



# STATEMENT ON CLEANING AND SAFETY PROTOCOLS

*Updated July 14<sup>th</sup>, 2020*

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## 01

## Introduction



The following document has been elaborated with the support of the guidelines and recommendations of the global and local health authorities, as well as the recommendations and endorsement of the international brands that we operate in **Grupo Presidente: IHG, Marriott and Hyatt**. It is important to recognize that our lifestyle has changed, so, with the support of this document, we will be taking the necessary care and controls to protect the health of our guests, clients and associates.

We have implemented a program developed in partnership with experts from **Ecolab**, the global leader in hygiene and cleaning technologies and services, in a consistent manner to provide a safe and clean stay at each of Grupo Presidente Hotels. Deep cleaning with hospital grade disinfectants is included in guest rooms and public spaces. Ecolab continues to work with us to improve and develop the program already created, taking into consideration the new expectations of our guests and clients.

## 02

## Verification

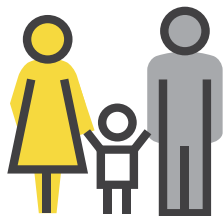


Bureau Veritas Mexico has reviewed the application of our Safety and Hygiene Protocols in all the 18 Hotels in Grupo Presidente; because of this, we have been awarded the SafeGuard Label, this demonstrates that we have addressed risks specific to our business and meet strict hygiene standards.

All of our Hotels in Grupo Presidente have been awarded the Global Safety Stamp by the World Travel & Tourism Council to recognize safe Travels Protocols.

## 03

## Objective



Define a series of actions that will help us guarantee a safe space for the clients, guests and associates of our Hotels and Restaurants. Communicate preparation to deal with any health emergency, as well as high-level hygiene measures for cleaning and disinfection.

Among all the actions indicated below, the following points have always been taken into consideration in order to guarantee a complete protocol:



Guarantee Personal Security



Enable Physical Distance



Increase Hygiene and Safety Measures



Implement Crowd Control



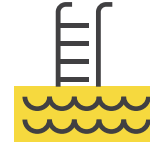
Promote and enforce Safety and Hygiene measures

## 04

## Departments Involved



Bellboy,  
Concierge  
and Valet Parking



Gym and Pool



Front Office



Banquets  
& Meeting Space



Public Areas



Restaurants & Bars



Housekeeping



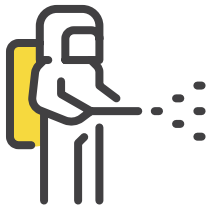
Merchandise  
Reception



Room Service

## 05

## Cleaning and Hygiene Equipment for Disinfection



Disinfection consists in killing microorganisms (viruses, bacteria, fungi) on the surfaces. This is accomplished through the use of EPA approved chemicals that kill microorganisms and prevent them from spreading.

All of our cleaning and disinfection products comply with the specifications of the CDC (The United States Centers for Disease Control and Prevention) and the EPA (The United States Environmental Protection Agency).

Among the products we are using, the most frequent are:

- **Oasis Pro 14**

It is an EPA authorized cleaner and disinfectant that removes viruses, bacteria and fungi.

- **OP 72**

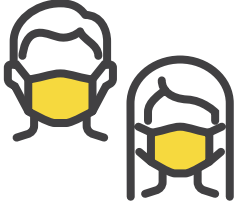
It is a cleaner and disinfectant for marble that eliminates viruses, bacteria and fungi authorized by the EPA.

- **Ecosan**

It is an EPA authorized cleaner for disinfecting equipment and utensils that have contact with food.

# 06

## General Recommendations



- It is mandatory to maintain a social distance of 1.8 meters (6 feet) between person and person. Signs have been placed in the main areas of the Hotel and where it is customary to queue, to respect this distance.
- Wash your hands at least every 60 minutes or as needed after blowing your nose, coughing, scratching, going to the bathroom, handling money or food, touching knobs, doors, or equipment.
- Wear a mask at all times, just like the associates are doing.
- Avoid putting your hands on your face and touching your eyes, nose and mouth.
- When coughing or sneezing, cover your mouth and nose with the inside of your elbow or with a tissue; throw the tissue away immediately and wash your hands.
- Avoid close contact, handshakes, kissing and hugging.
- Disinfect cell phones with a disinfecting towel at least every 60 minutes or whenever necessary.
- Use the hand sanitizer and shoe sole disinfecting stations distributed throughout the Hotel.
- Any questions about safety and hygiene, dial 0 from any Hotel phone and the team of operators will be happy to help you.
- We also put at your convenience the local emergency numbers that provides help and guidance in case of doubts: **911 (Emergencies)**, **800 00 44 800 (Covid19 Emergency)** and **5658 1111 (Locatel CDMX)**.
- The Hotels have trained associates who monitor the obedience of the above mentioned measures at all times. In case of detecting that they are not being followed, the necessary measures will be taken.



