



# Health Protocols: Safety and Hygiene Measures for COVID-19

## I. WHAT IS THE CORONAVIRUS (COVID-19)?

Coronaviruses are a family of viruses that cause disease (from the common cold to more serious respiratory illnesses) and circulate between humans and animals.

The symptoms of COVID-19 include:

**Cough**  
**Fever**  
**Headache**

- Accompanied by at least one of the following symptoms:  
Sore throat or pain  
Muscle pains  
Joint pains  
Runny nose  
Red eyes  
Chest pain  
Shortness of breath or shortness of breath (severe cases)

### How is COVID-19 transmitted?

Human coronaviruses are transmitted from one infected person to others:

Through the droplets that a patient expels when coughing and sneezing

When touching or shaking the hand of a sick person, an object or surface contaminated with the virus, and then bringing dirty hands to mouth, nose or eyes.

## Who is at risk of complications or serious disease COVID-19?

- Adults over 60 years of age
  - People with chronic cardio-respiratory diseases, diabetes, hypertension, morbid obesity
  - People with immunosuppression: cancer, HIV, organ transplant, women in fertility treatments, among others.
  - Smokers (mainly those diagnosed with COPD)
- Although there is still no scientific evidence that pregnant women are also at higher risk of complication by COVID-19, in Mexico they are considered within the at-risk groups.

## II. MITIGATION AND PREVENTION MEASURES

Mitigation and prevention measures reduce the speed of transmission or contagion, the over-demand of health care services, and the number of cases.

### PERSONAL HYGIENE MEASURES

The basic measures of personal hygiene and the environment that must always be carried out to protect from COVID-19, as well as various diseases infectious are:

- Wash hands frequently with soap and water (10 to 20 times a day), on the street, periodically during the day, after touching common areas, after using the bathroom, touching money, and before eating or preparing foods.
- Cover nose and mouth with disposable tissue or the inside corner of one's arm when coughing or sneezing. If experiencing respiratory symptoms, a person must wash hands directly after cleaning their nose.

- Shelter-at-home if experiencing respiratory ailments. One should seek medical attention if symptoms of severe illness (continuous fever and difficulty breathing) occur.
- Maintain adequate hygiene in the surrounding areas such as hostels, offices and meeting centers, where people frequent.
- Never spit on the ground. If spitting is necessary, one should do so in a disposable tissue, throw it out in the trash, and immediately wash hands.
- Do not greet with a kiss, a hand or a hug.
- Frequently wash and / or iron scarves, gloves, coats, gowns, aprons, etc., preferably after each use.

Be Hoteles employees will strictly adhere to the following measures

#### **Handwashing:**

All Hotel employees have been instructed to wash their hands or use disinfectant when a sink is not available, every 60 minutes for 20 seconds, and after any of the following activities: using the bathroom, sneezing, touching their face, blowing nose, cleaning, sweeping, mopping, smoking, eating, drinking, entering and leaving the gaming room, taking a break, and before or after a shift begins.

#### **COVID-19 training:**

All employees are trained in the COVID-19 safety and sanitation protocols to follow, including cleaning services, food and beverages, public area department, hotel operations, and security.

#### **Personal Protective Equipment (PPE):**

All employees will use the appropriate PPE based on their role and responsibilities and in accordance with state or local regulations and guidelines. Each employee entering the hotel will be provided with a mask and gloves to wear while on property.

**Uniforms & Washing:** The uniforms are washed daily at 70°C using disinfectant detergent. Staff will not arrive in uniform from home, and will change clothes at the workplace.

**Safe at Home:** Whomever is experiencing a respiratory illness will stay at home, and go to the health unit to receive medical attention in case of presenting any of the symptoms of serious illness (continuous fever and difficulty breathing), as well as follow the instructions provided by health personnel.

#### **Staff Treatment:**

In the event that one of the collaborators shows symptoms compatible with COVID-19, the hotel will provide him or her with a surgical mask to use immediately, and they will leave their professional activity to go home to quarantine.

All close contacts with the possible, probable, or confirmed collaborator with COVID-19 will perform a 14-day home quarantine with active symptom monitoring. The accomplishment to the 7 days of a laboratory test will be valued. If the test is negative, they can rejoin the professional activity.

### **III. PREVENTION MEASURES WITHIN THE HOTEL**

#### **Coexistence unit:**

In common areas of the establishment, social distance (2 meters) will be considered between different coexistence units. Coexistence units cannot exceed 10 guests.

#### **Health support team:**

A specific team from the hotel will receive special training to attend to guests in isolation rooms, especially in the handling of PPE, its placement, use and removal.

**Control over Health:**

Hotel workers will carry out a daily health questionnaire that includes temperature control for all employees. The same protocol will apply to suppliers or visitors to the hotel facilities who are not clients.

