



Barceló Hotel Group México

General Protocols

We Care About You: Your Safety, Our Commitment

For almost 90 years Barceló Hotel Group has provided unmatched experiences to travelers, offering the highest quality standards. Today the world asks us to change and adapt us, doing it in a positive and responsible way, this will help us to evolve into a new world.

At Barceló we reiterate our commitment to offer our guests, employees and friends the confidence when choosing any of our hotels to enjoy a well-deserved vacation or a work session.

At Barceló hotels located in Mexico, we are working to reinforce our protocols, following the recommendations of the World Health Organization, as well as international institutions, such as: Cristal International Standards and the World Travel and Tourism Council, experts in the field safety and hygiene.

Our main goal has been the customer experience and offering them a safe environment, this update process includes: training of new cleaning standards for all our team, as well as on operational efficiency to improve our practices in the industry and power always provide our guests with the highest quality and safety when staying at our hotels.

The “We care about you” program focuses mainly on the following guidelines:

1. **Communication**, offering to our clientes and employees the most up date information through direct communication channels.
 - Reservations portal www.barcelo.com, prior to arrival the client can consult the information available of our protocols and certifications.
 - Information committee in each hotel, responsible for updating clients and staff on hygiene measures.
 - Graphic communication in common areas on the guidelines applicable to each area.

2. **Sanitization and disinfection.**
 - Cleaning and disinfection protocols on all contact surfaces for collaborators, clients and suppliers, with a specific focus on the contact surfaces and reinforce periodically during the day, always taking care of use frequency.
 - Personnel areas
 - General Warehouse
 - Reception
 - Food and Beverages
 - Kitchen Area
 - Events and Banquets
 - Housekeeping: Buildings and Rooms
 - Maintenance
 - Laundry
 - Public Areas
 - Gym - Spa
 - Entertainment Areas
 - Gift Shops

- Digital information to avoid any contact with print materials.
- Specific audits for the verification of the new protocols before the opening of the hotels and will be reinforced on a regular basis for their periodic verification.
- POSI Check certification audit program designed to address the needs of our clients to have an effective solution and response to communicate infections, in addition to making efforts to both maintain infection prevention measures such as being leaders in responding to a possible incident or outbreak of infection.

3. General security

- In spaces of greater concurrence, a new arrangement of elements will be carried out to guarantee security measures. Some of the protection measures for clients and employees will be:
 - Reception. Furniture restructuring to ensure social distancing. Taking and recording the body temperature of all clients.
 - Gym. Limited access space, ventilated spaces, cleaning and disinfection every hour, clients will be provided with disinfecting towels to clean the used area and bars at the end of their routine, personnel in charge of the area to review cleaning.
 - Pool areas. Social distancing in lounge chairs, limited access to the pool. Increase the frequency of cleaning and disinfection.
 - Food and drinks. Necessary considerations to apply to restaurants, bars, discos and service in theaters, such as:
 - ❖ Installation in service areas considering social distancing
 - ❖ Assisted buffet
 - ❖ Reinforcement of the Room Service
 - ❖ Capacity control and extension of service hours to avoid crowds.

- Meetings & Events
 - ❖ Considering gubernamental recommendations about number of assistants who can attend, depends on the venue capacity.
 - ❖ Ventilation of the venue 2 hours before of starting a meeting.
 - ❖ Space between stands restricted to 8,200 sqft.
 - ❖ Disinfectant gel dispensers based on 70° alcohol, at entrances and at key interaction points
 - ❖ External contracted services will be limited. In case of having them, ensure the supervision to use hygiene measures in general.
 - ❖ Control of the capacity of the assistants
 - ❖ Taking and recording body temperature of attendees before the start of the event or service.

4. Training

- Ser Barceló, our training program on global processes and standards, will carry out training on continuous awareness-raising for self-protection of employees.
- Following instructions of gubernamental entities, we are training to all the staff on virtual trainings on different protocols, such as:
 - Personal Protective Equipment: distribution, use, disposal, etc.
 - Correct procedure of washing and disinfecting hands.
 - Use of chemical products and cleaning and disinfection guidelines according to the areas, equipment and materials.
 - Respiratory hygiene (protection from sneezing and coughing with the inner part of the forearm).

We are passionate about service and the travel industry, we do not stop and every day we are striving to offer you unforgettable experiences.