

# BARCELÓ HOTEL GROUP MEASURES AND PROTOCOLS

*Guidelines and report for TOs*



**Barceló**  
HOTEL GROUP

## OVERVIEW

- Barceló Hotel Group has set up a technical committee to ensure that employees, suppliers and customers are protected by health and safety protocols as it reopens its hotels. The technical committee comprises operations experts and works together with Barceló Hotel Group's business partners in Asia; experienced partners in other countries affected by epidemics; and BHG's usual health and safety partners (BIO9000, Biolinea and Biolab in EMEA, and Cristal International for hotels in Latin America).
- We have decided to strengthen our standard hotel control systems with pre-reopening audits. These audits will verify compliance by the hotel with all anti-COVID health protocols. Regular follow-up audits on these protocols have been scheduled to verify that the disinfection programmes are effective.
- One of the technical committee's primary tasks is to constantly adapt the protocols and decisions to health situation in each country so as to offer maximum security, while still focusing on providing the best customer experience.
- To make staff and customers feel safer and for greater peace of mind, reinforced and constantly updated standards and protocols will be added to the security and protection measures already incorporated in the company's standard protocols. These new shares and protocols were drawn up in accordance with the following principles:
  - Minimising risk to people.
  - Rejecting solutions without proven effectiveness against COVID-19 and/or that have not been certified by experts.
  - Eliminating any service or activity that could raise concerns about spreading the virus.
  - Reviewing the needs to update protocols on an ongoing basis, understood as the possibility of assuming that anything that increases safety may become definitive, while easing measures that may be more drastic at first and/or have negatively impacts on customer experience.

*The content of this document is subject to the recommendations and requirements issued by state, regional or municipal authorities.*



## INTRODUCTION

- Barceló Hotel Group has prepared a series of guidelines, measures and protocols for all hotels in its operating portfolio. Destination-specific legislation, hotel infrastructure or other external variables may result in differences or changes in how the measures are implemented.
- The protocols and measures defined have been assessed based on recommendations by WHO, international organisations (e.g. WTTC) and institutions in each country of operation. In Spain, this includes the Institute for Tourist Quality (Instituto para la Calidad Turística) and prevailing legislation and regulations of the Ministry of Health and the Ministry of Labour. Barceló goes beyond complying with regulatory recommendations and requirements. We apply more restrictive standards than those issued by these institutions, as customer, employee and supplier safety always comes first.
- Barceló has designed and assessed over 100 initiatives. This document sets out the 55 main initiatives affecting hotel and customer management.
- The measures are segmented by management or hotel operating area:



*We Care About You measures and protocols*



## GENERAL HOTEL MEASURES

### 1 EXTERNAL AUDITS

Barceló has strengthened its audit system by adding COVID-19 specific audits to ensure that preventive and corrective measures aimed at minimising the risk of spreading the virus are properly implemented and monitored. The audit firms are certified in managing and controlling critical points related to food and environmental safety.

- Bio9000 (EMEA)
- Bolinea (EMEA)
- Biolab (EMEA)
- Cristal (LATAM)



Audits include assessments of facilities, services in all areas, rooms and common areas. Audits shall be performed regularly as part of a dynamic process, which is updated in line with regulations and needs at any given time. As such, the system is one of continuous improvement.

### 2 WE CARE ABOUT YOU ORGANISATIONAL FLOW CHART AND GOVERNANCE

We have devised the following organisational structure for managing and monitoring COVID-19 initiatives and measures:

- Global Steering Committee: highest body for signing off on initiatives, strategic focus, budgets, etc.
- Technical Committee and working groups: segmented by areas of impact and tasked with reviewing regulations, overseeing implementation, adapting measures and timetables, etc.
- Hotel Safety Committee: team responsible for implementing and monitoring measures at the hotel, including executing the contingency plan when a customer or employee is diagnosed with symptoms. Committee members include management, department heads, and each hotel's Occupational Health & Safety (OHS) officer.

### 3 REINFORCEMENT OF CLEANING PROTOCOLS

We have reviewed and reinforced cleaning and disinfection protocols and routes for common areas, customer service areas, internal areas and rooms. All machinery and installation cleaning and disinfection protocols have also been reviewed and redefined in relation to the various services and areas.

