



## **SANDOS AND PREVERISK GROUP PARTNER TO DEVELOP THE NEW SAFETY AND HYGIENE MEASURES IN THE CONTEXT OF COVID-19**

Sandos Hotels & Resorts, a hotel group consisting of 9 resorts with all-inclusive service, half-board or bed & breakfast, offering unique vacation stays with a presence in Mexico and Spain and the Preverisk Group, a global leader in audit, consulting and training solutions for The tourism industry, with operations in 22 countries and 65 destinations, and specialized in Health and Safety in tourism, sign a collaboration agreement in an innovative initiative.

With the common objective of generating maximum market confidence in the reopening of establishments, once the pandemic is overcome, the highest levels of prevention will be offered with measures in the field of health and safety of travelers, guests, suppliers and all the people who are part of our teams in each of the establishments.

The collaboration called Preverisk Post Covid-19 Hospitality Sector Alliance is a network of value-added contacts through the integration of experts, hotel companies, travel agencies, public institutions and other key actors.

In order to protect the health and safety of all the people who visit us, collaborators and teams promote effective measures aimed at recovering the trust of the markets, Sandos Hotels & Resorts and this alliance, develops actions in the environment of two main concepts: general health and safety recommendations for the reopening of hotels and Covid19 preventive measures for both clients and staff.

The alliance will be developed collaboratively by key members of both companies and will be backed by an interdisciplinary panel of experts in Health and Safety. The common result of new additional measures will allow hotels to readapt, among others, the cleaning and disinfection processes of their facilities and to increase control, hygiene and prevention initiatives for personnel, as well as to reinforce all procedures that have a potential point of contact with internal and external clients. These new processes will also take into account the specific recommendations of national and local health authorities, as well as international recommendations.

The annex details the measures adopted by Sandos Hotels & Resorts in the complexes in Spain in order to prevent or mitigate the possible spread of Covid-19 among tourists and employees.



## **ANNEX: HEALTH AND SAFETY MEASURES IN SPAIN HOTELS**

### **For the pre-opening of the hotels:**

#### **Crisis Management Team**

- The team is up and running and properly trained.

#### **Communication plans**

- Internal and external communication plans have been established to maintain lines of communication with both guests and employees to provide information tailored to their needs.

#### **Training program**

- Generalized training for staff has been established regarding new protocols to prevent the spread of Covid19

#### **Confinement protocols**

- An emergency plan has been designed to be followed in the event of an outbreak.
- In any case and in general, the recommendations and protocols of the corresponding Health Authorities will be followed.

#### **Disease report**

- Early symptom detection mechanisms have been established for both clients and staff to prevent the spread of infection and potential outbreaks.

#### **Personnel policies**

- Improved personnel policies have been applied within three main axes: personal hygiene, social distancing and the use of PPE.

### **Covid-19 Specific Control Measures**

#### Staff access

- Preventive measures have been adopted depending on the mode of transport used.
- Application of specific processes for the use of public transport, including social distancing, personal hygiene and the use of PPE.
- Application of improved processes for cleaning and disinfecting company buses.
- Creation of additional hygiene standards upon arrival at the hotel facilities.



### Reception

Implementation of preventive measures at the hotel entrance, promoting the control of hand disinfection. The necessary measures will be taken to guarantee preventive social distancing. Implementation of web check-in in hotels where this is possible. Hydroalcoholic gel dispensers (touch less if possible) distributed throughout the reception. Screens have been installed at the reception desk or use of masks by reception staff. The delivery of paper documentation to guests will be minimized, promoting the use of electronic systems (Apps, codes, QR, etc.).

### Merchandise reception

- Provider personnel temperatures will be taken.
- Delivery personnel and drivers should wear a mask and gloves.
- The supplier's cars / lifts will be prevented from entering. If it cannot be avoided, a disinfection system will be available for them.
- The products will not enter the hotel in the supplier's packaging, but will first be transferred to the hotel's own previously disinfected drawers or they will be disinfected.
- Fruits and vegetables will be disinfected before being stored.
- External providers will be asked for details of all the hygiene and safety measures they have taken regarding COVID-19

### .Restaurants

- If necessary by occupation, the breakfast, lunch and dinner hours will be extended or adapted.
- The staff will manage the entrance to the restaurant and guide customers to their assigned table.
- An information panel, at the entrance of the restaurant, will show the access rules for customers to read before entering. This information will also be included in the documentation delivered to the client upon arrival at the hotel.
- Clients must use hydroalcoholic gel and adapt to the prevention regulations established at all times depending on the type of service.
- There will be clear directions to show the tour of the restaurant, buffets and show cookings.
- The distance between customers seated at adjacent tables will be a minimum of 1.5 meters
- Cleaning and disinfection procedures have been improved during and after each service. Also, tables and chairs (surfaces and sides) and any items left on the table will be disinfected after each customer. All chemicals used are considered effective against COVID19.
- The menus and letters will be available in digital format (apps, QR Codes, etc ...) and also in easy-to-disinfect physical media (They will always be disinfected after use by a client).
- Natural ventilation has been improved.



