

Our commitment to Health and Wellbeing

Protocols

October 2021



BAHIA PRINCIPE
HOTELS & RESORTS

A Responsible Management Model

Our responsible management model commits us to the main international reference frameworks promoted by the United Nations as they are an essential engine for **sustainable development and human prosperity**.

We believe that in order for companies to be able to participate in an active and committed way, they have to focus on people and the environment. It is necessary to create a link between **nature, health and business**.

For us, the Sustainable Development Goals of the United Nations, contained in its 2030 Agenda, have become a guide, a veritable roadmap for identifying and achieving our strategic goals.



Health and Well-being

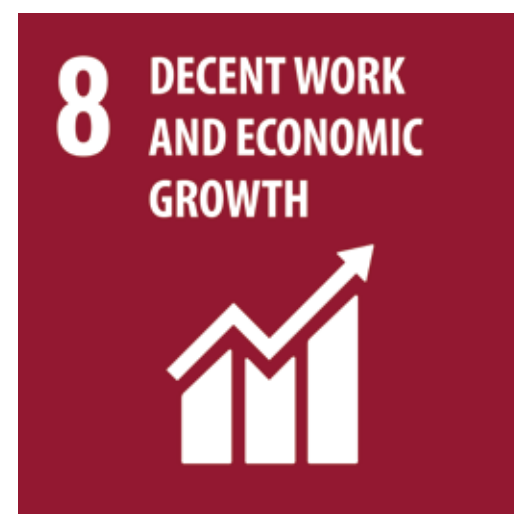
Health and well-being are now more important than ever. Therefore, both the **health of the people** (employees, customers, suppliers, and local community) **and a healthy environment** at the destinations where we operate have been the basic pillars for our work throughout the years and will continue to be our focus in the medium and long term.

In the Health & Safety area we have counted on the collaboration of HS Consulting to reinforce the standards of the company to the new post Covid-19 hygienic/sanitary needs that comply with the regulations of each of the countries where we operate, the recommendations of the WHO and the protocols of the World Travel and Tourism Council (WTTC) and the Institute for Spanish Tourist Quality (ICTE), and to continue contributing to the Sustainable Development Goals (SDG).

DIRECT CONTRIBUTION



INDIRECT CONTRIBUTION



Committed to Responsible and Sustainable Tourism

At Bahia Principe Hotels & Resorts we already have been granted prestigious international seals in the area of sustainability: Travelife Gold Certification and Earth Check which demonstrate our commitment to responsible and sustainable tourism; and Health & Safety certificates issued by HS Consulting, an international consulting firm specializing in the tourism industry.



Evolution of health and safety measures in relation to Covid-19

To ensure a healthy life and promote well-being for everyone of all ages, we have developed a strategy based on two pillars.

PEOPLE'S HEALTH



Improving the physical, mental and social well-being of all our stakeholders.

HEALTHY ENVIRONMENT



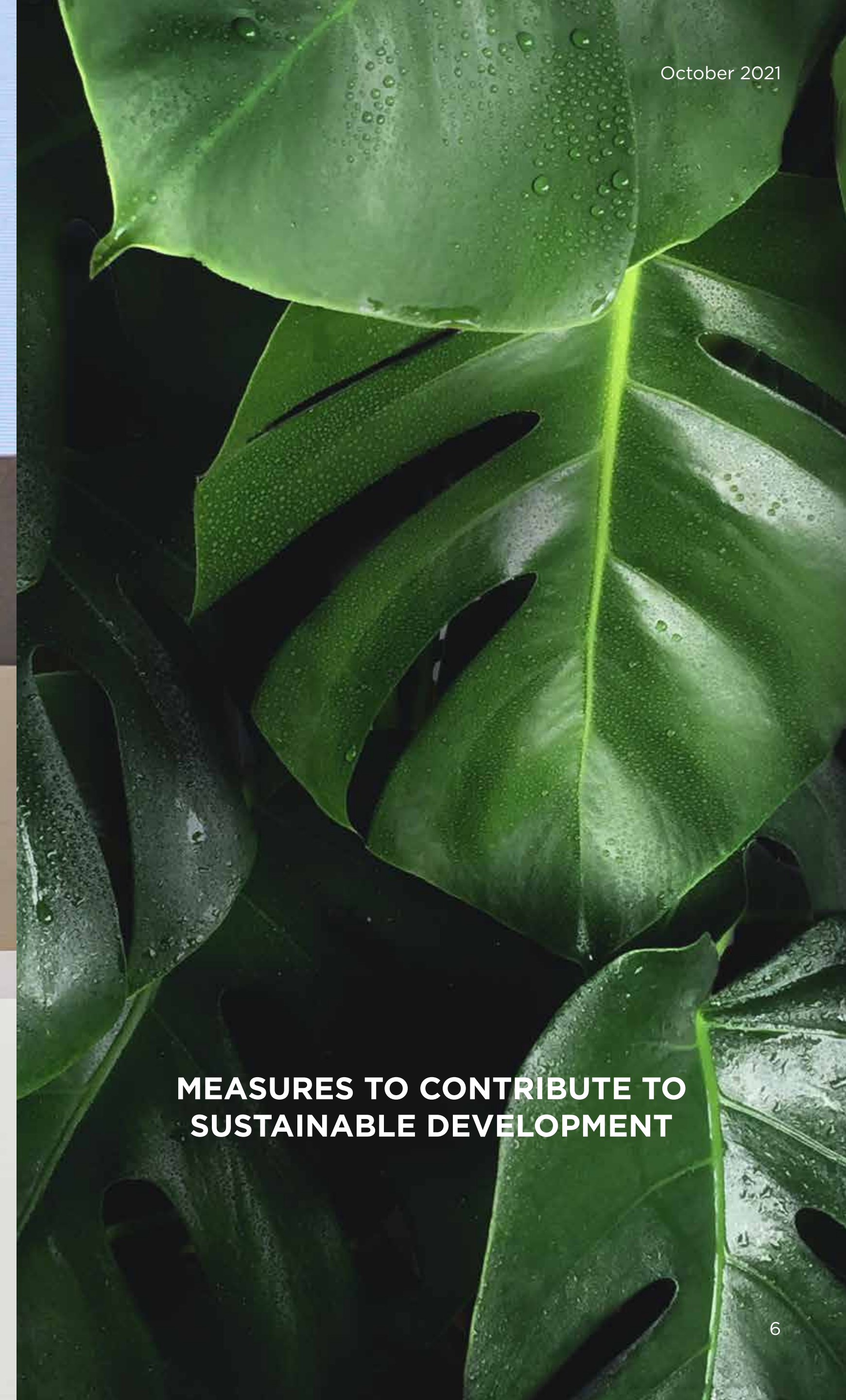
Protecting and preserving the planet, planning and managing territories in a sustainable fashion.