### 4 WE CARE ABOUT YOU SPECIALIST

In line with the reinforcement of routes and frequencies in cleaning and disinfection protocols, Barceló will give greater visibility to customer-facing staff involved in these processes. The aim is to convey the company's efforts in cleaning protocols, making customers feel safer during their stay.

## GENERAL HOTEL MEASURES

### 5 ADDITIONAL DISINFECTANTS

Room and common area cleaning and disinfection protocols include a range of products for hospital use in addition to existing products to guarantee that all surfaces are disinfected.

### 6 ADDITIONAL CLEANING EQUIPMENT

The hotels will acquire any additional equipment needed to ensure that they are disinfected; e.g.: electrostatic-free cool running nebuliser, industrial steam cleaner for thermal disinfection, hermetic cleaning trolleys, etc.

### 7 SPECIFIC SIGNAGE

Specific signage with health and safety information has been designed and produced for the various points of sale and service areas: reception, rooms, restaurants and bars, common areas, recreational areas.



### 8 PROMOTION OF THE APP

A special promotion will be conducted to add visibility to the features of the app and promote its use. The app is a key tool for managing hotel safety with informational content, managing capacity, booking activities, communication channel, etc.

### 9 SUPPLIER PROTOCOLS

Supplier access will be controlled, with tighter security measures in merchandise entrances and supply warehouse. Observance of safety measures (hand gel, mask, etc.) and tighter restrictions on kitchen access.

Before working with Barceló, all suppliers must sign a statement of liability confirming that they have taken all the necessary measures to prevent transmission of the disease.

### 10 SUSTAINABILITY AND RESPONSIBILITY

We have designed actions aimed at building trust in local communities and implementing the CSR strategy: donations, volunteering, environmental protection, local economy, etc.

## CUSTOMER MEASURES

### **11** HAND SANITISER DISPENSERS

We have placed hand sanitiser gel dispensers in all common areas (reception, corridors, lifts, main entrances, public rest rooms, gym, spa, etc.) and back office areas.

The dispensers shall include user recommendations and information, and specific signs will be placed to make them more visible.

### **12** AVAILABILITY OF MASKS AND HAND GEL

All hotels must have a supply of individual masks and hand gels for customers.

### **13** MONITORING OF AT-RISK OR POTENTIALLY INFECTED CUSTOMERS

Reception staff must gather information provided by the various departments regarding potential signs or symptoms of illness of customers staying at the hotel and report to the GEM and management for further follow-up. Particularly high-risk customers due to age, origin or other clinical data made available to us previously shall be identified.

GEM will keep a monitoring and tracking log for these customers, informing them of the safety measures available and offering assistance where needed.

### **14** CUSTOMER OPINION

Questions will be added to the customer satisfaction survey (given both during and after stays) regarding their impression of the stay in terms of health and hygiene.

### **15** CUSTOMER CONTINGENCY PLAN

Each hotel's safety committee has drawn up a customer action protocol in case of outbreaks or positives. The protocol sets out the services provided to customers who have become ill.

## HOTEL EMPLOYEE MEASURES

### **16** EMPLOYEE PPE

All hotel workstations have undergone a risk assessment to determine whether or not to require use of a mask or other personal protective equipment (PPE) and their job-specific characteristics.

OHS has determined the required PPE for each job. All hotels must enforce the measures or recommendations. First aid kits have been provided with supplementary protection items during the pandemic to care for anyone who is injured or becomes ill and requires attention and cannot maintain social distancing.

### **17** DAILY EMPLOYEE HEALTH SCREENING

Employee health shall be monitored daily through self-diagnoses. Where certain parameters are exceeded, they must be reported.

Barceló shall implement the necessary measures to guarantee employee and customer safety both before reopening or the return to work, and during operation.

### **18** DISINFECTION SOLUTIONS FOR EMPLOYEES

Staff shall have access to sanitising wipes or paper, and disinfectant spray in all services and facilities with frequently touched surfaces (e.g. lift buttons, vending machines, computer keyboards, POS terminals, tablets, etc.).

