



## SANDOS HOTELS & RESORTS HEALTH & SAFETY PROGRAM

The Health & Safety of our highly valued team members and clientele is always our main priority. With this in mind, we are constantly monitoring local government mandates, government policy changes and global public health advancements, including Atlanta's Center for Disease Control (CDC) guidelines, which drive our protocols and procedures for risk management throughout this contingency.

In consultation with our leading health assessment partners, this program has been developed to reinforce and strengthen our standard health & safety protocols and procedures presently in place.

# SANDOS HOTELS & RESORTS

## HEALTH & SAFETY GUIDELINES

### Sandos Hotels & Resorts Program

#### 1. Team Member & Guest Health

**Infrared Laser Thermometers.** Points of entry for **Team Members** will be restricted to allow our security staff to conduct non-invasive body temperature checks utilizing non contact infrared laser thermometers. Anyone displaying a body temperature over 37.5°C will not be permitted entry to the property and will be directed towards the appropriate social security clinic (IMSS).

**Health Questionnaires.** Our Guests will be asked to complete a health questionnaire upon Check-In, to try to anticipate & identify all potential risk conditions. **Suspected** cases will be directed towards the on site medical service and if need be, to the closest private hospital in the zone.

**Safe Social Distancing.** All Guests will be requested to practice Safe Social Distancing by standing or sitting at least two (2) meters away from other groups of people not traveling with them. Safe Social Distancing while standing in lines, while using elevators ( where applicable ) or while moving around the property. Restaurant tables, furniture and other physical layouts will be arranged to ensure appropriate Safe Social Distancing. **First Contact** Team Members will be wearing mandatory protective masks, protective gloves and protective goggles to prevent infection from contagions. Team members will be constantly reminded not to touch their faces and to practice Safe Social Distancing by standing at least two meters away from guests and other team members when possible.

**Hand Sanitizer.** Hand sanitizer dispensers, “touch free” whenever possible, will be placed at key guest and team member areas such as the front desk reception, hotel lobbies, restaurant entrances and fitness areas. As well, hand sanitizer dispensers will be provided throughout the Heart of the House room operations for Team Members.

**Front of the House Signage.** There will be health and hygiene reminders throughout the property for all Guests in English and Spanish, including the proper way to wear, handle and dispose of protective masks. This information will also be available using available QR codes throughout the property.

**Heart of the House Signage.** There will be signage posted throughout the property reminding Team Members of the proper way to wear, handle and dispose of protective masks. This Signage will also show the proper use of gloves, the proper washing of hands, the proper way to sneeze into the elbow and the importance of not touching the face. In addition, Team Members will be trained to develop this new culture in all areas of the hotel operation.

**Team Member & Guest Health Concerns.** Our Team Members will be given clear instructions on how to respond promptly and report all presumed cases of COVID-19 on property to the hotel management. We will be ready to provide support to our guests, as mentioned above. Team Members are instructed to stay home and inform their Team Managers if they do not feel well or are demonstrating known symptoms of COVID-19.

Guests will be instructed to call the EMERGENCY number 777 upon noticing a Hotel Team Member or another Guest with a cough, shortness of breath or other known symptom of COVID-19. Guests who themselves exhibit any of the symptoms of COVID-19 while at the property are also directed to call the EMERGENCY number 777 for immediate assistance.

## **2. Team Member Responsibilities**

Participation from all Sandos Team Members is vital for an effective health and safety program compliance in accordance to Hazard Analysis and Critical Control Points (HACCP) standards, which has been in effect for many years.

**Hand Washing.** Correct hygiene and frequent hand washing with soap is vital to help combat the spread of the virus. All Sandos Team Members are instructed to wash their hands or use sanitizer when a sink is not available.

Hand washing when needed, to be done for 40 seconds, applying pre-surgical techniques and after any of the following activities: using the restroom, sneezing, touching the face, blowing the nose, cleaning, sweeping, mopping, smoking, eating, drinking, going on break and before or after starting a shift.

**COVID-19 Training.** All Team Members will receive training on COVID-19 safety and sanitation protocols with more comprehensive training for our teams with frequent guest contact including Housekeeping, Food & Beverage, Public Areas Department, Hotel Operations and Security.

**Personal Protective Equipment (PPE).** Appropriate PPE will be worn by all Team Members based on their roles and responsibilities. Training on how to properly use and dispose of all PPE will be mandatory. Every Team Member entering the resort will be provided a protective mask and required to wear that mask while on property. Protective gloves will be provided to First Contact Team Members including cooks, servers, clerks, housekeeping and public area attendants and security officers who are in direct contact with guests.

**Daily Jumpstart & Timekeeping.** Team Member "Jumpstart" meetings will be conducted in areas that allow for appropriate Safe Social Distancing between them. Larger departments will stagger Team Member arrival times to minimize traffic volume in Heart of the House corridors and service elevators. Hand sanitizer will be available at each time clock location and Team Members will be required to sanitize their hands after clocking in. Our management team will provide constant communication to ensure proper PPE & sanitation procedures are followed and updated in accordance with the latest expert guidance.

