



Post Covid General Protocols -19

We Care About You: Your Safety, Our Commitment

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

At Barceló, we reiterate our commitment to safety for our guests, employees and friends to ensure peace of mind when choosing any of our hotels and resorts to enjoy a well-deserved vacation or business trip.

At the Barceló hotels and resorts 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 fields' safety and hygiene.

Our main goal has always been to ensure an excellent customer experience by offering a safe environment, the updated protocols include: training employees on the new more stringent cleaning standards and operational efficiencies to improve our practices within the industry and continuing to always provide our guests with the highest quality and safety standards when staying at our hotels and resorts.

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

1. Confidence when booking, offering updated information through direct communication channels with clients.
 - Reservations portal www.barcelo.com, prior to arrival the client can consult the information available of our protocols and certifications.
2. Sanitization and disinfection.
 - Cleaning and disinfection protocols on all contact surfaces for collaborators, clients and suppliers.
 - 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
 - Specific audits for the verification of the new protocols before opening the hotels and will be reinforced on a consistent basis for periodic verification.
 - POSI Check certification audit program designed to address the needs of our clients and employees to have an effective solution and response plan to communicate infections, maintaining infection prevention measures and being leaders in responding to a possible incident or outbreak of infection.

3. General security

- In spaces of greater congregation, a new arrangement of elements will be carried out to guarantee safety and health measures. Some of the protective measures for clients and employees will be:
 - Reception. Restructuring furniture layouts to ensure social distancing. Taking and recording the body temperature of all clients.
 - Gym. Limited capacity access, 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, designated personnel in charge of the area to monitor cleaning.
 - Kids clubs. Planning a new entertainment program with mostly outdoor activities and limited capacity.
 - Pool areas. Social distancing in lounge chairs, limited access to the pool. Increase the frequency of cleaning and disinfection.
 - Food and Beverage. 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.

4. Meetings and Events

- External contracted services will be limited. Contracted services will be subject to supervision of the new hygiene measures and safety protocols.
- Control the capacity of meeting attendees to ensure social distancing requirements
- Taking and recording body temperature of attendees before the start of the event or service.

5. Training

- Barceló's training program on global processes and health standards, will be carried out on a continuous schedule providing self-protection of employees and raising awareness to bring about change.
- Training on new anti-COVID-19 operational protocols and other viral-infectious diseases.
- A complementary training program will be implemented for the members of the care committee for a COVID-19 contingency.

Barceló Hotel Group is passionate about service and the travel industry and every day we are striving to offer you unforgettable experiences in a safe environment.