause crowding (activities in spaces that cannot guarantee physical distance) are eliminated.
- f) The use of masks and/or disposable gloves is recommended, whenever safety distances cannot be maintained.
- g) It is recommended that a reservation system must be set up for the various outdoor activities with a limited number of participants depending on the safety distance.

Considerations for guests

- a) Develop informative posters about the use of video games under previous reservation.
- b) The staff in charge must assist in the movement and flow of guests to ensure that physical distancing protocols are followed.

SPA, BEAUTY PARLOR AND GYM

36 Spa

Cleaning and disinfection protocol

- a) Disinfection of each cabin after use.
- b) Implement the use of alcoholic gel by the therapist, after washing their hands, in each cabin and in front of the guest before starting the treatment. Inform correctly.
- c) Disinfection of all footwear before entering the spa (carpets/ boxes with disinfecting chemical).
- d) Guests must remove their shoes upon arrival at the spa. Disinfected slippers are available for guests once shoes are removed. Disinfection will be evident. Guests will be given a bag to leave their shoes in.
- e) Guests must take a depth shower before entering the sauna or pool areas.
- f) Guests must wash their hands and feet thoroughly before the beginning of any service.
- g) Daily disinfection of common areas with a system to be specified (ozone, mist, etc.).
- h) Receptionist must wash hands after each check-in.
- i) Antibacterial gel available in all receptions, booths, beauty salons, etc.
- j) Spa therapies: hair up, hair net, mask, gloves (in manicure, pedicure and facials), hand sanitizer in your uniform (bottle), frequent hand washing as well as before and after all services (to be noticed by guests).
- k) Spa cabins: Hand washing and use of alcoholic gel before each service (must be noticed by guests), disinfection of massage bed after each use, disinfection (according to approved procedure) of the entire cabin, linen of beds as well as masks.
- l) Restrooms: proper signs, hand washing, cleaning and disinfection of lockers before and after each use, alcoholic gel in dressing rooms.
- m) Use special bins for all disposable material (masks and gloves). A bag should be placed inside the containers and sprayed with sodium hypochlorite solution with concentrations of at least 0.5% or with products registered by the Environmental Protection Agency (EPA) certified for the disposal of SARS-CoV-2 and then discarded with a label that reads "sanitary waste".

Physical Distance Protocol

- a) Relaxation areas: Increase space between beds.

Considerations for guests

- a) Strengthen rules for conduct of guests.
- b) Clean towels must be available for guests who request such.

37 Beauty Parlor

Cleaning and disinfection protocol

- a) Disinfection of salon tools after each use with a sterilizing machine.
- b) Use of gloves for pedicure and manicure.
- c) Sterilizers only for basic facial items (files, etc.).

Physical Distance Protocol

- a) Chairs need to be positioned with the correct distance between each one.

38 Gym

Cleaning and disinfection protocol

- a) Increase cleaning records and make such records visible.
- b) Antibacterial gel must be placed at the entrance of the gym.
- c) Disinfecting towels or spray with disinfection liquid for cleaning of appliances by customers before and after each use.
- d) Display posters informing about the obligation of cleaning and disinfecting the equipment after its use.
- e) Disinfection of all footwear before entering the gym (carpets/boxes with disinfecting chemical)
- f) Reinforce and be much more demanding with good habits when using the gym (suitable shoes and clothes, wipes with disinfecting solution to clean equipment after its use, posters, supervision, obligation of hand washing and use of alcoholic gel before entering the gym, etc.).
- g) Ensure a period of inactivity to provide access for cleaning and disinfecting areas with the determined system (ozone, mist, etc.).
- h) The use of yoga mats is prohibited.

Physical Distance Protocol

- a) Define capacity to ensure the safety distance (also between machines).
- b) Place machines at the correct distance from each other if space permits, otherwise use the machine alternating one in use and the next not.

Considerations for guests

- a) Strengthen rules for conduct of guests.
- b) Alternative fitness options to be provided for guests as they evolve, including the scheduling of in-room and outdoor activities.