## **3. The Guest Experience**

### **Guest Arrival**

A Team Member will greet each visitor to the resort and will ask them to use hand sanitizer upon arrival. Appropriate signage will also be prominently displayed outlining protocols and current Safe Social Distancing practices in use throughout the resort.

### **Guest Arrival Valet, Taxi or Ride Share**

- a) Guests will enter the resort through doors that are either **open**, automated or manually operated by the guest.
- b) Team Members will not open the doors of cars or taxis.

- c) Guests requesting bellhop service will be assisted and the guest luggage will be sanitized upon arrival by spraying Quats (**quaternary ammonium** compounds) on the surface.

#### **Hotel Guest Elevators**

- a) Signage will be clearly posted to explain the current procedures by way of QR Codes and internal / external elevator signage.
- b) No more than three (3) guests will be permitted per elevator.

#### **4. Cleaning Products and Protocols**

Our hotels use cleaning products and protocols which meet EPA guidelines. They have been approved for effective use against viruses, bacteria and other airborne & blood-borne pathogens. We are working with our vendors, distribution partners & suppliers to ensure an uninterrupted supply of these cleaning supplies and the necessary PPE.

**Public Spaces and Communal Areas.** The frequency of cleaning and sanitizing has been increased in all public spaces. Stringent emphasis on frequent contact surfaces including, but not limited to, Front Desk Check-In counters, Hotel Porter Desks, elevators and elevator buttons, door handles, public bathrooms, room locks, ATMs, pool and stair handrails, fitness equipment, spa equipment, salon equipment, dining surfaces and seating areas.

**Guest Rooms.** Industry leading cleaning and sanitizing protocols are used to clean guest rooms. Specific attention shall be focused on high-touch items including television remote controls, furniture & door handles, water faucet handles, toilet seats & flush handles, nightstands, telephones, light switches, temperature control panels, alarm clocks, luggage racks and flooring.

All the hotel's information, hygiene procedures and room service menu will be provided through the QR codes in order to maximize efficient communication.

**Heart of the House.** The frequency of cleaning and sanitizing will also increase in high traffic Heart of the House areas with an emphasis on the Team Member dining rooms, Team Member entrances, uniform control rooms (where applicable) including but not limited to; Team Member restrooms, loading docks, storage rooms, offices, kitchens, security scanning podiums, Team Member service desks and training classrooms.

**Shared Equipment.** Shared tools & equipment will be sanitized before, during and after each shift or anytime the equipment is transferred to a new Team Member. This includes phones, radios, computers & other communication devices, payment terminals, kitchen implements, engineering tools, cleaning equipment, keys, time clocks and all other direct contact items used throughout the resort.

**Air Filter and AC Cleaning.** Most of our guest rooms are equipped with mini-split units and very few with fan & coil systems. Regardless, Quats (**quaternary ammonium** compounds) pills are used as standard practice.

#### **5. Locations for the Distribution of Personal Protection Equipment (PPE)**

##### **Heart of the House**

Team Member Entrances

Department Specific Locations

Including Kitchens, Security Podiums, Housekeeping & PAD Closets

## **6. Safe Social Distancing**

Throughout the resort we will meet or exceed local and global health authority guidelines on Safe Social Distancing.

**Queuing.** Any area where Guests or Team Members queue will be clearly marked for appropriate Safe Social Distancing. This includes Check-In, Check-Out, elevator lobbies, dining areas and any other areas where applicable.

**Hotel Front Desk, Hospitality Desk, Travel & Car Rental Agencies and Concierge.** Agents will utilize every other workstation to ensure separation between Team Members whenever possible.

**Restaurants and Bars.** Restaurants and bars will reduce seating capacities to allow for a minimum of two (2) meters Safe Social Distancing between each seated group/party of Guests.

**Retail Spaces.** In coordination with our retail partners and tenants, Guest occupancy limits will be enforced to allow for appropriate Safe Social Distancing at our owned and leased retail spaces.

**Pools.** Pool seating will be configured to allow for at least two meters of Safe Social Distancing between groups of guests.

**Heart of the House.** Safe Social Distancing protocols will be used in the Team Member dining rooms, training classrooms, shared office spaces, the Team Member services window (via a teller style window) and other high-density areas in order to ensure appropriate distancing between Team Members.

**Golf Cart Transportation.** Pending guidance from local authorities and medical experts ( COFEPRIS ).

## **DEPARTMENT SPECIFIC SANITIZATION POLICIES**

### **7. Pool Operations**

Cleaning & Sanitizing Protocol

- a) Chaise lounge chairs to be sanitized on a daily basis and Guests may also sanitize their chairs with available QUATS spray bottles.
- b) Bali Bed contact surfaces to be sanitized on a daily basis and Guests may also sanitize their chairs with available QUATS spray bottles.
- c) Towel desk, entry kiosks and all other desks & counters to be sanitized at least once per hour.
- d) Lifeguard stands to be sanitized upon rotation.