**Start of Shift:**

Pre-shift employee briefings will be held virtually or in areas that allow for appropriate physical distance between employees. Larger departments will separate employee arrival times to minimize traffic volume in hallways and service elevators.

**Operational and Facility Adjustments:**

The management will apply the necessary measures so that the maximum capacity of all the areas of the establishment (reception, dining room, restaurants, bar, spa, swimming pool, etc.) is met, so as to ensure 2 meters of distance between people from different groups of coexistence. The capacity at the entrance of the facilities will be controlled. People waiting for access at the entrance of the venues will respect the minimum separation of 2m.

If social distancing cannot exceptionally be met, it can be offered as an alternative for all users in the area to wear a surgical mask.

**ARRIVAL AT THE HOTEL**

1.- Reception will invite each guest to disinfect their shoes on the sanitizing mat located at the entrance.

2.- The Bell Boys team must identify the bags of the arrivals, in case of having more than one check-in at the same time. They must make sure that the bags are protected with the proper distance and will always use the EPP when handling the luggage.

3.- It is essential to always have communication with VIP CAB so that staff are informed of the location of guests in real-time.

4.- The reception team, together with the concierge team, must follow up on the rooms upon arrival and thus have them ready before the arrival of the guest. This is based on the information provided in the reservation.

5.- When the guest is at the reception, the staff will avoid physical contact with the guest. The guest will be invited to their room with previously programmed and disinfected keys.

**IV. CLEANING AND DISINFECTION OF PUBLIC AREAS AND ROOMS****Difference between Cleaning and Disinfection**

The causative agents of COVID-19 may be present on the surfaces of greatest contact. Our cleaning and disinfection processes for rooms and areas are methodical, scheduled and continuous, guaranteeing the reduction of infections and their transmission.

**Cleaning** is the procedure by which the physical removal of organic matter and dirt is achieved. It is mainly used to remove dirt and not to kill microorganisms.

**Disinfection** consists of the temporary reduction of the total number of living microorganisms and the destruction of pathogens (bacteria or viruses) either by physical or chemical means applied directly.

**RITCO INDUSTRIAL DISINFECTANT PRODUCTS:**

The disinfectant products that Ritco Industrial offers are made with active ingredients approved by the United States Environmental Protection Agency (EPA) for the elimination of the new coronavirus. These active ingredients have already been studied and are recommended for efficient disinfection:

PRODUCT	DESCRIPTION AND USE	Active ingredient authorized by EPA
<b>Basic Germ</b>	Cleaner and disinfectant for all types of washable surfaces in bathrooms, bedrooms and public areas. Cleans and disinfects in 1 single step.	5th generation ammonium quaternary.
<b>Quaternary Disinfectant</b>	High performance concentrated disinfectant for all types of washable surfaces in direct contact with food.	5th generation ammonium quaternary.
<b>Evaporable Disinfectant</b>	Alcohol based evaporable disinfectant for all types of hard surfaces.	Ethyl alcohol or Isopropyl alcohol 5th generation ammonium quaternary
<b>Basic HP60</b>	Economical concentrated chlorine disinfectant for washable surfaces	Sodium hypochlorite (chlorine)
<b>Bonderbac</b>	Disinfecting hand soap	5th generation ammonium quaternary.
<b>Bondergel</b>	Hand sanitizing gel	Ethyl alcohol or Ethanol
<b>Germinix Mold</b>	Disinfectant and inhibitor of microorganisms	Sodium hypochlorite (chlorine)
<b>Korte</b>	Concentrated chlorinated detergent for dishwashing machine	Sodium hypochlorite (chlorine)
<b>Korte Green</b>	Pre-washing detergent for fruits and vegetables	Sodium hypochlorite (chlorine)

## V. CLEANING AND DISINFECTION OF PUBLIC AREAS:

Cleaning and disinfection frequency has increased in all public spaces with an emphasis on frequent contact surfaces, including but not limited to reception desks, buttons, door handles, public restrooms, room keys and locks, stair handrails, stairs, counters, dining surfaces and rest areas.

### Cleaning measures:

- Staff will follow the usual cleaning plan for public areas with a special focus on contact surfaces.
- To disinfect contact surfaces, staff will use an ammonium quaternary-based disinfectant or the disinfecting agent recommended by chemical suppliers.
- Staff will use specific clothing, scouring pads, sponges and bags identified and color-coded to avoid cross-contamination.
- For furniture with soft surfaces such as sofas, mattresses, steam cleaning procedures (vaporizer) will be applied.

## CLEANING OF COMMON AREAS

Hourly high-contact surfaces will be disinfected including: modules, desks, reception tables, computer keyboards and mice, pens and room keys or cards, door handles, railings, trash cans, telephones. Staff will disinfect the working tools that are shared such as: radios, room keys, computers, laptops before their shift change. This disinfection can be carried out with Basic Germ in dilution 1:30, with an evaporable disinfectant, or with a quaternary disinfectant at 400 ppm.

