OGETHER we care

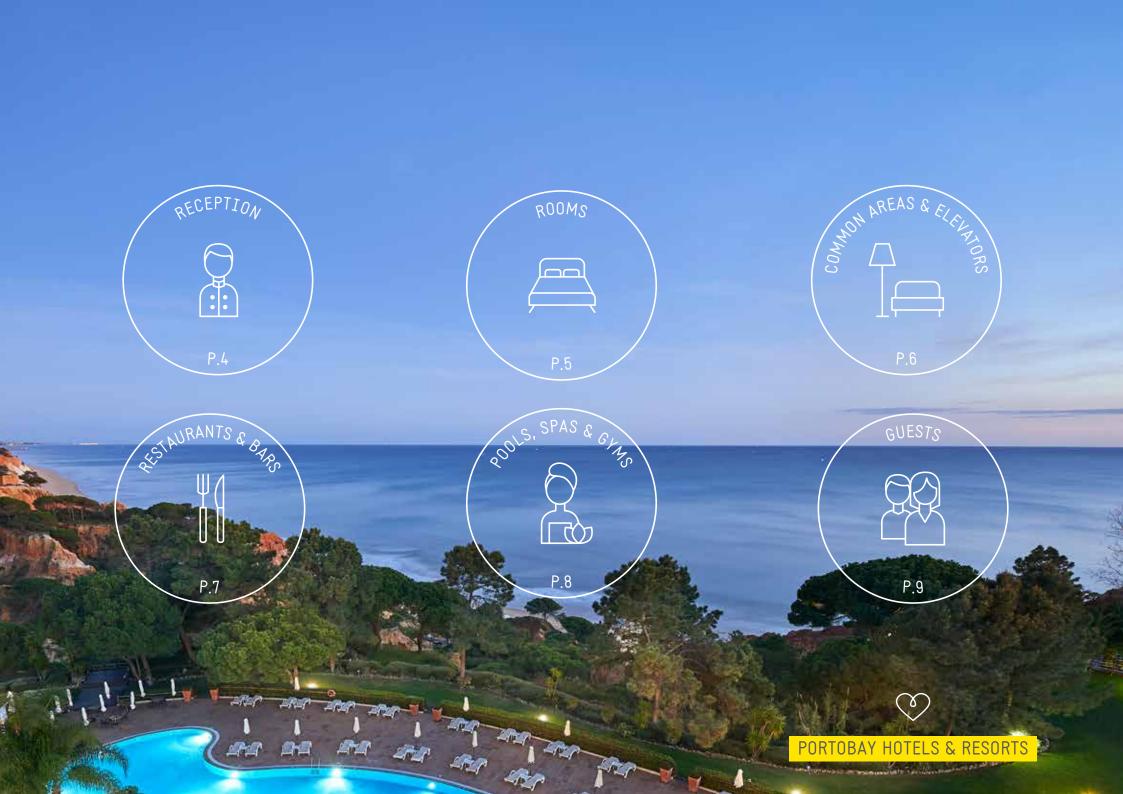




It is the PortoBay Group's top priority to protect and ensure the safety and well-being of its guests, customers, and colleagues. And our high standards of hygiene and cleanliness throughout our hotels have been widely recognised by our guests. In 2019, the GRI (Global Reputation Index, Review Pro) for PortoBay Hotels & Resorts was 92%, a result of 12,843 reviews, and amongst the various criteria evaluated, Cleanliness and Hygiene scored the highest at 95%. In view of the current COVID-19 pandemic and given the need for a rigorous response to the requirements and procedures of the current situation, an internal multidisciplinary committee was created responsible for the implementation, certification, training, and auditing of the action plan considered essential for the reopening of each hotel. This plan is fully aligned with the recommendations of the WHO, and guidelines from both National and Regional health authorities. Moreover, our hotels have been accredited with Turismo de Portugal Clean & Safe certification.

Consequently we have created our "Together We Care" protocol – this is a representative adaptation of leading regional, national, and international health directives, and coincides with our ever present mission at PortoBay: to provide a memorable experience for each and all our guests. Whilst there is certainty that a number of these proceedings will become the new norm, we also hope and believe that in time some of these extraordinary measures will only be temporary. This protocol has been developed in detail for procedures of both our Back of House and Front of House operations – below is a summary of the latter measures being implemented and are subject to both internal and external audit.