## I. Action Plan in case of suspected infection

The Hotel has a team prepared with the procedures to act in case of suspicion or confirmation of any case of infection among our guests or associates and has an isolated space to allocate the suspicious case of infection while waiting for the local health authorities.

If a guest or employee is detected by observation of symptomatic conditions (cough, shortness of breath or difficulty breathing, fatigue) or by digital temperature reading with a result greater than or equal to 37.5°C (99.5°F), the Hotel Surveillance Committee will be immediately informed, personal protective equipment will be immediately provided and the guest or employee will be isolated so that the medical service can give a clinical evaluation, respecting the safety, hygiene and social distancing measures.

If it is confirmed that the diagnosis is positive for the COVID-19 symptomatology:

- Guest: If presenting mild symptoms, the person will be allocated in the room destined for temporary isolation (no longer than 12 hours) and then referred to external health services. If the guest is distressed or has difficulty breathing, the person will be immediately referred to the corresponding external health services.
- Employee: If presenting mild symptoms, the employee will be requested to return to his home for isolation and later be referred to the external health services. If the employee is distressed or has difficulty breathing, the person will be immediately referred to the corresponding external health services.

Regardless of the periodic cleaning and disinfection program of the facilities, the areas in which the guest or employee traveled from their arrival to the point of transfer to the external health services or to the isolated rooms, cleaning staff will immediately clean and disinfect floors, walls, railings, keypads, switches, furniture in general, including the medical service area.

It is important to mention that the expenses that occur when having a Guest suspected of Covid19 will have to be covered by the Guest via their daily rate contracted.

# 07

## Safety and Hygiene Protocols by Department



### I. Concierge, Bellboy and Valet Parking

#### The Bellboy team:

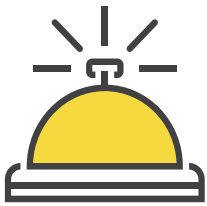
- Cleans and disinfects luggage before handling it and taking it inside the Hotel. They also clean the luggage transportation carts.
- Is prohibited from entering the guest's room to leave their luggage; the luggage will be left outside the door and the guest is notified.

#### The Concierge team:

- Promotes activities to guests who wish to go outside the Hotel, through QR codes, for the guest to review the information on their cell phones.
- If the Hotel has bicycles for guests, they are disinfected before and after each use.

#### The Valet Parking team:

- Disinfects the contact points of the guest or client vehicle before entering it and before returning to it. They also turn off air circulation (air conditioning).



### II. Front Office

#### The front desk associates:

- Take the temperature of each guest while doing the check-in.
- Make sure that hand sanitizer is always available at the reception desk and asks the guest to use it before and after check-in.

Printed collateral is reduced, by opting for digital measures, when possible.

The delivery of refreshing towels is canceled upon arrival at the beach Hotels.



### III. Public Areas

The public area team cleans and disinfects every 2 hours, or whenever necessary, the areas that are in frequent contact such as:

- Door handles, switches, stair railings, railings, telephones and elevator buttons.
- Service desks, service bars, tables, chairs, armchairs and benches.
- Restrooms.



### IV. Housekeeping

The guestroom has to be empty 48 hours before the housekeeping team can access to do the cleaning and disinfection.

The housekeeping team cleans and disinfects all frequent contact points:

- Table, desk, telephones, door handles, peephole, drawer handles, minibar doors, switches, railings, safety box, TV control, among others.
- Changes all the bedding, including decorative clothing, pillow protectors and mattress protectors.
- Disinfects all ventilation and air conditioning vents.

The room cleaning service during the stay is reduced as much as possible. If the guest requires cleaning, it is done following safety and hygiene measures and taking all necessary precautions.



