

# ST Hoteles

## COVID-19 PROTOCOL

#protectingustoprotectyou

Dear Customer,

In the midst of the global spread of COVID-19, at ST Hoteles we have thoroughly reviewed all our services, processes and procedures to maintain our commitment to protect the health and safety of customers, suppliers and collaborators adjusting each ST Hoteles to the guidelines established and issued by national, municipal and international health authorities (WHO), guaranteeing our permanent compliance with such guidelines.

### PURPOSE

Preventing, controlling and reducing the risk of contagion of COVID-19 virus for our clients, collaborators and suppliers, by incorporating and adjusting new operational processes in order to provide a careful and thoughtful service, focusing on the importance of each collaborator in each process to offer our guests a safe and pleasant stay.

### SCOPE

Applicable to all guests, collaborators and suppliers through biosafety actions and prevention of contagion of COVID-19 and other diseases in order to successfully detect COVID-19 infection suspect cases and possible actions (established contingency plan for suspect cases).

At ST. Hoteles, we have developed a protocol that contemplates not only aspects to improve our facilities and investment in technology, but also an awareness and intensive training plan for our entire work team.

## NEW MEASURES

### SANITATION



Installation of sanitizing mats at entrances



Special sanitization process for room keys and all common use items



Cleaning of rooms, public areas, areas where access is allowed to guests, elevators, staff areas and supplier sectors with hospital-grade sanitizers



Sanitizing station at public areas



Provision of sanitizing elements in rooms, guest access points, staff and suppliers' areas

### DIGITIZATION



Digitization of check-in and check-out processes



Digital payment option



Digitization of information on Hotel services



Information on measures and prevention through digital media in public areas



Presentation of a Health affidavit through the web



Digital concierge through WhatsApp

PROTECTION AND PERSONAL CARE  
 FOR GUESTS, COLLABORATORS AND SUPPLIERS



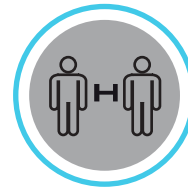
Mandatory use of mask



Temperature control prior to check-in



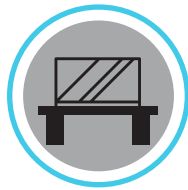
Disinfection of hands, clothes and luggage prior to check-in



Mandatory physical distancing and readjustment of spaces and furniture to ensure capacity reduction in all Hotel areas



Personal protection equipment for our staff (PPE)



Protective screen at Front Desk



Management of reserves for using Hotel services allowing access to guests



Sanitized room warranty seal



Elimination of paper amenities, reduction of the amount of decor and textile items

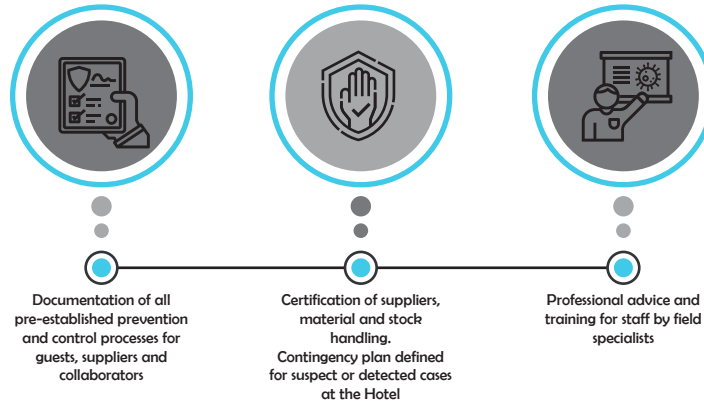


Higher cleaning frequency based on area use in addition to scheduled cleanings

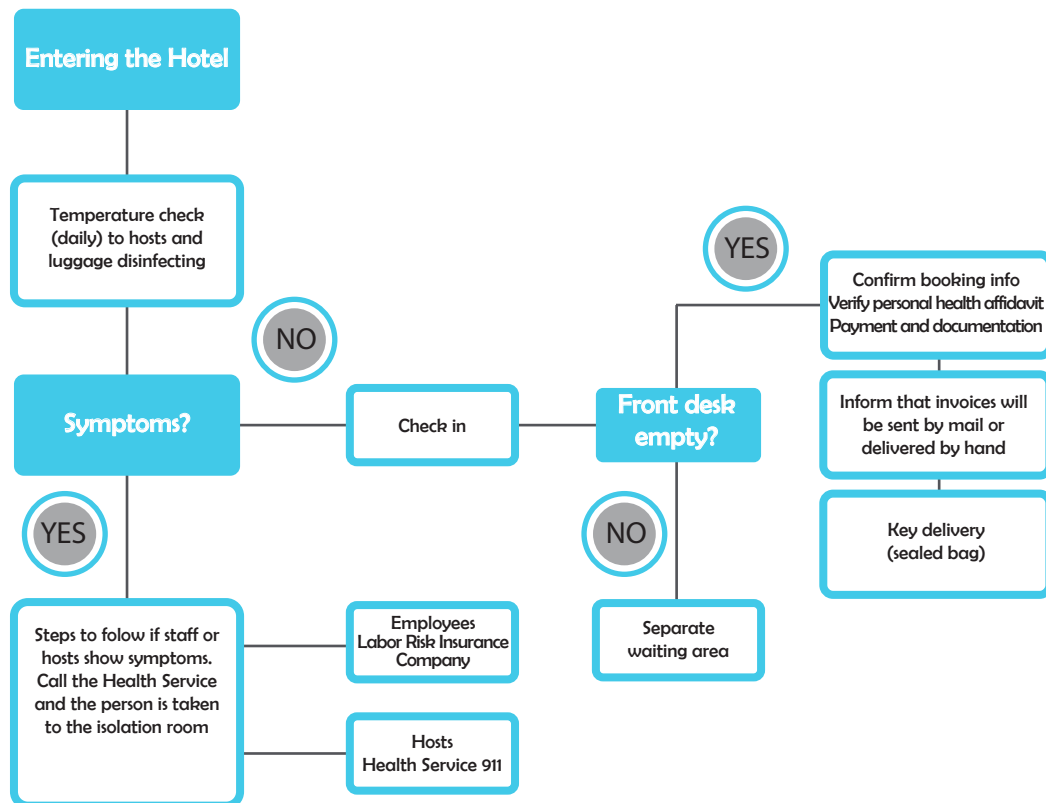


Affidavit signed by guests acknowledging the Hotel's new operating guidelines disclosed upon arrival, and committing to comply with such guidelines to protect us all

## PROCESSES



## CHECK-IN PROCEDURE AND CONTINGENCY PLAN



## NEW MEASURES

### TRAINING CERTIFICATE