**MEASURES TO IMPROVE
THE CUSTOMER EXPERIENCE**



**MEASURES TO IMPROVE
THE EMPLOYEE EXPERIENCE**

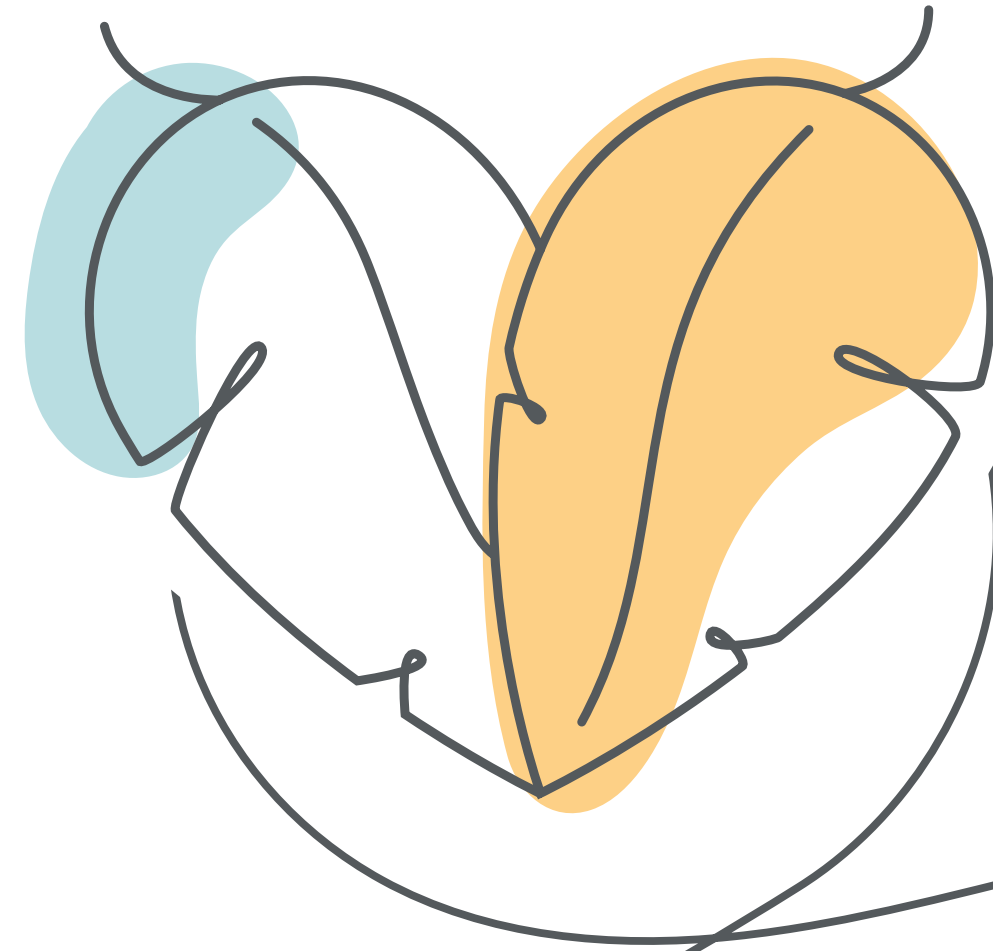


**MEASURES TO CONTRIBUTE TO
SUSTAINABLE DEVELOPMENT**

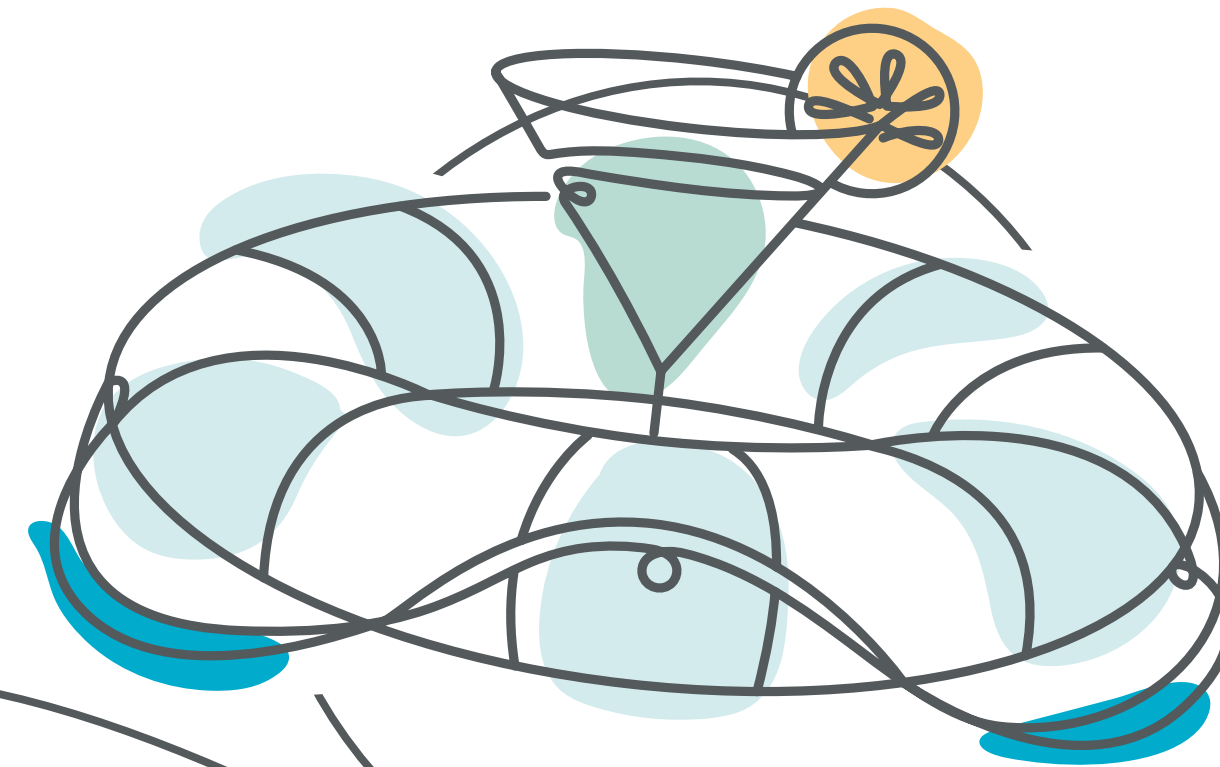
Action Protocols

We have developed our safety and hygiene protocols with an integral vision and faithful to our strategy, taking a series of measures that guarantee **health and well-being** based on 4 principles of action.

Their primary objective is to provide value in every interaction with customers, suppliers and between employees.



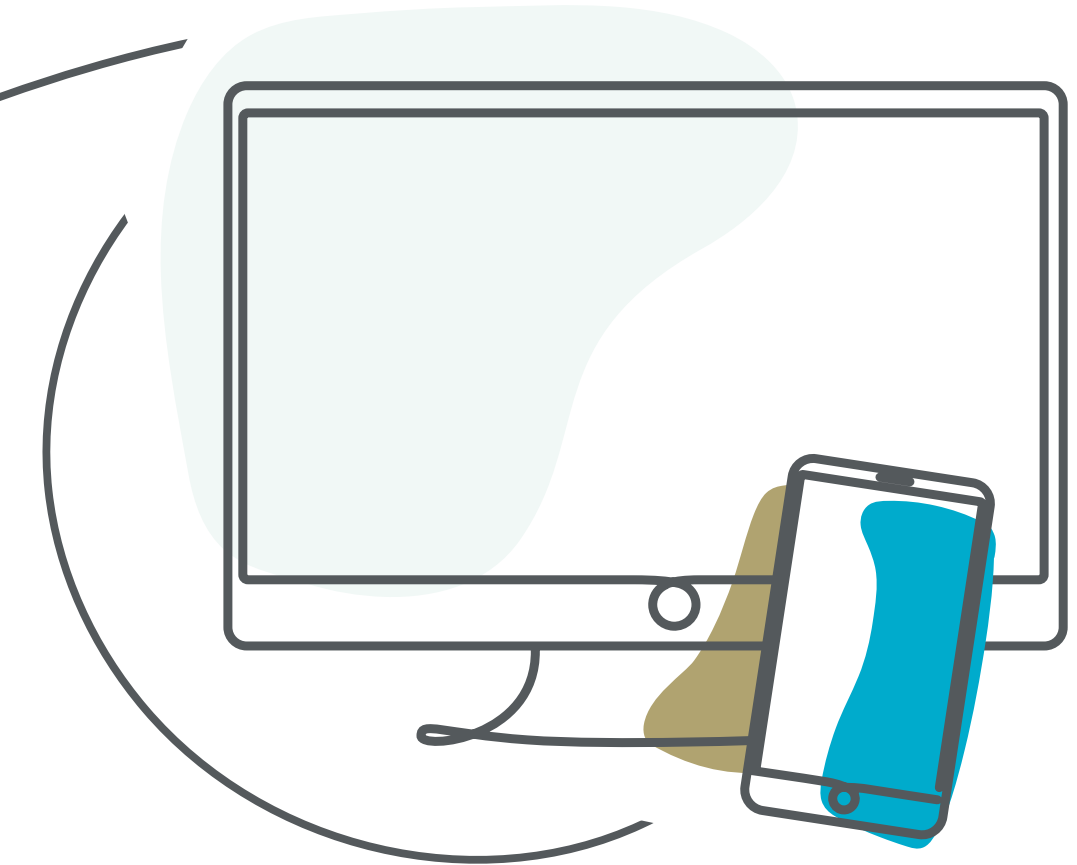
1. Ensuring healthy and sustainable settings