The restroom area will be cleaned hourly: restroom door handles, faucets and faucets in restrooms, toilet and urinal handles, cubicle handles within restrooms, and trash cans within restrooms. It will be carried out with Basic Germ in dilution 1:30, with an evaporable disinfectant, or with a quaternary disinfectant at 400 ppm.

Every 2 hours the tables, chairs, armchairs, benches, etc. that are present in the lobby will be disinfected. The lobby floors will also be mopped every 2 hours with a disinfectant solution. Soft surface furniture including armchairs, sofas, cushions will be cleaned with steam as needed or with the Basic Germ product dilution 1:30, or quaternary disinfectant at 400 ppm.

The waste baskets will be emptied, cleaned and disinfected every 2 hours with Basic Germ in dilution 1:30, Quaternary Disinfectant at 200 ppm.

Carpets and carpeted floors will be vacuumed prior to disinfection treatment with vacuum cleaners equipped with HEPA10 filters. This activity is carried out by fogging (quaternary) with ammonium quaternary at 400ppm

We use exhaustive procedures to ensure the effectiveness characteristics of cleaning solutions (soaps, detergents, disinfectants), such as using separate buckets for solutions such as soaps, detergents, disinfectants and water for rinsing, frequently changing solutions, replacing dirty cloths For cleaning clothes we use microfiber cleaning supplies.

We will maintain the climate with a gradation between 24 ° and 26 ° C. and humidity between 50 and 60%. We do specific maintenance for each system, especially filter cleaning (HEPA filters).

<p>RECEPTION</p> <ul style="list-style-type: none"> <li>· Reception</li> <li>· Internet machines / Computers / lap top for guest use</li> </ul>	<p>PUBLIC AREAS</p> <ul style="list-style-type: none"> <li>· Balustrades, handrails</li> <li>· Controls and switches</li> </ul>
<p>BARS AND RESTAURANTS</p> <ul style="list-style-type: none"> <li>· Tables and chairs (armrests)</li> <li>· Serving utensils</li> <li>· Bar counter</li> </ul>	<p>SWIMMING POOLS</p> <ul style="list-style-type: none"> <li>· Pub</li> <li>· Hammocks and deck chairs</li> </ul>
<p>TOILETS</p> <ul style="list-style-type: none"> <li>· Taps and door handles</li> <li>· Toilets and other equipment</li> <li>· Make sure there is enough soap and toilet paper</li> </ul>	

## VI. CLEANING AND DISINFECTION OF ROOMS

Before starting to clean the rooms, our staff will arrive with the appropriate personal protective equipment:

- Mouth covers (disposable or washable)
- Rubber gloves
- Hair capo

### Cleaning processes:

General room: Cleaning and disinfecting critical contact points including: all door / window handles, light switches, kitchen sink faucets and taps, TV remote control, remote control or air conditioning control panel, telephone handset and its keyboard, lamp payers, blind or curtain strings / chains, blinds and curtains, handles / pulls on cabinets, chests of drawers, drawers and bureaus, advertising acrylics, books, magazines, room-service menus, coffee makers, mugs, glasses and other kitchen utensils, door and handle of mini-bar and the articles in this, headboard and surfaces of desks, tables, bureaus, chests of drawers, drawers, and garbage baskets. Cleaning and disinfection can be carried out with the Basic Germ product in dilution 1:30.

Bed: The bedding will be removed, leaving one sheet on the bed. Cleaning the bed is done with a DISPOSABLE cloth impregnated with 400 ppm Quaternary Disinfectant. In the event that the bed contains dirt from bodily fluids, a thorough disinfection will be carried out.

Linens/Towels: All the dirty blanks in the rooms will be placed on the sheet spread on the bed (towels, rugs, etc.), then everything will be wrapped making a knot with the sheet. It will be verified whenever there is no element wrapped in the clothing. Dirty clothes will remain on the bed until the white dispenser comes to pick them up.

Bathrooms: Cleaning staff will pay special attention to properly cleaning and disinfecting critical points of greatest contact including: door handles, light switches and extractors, sinks, soap dishes, faucets and faucets for sinks, tubs, Jacuzzi and showers, all WC surfaces including the lid, shower tray and walls, hair dryer, vanity mirror, cabinet handles / knobs, dressers and drawers, glasses, amenity trays and each amenity, towel racks, toilet paper holder and laundry basket trash. Cleaning and disinfection can be carried out with the Basic Germ product in dilution 1:30.