SHOPS

39 Shops

Cleaning and disinfection protocol

- a) Use of gloves for handling cash, phones, workstations, hard surfaces, handles and frequently touched surfaces are to be disinfected at least once per hour and at each shift change.
- b) Disinfect handles, knobs, locks and storage surfaces at least once an hour.
- c) Check list of daily cleaning and planning of periodic cleaning that is already established.
- d) Staff must use face masks.
- e) Use special bins for all disposable material (masks and gloves). A bag should be placed inside the containers and sprayed with sodium hypochlorite solution with concentrations of at least 0.5% or with products registered by the Environmental Protection Agency (EPA) certified for the disposal of SARS-CoV-2 and then discarded with a label that reads "sanitary waste".

Physical Distance Protocol

- a) Outstanding signs in each shop reminding guests of maximum occupancy and physical distance.
- b) Establish maximum customer capacity per shop.

Considerations for guests

- a) Displays and assortments will be limited to essential items during phase one to include a variety of miscellaneous items, toiletries, pre-packaged food and beverages.
- b) All merchandise will be served/handled by store employees; no self-service is available in any category.

INFORMATION TECHNOLOGY

40 Digital Media

- a) Elimination of as many paper-based media as possible. Encourage the use of digital media in the hotel.
- b) "Special section on portal, themes, internal channel with general information on COVID-19 amongst other things".
- c) Information in portal about all measures that hotel takes.
- d) Official information from the country's government and especially WHO.
- e) Recommendations on good habits and manners in totem and the internal channel.

SECURITY

41 Security and Lifeguard Operations

Cleaning and disinfection protocol

- a) All contact surfaces must be disinfected at the end of an incident (in addition to the standard disinfection protocols).
- b) The manager on duty (Head of Prevention) will assign specific sanitation responsibilities and ensure that appropriate protocols are followed.
- c) Shift supervisors are to document completed tasks.
- d) All related equipment and contact surfaces are to be disinfected before and after each use.
- e) Wheelchairs and other guest equipment must be disinfected after each use.

Physical Distance Protocol

- a) Standard protocols must be followed unless a specific incident requires more intensive contact.
- b) Security officers are to help enforce physical distancing protocols in guest waiting areas when needed (restaurants, reception, elevators in lobbies, etc.).

Considerations for guests

- a) Security officers are to familiarize themselves with hand sanitizers and masks dispensing points for guests and co-workers.

TECHNICAL SERVICES AND MAINTENANCE

42 Pools and Fountains

Cleaning and disinfection protocol

- a) Review and reinforce procedures and chemicals in swimming pool treatments, using the disinfection products published in the EPA list.
- b) "Wash" filtering medium of each one of the pool filters; this as an open filter with alkaline products, until water with residues stops coming out, close it and leave it for operation.
- c) Reprogram the pool water filtering pump to finish within 6 cycles, verifying that the turbidity parameter is less than 5 UNT.
- d) Keep the residual chlorine parameter free between 3 to 4 ppm; PH from 7.2 to 7.6.
- e) Put into service and carry out maintenance routine of the pool (cleaning walls and floor).
- f) Backwash filters only until the pressure on the manometers is greater than 1.5 PSI of the pressure recorded on a clean filter or as indicated on the data plate.
- g) The rest of the pool system should be put into operation (lighting, automatic dosing, etc.), to normalize the whole operation of pools.
- h) Fountains, if they are shallow, should be put in place, using the same protocol for cleaning of pool filters.
- i) Keep the chemical dosage registered to compare to invoices at the end of the month.
- j) Request physical, chemical and bacteriological analysis with certified laboratory of each pool and source, based on the regulations of each country.
- k) Review and reinforce procedures and chemicals in pool treatments, using disinfection products published in the EPA list (The use of ozone does not leave any residue so it will deal with normative compliance).

43 Disinfection of the Water for General and Hot Services

Cleaning and disinfection protocol

- a) It is necessary to maintain the concentration of disinfection in water for general service purposes and in pools or spas within the recommended limits according to international norms and standards, preferably at the upper limits of the range.
- b) Carry out the cleaning and sanitization of both processed and untouched water tanks, documenting the evidence with photographs and notes.
- c) Adjust the pressure of the hydropneumatics system, verifying that at the farthest point from the network is at 2.5 kg/cm², leaving the entire system in automatic.
- d) Perform a hyper chlorination of the pipeline network according to the Legionella manual in collaboration with the contracted chemical supplier (service equalization), documenting the results with photographs and in writing.
- e) Standardize the water service network and maintain the chlorine parameter between 0.5 and 1.5 ppm with a PH of 7.2 to 7.6.
- f) The hot water system must be adjusted to 60 degrees Celsius in the inclusion and source; in the network maintain it at 51 degrees Celsius.

g) Drain the hot water inclusion tanks and the hot water system at the furthest point from the source, recording this activity, the maximum temperature at this point should be 51 degrees centigrade.

h) Document the chemical dosage of the systems to compare to the invoices at the end of the month.