Signs explaining use shall be included for all material and products.

### **19** SPECIFIC SIGNAGE FOR STAFF

Specific signs for back house personnel will be placed in employee areas, and health and hygiene measures will be reinforced.

### **20** EMPLOYEE TRAINING

We had added compulsory and voluntary courses on new regulations and COVID-19 protocols for all employees.

### **21** EMPLOYEE BADGE

Employee shall wear a badge that customers can see showing that they have received comprehensive and specific training on infectious disease protocols.



### **22** FIRM COMMUNICATION WITH CUSTOMERS

We have put in place new guidelines regarding what to say to customers, so teams can help raise awareness about compliance with safety measures, making the customer experience more pleasant and more personal.

## RECEPTION MEASURES

### 23 RECEPTION STAFF PPE

Employees and customers shall observe a two-metre social distancing rule. Where this measure cannot be applied, workers must wear face protection screens or masks during their shift. In specific cases, the hotel shall implement collective protection measures (e.g. methacrylate screens).

A fixed workstation shall be assigned to each employee and each shift. Employees may not swap station with other receptionists during the same shift. Each worker shall use only the assigned equipment (computer, printer, telephone, POS terminal, etc.) and is responsible for cleaning and disinfection. Where equipment must be shared, each worker shall be responsible for disinfection.

### 24 DIGITAL CHECK IN/ OUT

Digital check in/ out digital will be available as an option to eliminate contact between receptionists and customers on arrival and departure. This will also help reduce the risk of crowds in reception.

We have also defined alternative processes to minimise the exchange of objects with customers who do not use digital check in/out or hotels where this technology is not yet available.

### 25 ROOM ASSIGNMENT

We have added room assignment rules to take account of at-risk customers:

- Assign rooms vacated at least 24 hours before the next occupancy first, whenever possible.
- Assign rooms leaving a vacant room between customers, whenever possible.
- Identify rooms that may be occupied by customers requiring isolation.
- Do not reassign rooms occupied by a customer in confinement or suspected of having COVID until at least one week after the customer's departure.

### 26 MOBILE KEY

Hotels with mobile key technology should replace plastic cards with the digital keys integrated in the Barceló app.

### 27 KEY COLLECTION AND DISINFECTION

We have drawn up an internal procedure for disinfecting and sanitising room keys before giving them to guests. The recommended process entails use of a UV machine for disinfection and boxes for depositing keys after customers check out, after which they are disinfected.





## RECEPTION MEASURES

### 28 RECEPTION SAFETY SIGNAGE

We have designed vinyl floor signs for reception to reduce the risk of crowding and ensure social distancing.



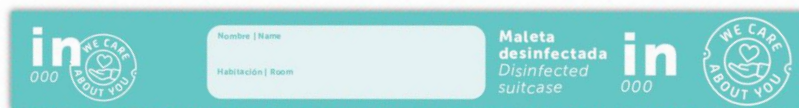
### 29 SHOE DISINFECTION

We recommend hotels have a system for disinfecting shoes at the entrance, using shoe disinfection mats.

### 30 LUGGAGE DISINFECTION

Customers will be offered an optional luggage disinfection system upon arrival at the hotel while they check in.

After luggage is disinfected, a “We Care About You” label is placed on it.



### 31 CONTACTLESS PAYMENT

Customers shall be encouraged to pay with credit card or by mobile phone rather than in cash. Guests will also be encouraged to open an internal credit account for use of installations throughout their hotel stay.

## ROOM MEASURES

### 32 STRICTER ROOM CLEANING PROTOCOLS

We have added new protocols to those already in place for cleaning stay-over and checkout rooms:

- Never when the customer is in the room. Increase the amount of room ventilation time.
- After standard cleaning, use an additional disinfectant for frequently touched surfaces and objects (handles, knobs, telephone, remote control, etc.).

Customers will also be allowed to choose between cleaning options: 1) hotel staff cleans the room daily; 2) the customer chooses how many times a week to have the room cleaned; 3) the customer cleans their own room during the stay. A “basic cleaning kit” will be provided for option 3).