### V. Room Service

The menus can be accessed on the cell phone through a QR code located on the desk in each room.

Room service is delivered as follows:

- Outside the door to avoid contact with the guest.
- In disposable bags and packaging to reduce the use of trays, service carts, and table linens.





## VI. Club Lounge

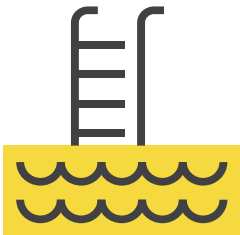
Guests must always wear a mask, use hand sanitizer and the shoe sole disinfecting stations before entering the Club Lounge.

The maximum capacity is reduced respecting the social distance of 1.8 meters (6 feet).

A la Carte service of food and beverage is promoted, in order to ensure safe quality and hygiene. If a buffet service is offered, Club Lounge staff, following all the safety and hygiene recommendations, attend to it.

The use of disinfecting towels is promoted so that each guest can clean the computer equipment before and after each use.

The public areas cleaning team carries out cleaning and disinfection of all furniture at least every 2 hours.



## VII. Gym and Pool

Guests must always wear a mask, use hand sanitizer and the shoe sole disinfecting stations before entering the gym.

Once inside, the following measures are taken:

- The gym equipment respects the social distance of 1.8 meters.
- The use of disinfecting towels is promoted so that each guest can clean the equipment before and after using it.

In the gym, all equipment and mats are cleaned and disinfected, at least every 2 hours by the public areas cleaning team.

In the pools guests are asked before entering to use the hand sanitizer and the shoe sole disinfecting stations.

In the pool area:

- The chairs and cabins are placed 1.8 meters apart to guarantee social distancing measures.
- Through signage, guests will be reminded to maintain social distancing protocols.
- The maintenance team reinforces the application and the correct levels of chlorine in swimming pools.

The public areas cleaning team carry out cleaning and disinfection of all chairs, cushions, cabins, bars, tables and handrails at least every 2 hours.



## VIII. Banquets & Meeting Space

Hand sanitizer stations and shoe sole disinfecting stations are placed at the entrance of the meeting space area.

Meeting room capacities have been reviewed and adjusted to meet social distancing requirements.

Coffee break stations and buffets are replaced by individual waiter service. If a buffet service is offered, banquet staff, following all the safety and hygiene recommendations, attend to it.

Before starting a meeting and after having set up the room, the public areas cleaning team performs a cleaning and disinfection of all the furniture and equipment inside the room.



## IX. Restaurants & Bars

Each client or guest can access the menu on their cell phones through a QR code, located at the entrance of each restaurant. Everyone has to use hand sanitizer and shoe sole disinfecting stations before entering.

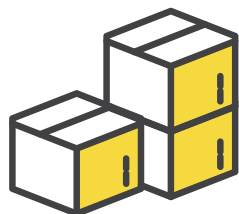
The maximum capacity within restaurants is reduced respecting the social distance of 2 meters (6,5 feet) between table and table.

All guests and clients are encouraged and invited to make reservations to guarantee and control seats in the restaurants.

All restaurant buffets are eliminated as far as possible and A la Carte service is promoted. If a buffet service is offered, restaurant staff, following all the safety and hygiene recommendations, attend to it.

After each service, the restaurant staff cleans and disinfects the table and chairs, so that they can be used again.

At the end of service hours, the public areas cleaning team carries out cleaning and disinfection throughout the restaurant.



## X. Merchandise Reception

All vendors have to use hand sanitizer and shoe sole disinfecting stations placed at the entrance and will only gain access wearing masks.

An area is established within the merchandise reception area, for cleaning and disinfection of all products received at the Hotel, before being taken inside the storage areas.

## 08

## FAQs Frequently Asked Questions



### Is the property certified by a Third Party for cleanliness and safety?

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All of our Hotels in Grupo Presidente have been awarded the Global Safety Stamp by the World Travel & Tourism Council to recognize safe Travels Protocols.

Our Safety and Hygiene Protocol has been elaborated with the support of the guidelines and recommendations of the global and local health authorities, as well as the recommendations and endorsement of the international brands that we operate in **Grupo Presidente: IHG, Marriott and Hyatt.**

Regarding our cleaning and disinfection products, they comply with the specifications of the **CDC (The United States Centers for Disease Control and Prevention)** and **the EPA (The United States Environmental Protection Agency)**. Our program was developed in partnership with experts from Ecolab, the global leader in hygiene and cleaning technologies and services.