#### **Safe Social Distancing Protocol**

Chaise lounge chairs set with appropriate Safe Social Distancing

## **8. Front Office**

### **Cleaning & Sanitizing Protocol**

- a) Sanitize all Guest “touch-points” after each transaction including EMV Credit Card Devices, pens and registration countertops.
- b) Offices, Call Centers, Registration Desks to be deep cleaned and sanitized upon every shift change.

### **Safe Social Distancing Protocol**

- a) Floor distance marks to provide appropriate two (2) meter intervals.
- b) Staff every other workstation.
- c) Implement peak period queuing procedures.

## **9. Housekeeping**

### **Cleaning & Sanitizing Protocol**

- a) Carts, trolleys & equipment to be sanitized at the start and end of every shift.
- b) Back of House restrooms will be sanitized at least once every four (4) hours.
- c) All House phones in unsupervised/controlled areas are to be removed.

### **Safe Social Distancing Protocol**

- a) Minimize contact with Guests while cleaning hotel rooms; guest room attendants will offer to return at an alternative time for occupied rooms.
- b) Housekeeping Team Members will be required to use protective masks & gloves, to be disposed after each room cleaning.

### **Guest Considerations**

- a) All reusable collateral to be removed from rooms; critical information to be delivered via QR codes or electronically posted (in coordination with RS).
- b) As per our standard protocol extra pillows & blankets stored in the Guest room closets, if used, will continue to be replaced upon guest departure.
- c) Specific cleaning & sanitation attention will be focused on the following Guest room areas:
  - Desks, countertops, tables and chairs
  - Phones, tablets and remotes
  - Thermostats
  - Cabinetry, pulls and hardware
  - Doors and doorknobs
  - Bathroom vanities and accessories
  - Bathroom fixtures and hardware
  - Windows, mirrors and frames
  - Lights and lighting controls
  - Closets, hangers and other amenities

## **SPA, SALON & FITNESS CENTER**

## **10. Fitness Center**

Pending guidance from local authorities and medical experts ( COFEPRIS ).

Alternative wellness options to be provided to guests as they are developed including in-room and outdoor wellness programming.

## **FOOD & BEVERAGE**

### **11. Restaurants, Bars & Lounges**

Cleaning & Sanitizing Protocol

- a) Host Podiums including all associated equipment to be sanitized at least once per hour using Quats (**quaternary ammonium** compounds).
- b) Service stations, service carts, beverage stations, counters, handrails & trays to be sanitized at least once per hour and logged by a manager.
- c) Dining tables, bar tops, stools and chairs to be sanitized after each use using Quats (**quaternary ammonium** compounds).
- d) Condiments to be served in single use containers
- e) Menus to be sanitized after each use using Quats (**quaternary ammonium** compounds).
- f) Existing porous place mats (including Chilewich style) to be removed
- g) Sanitize trays (all types) and tray stands sanitized after each use
- h) Storage containers to be sanitized before and after each use
- i) Food preparation stations to be sanitized at least once per hour
- j) Kitchens to be deep cleaned and sanitized at least once per day
- k) Food and beverage items being prepared to be transferred to other team members using contactless methods (leaving on expediting tables, etc.)

### **12. Room Service (RS)**

**Cleaning & Sanitizing Protocol**

- a) All equipment will be sanitized prior to assigning for the shift.
- b) Team Members assigned to individual stations will sanitize their stations & all equipment at least once per hour and at each change of shift.
- c) Servers will sanitize all doors, handles and high contact surfaces at least once per hour.

**Safe Social Distancing Protocol**

- a) Set food on tables (where applicable, plate covers remain) or hand over to guest in hallway – Guests will retrieve their own table.
- b) Request that guests notify RS when finished with their meal and place their trolley in the hallway outside of their room.

**Guest Considerations**

- a) Printed RS menus to be removed from rooms.
  - Explore menu delivery options: QR Code in room to access a PDF version, scrolling on an in-house tv channel, etc.

- b) Minibars will continue, cans will be disinfected by supplier prior to placement in the minibar.
  - This information will be placed in QR code.

### **13. Catering for Weddings**

#### **Cleaning & Sanitizing Protocol**

- a) All shared equipment to be sanitized before and after each use or shall be single use if not able to be sanitized.
- b) All linen, including underlays, to be replaced after each use.
- c) Clean & soiled linens to be transported in sealed single use plastic bags into and out of the venues.

#### **Safe Social Distancing Protocol**

- a) All buffet and self-serve style events to be suspended until further notice.
- b) All Food & Beverage items to be individually plated and served.
- c) Coffee and other break items to be attended and served by a server.
- d) Flatware to be provided as a roll-up.
- e) Condiments to be served in individual PCs or sanitized individual containers.

## **ENTERTAINMENT**

### **14. Nightly Shows, Kids Club & Teens Club**

Pending guidance from local authorities and medical experts ( COFEPRIS ).

\*last revision April 28, 2020