Bodily fluids: When these appear they will clean immediately to avoid contagions. They will be cleaned with DISPOSABLE cloths and never with fibers, sponges or cloths used in other rooms. Cleaning and disinfection of fluids is done with a Basic Germ solution diluted 1:30. The fluid or secretion will be covered with this disinfecting solution, then, if necessary, with a broom and dustpan, it will be removed and placed in the plastic bag of the garbage container. After removing the fluids, the floor will be re-impregnated with Basic Germ and then cleaned with a clean mop.

Terraces and Balconies: Door handles and rails, and all furniture including chairs, tables, and lounge chairs should be cleaned and disinfected. This cleaning and disinfection can be carried out with the Basic Germ product in dilution 1:30.

Floors: Floor cleaning includes sweeping the entire area of the room and bathroom, and collecting dust and dirt. Subsequently, proceed to mop in the usual way with the Basic Germ product in dilution 1:30.

During the contingency period, it is advisable to place disposable ecological cutlery, glasses and cups in the rooms, and avoid the use of metal cutlery, ceramic mugs, plates and glassware. If using disposables is not possible, it is suggested that each cutlery, plate, cup and glass be washed in a dishwasher and not manually. Similarly, we suggest using paper napkins and not cloth.

It is of utmost importance that, in each room, empty, exit, exit with entrance, a micronization is carried out in the room with quaternary ammonium. This will help to ensure having a double sanitization filter inside the room and thus provide rooms and areas with a high standard of cleanliness and hygiene for all guests.

#### **CLEANING PROTOCOL FOR ROOMS WITH GUESTS WITH SUSPICIOUS SYMPTOMS, GUESTS CONFIRMED WITH COVID-19, OR ISOLATION ROOMS THAT HAD GUESTS WITH COVID-19:**

The establishment will have available a certain number of rooms that will remain empty and clean at all times to locate potential clients with confirmed or presumptive illness, along with their cohabitation unit.

These rooms will be located separate from the rest of the hotel's occupied rooms, if possible on the same floor and adjacent to each other to facilitate the care of isolated clients, as well as the isolation of other clients and staff.

The team in charge of caring for clients or collaborator members in the isolation rooms will be specially trained to attend to isolated clients. Personal Protective Equipment must be incorporated.

Medical visits to clients or collaborators with presumptive or confirmed cases will be carried out within the isolation rooms and not in the hotel medical center in order to minimize the transit of possible infected persons within the hotel.

The isolation rooms may have means that allow a video call to facilitate doctor-patient contact, as well as communication with other family members.

Clients with presumptive or confirmed cases will wear surgical masks in the room, at least when there are visits by the collaborator and / or medical team.

The isolation rooms facilitate the basic operation of the room (provision of food, cleaning, maintenance). If the client remained in their original room and had COVID-19, there would be a greater risk of infecting the adjacent rooms due to cleaning operations, in addition to complicating the work of the hotel's health support collaborator, as defined below:

### **AFFECTED GUEST**

In the event that a guest exhibits COVID-19 compliant symptoms, the hotel will provide a surgical mask and place them in an isolation room. In case of not having isolation rooms, the client will wait in his room for the corresponding medical visit.

The person from the hotel designated for this purpose will notify the address so that the formal notice to the Health Authority will be considered and will follow its instructions.

It will record the relevant data (name, room, type of symptoms, onset of symptoms, use of medications, etc.).

If the transfer to a health center is necessary, this will be done in a means provided by the health center itself (Ambulance or other).

The used PPE will be treated as high biological risk, they will be discarded in a container with a lid and in a different bag.

Medical visits to the affected client will be carried out in any case in the isolation room or in the client's room if there are no isolation rooms available.

The client in isolation will not receive visits. If receiving essential visits from the collaborator or the medical team, they will wear a surgical mask.

Children and dependents will be an exception to these cases, in which a single companion (caregiver) can stay with them as support. In this case, the caregiver must be equipped with level 2 PPE to avoid being infected.

The client in isolation will receive the food in the room by the previously trained personnel with the correct PPE. Food will be left on the outside of the room, without contact with customers. Personnel with the PPE will collect the utensils outside the room.

It is necessary to provide garbage cans with a lid next to the exit door of the room to dispose of personal protective equipment. There will be communication of use of the isolation room to other guests.

Guests in isolation will not share a bathroom with other people.

Isolation measures will be applied to people who are part of the coexistence unit of the affected client, as they have had close contact with each other.

### **CLEANING OF ROOMS AND AREAS WITH GUESTS WITH SUSPICIOUS SYMPTOMS, GUESTS CONFIRMED WITH COVID-19, OR ROOMS THAT HAD GUESTS WITH COVID-19.**

Before starting to clean the rooms, it is essential to put on personal protective equipment:

- Mask category N-95
- Safety glasses or acetate mask
- Disposable suit or disposable breastplate (in case of not having disposable suits, the Maid's clothes should be washed immediately after cleaning).
- Disposable or reusable rubber gloves (as long as the reusable ones are intended exclusively for this function and are disinfected after each use).
- Disposable shoe covers.