44 Dishwashing Equipment

Cleaning and disinfection protocol

a) The proper functioning of the dishwashing equipment must be verified, in particular the operating temperatures, as well as the correct dosage of cleaning and disinfecting chemicals.

45 Laundry Equipment

Cleaning and disinfection protocol

a) The proper functioning of the laundry equipment, in particular the operating temperatures, must be verified.

b) Ask the service supplier to review the formulas and quantities of chemicals in such, according to the type of clothing and new washing processes with the target sanitization pattern.

c) Request certified laboratory tests to add target quality and sanitization tests every given time.

46 Air Conditioning

Cleaning and disinfection protocol

a) Attention must be paid to monitor the physical state of the filters and maintain a good frequency of filter replacement, that ensure the renewal of indoor air.

b) Disinfection of air conditioning tubes with mobile ozone generating equipment at the check-out of each room.

c) The proper functioning of ventilation, air exchange and dehumidification equipment for covered pools must be verified.

d) Reinforce cleaning and disinfection procedures for air conditioning management units (AMUs) in restaurants, fan and coils in rooms and offices, through the application of preventive maintenance and the manual Legionella protocol using products issued by the EPA (US Environmental Protection Agency) using chlorinated sanitizing solutions and quaternary ammonium.

47 Disinfection of Rooms

Cleaning and disinfection protocol

a) Ensure the disinfection of surfaces inside the rooms. After any hotel staff enters a room, they must spray with disinfecting spray.

b) Carry out the spraying program and process with products published in the EPA list (portable spray pumps).

c) Ozone, disinfectant and air purifier Wellisair (ultraviolet light): Select the capacity of the equipment based on the dimensions of each room and the amount set as a maximum based on

the type of space to be disinfected, determining whether it will be fixed or mobile equipment. Based on this, determine the quantities to be purchased by each hotel, if they are not fixed, a protocol and procedure for use must be carried out.

d) Cleaning and sanitization of sinks and showers based on Legionella protocol, remembering that SSTT employees must always use PPE when performing these activities.

48 Dispensers

Cleaning and disinfection protocol

- a) Regular checks must be carried out to ensure that soap and disinfecting solution dispensers, hand dryers, disposable towel dispensers and other similar devices are working properly.
- b) Damaged units must be repaired or replaced quickly.

49 Special Waste Management

Special Waste Management Protocol

- a) Eliminate in the areas of both guests and collaborators with special bins for all disposable material (masks and gloves). A bag should be placed inside the cans and sprayed with sodium hypochlorite solution at a concentration of at least 0.5% or with products registered by the Environmental Protection Agency (EPA) certified for the disposal of SARS-CoV-2 and then discarded with a label that reads "sanitary waste".
- b) Deposits of residues and cleaning equipment used in the areas.
- c) The collection area must be within the complex.
- d) Logbook in collection area.
- e) Suppliers for services of collection.

SUPPLIERS

A copy of the protocol will be sent to any supplier so that they are informed about the preventive measures taken by the hotel.

50 Outside the Premises

- a) The supplier must have a protocol on its facilities, which must be sent to the purchasing department to file in the supplier's folder.
- b) The supplier must keep a permanent logbook on the sanitization and cleaning of its delivery units (vehicles). If necessary, the hotel may request this.

51 Entry to Hotel

- a) Suppliers will only be received at the purchasing department with a previously scheduled appointment and only if such a meeting is essential. The maximum capacity of the meeting will be 2 people and the safety distance of 2 m must be respected.
- b) Upon entering the property, all suppliers must have PPE (masks, face shield (optional) or protective eyewear) from their registration at the main gate and must properly wear it inside the hotel. Likewise, they must follow presentation protocols (be properly uniformed and clean, have no beards, and not carry any type of accessories such as bracelets, necklaces, rings, etc.).
- c) When a delivery truck enters the hotel, a maximum of 2 people only will be allowed inside the unit (driver and passenger). Both must certify that they work in the company. Otherwise, they will not be permitted access to the hotel.

