



## 2022 SAFETY AND HYGIENE PROCEDURES



## GENERAL

- 1** Staff are to practice social distancing by standing at least **1.5 m (6 ft)** away from other person.
- 2** Handwashing is indicated at least **every 30 minutes** or when necessary. For example, after blowing your nose, coughing, sneezing, scratching, going to the bathroom, touching money, handling raw meat, touching door handles, doors or equipment, etc.
- 3** Avoid touching eyes, nose or mouth with your hands.
- 4** Cover your mouth and nose with a tissue after coughing or sneezing or into your elbow, then throw the tissue in the trash and wash your hands immediately.
- 5** Staff should shower daily and wear clean clothes every day.
- 6** Avoid shaking hands, hugging, or kissing people as part of a greeting.
- 7** Avoid the use of cellphones inside the facilities. If necessary, it will have to be disinfected to prevent contamination through personal objects.
- 8** When responding to questions about COVID-19, avoid personal statements and emphasize the important actions and measures carried out at the resort to protect our health.
- 9** Avoid wearing jewelry that hinders hand hygiene, such as charm bracelets, woven or leather jewelry, as well as ties or ornamental objects. Watch must be resistant to frequent handwashing.
- 10** Staff should inform Public Relations of any possible sick guests and inform Human Resources of any sick staff.
- 11** Each resort must form a **Health Protection and Prevention Management Committee** as well as assign a person in charge dedicated to ensuring correct implementation of all new health actions.
- 12** Suppliers and concession holders such as Hotel Shops, Palace Elite sales staff, or any other person who is not a guest will enter resorts through the personnel access area to comply with the health screening.
- 13** Health measures and information is posted in guest and team member areas, such as handwashing in bathrooms, basic symptoms of respiratory diseases, avoidance, physical greetings, etc.
- 14** The front desk area will have face masks to provide to guests upon request.
- 15** Steward, maintenance, and public areas will keep records of all maintenance, cleaning, and disinfection tasks.
- 16** The use of face masks is optional for guests and staff.
- 17** Team members must not congregate in common areas and should maintain a physical distance.
- 18** Sharing utensils, work tools, or personal objects without proper disinfection is prohibited.



## HOUSEKEEPING

- 1 Cleans and disinfects all high-contact surfaces with **Bacteriacide I** such as breakfast tables, desks, telephones, door handles, peepholes, drawer handles, minibar door and liquor dispenser, switches, tent cards, railings, safe, TV control, iron and hairdryer (including filters).
- 2 Extra pillows, blankets and towels will be delivered upon request in an individual single use bag.
- 3 Cleaning will be avoided as much as possible while guests are in the room.
- 4 Keeps a supply of **hand sanitizer** in each trolley and applies it after cleaning each guest room.



## ENTERTAINMENT



- 1 The Fitness Center should include units to dispense **hand sanitizer** at the welcoming entrance or reception areas. The staff will have guests apply hand sanitizer before entering the area.
- 2 In the Fitness Center, all the equipment and mats will be cleaned after use or whenever necessary with an **authorized disinfectant product**.
- 3 All entertainment areas will be fog sanitized 2 times a week.



## PUBLIC AREAS

- 1 Sanitizes frequently touched surfaces, equipment and objects with Bacteriacide I every 4 hours or as many times as needed. Items include door hardware, handles, switches, handrails, railings, restroom furniture, desks, armrests, phones, remote controls, elevator buttons, sunlongers etc. All cleaning and disinfection tasks of areas will be logged.
- 2 Provides hand sanitizers dispensers throughout the resort including restaurants and the front desk. There is a lay-out with the location of said stations, and refilling and cleaning of their containers are logged.
- 3 Furniture will be separated in common areas such as the lobby, spa, etc. At the pools and beach, the Balinese beds and loungers will be separated two by two, respecting physical distancing guidelines.
- 4 Electrostatic nebulization with Citrogen HD will be performed in ballrooms before and after each use.
- 5 There are enough marked containers to dispose of worn or mistreated mouth masks. Their location will be in the staff members' main access and in strategic points of the resort such as the lobby area for guests.