## ROOM CLEANING PROCESS

It is essential to carry out the cleaning processes correctly, the processes to be carried out in the specific areas of the room are described below:

### Surfaces:

Cleaning personnel trained in disinfecting rooms with COVID-19 should wipe a DISPOSABLE cloth impregnated with Quaternary Disinfectant at 400 ppm on all surfaces, paying special attention to properly disinfecting the critical points of greatest contact, including: handles on all doors / windows, kitchen sink light, faucets and faucets, TV remote control, air conditioner remote control or control panel, telephone handset and keypad, lamp switches, blind or curtain strings / chains, blinds and curtains, door handles wardrobes, chests of drawers, chests of drawers and bureaus, advertising acrylics, books, magazines, room service menus, coffee machines, cups, glasses and other kitchen utensils, door and handle of mini-bar and the articles in it, headboard and surfaces of desks, tables, bureaus , chests of drawers, drawers and garbage basket. Disposable cloths should be thrown away immediately after use. Soft surfaces like sofas and cushions can be steam cleaned.

### Beds:

It is necessary to first remove the bedding, leaving a sheet on the bed. All the dirty blanks in the rooms should be placed on the sheet spread over the bed, the towels and rugs will also be placed in the same place, then everything will be wrapped making a "ball" with a knot. It should always be verified that there are no items wrapped in the clothing. Dirty clothing should never stick to the body. It will remain on the bed until the target dispenser comes to collect them.

Cleaning the bed is done with a DISPOSABLE cloth impregnated with 400 ppm Quaternary Disinfectant. In case the bed contains body fluid dirt, it is also recommended to use a high disinfection.

**Whites:** All dirty targets in the rooms should be placed on the sheet spread on the bed, towels, rugs will also be placed on the same site, everything will be wrapped immediately making a "ball" with a knot, it will remain on the bed until the white dispenser comes to collect them.

**Bathrooms:** Cleaning staff should pay special attention to properly cleaning and disinfecting critical points of greatest contact including: door handles, light switches and extractors, sinks, soap dishes, faucets and faucets for sinks, tubs, Jacuzzi and showers, all the surfaces of the toilet including its cover, shower tray and walls, hair dryer, vanity mirror, handles / pulls on cabinets, chests of drawers and drawers, glasses, tray of amenities and each amenity, towel racks, toilet paper holder and basket of trash.

**Terrace and Balconies:** With a 400 ppm Quaternary Disinfectant solution, door handles and rails should be cleaned and disinfected, as should all furniture including chairs, tables, and lounge chairs. Disposable cloths should be thrown away immediately after use.

**Floor:** Cleaning the floor includes sweeping the entire area of the room, collecting dust and dirt. Subsequently, the disinfection of the floor is carried out with a mop moistened in a solution of Quaternary Disinfectant at 400 ppm. If necessary, scrub with a brush or stiff-bristled broom until grime is removed. In case the dirt is strongly adhering, let the product work for a few minutes to let the dirt loose and mop again to remove the dirt.

**Ventilation:** The Center for Disease Control and Prevention (CDC) mentions that exactly how long a sick person's droplets stay in the air is unknown, therefore it suggests opening the windows of the room to allow air to flow and the droplets fade away.

All cleaning tools used will undergo cleaning and disinfection at the end of cleaning the room to avoid contamination of the clean areas. Disinfection will be carried out with Quaternary Disinfectant at 400 ppm. Disposable cloths will be thrown away immediately after use.

Disposable ecological cutlery, cups and mugs will be used in rooms during the contingency period. If you want to use metal cutlery, plates, ceramic mugs and glassware, you can do it on request, we have disinfected parts. In the same way, we will use paper napkins, and not cloth.



## CLEANING INSPECTION USING ULTRAVIOLET LIGHT

The Quality department, Housekeeper and Floor Supervisors will use an ultraviolet lamp (black light), to thoroughly inspect the adequate cleaning in the rooms and bathrooms where total darkness can be achieved.

## CLEANING INSPECTION USING LUMINOMETER EQUIPMENT

We will use the luminometer to verify correct disinfection of the surfaces that have direct contact with guests within the rooms and the utensils used for the service or food process in the consumption centers.

Using a swab, ATP (Adenosine Triphosphate) from microbial cells and ATP from all organic matter present will be collected. The reagent inside the swab bulb contains the enzyme luciferase. When this enzyme comes into contact with ATP it reacts and emits light, this light emission is quantified by the luminometer. The amount of light emitted is directly proportional to the amount of ATP, thus giving a quantitative measure of surface cleanliness.