### 33 CLEANING MATERIAL MANAGEMENT

Cloths should be changed after each room cleaning. There are two main options:

1. Collect dirty cloths, place them in a separate bag and wash them at temperatures above 60 degrees using disinfecting detergent. For this option, the hotel must ensure it has a sufficient stock of coloured cloths.
2. Use disposable cloths, disposed of them after each room cleaning.

### 34 MINIMISE ROOM FURNISHINGS

We have stipulated minimum furnishing to reduce the risk of spread:

- Remove non-essential bed linens and decorative items (e.g. bedspread and decorative pillows).
- Provide additional linens (extra pillow, blanket or comforter) in a sealed plastic package (to ensure it has not been used previously by another guest) with a “We Care About You” label.
- Remove shared items (desktop folders, note pads, pens).
- List of items to be kept:
  - TV remote control in a sealed plastic bag with a “We Care About You” label.
- Minibar service on request.
- VIP packages in clear plastic bag with a “We Care About You” label.
- Minimise stationery in rooms.

## COMMON AREA MEASURES

### 35 STRICTER COMMON AREA CLEANING PROTOCOLS

Protocols for common areas include stricter measures for additional cleaning and disinfection routes to normal cleaning (WCs, hall, corridors, stairs, lifts, etc.) and customer service areas (restaurants & bars, wellness & fitness centres, recreational rooms, etc.), and internal areas (kitchen, storage rooms, laundry rooms, etc.). Special emphasis shall be placed on critical points, such as lifts, public bathrooms, etc.

All common areas used by customers must now be ventilated daily; spaces that can, should be kept open.

### 36 COMMON AREA SAFETY SIGNS

We have placed vinyl floor signs in common areas at risk of crowding to ensure social distancing.



**Manténgase a la derecha**  
*Keep right*



**Manténgase a la derecha**  
*Keep right*



### 37 ADAPTATION OF PUBLIC BATHROOMS

We have placed paper hand towel dispensers or hand dryers in public bathrooms. Avoid towels, even for individual use. Bathrooms must be cleaned at least 6 times a day.

### 38 LIFT CAPACITY MANAGEMENT

Use of masks will be dictated by the government regulations issued in each country. The number of people allowed to use lifts will be managed. As an alternative measure, the use of stairs will be encouraged. Specific information signs will be placed near lifts and stairs.

**Uso obligatorio de mascarilla compartiendo ascensor con personas ajenas a su unidad familiar**

*Mandatory use of mask when sharing elevator with people outside of the family unit*

### 39 POOL SAFETY MEASURES

Pool capacity has been limited through the redistribution of lounge chairs with spaces of 1.5 and 2 m between each. Use of towels with lounge chairs is mandatory, with disinfection by staff after each use.

The pool area must be disinfected completely twice a day. Special emphasis must be placed on steel surfaces and lounge chairs.

All non-essential items of solariums shall be relocated: tables for beverages, decorative items. Automatic hydroalcoholic hand gel dispensers shall be placed near showers for use by guests before and after pressing the shower button.

## F&B MEASURES

### 40 ADAPTATION OF THE F&B SERVICE

The most suitable F&B offering shall be selected based on nationality and number of guests.

Choices include:

- 1) Attended buffet (encouraging show cooking)
- 2) Set menu
- 3) Room service
- 4) Grab & go



Table settings should be adapted to minimise exposure to risks and manipulation; tables should be set as close to the start time of the service as possible.

Recommendations:

- Use individual paper tablecloths containing information about the measures taken, cutlery based on the needs of the services and plastic-wrapped paper napkins.
- Remove decorative items, and salt and pepper shakers from tables, etc., offering single servings.

A la carte restaurants, bars and cafeterias: eliminate appetizers or dishes designed for sharing.

### 41 SAFETY AND CAPACITY MANAGEMENT



Redefine maximum room capacity and enforce compliance. Depending on customer occupancy and nationality, assess the need for providing service in "shifts". Extend services hours to ensure capacity is met and proper service is provided.

Enable open-door entrances and exits. Rope off areas or place vinyl stickers indicating directions.

Seating protocol for directing customers to ensure social distancing. A payment protocol has been designed to minimise contact and handling of items.