3. Guaranteeing safe and responsible services with careful and personalized attention



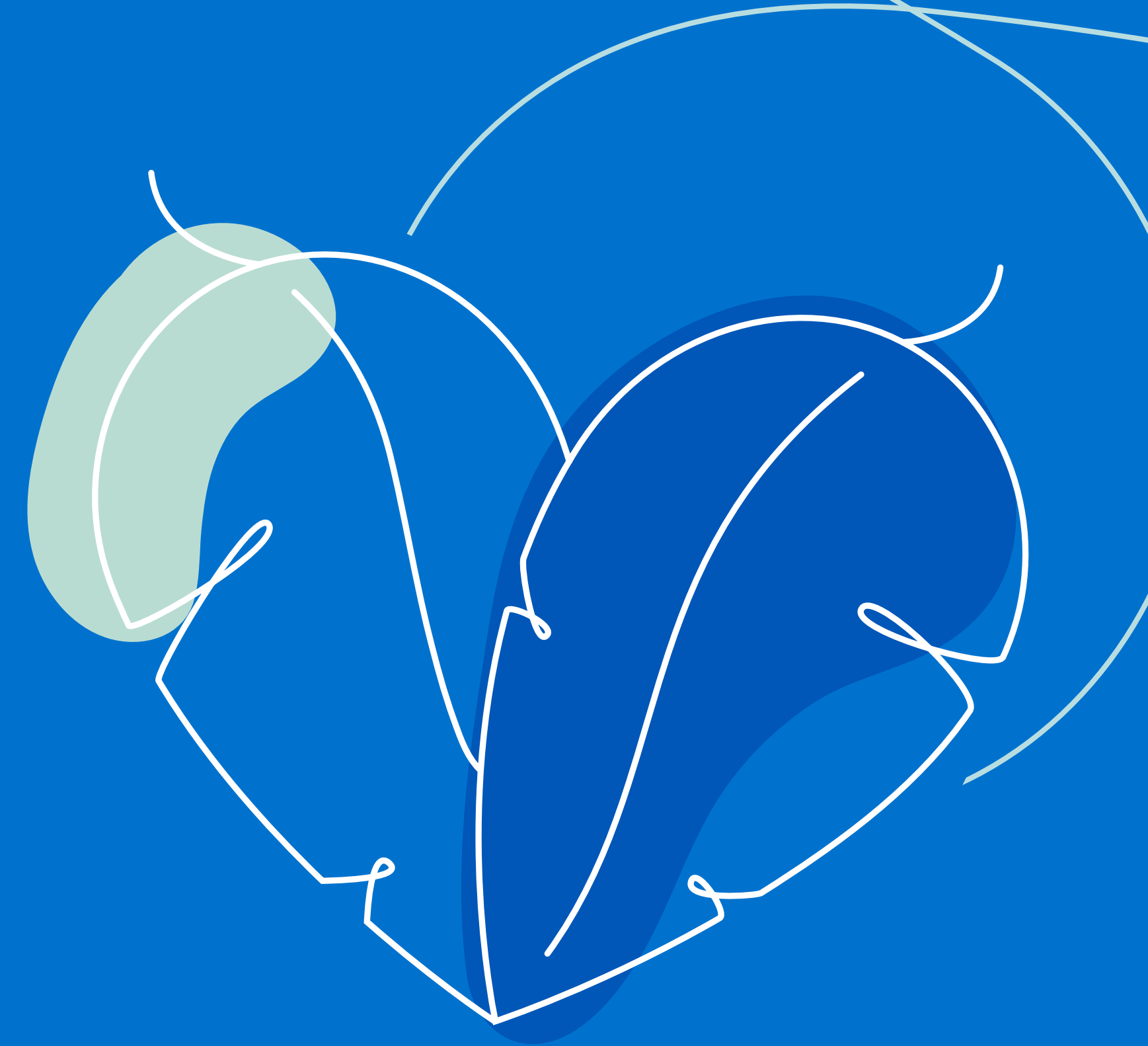
2. Ensuring people's health



4. Fostering a digitalized and adapted experience

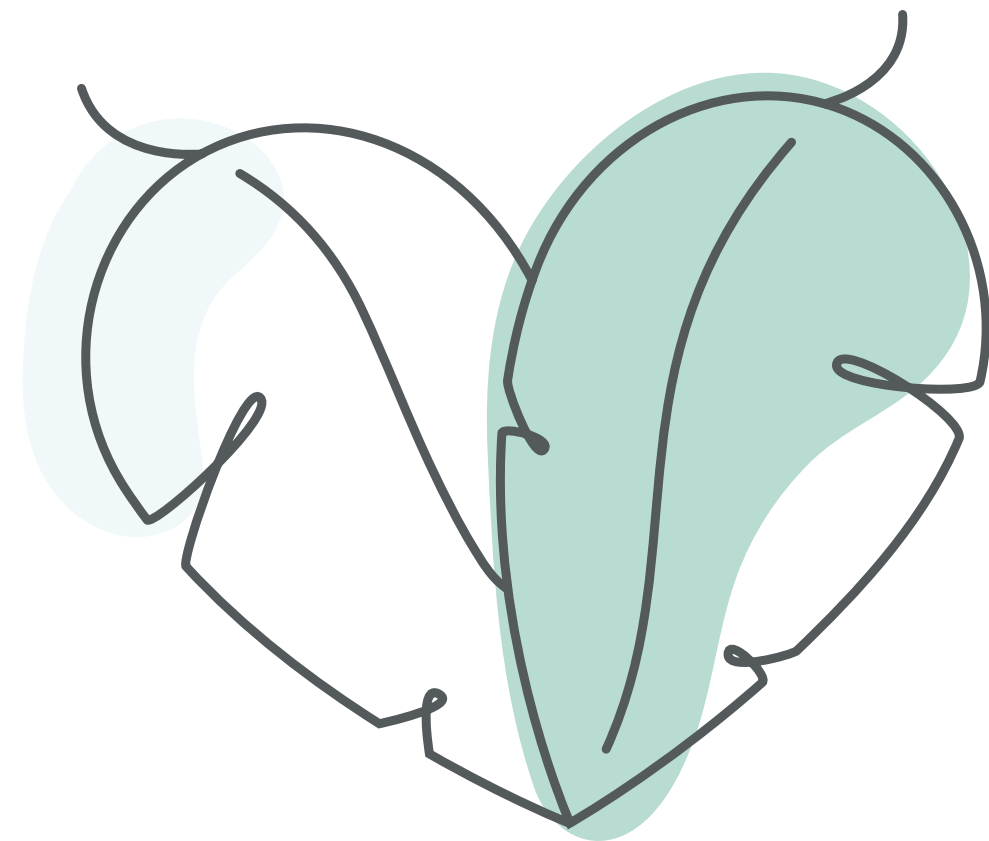
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Ensuring Healthy and Sustainable Settings



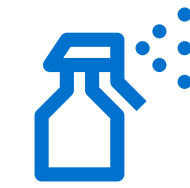
Ensuring Healthy and Sustainable Settings

We will protect and preserve our settings so that they can be healthy, sustainable places.



PHYSICAL DISTANCING

- We maintain physical distance (6 feet) in all customer, employee and supplier areas.
- We have eco-friendly thermal disinfection systems that are safe for people and do not harm the environment.
- We have adjusted the maximum occupancy at our facilities to comply with local mandates at every destination.