The presence of ATP is an indicator of improper hygiene, or of some type of contamination. Organic matter residues on a surface become a source of nutrients for bacteria (not viruses). Lack of ATP indicates correct hygiene. The luminometer results are compared in the following table to determine the level of hygiene:

Resultados ATP	RLU	Comentarios
Ultra limpio	0-10	Superficies esteriles y preparacion de alimentos
Muy Limpio	11-30	Puntos criticos de contacto
Limpio	31-80	Suelo
Un poco Sucio	81-200	Precauci3n: Riesgo Ligero
Sucio	201-500	Alerta: Riesgo medio
Muy Sucio	501-1000	Peligro: Riesgo medio
Extremadamente sucio	Mayor a 1000	Peligro: Alto riesgo

## VII. FOOD HANDLING:

**COVID-19 is not a foodborne disease.** Our hotels have implemented a preventive self-control system (based on the premises of the HACCP system) designed to guarantee food safety. This system already considers good handling and control practices that are compatible with the containment of COVID-19.

However, handling personnel must take extreme precautions so that food does not become a vehicle for contamination. Thus:

- The manipulator will maintain manipulation practices appropriate to their workplace. They will wear a mask at all times. In this way, if they are asymptomatic, they will prevent food from becoming a vector for SARS-CoV-2.
- Since the food handling personnel will wear a surgical mask, the distance greater than 2m should not be strict, but it should be indicative in terms of gauging the work area.
- For kitchen workers who do not directly handle food and do not wear a surgical mask; maintain a distance of more than 2m at their work stations.
- Handling personnel will carry out regular and adequate hand washing after being in contact with possible sources of contamination.
- Smoking, chewing gum, eating, coughing, or sneezing over food at the workplace are strictly prohibited. If there is any question about the hygiene of a processed food, staff must discard it.
- There will be consistent use of disposable gloves and handwashing.

If handling raw food and ready-to-eat food at risk of cross contamination, you should consider not wearing gloves and proper handwashing where appropriate. Sometimes misused gloves become just another cross-contamination vehicle and provide a false sense of security.

**Changing rooms:**

Shifts will be adapted so that in the locker rooms there is no accumulation of people above their capacity.

**Control over health:**

A health questionnaire that includes the temperature control of all employees will be carried out daily and will assess the suitability of carrying out rapid tests to find out which handlers are immunized against COVID-19.

**Visitors in the kitchen:**

All the people who access the kitchen facilities will respect the same uniformity rules as the rest of the manipulators (collected hair, dressing gown, mask, assess option of gloves). In addition, they must fill out the health questionnaire and take their body temperature. Especially suppliers or advisers who must access the handling facilities.

Providers: All suppliers and collaborators will know the application policy of this COVID-19 protocol and will know those that affect them.

**Pest Control:**

Pest control operations (DDD) are important, therefore, pest control companies will maintain preventive protocols to prevent their appearance.

**Cleaning and Disinfection:**

Daily cleaning and disinfection of the kitchen and handling areas should be carried out taking into account that the disinfection of the surfaces in contact with the hands should be extreme. For this, PPE category number 2 will be used.

**Alcohol-Based Disinfectants:**

Clearly indicated alcohol-based disinfectant will be available at the entrance to all restaurants and bars. In addition, inside the main dining room there will be more disinfectant dispensers with their corresponding indication.

**Disposition of the Clients:**

Respect the capacity expected in each area, advising a maximum density of 4 people per 10 square meters and a separation of 2m between clients from different family units. If necessary, establish reservations in the use of the restaurant. After each shift, all disposable items will be removed and cleaning and disinfection of those items that may have been in contact with customers' hands.

**STAFF BEHAVIORS**

- **The floor staff will wear a surgical mask and maintain the approximate safety distance of 2m when they are not serving tables with clients.**
- **All staff will maintain strict hand hygiene.**
- **Under no circumstances will staff hug, kiss or touch clients or other employees.**
- **Staff will avoid sharing anything with customers or employees. In case it is essential to share objects (pens, mainly) as these will be properly disinfected.**
- **If the ordering staff is to serve the tables, they will wear an FFP2 mask and disposable gloves.**

## **CLEANING AND DISINFECTION OF DISHES AND SALONS:**

- All the dishes, cutlery and glassware that have been exposed in the restaurant will be cleaned and disinfected in the dishwasher, including the one that has not been used, but could have been in contact with the customers' hands.
- Drying (particularly of dishes and glassware) will be carried out with disposable paper and evaporable disinfectant for daily use. Tablecloths and napkins will be washed industrially. These will be single use and will be changed in each service. The use of disposable items will be encouraged.
- After each service, surface cleaning and disinfection will be carried out, in general, any surface that may have been touched with the hands following the established cleaning protocols.