## HUMAN RESOURCES

- 1 HR will announce and update the prevention strategies to all department managers.

## CONCESSIONS



- 1 Team members are aware of and will respect the health protection and prevention measures of the Purely Palace program.
- 2 Concessionaires such as Hotel Shops will have **sanitizing gel** in the guest's sight, at all times.
- 3 Disinfect or dispose of merchandise containers made from cardboard, plastic, raffia, wood, etc. before guests enter.



## GOLF COURSE

- 1 Golf carts will be disinfected before and after each round by designated personnel.
- 2 Equipment rental such as golf clubs, will be sanitized before and after each round. Each player should use their own equipment exclusively but if they decide to interchange clubs with a team member, it is at their own risk.



## F&B

- 1 Hand sanitizer will be available in the podium, always in the guest's sight, upon their arrival into the restaurant.
- 2 Trays and table mats are cleaned at the end of the shift. During the service, the table mats will be disinfected with chlorine, after using them, and trays will be disinfected after picking up 95's
- 3 Tables, armrests, and coffee tables will be sanitized with **antibacterial Wypall** assigned for cleaning tables after each service.
- 4 Staff will sanitize restaurant, snack, and cocktail menus after each use with **antibacterial Wypall** assigned for cleaning surfaces.
- 5 Staff will sanitize condiment holders with **antibacterial Wypall** assigned exclusively for cleaning surfaces in direct contact with food.
- 6 Kitchen, restaurant, and bar staff must wash and disinfect their hands **every 30 minutes**.
- 7 Clean/dirty tablecloths and napkins are to be bagged, and the bags are to be kept closed.
- 8 The restaurant's service stations are cleaned and disinfected **every 4 hours** with **disinfectant gel** to be used only when necessary, since its use cannot replace hand washing.
- 9 The buffet service has sanitizing gel in sight for the guest's use.
- 10 The sommelier will fill the cellars ensuring that the bottles are clean and disinfected.

## BARS

- 11 Staff will wash and disinfect bar counters every **30 minutes** by using a diluted bleach water solution for pools, restaurants, and lobby bars.

## IN-ROOM DINING - MINI BARS

- 12 Trays and placemats will be washed and disinfected after each use by using a **diluted bleach water solution**.
- 13 Condiment holders will be sanitized after each service with an **antibacterial Wypall** used to disinfect high-touch surfaces.
- 14 Equipment used by guests such as vases or service tray tent cards will be thoroughly sanitized with **antibacterial Wypall**.
- 15 All the products from the minibar left in the rooms after check-out should be sanitized by using a **diluted bleach water solution** to avoid contamination.

## STEWARDS

- 16 Staff verifies the effective functioning of dishwashers and glasswashers by checking that the water is at the right sanitizing temperature.
- 17 At buffets, we must make sure there are anti-sneeze screens on the counter tops and the change the tongs, spoons or any utensil whenever necessary or **every 30 minutes**.

## OPERATIONS MANAGEMENT



- 1 Management should inform all staffs of the measures to be adopted.
- 2 Management should ensure compliance of the measures stated on this document.
- 3 Management should activate and coordinate the procedure of Control of Contagious Diseases if there is a CONFIRMED CASE OF COVID-19.



## MAINTENANCE

- 1 Sani A/C will be applied in all grilles and registers, using an atomizer.
- 2 Rooms will be effectively disinfected after guest checkout by using approved disinfectant solutions.
- 3 Maintenance work should be avoided as much as possible while guests are in their room.

## TRANSPORTATION WITHIN RESORT



- 1 Drivers, lobby to lobby and van to the Golf Course must be disinfected before starting any trip.
- 2 Lobby to lobby has sanitizing gel in sight and available during the guest's transfer.