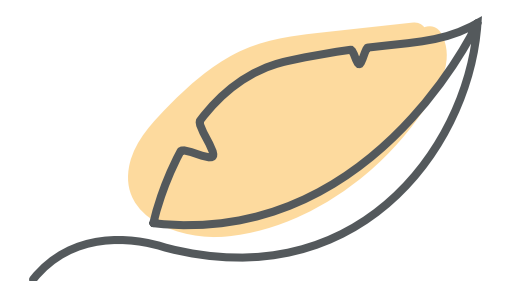
HYGIENIC/SANITARY MEASURES

- We will reinforce cleaning and disinfection measures with specific protocols in all areas.
- We have eco-friendly thermal disinfection systems that are safe for people and do not harm the environment.
- We use certified products and the cleaning planning is executed following professional advice from reputable suppliers such as Diversey and Ecolab.



LOCAL SUPPLIERS AND PRODUCTS

- All products and services are strictly verified upon entering our premises.
- We give priority to local and sustainable products and suppliers.



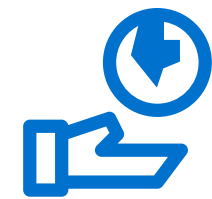
Ensuring healthy and sustainable settings

We protect and preserve our settings so that they can be healthy, sustainable places.



ABOUT BIODIVERSITY

- We foster actions aimed at the conservation and enhancement of our biodiversity.



RESOURCE MANAGEMENT

- We continue to work on the responsible management of energy, water and recyclable waste.



SUSTAINABLE MOBILITY

- We promote sustainable mobility to improve air quality and prevent pollution.



2

Ensuring People's Health



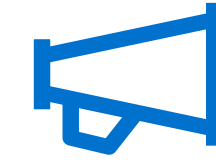
Ensuring People's Health

We are working to improve the physical, mental and social well-being of all our stakeholders.



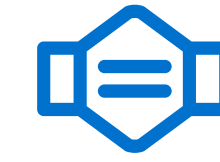
TRAINING

- Our team is trained to guarantee their safety, that of the guests and that of the rest of our stakeholders.



COMMUNICATION

- We have designed a communication, information and awareness plan for all stakeholders.



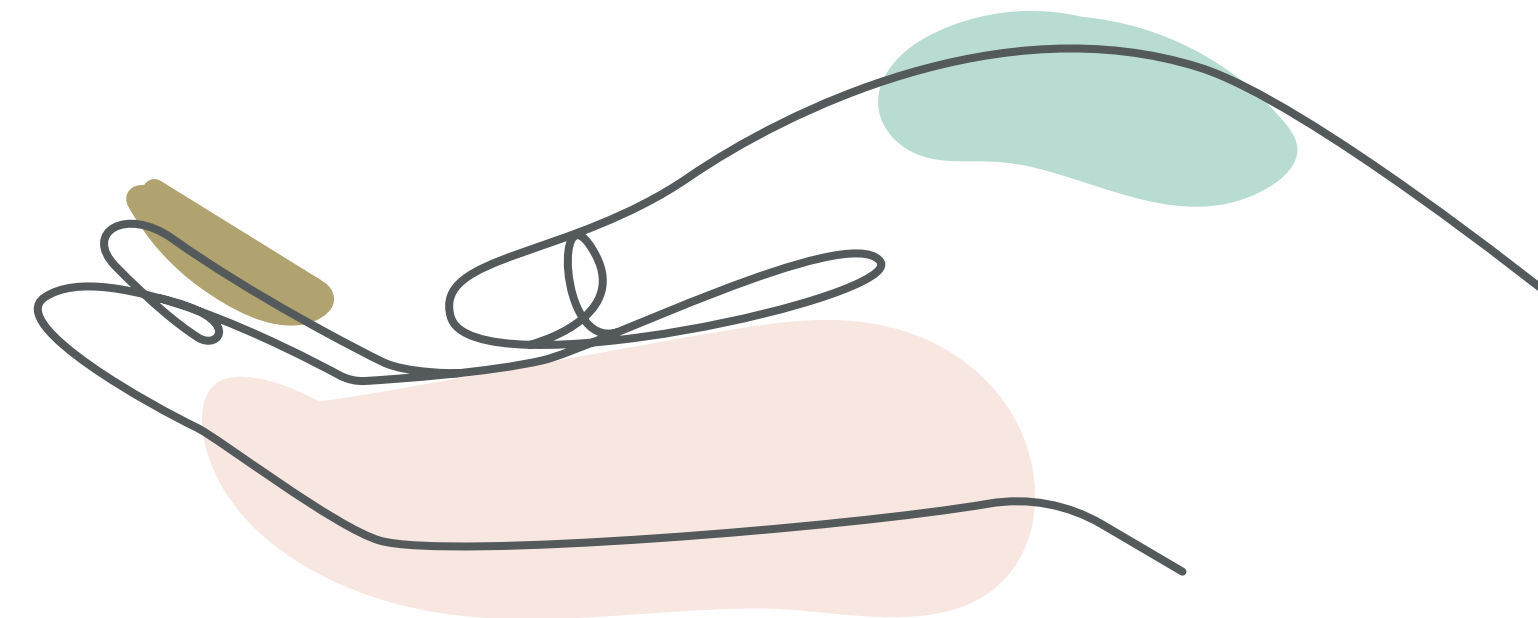
PROTECTIVE EQUIPMENT

- We provide the necessary protective equipment in accordance with regulations for customers and employees. Its use is enforced for suppliers and visitors.
- To ensure the safety of our clients and employees, protection clear acrylic dividers have been installed in public areas that do not allow social distancing, such as buffet stations, restaurants, shops and front desk counters.



ACCESS CONTROL

- We have set up controls in the hotels' facilities to ensure the safe entrance and exit of clients, employees, suppliers, visitors.



Ensuring People's Health

We are working to improve the physical, mental and social well-being of all our stakeholders.



DETECTION

- We have reinforced the protocol for detection and action in Covid-19 cases.
- We have rooms designated for safety and isolation, if needed, as well as health support staff.



MEDICAL CARE

- We offer 24-hour medical and health care services.



LOCAL COMMUNITY

- We are collaborating with the local community through a health safety program focused on providing children's health services and care for people with disabilities.



3

Guaranteeing Safe and Responsible Services



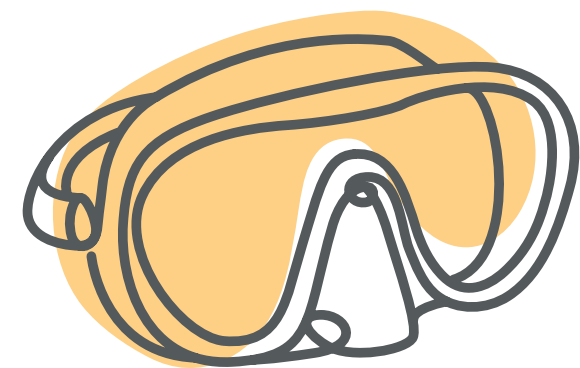
Guaranteeing Safe and Responsible Services with Careful and Personalized Attention

We have reviewed processes and raised standards to ensure safe and responsible services with maximum customization.



MEASURE COMPLIANCE

- In addition to the rigorous training of our staff, we have implemented strict measures to ensure our guests enjoy a worry-free stay.
- We carry out independent external and internal audits to validate the hygienic/sanitary protocols.



