



April 15<sup>th</sup>, 2020

Dear Partner:

As a matter of prevention and control measures to reduce the risk of transmitting respiratory viruses both internally with our personnel as well as guests, Tafer Hotels and Resorts has enhanced safety protocols implemented in all properties.

### **General Prevention Guidelines**

It is a policy for all Tafer Hotels & Resorts' workers to adopt and apply the following measures as a daily routine.

- Frequently wash hands with soap and water, as well as using alcohol-based gel solutions.
- Apply social distancing
  - Keep at least 3 feet of distance with other people.
  - Reinforce greeting with hand on heart, avoid physical contact through kisses, hugs or handshakes
- Adopt respiratory hygiene measures
  - Avoid face contact, specially mouth and nose contact at all times
  - Cover mouth and nose with a disposable tissue when coughing or sneezing
  - Wash hands thoroughly with soap and water
- Head managers must ensure that cleaning and disinfection are carried out with disinfecting solution on daily frequented contact surfaces (desks, tables, rails, switches, door handles, etc.) during the start of the shift and as part of a daily check-list.
  - Follow the provider's instructions for the correct use of disinfectant
  - In general, cleaning should be done with movements in only one direction, so as not to return to soiling areas that have already been cleaned. The highest surfaces must be cleaned with a cloth/flannel/towel impregnated with disinfectant.
  - Walls, tables, desks, windows, and doors that include handles should be regularly cleaned thoroughly, as well as when visibly dirty.

### **Specific Actions by Area/ Department**

- **Security and Head Manager**
  - Monitor and ensure that members of your department and general hotel areas comply with the previously mentioned prevention measures.
  - Identify personnel, suppliers, visitors or any person who enters the hotel with cold symptoms or reddened skin and apply a thermometer to determine if a referral to the medical service is necessary for evaluation.
- **Food and Beverage Personnel**
  - Place Antibacterial Gel dispenser in consumption centers.
  - Apply and ensure personnel is handwashing every 30-45 minutes



- Each supervisor on duty shall monitor compliance with this measure by documenting this process.
- Surveillance by the supervisor of every dining venue, for cleaning and disinfections throughout areas of frequent contact.
- **Front Desk (Reception, Bell-boy, Concierge, Activities)**
  - Ensure the cleaning and disinfection of areas of frequent contact such as reception podiums, desks, phones, computers, etc.
- **Management**
  - Contact and maintain a direct line with the medical personnel assigned to the hotel to comply the suggested recommendations and monitor the follow-up of guests who have been channeled for evaluation in the presence of symptoms.

#### **Procedure: Identification and monitoring of individuals with symptoms**

Determination of whether a person may be infected with Covid-19 is left to staff doctor

- Suspicious Cases: Person of any age who has acute respiratory disease and who has history of travel or stay in China or has been in contact with a confirmed case or under investigations up to 14 days before the onset of symptoms
- Confirmed Cases: Person who meets the operational definition of a suspected case and who has a confirmed laboratory diagnosis issued by the Diagnosis and Epidemiological Reference Institute (InDRE).

Identification of guest with symptoms: fever, cough and difficulty breathing

- If an associate identifies a guest with symptoms, the Rooms Division's Manager must be informed to make contact with the guest.
- The Rooms Division Manager will contact the guest, explain the importance of attending the symptoms and will send the guest to the Medical Service for evaluation and to determine the cause of symptoms, the payment of the service will be borne by the guest.
- The doctor will determine the measures taken by operation and the treatment to follow for the guest.
- If doctor confirms, Housekeeping must sanitize the room and areas in which the guest had contact, taking the necessary personal precautions.

#### **General prevention measures applied to TAFER HOTELS & RESORTS**

- Adherence to government regulations of each destination.
- Constant cleaning and disinfecting of public spaces.
- Reinforcement and training of hand washing techniques for personnel.
- Use of gloves and mouth covers for food processing personnel.
- Change from buffet to a la carte menu, in hotels where this service was offered.
- Limitation of physical contact, avoiding handshakes, hugs, etc.
- Strengthening our institutional greeting with a hand on our hearts.
- Healthy distance between tables in consumption venues and personnel cafeteria with reduced and controlled capacity.



- Social distancing for employees at the entrance and exit of the hotel, as well as between departments.
- Use and implementation of sanitizing gel in all areas touched by the guests and the personnel.
- Adherence to global standards through suppliers such as Ecolab (water, hygiene and energy technologies)
- Cleaning protocols by the personnel transporting companies.

TAFER HOTELS & RESORTS is committed to your wellness, health and safety, taking precautionary measures and focusing on necessary procedures for all guests while continuing to maintain and work on enhancing memorable experiences.

Sincerely,

**Susana Ramirez Horta**  
Regional Director of Sales & Marketing  
TAFER HOTELS & RESORTS