52 Unloading Platform Area (Cooperative)

- a) Temperature measurements must be taken when a supplier arrives at the unloading platform area, before getting off their units. Any person presenting a temperature higher than 37.5 °C will not be allowed to advance inside the facilities and the purchasing department must be notified so that it can follow the process outlined in the hotel's general protocol.
- b) The supplier must always have the PPE and at no time should he remove it while on hotel premises.
- c) As far as possible, there should be a designated area for suppliers to wait their turn, always taking care of distance measures, in case this area is not available, the workers must remain inside their vehicles waiting for their turn.
- d) Antibacterial gel will always be available in an exclusive area for suppliers, as well as a hand washing area for exclusive use if the facilities allow it. This must be located before entering the unloading areas and the contact with warehouse employees.
- e) An exclusive limited area will be assigned for where suppliers will unload the goods and remove any secondary packaging (this step will be performed by the supplier). After unpacking, they must leave the goods outside the warehouse in the assigned area. They will also remove the removed packaging from the property. Primary packaging that cannot be disposed due to

the nature of the goods must be left at the door of the warehouse and disinfected by warehouse employees. This disinfection must be carried out with a disinfectant chemical that meets the established standards.

f) It must be ensured that there is no crowding in the unloading areas, therefore the maximum number of suppliers that can be unloading at the same time must be established based on the capacity of the facilities.

g) If the goods received are to be weighed, the scale must be disinfected after each time a supplier used such.

53 Entry of Goods into Warehouse

a) To avoid crowding inside the warehouse and once the process of receiving and delivering the goods has been completed, the supplier must leave the goods in an accessible place for hotel staff to proceed with their entry. Under no circumstances may this merchandise be moved by staff not working in this specific area.

b) After the delivery and handling of the packages and goods is completed, the area assigned for this task must be disinfected. This disinfection must be done periodically during the hours of reception of goods. Likewise, warehouse employees must wash their hands periodically according to the established process.

54 Equipment for Exclusive Use of Supplier

a) The supplier is required to carry all equipment necessary to ensure that the delivery operation is facilitated (ramps, pens, safety belts, etc.).

ENTRANCE EVALUATION PROTOCOLS AND CASES REPORT

Entry detection	TEMPERATURE SCREENING... Any person with a cough, shortness of breath or other known symptoms of COVID-19 or a temperature above 38°C will be discreetly offered a secondary examination.
Secondary Examination	<p>The visitor who shows an elevated temperature will be accompanied to a designated, private and isolated area and provided with PPE (Personal Protective Equipment).</p> <p>The hotel medical, wearing the appropriate PPE (including a surgical mask and eye protection) and a temporary thermometer, will take a second temperature test.</p> <p>If the visitor refuses the secondary examination, they will be denied entry to the property and provided with a COVID-19 information card.</p>
<p>Visitors with high temperature</p> <p>**See additional procedures for guests</p>	<p>If the secondary reading confirms that the visitor has a temperature above 38°C, the visitor will be denied entry ** to the property and directed to medical care. The visitor will be provided with resources and recommendations, such as guidelines from local health authorities.</p> <p>A Security Supervisor will collect basic information of the visitor, including name, names of shared rooms and close contact guests in the travel group and identification (i.e., driver's license or employee ID). The Supervisor will then make the initial observations of known symptoms of COVID-19, including cough, fever and shortness of breath.</p> <p>If a visitor refuses to provide information or to cooperate with Security, he will be denied entry to the property.</p>
Inform authorities	<p>The Security Supervisor handling the case will immediately notify management that a possible case of COVID-19 exists.</p> <p>Report if the visitor requests medical attention or refuses to cooperate and leaves the property.</p>