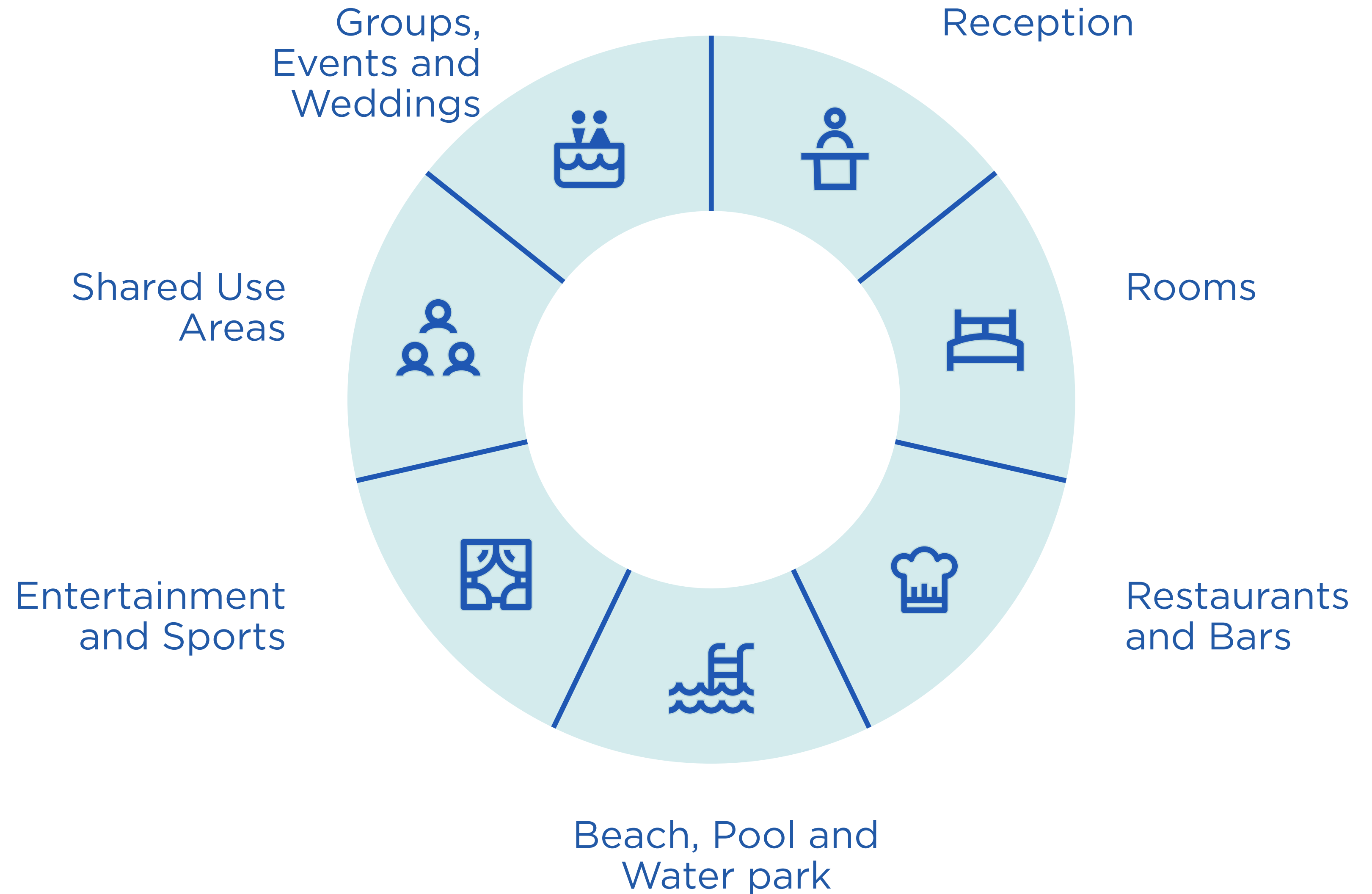
ADAPTED SERVICES

- The hotel's services have been personalized adapting to the new normality for families, small groups and couples.

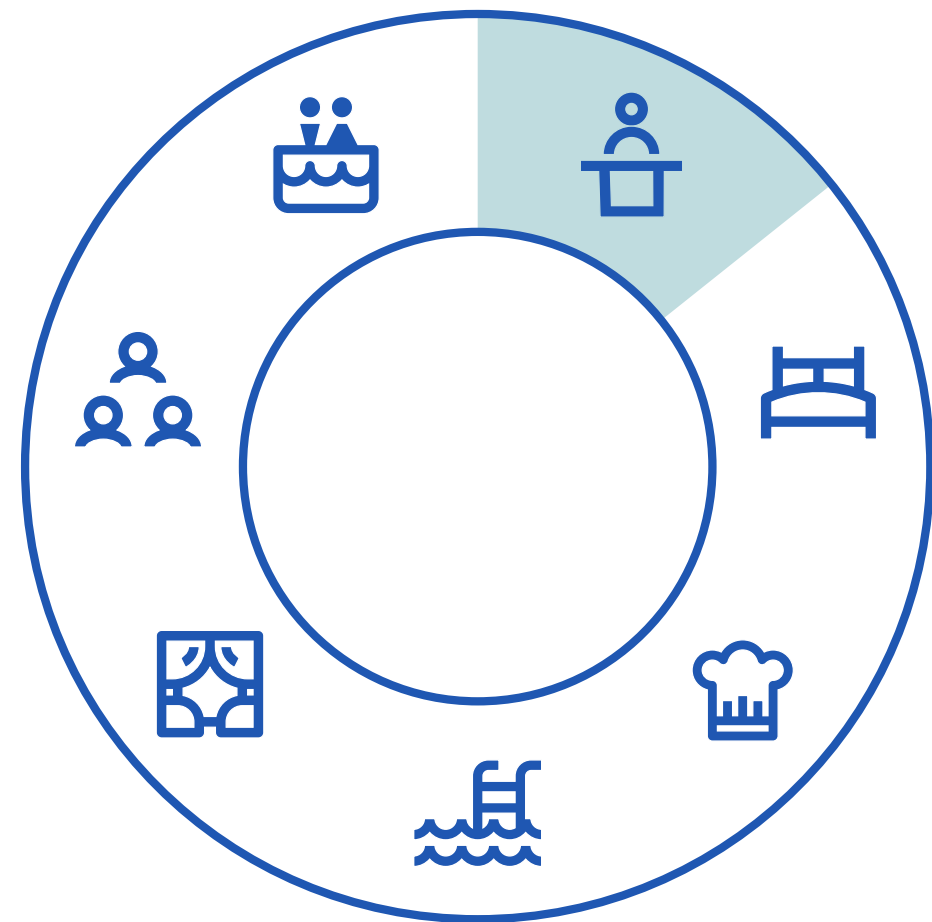


Adapted Services

We have adapted the services in all our hotels to ensure the safety of our customers and employees.



Adapted Services: Reception



PREVENTIVE MEASURES

- Guests are required to submit a health declaration.



EXPRESS CHECK-IN

- Our check-in process is being expedited.



SANITARY MEASURES

- All sanitary precautions are being followed, including offering masks and hand sanitizer to our guests.

