



ORO VERDE[®]
HOTELS

**NEW PROTOCOLS & STANDARDS
FOR SAFETY AND HYGIENE FOR
COVID-19 PREVENTION**





Reinforcement of cleaning protocols in common and social areas

To ensure that the reinforcement of our cleaning protocols perform with the expected results, we have established a **commercial alliance with ECOLAB**, global leader in hygiene services that with its long history of innovation offers exponential added value to the cleanliness and safety to all the Properties of **Oro Verde Hotels**.



Extra disinfection of the high contact areas of the room



Increased cleanliness process in common/public areas

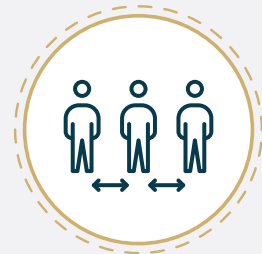


Relocation of the training equipment in our Fitness Centers, Oro Fit



Reinforcement in the cleaning and water treatment process

Special products are used to sanitize the area



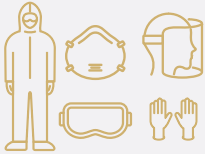
Due to the social distancing norm, recreational areas will have limited space

New hours for pool usage will be available



PROCEDURES | ROOMS

The team prepares to start their shift



The housekeeper will wear as part of his/hers uniform the items of personal protective equipment assigned to his/hers area.



The housekeeper will use the 70% alcohol hand sanitizer gel or liquid alcohol dispenser that will carry in your cleaning trolley.



The entire cleaning and disinfection process is carried out with the products that **ECOLAB** designates for specific activities.



The housekeeper will clean all their work equipment at the beginning of their shift and it is not allowed to share them with other work partners.

Steps to consider in the room cleaning process



Linen and towels are changed daily in coordination with the guest.



Pays attention to the most frequently touched guests room areas such as Tv control, switches, door handles, etc.



The anti-fluid protectors on the pillows will be sprayed with 70% alcohol liquid after each use to ensure further disinfection.



Glasses will not be temporarily placed inside the rooms, only water bottles.



The Maintenance Department will reinforce the cleaning of the air conditioning filters, as part of its preventive maintenance plan.



During his/hers work shift the housekeeper will maintain the physical distance standard of 6ft.



Cushions and decorative elements of the bed are also removed.



The housekeeper will ventilate the place by opening curtains and windows and will keep the room door open while cleaning.



At the end of the cleaning procedure, the housekeeper disinfects his gloves with 70% alcohol hand sanitizer gel.



Biosafety guidelines for our team members

- Special Protocols and medical control are established for the return of our teams to the Hotel.
- We implement a disinfection protocol for the entrance of the team members to the Hotel facilities.
- All the team members will be provided with the required Personal Protective Equipment which will be of obligatory use to do their tasks.
- We reinforce the cleaning and disinfection processes of the work and customer service areas.

Caring for our guests

The World Health Organization warns that person to person contact is the primary form of COVID-19 spread. Aware of this and with the aim of reducing the risk of transmission, **Oro Verde Hotels** implements the following services:

- Program "**Step by step we take care of your health**": Will lead you into a process of 5 points with biosecurity measures before the check in process.
- Implementation of the **Express Check in and Express Check out** system: The guest will have access to this service making the registration process easier and faster.
- **Constant cleaning and disinfection** of guest transportation vehicles.





Food Safety



- Review and update of **international certifications** (example: Servsafe) for kitchen and wait staff.
- Activation of **new safety and hygiene protocols** both in the kitchen and restaurants areas, room service and home delivery.
- Our new commercial **alliance with ECOLAB** will allow the use of special disinfectants and hygiene products that will keep equipment and facilities cleaner and safer.
- We reinforce our food **safety standards** throughout the food chain, from careful selection of suppliers, storage and meal preparation.

Trained work teams



- We have improved the designs of the training programs for our team members, in this way we are able to protect your well-being.
- Implementation of new trainings focused on reinforcing the cleaning and hygiene protocols of our facilities.

Safety for our suppliers



- **Vehicles disinfection** (tires, trunk, etc.) before entering to the hotels facilities.
- Presentation of **sanitary protocol** made to all products and materials.
- The security staff will apply the **control of health conditions protocol** to all our suppliers which includes temperature and PPE control.
- Suppliers will receive the information on the **distancing protocol** in place in our facilities and the obligation to comply with it.