<p>Hotel Guests</p>	<p>If a current hotel guest is considered to have an elevated temperature, and has no medical problems, he or she should be asked to return to their room and be isolated until it is decided how to proceed according to established procedures.</p> <p>If a guest requests to return to his room:</p> <ul style="list-style-type: none"> • A Security Supervisor will be called to accompany the guest during the rest of the process. • The guest will receive the appropriate PPE (if not using it already) and will be escorted directly to the room. • The Security Supervisor will manage the elevator to ensure that no other guest uses the same lift cabin. • It is necessary to notify public areas so the elevator will return to normal service only after public areas has properly disinfected it. • The manager on duty of the hotel will be notified to lock the room and not allow access until medical clearance is given and/or the room is properly disinfected. <p>If the guest does not return to his room:</p> <ul style="list-style-type: none"> • The manager on duty of the hotel will be notified to lock the room and not allow access until proper medical clearance is given and/or the room is properly disinfected. • The guests' belongings will remain in the room until security can arrange for the safe removal and storage of the belongings. • The hotel management will determine the best course of action to handle the case. <p>Guests who have previously shown an elevated temperature may NOT return to the hotel until they have been medically cleared. Once proper medical clearance is given, they may return to their room (if they continue to be checked in).</p> <p>If the guest with high temperature shares the room or has had close contact with other guests:</p> <ul style="list-style-type: none"> • The security supervisor will determine the shared rooms and close contact guests traveling with the guest showing high temperature. The full protocol will be followed beginning with a secondary screening for all close contacts. • Follow authorities' guidance on required isolation or quarantine procedures for close contacts, as necessary. • If a room is used for self-isolation, the security supervisor will inform the hotel management. <p>Authority guidelines will be followed for all additional guest contacts and room service.</p>
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Transport	<p>If the guest has his own vehicle, he can leave in such.</p> <p>If the visitor does not have his or her own vehicle, an ambulance will be called to transport the person to an appropriate health care facility, as instructed by the local health authorities.</p> <p>Guests who show symptoms of COVID-19 should NOT be instructed to use public transportation, taxis, or other shared transportation.</p>
Internal reports	<p>The Security Supervisor will issue an incident report.</p> <p>The report will be submitted to the hotel manager.</p> <p>The incident report should at least include the name of the guest, ID information, room number (if applicable), whether the temperature reading was above 37.5°C and whether the guest was transported for medical care.</p> <p>The incident report will be updated as new information becomes available and when/if the guest returns to the property.</p>

PROTOCOLS FOR CLEANING OF ROOMS OR SPECIFIC AREAS EXPOSED TO COVID-19 CASES

- Clean any surface that in touch with dissociation of the respiratory system or other body fluids from the ill person(s). For example, toilets, sinks and bathrooms must be cleaned with a chlorinated solution and chemical disinfectants (Operational considerations for management of COVID-19 in the hospitality industry - tentative guidance -7 - regular household disinfectant containing 0.1% sodium hypochlorite (meaning, equivalent to 1000 ppm). Surfaces should be rinsed with clean water after 10 minutes of contact with chlorine.
- Service employees may require additional training in the preparation, handling, application and storage of these products, primarily bleach, which may be in a higher concentration than usual. Cleaning employees must know how to ensure that the bleach does not dissolve and how to rinse the bleach after 10 minutes.
- When the use of bleach is not adequate, for example for telephones, remote controls, door handles, elevator buttons, etc., 70% alcohol can be used.
- Whenever possible, use only single-use cleaning materials. Dispose of any cleaning equipment made of cloths and absorbent materials, such as mops and cleaning cloths. When applicable, properly disinfect non-porose cleaning materials with a 0.5% sodium hypochlorite solution or according to the manufacturer's instructions before using them in other rooms.
- Textiles, bedding and clothing must be placed in special marked laundry bags and handled with care to avoid raising dust and possible contamination of surrounding surfaces or people. Instructions must be given for washing them in hot processes (70°C or more) with the usual laundry detergents. All used items must be handled properly to reduce the risk of possible transmission. Disposable items (hand towels, gloves, masks, tissues) must be placed in a covered container and need to be disposed according to the hotel's action plan and national, such as local regulations for waste management.
- In general, public areas where a contaminated person has passed through or has spent minimal time in (e.g., hallways) need to be cleaned and disinfected according to the protocol outlined above.
- All housekeeping employees should be trained in the use of personal protective equipment (PPE) and hand hygiene immediately after removing PPE and when cleaning and disinfection is completed.

- Therefore, the protocol established for cleaning up body fluids (vomit, urine, stool, blood, and saliva) must be followed. Make sure to use personal protective equipment such as: masks, latex gloves, plastic apron, and, if necessary, or when plastic boots are required. (See cleaning protocol for body fluids).
- All rooms and common areas must be ventilated daily.