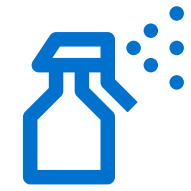
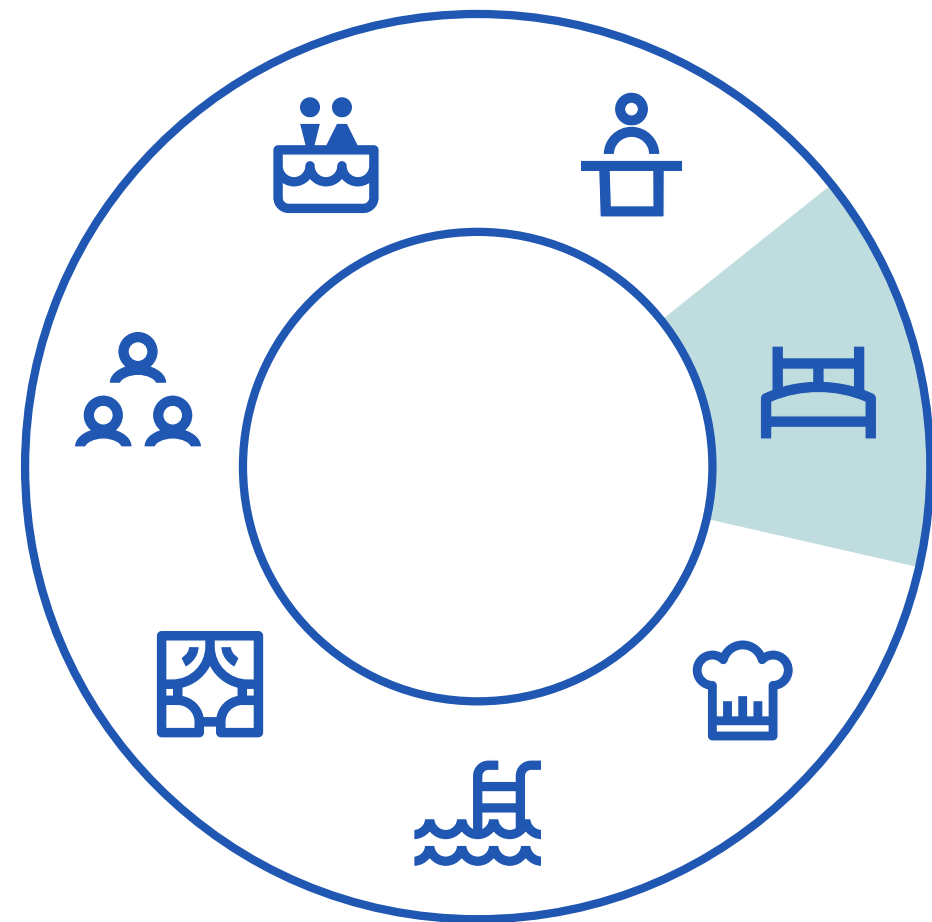


DISINFECTING LUGGAGE

- We are carrying out the appropriate disinfection of all luggage.

Adapted Services:

Room



CERTIFIED ROOMS

- The disinfection of rooms is guaranteed and validated by a **Hygiene & General Disinfection** certification.



AMENITIES

- Certain objects have been removed from rooms, including textiles, decorations, coffee makers, etc.



ROOM SERVICE

- Room service has been adapted, taking all measures to ensure safe food delivery and removal

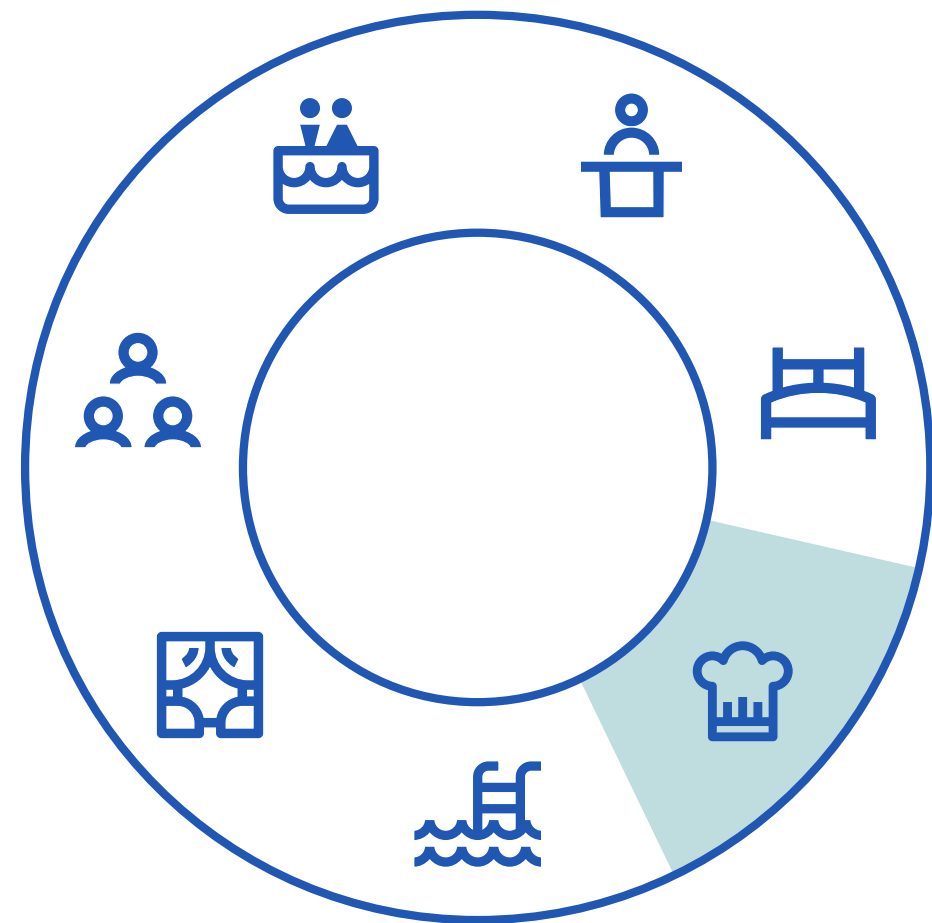


MINIBAR SERVICE

- In-room minibars are fully stocked with beverages that are sanitized prior to check-in and replenished daily. As an exception, in-room minibars are refilled only upon guests' request at our hotels in Jamaica, in compliance with the country's own mandates.

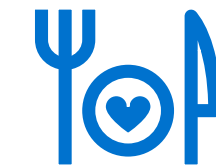
Adapted Services:

Restaurants and Bars



BUFFETS AND BEACH/POOL REST.

- We are committed to offering service at the main buffet and beach/pool restaurants with the maximum safety to our guests.
- We will reinforce our show cooking service.



THEMED RESTAURANTS

- The buffet service is no longer available.
- Silverware and napkins are provided in individual packaging.
- Table decoration has been removed.

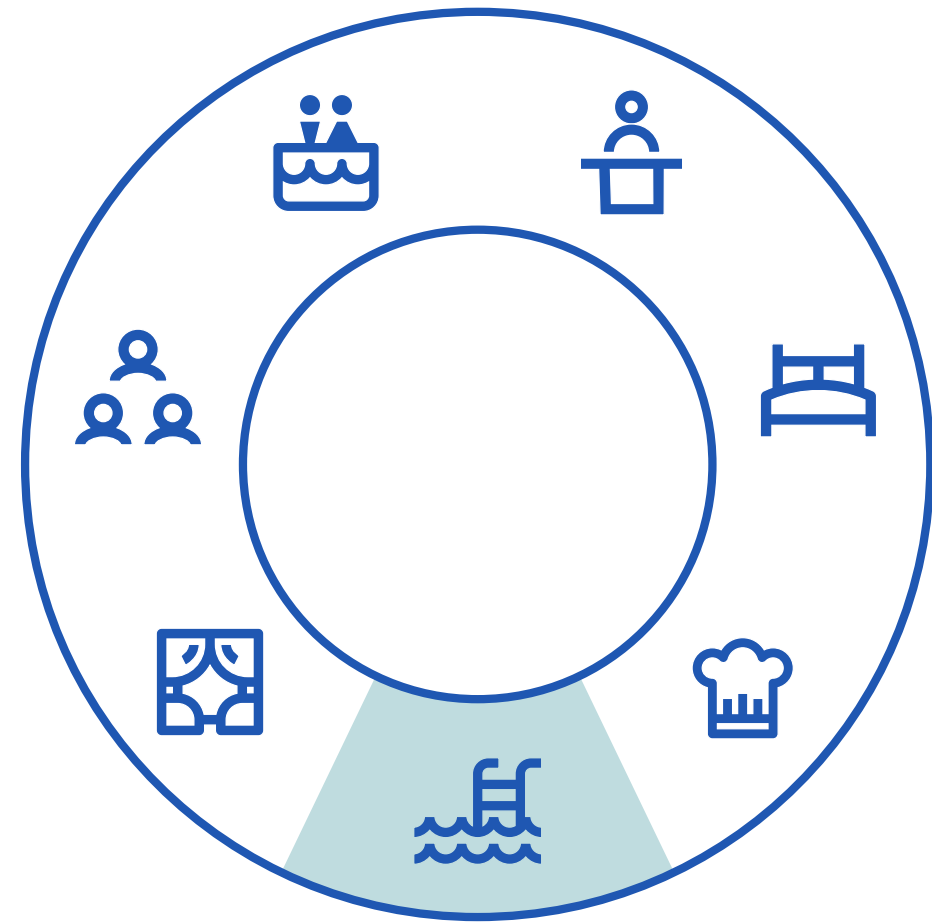


LOBBY BAR AND TERRACE

- Self-service stations have been replaced with table service, if official protocols require it or when necessary to ensure our clients' safety.