## PALACE ELITE

- 1 The hostess will carry out the opening of the show room to confirm the condition of the room, at the end of the tour she'll close the show rooms, the housekeeping will be notified and the rooms disinfected.
- 2 The bars from vacation clubs must follow the sanitary measures set in the Bar section, such as disinfecting the bar surfaces with chlorine, every 30 minutes, and keeping the glassware clean.
- 3 The bar supervisor and/or waiters must support the disinfection of the tables and request support from Public Areas to disinfect cubicles used by the sales team after each use.

## POOL CONCIERGE



- 1 The vehicle will be stocked with **hand sanitizer**, and disposable tissues for guest use. Atomizer with **authorized chemical** product in the lower part for disinfecting the furniture. In the area there should be a trash can with a lid and preferably a pedal to dispose tissues.
- 2 At the beginning of the shift, all beds, towel rails, tables, frequent contact surfaces will be cleaned and disinfected, as well as after the guest leaves.
- 3 Food courtesies (skewers and popsicles) will be offered on plates, previously prepared (assembled) by the kitchen staff and will be delivered with tongs to the guests to avoid waste and handling. Only the guest will be able to take the food or the plate if he wishes.



## FRONT DESK

- 1 Make sure you have **hand sanitizer** available on your desk or counter.
- 2 For guests requiring antigen testing to return or stopover in a country, please mention the appointment procedure.

- 3 At Le Blanc, hot neck wraps will be sanitized with **pre-approved disinfectant product** after each use.

## PUBLIC RELATIONS



- 1 Any suspected or confirmed case should be reported to Public relations.
- 2 As a preventive action, staff should advise guests with respiratory symptoms to stay in their rooms until they are seen by a doctor, avoiding the need of the guest to go to the resort's medical center. Concierge will inform the guest about the cost of the PCR tests and will schedule appointments.

- 3 Appointments for antigen testing will be made at the Public Relations or Front Desk.



## CLOTHING WAREHOUSE

- 1 Chutes or carts where dirty clothes are separated must be sprayed with **Citrogen HD** at the end of a shift.
- 2 Dirty clothes should be transported in covered and/or closed laundry carts.

- 3 Carts transporting dirty laundry should be disinfected after use.

## SECURITY



- 1 Staff will make sure all employees, contractors, and visitors use **hand sanitizer** prior entering the hotel facilities.
- 2 Security will inspect the entrances and exits for staff, visitors, and suppliers to avoid crowding and to respect healthy distances.

- 3 Suspicious case of a staff member is code 31-19 and for guests is code 30-19, and confirmed case is code 58-19.



## SPA & BEAUTY PARLOR

- 1 Warm towels must be disinfected with authorized product after each use.
- 2 The spa staff will clean and sanitize with **pre-approved disinfectant product every 4 hours** or as many times as needed on all surfaces, equipment, or objects that are frequently touched such as door locks, door handles, lockers, spin cloth dryer lids, switches, handrails, railings, telephones, tablets, elevator buttons, hand-basin amenities, shower dispensers, etc.
- 3 Manicure and pedicure furniture will be cleaned and disinfected after each service.
- 4 A disinfectant tablet will be placed in the A / C of the cabins to disinfect the area.
- 5 Reception and hydrotherapy vanity will have hand sanitizer always in the guest's sight, upon their arrival into the Spa or Beauty Salon.
- 6 In room make-up and hairstyle services, the established capacity must be respected, the stylist must carry out the cleaning and disinfection process of the area, equipment and products (make-up) before and after the service.

## STAFF TRANSFERS



- 1 There is **sanitizing gel** in sight and available during the staff members transfers.
- 2 Transfer vehicles should have information regarding basic health prevention measures made visible to passengers.
- 3 Consuming food inside transfer vehicles is prohibited.



## GUEST TRANSFERS

- 1 Units are cleaned and disinfected after each service, focusing on the areas of greatest contact, such as door handles, seat belts, armrests, etc.
- 2 **Hand sanitizer** will be available in all units.

## YACHTS



- 1 The boat will be cleaned and disinfected before and after each service or transfer. Paying special attention to recently handled surfaces, equipment or objects such as: Door plates, handrails, railings, chair arms, etc.
- 2 There is disinfectant gel in sight and available during the guest's transfer/ trip