## **VIII: WASTE MANAGEMENT**

Removal and selection of waste generated in rooms and offices

**The cleaners will have latex gloves, a mask covering the mouths or a full mask and an atomizer with disinfecting solution.**

**Before touching the plastic bag with garbage that is in the container, it will be sprayed three times with sanitizing solution and proceed to close the bag, spraying the outside of the bag. The inside of the container is disinfected before placing a new bag.**

**In the waste separation area in the maid area, managers place waste according to their material using latex gloves and spraying the inside of the bag when finished.**

## **WASTE COLLECTION AND SELECTION BY WASTE PICKERS**

Recycling managers must have latex gloves and a full mask and will have disinfectant solution sprayers.

Before touching the plastic bag that contains residues, it will be sprayed three times with sanitizing solution and proceed to close the bag, spray the outside of the bag. The inside of the container should be disinfected before a new bag is placed.

In the waste separation room, the second selection will be made, placing the waste according to material in the corresponding containers. When closing the bag, the exterior will be sprayed with disinfectant.

## **TRANSPORT OF WASTE TO THE COLLECTION CENTER**

The transport of recyclable waste bags will be done in the waste truck.

The cab and the truck tip are disinfected every time waste is transported, at the beginning and end of the work day

## **MANAGEMENT OF RESIDUES FROM SUSPECTED OR CONFIRMED COVID-19 HOSTS**

If a case of COVID-19 is confirmed in the hotel, the separation of waste from the room is suspended, the interior and exterior of the waste bags are disinfected.

The waste in the room should be identified with a plastic bag with a different color from the other waste, this will help to identify and handle it correctly.

A hermetic closure and a writing with the legend "COVID-19" will be made on the outside of the bag and it will be isolated in a remote area and properly ventilated until they are collected.

The Civil Guard will be called under the supervision of the Secretary of Health so that they collect the contaminated waste directly to the final disposal site.

## WASTE COLLECTION IN THE WASTE ROOM

**Recyclable waste bags must be quarantined for 5 days before being delivered to the recycling provider to allow time for the microorganisms to die before being transported.**

**This quarantine of recyclables will take place on the waste site and will be separated into different chambers to ensure that recyclers take away the bags that have already passed the 5 days.**

### **Recyclers must clean and disinfect:**

- Waste room: at the beginning and end of each shift. Switches, handles, table, chairs, tools, logs, drums, wheelbarrows.
- Cold garbage chambers: at the beginning and end of each work day. Floors and walls are washed, containers, switches, handles are disinfected.
- Garbage containers in public areas: When bags are changed, at least once a week.

## IX: TECHNICAL SERVICES / MAINTENANCE

### **Dispenser Review:**

Maintenance personnel will check the operation of soap dispensers, disinfectant gel, disposable paper, etc. on a daily basis, repairing or replacing equipment that breaks down. The operation and cleanliness of common toilets and taps are closely monitored.

### **Review of Dishwasher:**

IT will check the operation of the dishwasher daily, so that the temperatures to be reached are correct (higher than 80°C in the rinse) and the correct dosage of chemical products.

### **Control and recording of physical-chemical parameters of the mains water:**

before start-up, IT will carry out cleaning and disinfection of all tanks and chlorine treatment of the entire network. It can be at 30 mg / l for 2 hours, 20mg / l for 3 hours or 5 mg / l for 12 hours. Restore normal levels before operating the network. Take Legionella pneumophila samples 15-25 days after treatment.

It is relevant that the maintenance of the level of chlorine in cold water for human consumption; remains between 0.8-1 mg / l, although an acceptable level is between 0.2-1.0 mg / l, the susceptibility of microorganisms to the biocidal effect of chlorine is more effective in the high range of the control limits.

Likewise, the temperature of the hot water will be higher than 50°C in all the taps (after a minute of draining them), and in the return network of the network. The last accumulator before distribution will be at 60°C.

### **POOL MAINTENANCE:**

It is verified daily that the level of residual free chlorine in swimming pools is in the highest range allowed by the Mexican standard (NOM-245-SSA1-2010, Sanitary requirements and water quality that swimming pools must meet) and that the pH is between 7.2-7.6. The residual combined chlorine will be kept at a maximum of 0.5 mg / l (chloramines) and the isocyanuric acid below 75 mg / l.

### **PREVENTIVE MAINTENANCE OF AIR CONDITIONING:**

We will maintain the air conditioning in an ambient temperature between 23-26°C, with a relative humidity of between 40 and 65%, ensuring sufficient air renewal. Staff will check the air conditioning system, especially the cleaning of filters and the fan & coil trays, ensuring that they are clean and without the presence of biofilm. Filter cleaning will be carried out with a minimum annual frequency and the quaternary ammonium tablet will be placed in the fan & coil trays to prevent legionellosis.

## CLEANING AND DISINFECTION OF SPA CABINS

### TARGET REMOVAL

After finishing a massage, the therapist will put on his PPE (gloves); s/he will collect the sheets, avoiding shaking them or touching them to their bodies. Therapist will immediately make a bun from the outside to the inside, put it inside the basket or plastic bag and take the sheets to the laundry area.