Adapted Services:

Beach, Pool and Water park



WATER QUALITY ASSURANCE

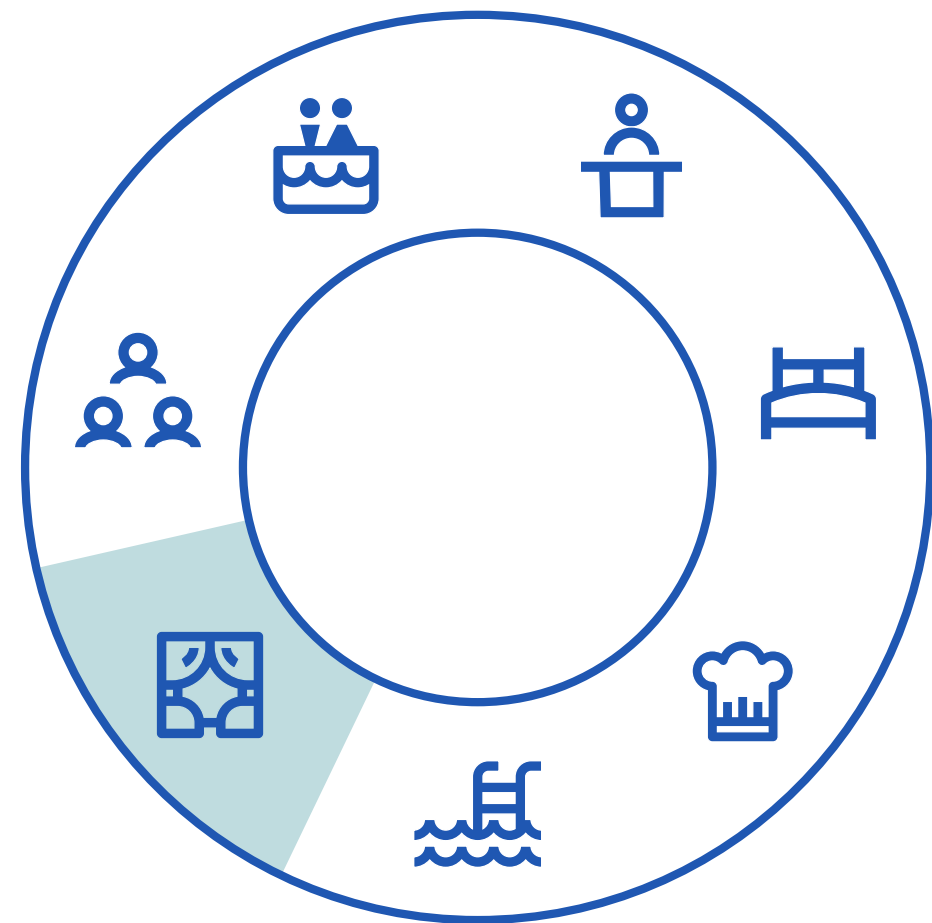
- We ensure the quality of the water by reinforcing our regular cleaning and disinfection plan.



REINFORCED CLEANING

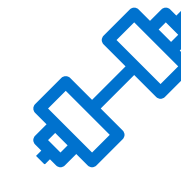
- We have reinforced the cleaning and disinfection of the sunbathing area, lounge chairs, umbrellas, plus edges, stairs, floors, railings, as well as bathrooms in the pool area.

Adapted Services: Entertainment and Sports



ENTERTAINMENT

- We offer an entertainment program with activities for adults and children that are performed outdoors and in small groups.
- The indoor kids club area is used only for sign-in, except at our hotels in Tenerife, where they operate with a limited occupancy, in accordance with local mandates.
- We continue offering our live shows and musician performances in theaters with limited seating capacity and controlled access.

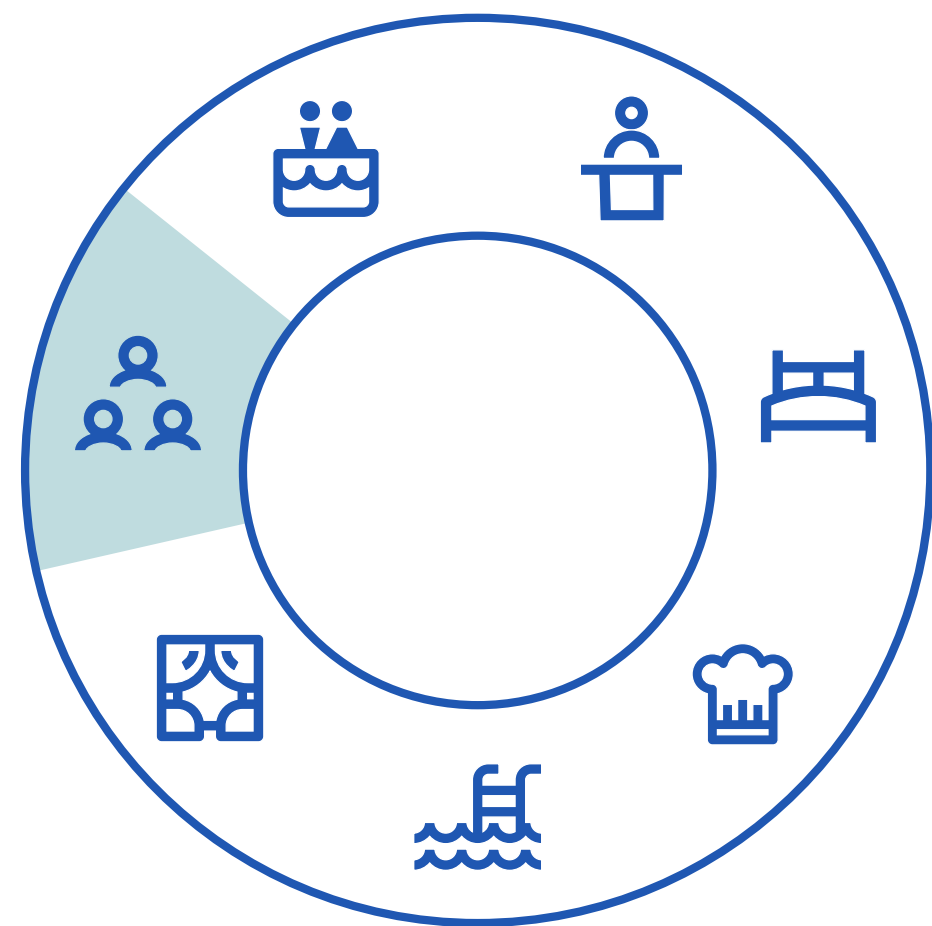


SPORTS

- We have reinforced the cleaning and disinfection of the gym equipment after every single use.
- Sports facilities and services available by appointment.
- Personal trainer service is also available.

Adapted Services:

Shared Use Areas



SHOPS

- We encourage payment by card or room charge.
- Use of mask and hand sanitizer is mandatory to access fitting rooms.
- We ensure fitting rooms and items for purchase are disinfected.



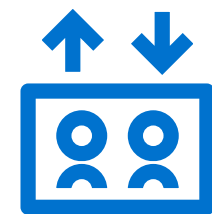
SPA

- The disinfection of treatment cabins is guaranteed and validated with a Hygiene & General Disinfection certification.
- Upon arrival, a temperature-check procedure is in place and guests must also fill out a health questionnaire
- The use of masks is mandatory in the beauty salons.