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SOCIAL DISTANCING EX countertop Plexiglass separators, stanchions for separation of check-in and check-out queues, for floor markers to promote social distance and spacing

CUSTOMER SERVICE information is digitally available and through our Messenger service EXPRESS CHECK-OUT billing by email and a preference for contactless payments

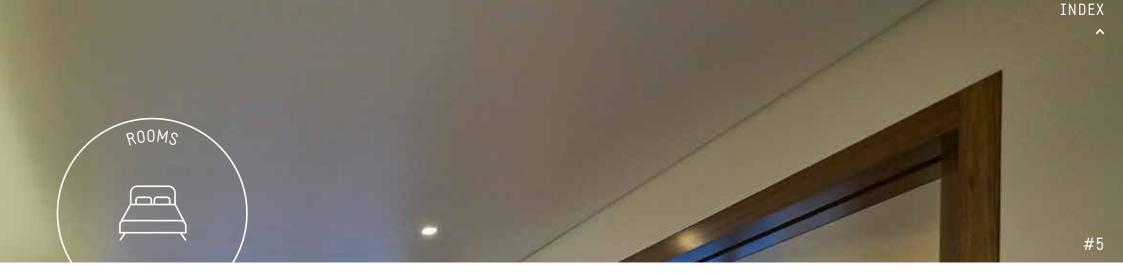
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CLEANING REGIME greater cleaning frequency of surfaces and guest supplies, as well as air conditioning units

> COVID-19 KIT hand sanitiser, paper towels, masks and thermometers will all be available

HOTEL ENTRANCE all hotels will have a control and disinfection procedure in place for both guests and luggage on arrival

EXPRESS CHECK-IN both pre-check-in and online check-in are available via the website or mobile devices



CLEANING REGIME reinforcement of daily cleaning and disinfection measures, as well as deep cleaning and disinfection between guest stays COVID-19 KIT free kit with mask and hand sanitiser

LINENS bed linens and towels are washed at 60°C and using anti-virus products, and sofas, curtains, and cushions are regularly disinfected CUSTOMER SERVICE majority of in-room materials and hotel information have been converted to a digital form and further assistance is available via messenger SIMPLIFIED both turndown and minibar services are only available upon request

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CLEANING REGIME greater cleaning frequency of surfaces and guest supplies, as well as air conditioning units

CAPACITY MANAGEMENT common spaces limited to 1 person per 4 m² in order to maintain social distancing

COVID-19 KIT hand sanitiser is available in all common areas, bathrooms, and lift entrances ELEVATORS occupancy limited to 60% capacity, greater frequency of cleaning and disinfection





#7

REDUCED CAPACITY minimum spacing of 2 metres between tables

LAYOUT priority given to use of outdoor areas

TABLE CAPACITIES maximum of 4 persons per table, exceptions made for families



OPERATION extended operating hours and reservations required. Dining turns may be introduced if necessary

COVID-19 KIT hand sanitiser and paper towels available entrances and bathrooms

DIGITAL MENUS easily accessible via smartphone, single use menus also available

GREATER TRANSPARENCY tables setup after guest arrives, cleaning of table and chairs once guest has left ROOM SERVICE service charge temporarily removed

CLEANING & FOOD SAFETY compliant with HACCP protocols

SET MENU & À LA CARTE preferred service styles through our hotels



BUFFETS if required, we will follow a disinfection protocol, staff will supervise the use of the buffet and ensure guest spacing, removal of shared serving utensils and greater emphasis on pre-portioned food as well as "grab and go" options

BILLING

new procedure for in-house guests and contactless payment preferred



equipment and machines

SUN LOUNGERS **REORGANISATION OF GYMS** 2-metre spacing between loungers, 2-metre spacing between all and cleaning between guests use

REDUCED POOL OCCUPANCY occupancy limited to 50%

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CLEANING & DISINFECTION in accordance with international protocols

SPA SERVICES SPA, sauna, jacuzzi and Turkish bath services await government regulation



r colleagues

MASKS masks are obliged throughout the common areas of the hotel

"TOGETHER WE CARE" material relating to our "Together We Care" protocol available before and during stay

SOCIAL DISTANCING compliance with social distancing recommendations HAND HYGIENE wash your hands well and often

ACTIVELY IMPROVING please fill out our hygiene and safety questionnaires about your experience at our hotels PPE personal protective equipment as suitable for each department or function

"TOGETHER WE CARE" training and simulations as well as continual updating of procedures

este documento é dinâmico e pode sofrer alterações ... Informação atualizada em WWW.PORTOBAY.COM SOCIAL DISTANCING compliance with social distancing recommendations

HAND HYGIENE hands washed well and often

HEALTH AWARE daily temperature control and colleagues must notify if any symptoms appear



THANKYOU -

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together we care