### 42 RESTAURANT & BAR STAFF PPE

All waiters must equip their cupboards, service station or office with the necessary products, materials and tools for their service to minimise sharing, and are responsible for cleaning and disinfection.

Room service staff shall wear disposable nitrile/latex gloves at all times and masks where they cannot maintain a 2-metre safety distance with guests.

## MICE MEASURES

### **43** REDEFINITION OF EVENT ROOM SETUPS

Meeting and event room capacity has been recalculated and redefined in line with safety regulations. Capacity management must consider the following recommendations:

- Promote meetings in theatres, to facilitate separation and compliance with cleaning and disinfection rules.
- Maintain the distance required by regulations in both U-shaped and cocktail arrangements.
- Avoid classroom arrangements which are more difficult to clean and disinfect.

### **44** MONITORING CUSTOMERS IN EVENT ROOMS

Safe management of circulation and capacity requires:

- Monitoring entrances and exits at accesses and R&B sites to prevent queues and crowds.
- Redistribute and relocated people based on attendance and m2.
- Set individualized programmes for customer specifying schedules, room name, shifts for coffee breaks, lunches, dinners, seat numbers, and the recommended entrances to events.
- Consider the possibility of numbering seats with adhesive labels that easily reusable, and sterilisable.

### **45** SIGNAGE FOR MANAGING ROOM CAPACITY

We have designed signs for managing capacity in meeting and event rooms: entry and exit circulation flows, seating system, safety distances for coffee breaks, etc.

### **46** SANITARY EQUIPMENT IN ROOM AND COMMON AREAS

Sanitary equipment (customer PPE) shall be available to customers in rooms and common areas. Use of protection of equipment and materials shall also be considered: disposable cups, microphone protection, etc.

### **47** APP DEVELOPMENT FOR MICE SERVICES

We have developed the Barceló app so customers can following their daily programming, consult relevant information on security measures for the event and the facilities, stream their meetings, etc.

### **48** ADAPTATION OF COFFEE BREAK SERVICE

The coffee break service shall be adapt to optimise how food and kitchenware are presented to protect customers: use of recycled utensils, individually wrapped food, etc.

## MEASURES FOR OTHER SERVICES

### **49** ADAPTATION OF ALL ENTERTAINMENT PROGRAMMES

All recreational and entertainment programmes shall be adapted in terms of capacity and distances, and prioritised. Each hotel will have an individual programme adaptation plan.

### **50** ADAPTATION OF SIGNAGE FOR CHILDREN

The language in COVID-19 signs and posters shall be adapted to children. There will be two types (Miniclub and Zone One), in which rules requiring people to wash their hands, not to share items, and social distance are explained in simple language and graphically.

### **51** GYM SERVICE PROTOCOL

We have defined gym service safety protocols, which entail: capacity management, use of towels, social distancing, group class hours, disinfection route, informational signs.

### **52** DISINFECTION OF MACHINES FOR CUSTOMER USE

In addition to the surface disinfection route, disinfectant sprays and paper will be available so all customers can clean machines before and after each use.

### **53** ADAPTATION OF WELLNESS RECEPTION

We have established the necessary guidelines to guarantee customer safety at spa reception: safety signs, closure of waiting room, fixed or digital charts, removal of tablets, etc.

### **54** ADAPTATION OF WATER COURSE

We have established the necessary guidelines to guarantee customer safety in water courses: capacity control with specific hours of operation, group separation in accordance with regulations, signage and information on flows, prohibition of entry with personal material (flip-flops, etc.) All necessary material (flip flops, towels and cap) will be provided in a plastic bag.

### **55** ADAPTATION OF TREATMENTS

We have established the necessary guidelines to guarantee customer and employee safety in spa treatments.

All material for treatments shall be sterilised using UV light. The treatment menu shall be adapted, with the most invasive treatments eliminated.

*This document is for information purposes only*



**Barceló**  
HOTEL GROUP

**ROYAL HIDEAWAY**  
LUXURY HOTELS & RESORTS

**Barceló**  
HOTELS & RESORTS

**Occidental**  
HOTELS & RESORTS

**allegro**  
HOTELS