### Bars

- Clients must rub their hands with hydroalcoholic gel and adapt to the prevention regulations established at all times depending on the type of service.
- Marking tape and markings will be installed to ensure proper spacing when queuing to enter the bar.
- The drinks menu will be printed on posters and customers who have downloaded the App if it is available or through QR codes, will also be able to see it on their mobile phones.
- The distance between customers seated at adjacent tables will be a minimum of 1.5 meters.
- Cleaning and disinfection procedures have been improved during and after each service. Also, tables and chairs (surfaces and sides) and any items left on the table will be disinfected after each customer. All chemicals used are considered effective against COVID19.
- Natural ventilation has been improved.

### Kitchen

- The HACCP system is strictly applied and supervised and more rigorous personal hygiene procedures have been applied including the use of gloves and masks.
- The minimum safety distances of 1.5 meters between employees will be respected. At times when this is not possible, employees will wear face masks.
- The number of dishes placed on the buffet will adjust to the required number. Single dose packaged products and individual servings will be supplied for some meals with a more regular replenishment.
- Depending on the buffet option, all serving utensils (tongs, spoons, etc.) will be replaced every 30 minutes with new disinfected ones or more frequently if necessary.
- In the show-cooking the food will be prepared in controlled quantities to avoid the formation of queues and always avoiding the accumulation of food.
- Cleaning and disinfection procedures have been improved during and after each service. All chemicals used are considered effective against COVID19.

### Floors

- Reinforced personal hygiene procedures including gloves and masks have been applied to all personnel.
- The cleaning staff will not access the rooms while the client is in them. If the presence of the guest is essential, the security distance will be maintained.
- Cleaning and disinfection procedures for cleaning each room have been improved, paying special attention to areas of contact with the hands (handrails, switches, handles, television remote controls / accessories, minibar, etc.)



- The interior and exterior common areas will be cleaned and disinfected every hour, paying special attention to the areas of contact with the hands (railings and handrails, elevator buttons, etc.)
- All chemicals used are considered effective against COVID19.
- Some items have been removed from rooms, however hand sanitizer is now included in the “amenities”.

#### Maintenance

- Reinforced personal hygiene procedures including gloves and masks have been applied to all personnel.
- The maintenance staff will not access the rooms while the client is in them. If the presence of the guest is essential, the security distance will be maintained.
- Air conditioning maintenance in rooms and common areas will include filter disinfection.
- Water systems (swimming pools, spas, domestic and irrigation water) are constantly monitored

#### Entertainment

- Reinforced personal hygiene procedures including gloves and masks have been applied to all personnel.
- Activities will be carried out maintaining social distance, limiting capacities, keeping materials sanitized and having a disinfectant gel available.
- The spaces will be adapted so that guests can enjoy activities while maintaining social distance
- All materials (toys, utensils, games, etc.) will be disinfected before and after each activity with an effective disinfectant product against COVID19.
- Before starting an activity, all participants will be reminded of hygiene and safety measures.
- Children's activities will be adapted to maintain social distance and capacity will be reduced.
- There will be no sports activities for adults or adolescents that involve physical contact.
- The entertainment programs will be available in digital format (apps, QR Codes, etc.) and also in physical format on information panels.

#### Spa, fitness & pools

- Reinforced personal hygiene procedures including gloves and masks have been applied to all personnel.
- The activities will be carried out maintaining social distance and limiting the capacity.
- There will be a hydroalcoholic gel dispenser at the entrance of each area (toilets, changing rooms, water areas, gym, etc.).
- A strict protocol for changing towels has been implemented.



## SPA

- Clients will have to make an appointment to avoid crowds.
- Cleaning and disinfection procedures have been improved in treatment booths and in all common areas after use.
- Natural air ventilation between each service has been reinforced.

## GIMNASIO

- In hotels where the gym is available, an appointment will be made
- The mandatory use of a towel in all sports teams.
- Cleaning and disinfection procedures have been improved, reinforced and increased.
- The gym machines are arranged in such a way that they favor social distancing.
- Capacity will be limited to the gym to promote social distancing.

## POOLS

- The hammocks will be 2 meters away. Family units will be respected.
- The hammocks will be cleaned and disinfected every day and whenever necessary for specific reasons.

## Laundry

- In the hotel's own laundries, reinforced personal hygiene procedures have been applied, including gloves and masks for all staff.
- The protocol for natural air ventilation has been reinforced.
- Disinfectant hand gel dispensers are available throughout the area.
- Different routes have been designated for dirty and clean textiles.
- Cleaning and disinfection procedures in work areas are reinforced during and after each shift. All chemicals used are considered effective against COVID19.
- The contracted external laundry services comply with all current regulations regarding special health and hygiene measures, especially against Covid-19.
- External laundry services inform the hotel of all its Health and Hygiene protocols.

All areas of the building have been reviewed to ensure the health and safety of our clients:

- Fire safety
- Gas Safety
- Food hygiene
- Water systems
- Hygiene and Safety in swimming pools



- Laundries
- Pest control