### Will guest rooms be sealed or marked to indicate that cleaning procedures have been completed?

Yes, the housekeeping team will seal the door of the guest rooms that have been cleaned and disinfected.

### What do you do if a guest or employee reports feeling unwell or displays Covid19 symptoms?

If a guest or employee is detected by observation of symptomatic conditions (cough, shortness of breath or difficulty breathing, fatigue) or by digital temperature reading with a result greater than or equal to 37.5°C (99.5°F), the Hotel Surveillance Committee will be immediately informed, personal protective equipment will be immediately provided and the guest or employee will be isolated so that the medical service can give a clinical evaluation, respecting the safety, hygiene and social distancing measures.

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Regardless of the periodic cleaning and disinfection program of the facilities, the areas in which the guest or employee traveled from their arrival to the point of transfer to the external health services or to the isolated rooms, cleaning staff will immediately clean and disinfect floors, walls, railings, keypads, switches, furniture in general, including the medical service area.

### **How soon can a guest room be reused after check out?**

Check-out rooms must be out of service 48 hours before being assigned for cleaning and disinfection, as long as the occupation allows.

### **If a guest has been quarantined or has reported being sick how soon will the guest room be reused after check out?**

No one will be able to enter the room for 72 hours. After this time, the housekeeping staff will be able to enter to carry out the cleaning and disinfection using their protective equipment.

### **Can the guest specify room cleaning preferences once checked in? (e.g. daily service or no service)**

Yes, the reception team will ask the guest at check in how will he or she would like the housekeeping service to happen while the stay. Depending on the Hotel brand, the room cleaning suggestion will be each 4, 5 or 7 days.

### **Do you offer grab and go breakfast?**

Yes, we do.

### **Can the guest request items with no contact delivery? (e.g. towels or room service)**

Yes, they can. We have also established that room service or other deliveries will be done with no contact, unless it is requested differently by the guest. In this case, all the necessary measures will be taken by the staff.

### **How will the group check in be done?**

Depending on the group size, if it is small, it is done in the same way as individual check-ins, respecting the social distance in the lobby. If the number of people is larger, a place within the Hotel will be designated to be able to carry out the group check-in, having carried out processes together with the person responsible for the group in advance.

### **How will the coffee breaks be set up?**

Coffee Breaks will be set up with individual portions. We will do our best to use biodegradable and green packages to reduce carbon footprint.

### **Will you offer a buffet service?**

We will promote a la carte service, although, if requested by the client, buffet service will be available but it will be strictly attended by the Hotel Staff.

### **How will the flow be like in the elevators?**

In the elevators we have placed signs with the maximum capacity allowance and we have marked the points to keep the social distance inside. We will also promote the use of staircase when possible.

### **Will parking be limited or will there be a safety and hygiene process?**

Parking will not have any restrictions, nevertheless, there will be a shoe sole disinfecting station plus hand sanitizer station before entering the Hotel from the parking.



1 Ecolab Place  
St. Paul MN 55102 USA

June 2020

For decades, Ecolab has taken pride in helping customers address big challenges and succeed in good times as well as difficult times.

We've been there through SARs, MERS and H1N1, to mention just a few challenging situations. With the current COVID-19 pandemic, we remain steadfast in our commitment to help Grupo Presidente maintain clean, safe and healthy operations.

For over 20 years, our field sales and service teams have been dedicated to providing Grupo Presidente Hotels in Mexico with effective, sustainable cleaning and sanitation programs and products. This includes a hospital-grade disinfectant approved by the Environmental Protection Agency (EPA) as effective against viruses similar to Coronavirus, when used as directed on non-porous hard surfaces.

Ecolab also conducts training on an ongoing basis to help ensure hotel staff execute rigorous cleaning and sanitizing protocols and have strengthened hand hygiene practices.

We are proud to be your partner as we work together to fight the coronavirus pandemic. These are difficult times, but as we've done in the past, we will overcome this new challenge together.

Thank you for the opportunity to serve you and please stay safe.

A handwritten signature in black ink, appearing to read "Alexandre Sanchez".

Alexandre Sanchez  
Vice President  
Institutional Latin America