Once the laundry is placed in the laundry basket in laundry, immediately disinfect the basket using Evaporative Sanitizer (Nobac dry 1: 1 undiluted).

Different baskets will be used for clean clothes and used clothes and will be labeled accordingly. Baskets will be washed with the usual detergents with hot water at a temperature of 70 - 90 ° C and chlorine bleaches or hydrogen peroxide base, and should be allowed to dry completely before using them again.

### PROCESO DE LIMPIEZA DE CABINAS

Cleaning staff will pay special attention to properly cleaning and disinfecting points. Major contact critics including:

- Handles on all doors and windows.
- Light switches.
- Faucets and taps of sinks.
- Remote control or air conditioning control panel.
- Ropes / chains for blinds or curtains, blinds and curtains.
- Cabinet handles / pulls.
- Table surfaces, furniture, tubs, drawers.
- Massage bed and mask
- Wastebaskets.

### PISOS

- The booth must be open for ventilation during the cleaning process.
- Cleaning and disinfection can be carried out with the Basic Germ product in dilution 1:30.

PRODUCT	DESCRIPTION AND USE	ACTIVE INGREDIENT AUTHORIZED BY EPA
<b>Basic Germ</b>	Cleaner and disinfectant for all types of washable surfaces in bathrooms, bedrooms and public areas. Cleans and disinfects in 1 single step.	5th generation ammonium quaternary.

### WET AREAS

For when the use of the humid areas is resumed, the time between the use of the areas will be spaced out of 1.5 hours between each one to carry out a correct cleaning and disinfection. These should be kept ventilated during the process.

Bottled water will be offered to the guest to avoid contamination risks.

The sauna and steam area must be ventilated as well as disinfected and sanitized before being used again by another guest.

Adequate cleaning and disinfection of all guest contact areas will be carried out between each session:

- Doors and handles.
- Sauna, seating surfaces, glass, ventilation.
- Steam, seating surfaces, telephone showers, no water or herbs will be offered for “branching.”
- Handrails and hydromassage beds.
- Internal chair and external lounge chairs.
- Support surface and tables.

### FLOOR

valet staff must wear PPE and wear their hair up. They will explain the spa route to guests, keeping a minimum distance of 1.8mt. The measures we take and recommendations to protect the host and avoid possible contamination in the areas will be explained.

Staff will always be visible and ready for attention, however they will only interact with guest when necessary.

- A clean towel will be used to cover the place where our guests will sit, sauna, steam, armchairs and lounge chairs. They will be for personal use and permanently changed.

- When collecting the targets used by the guest, they should not rest against the body and should be placed in covered baskets or plastic bags.

- After the treatment, tea will be delivered with a fruit to peel, banana, tangerine, etc. We will not use clay dishes since due to their porous surface.

- Nuts will be offered properly dosed and in a dosing container to avoid contamination of the product.

**EQUIPMENT FOR WASHING AND DISINFECTION:**

The plates for washing and disinfecting equipment will be duly marked for their exclusive use, that is; hand washing and disinfection, washing of utensils in contact with food, washing of cleaning equipment, disinfection of utensils in contact with food, disinfection of equipment for cleaning surfaces. Likewise, the disinfectant soap and gel dispensers must be verified and kept labeled.

There will be test strips to verify the concentrations of the products. The buckets where the cleaning and disinfection chemicals are contained will be washed and disinfected at the end of the day.

**CLEANING AND DISINFECTION OF LOCKERS AND BATHROOMS**

Cleaning and disinfection of lockers and bathrooms is done after each guest visit, whether it is a visit to the hydro or only the use of toilets.

Cleaning personnel should pay special attention to properly cleaning and disinfecting the critical points of greatest contact with the hands:

- Handles of all the doors in this case the contact area of the wooden doors for access to the lockers.
- Interior of the locker that was used and the exterior of all lockers.
- Light switches.
- Sinks, soap dishes, faucets and taps for sinks and showers.
- All surfaces of the toilet, including the cover.
- Support surfaces, wooden bench and hooks.
- Mirrors; big and small in front of the sinks.
- Amenities, towel racks, toilet paper holder and trash can. Cleaning and disinfection can be carried out with the Basic Germ product in dilution 1:30.

**BODY FLUIDS:**

When these appear they must be cleaned immediately to avoid contagions. They should be cleaned with DISPOSABLE cloths and never with fibers, sponges or cloths used in other areas. Cleaning and disinfection of fluids is done with a Basic Germ solution diluted 1:30.

The fluid or secretion must be covered with this disinfecting solution, then, if necessary, with a broom and dustpan, it is removed and placed in the garbage container (which must contain a plastic bag).

After removing the fluids, the surface must be re-impregnated with Basic Germ; and then clean again with a disposable

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