ON-SITE TRANSPORTATION

- Vehicle capacity has been reduced by 30%, unless all passengers belong to the same family.
- Vehicles are disinfected after every use.

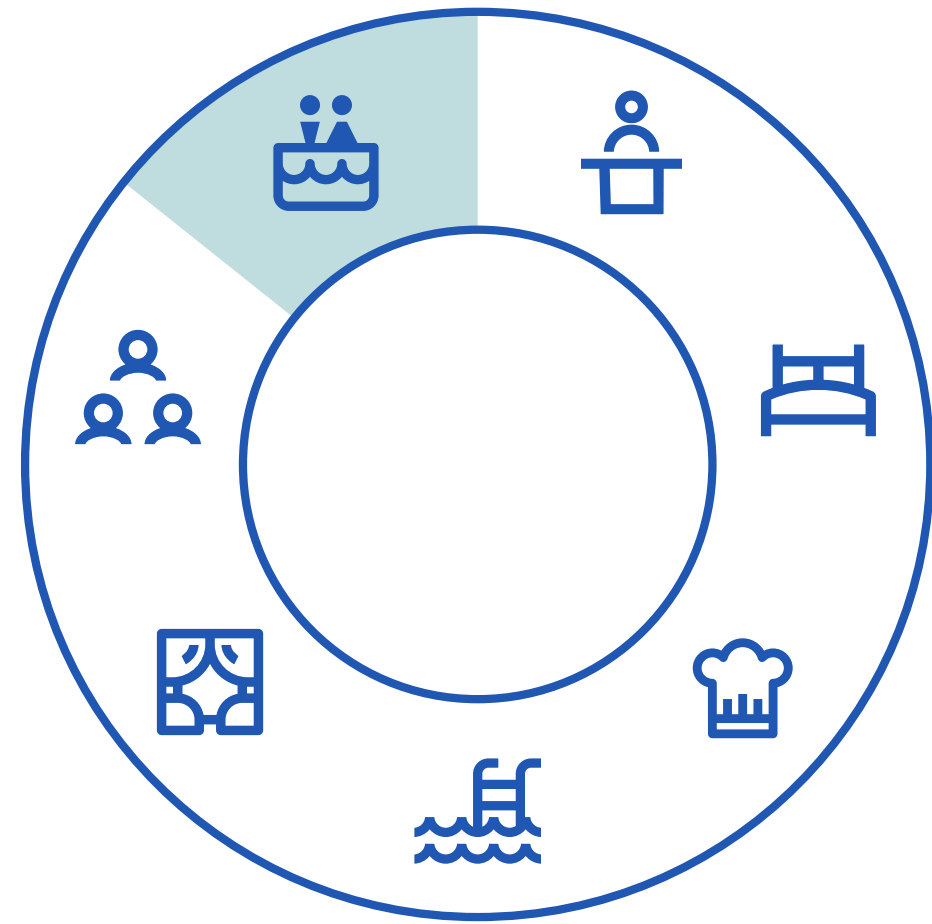


ELEVATOR

- The elevator may only be used by members of the same family or lodging unit.

Adapted Services:

Groups, Events and Weddings



CAPACITY RESTRICTIONS

- We have restricted the number of attendees and guests at events and weddings.

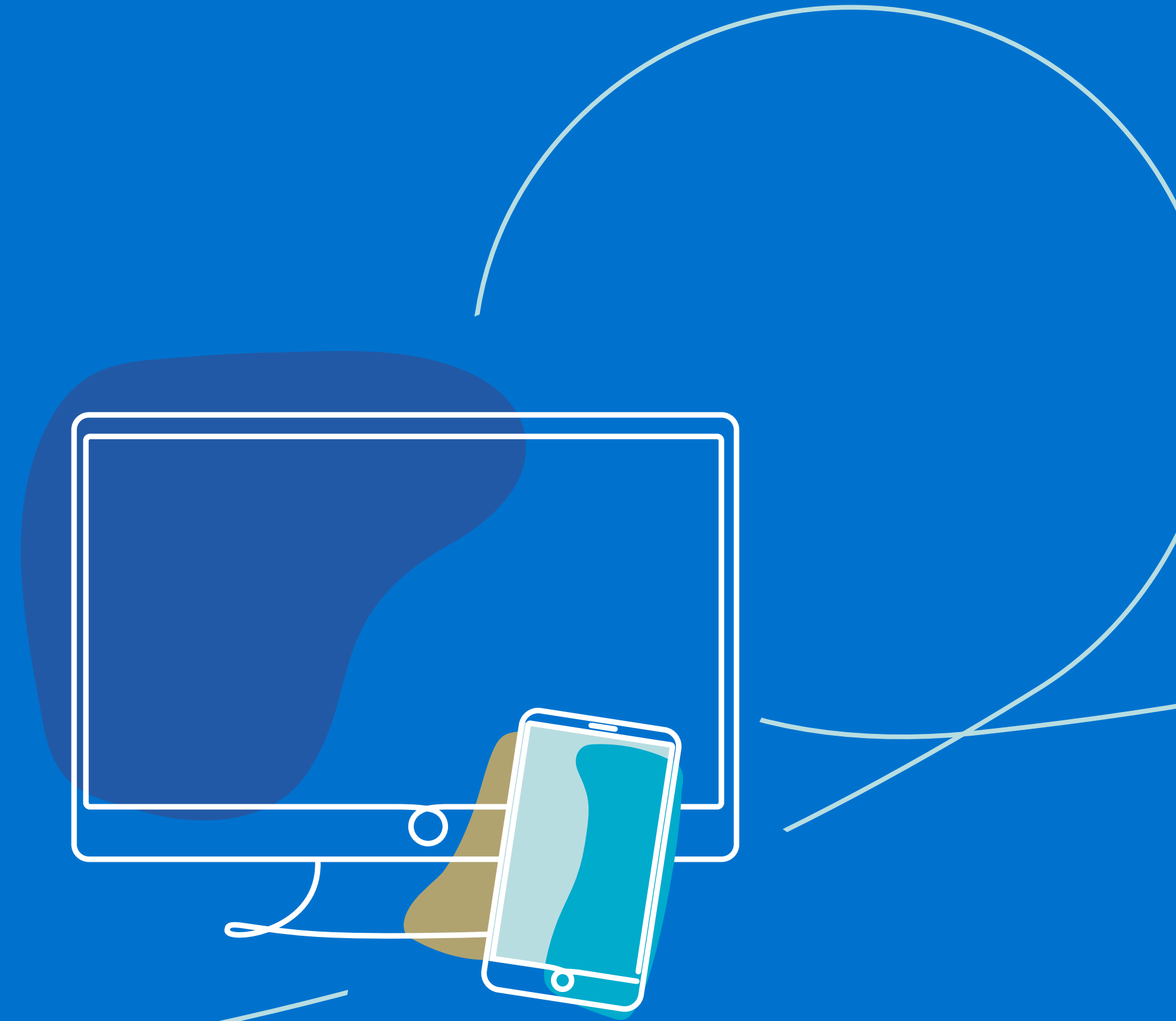


OUTDOOR SPACES

- We are prioritizing the use of open-air venues to hold events and weddings.

4+

Fostering a Digitalized and Adapted Experience



Fostering a Digitalized and Adapted Experience

We will be fostering a 360° digital experience to streamline processes and ensure agile, personalized interaction.



REAL-TIME INFORMATION

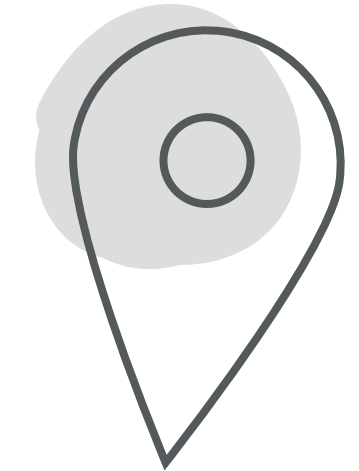
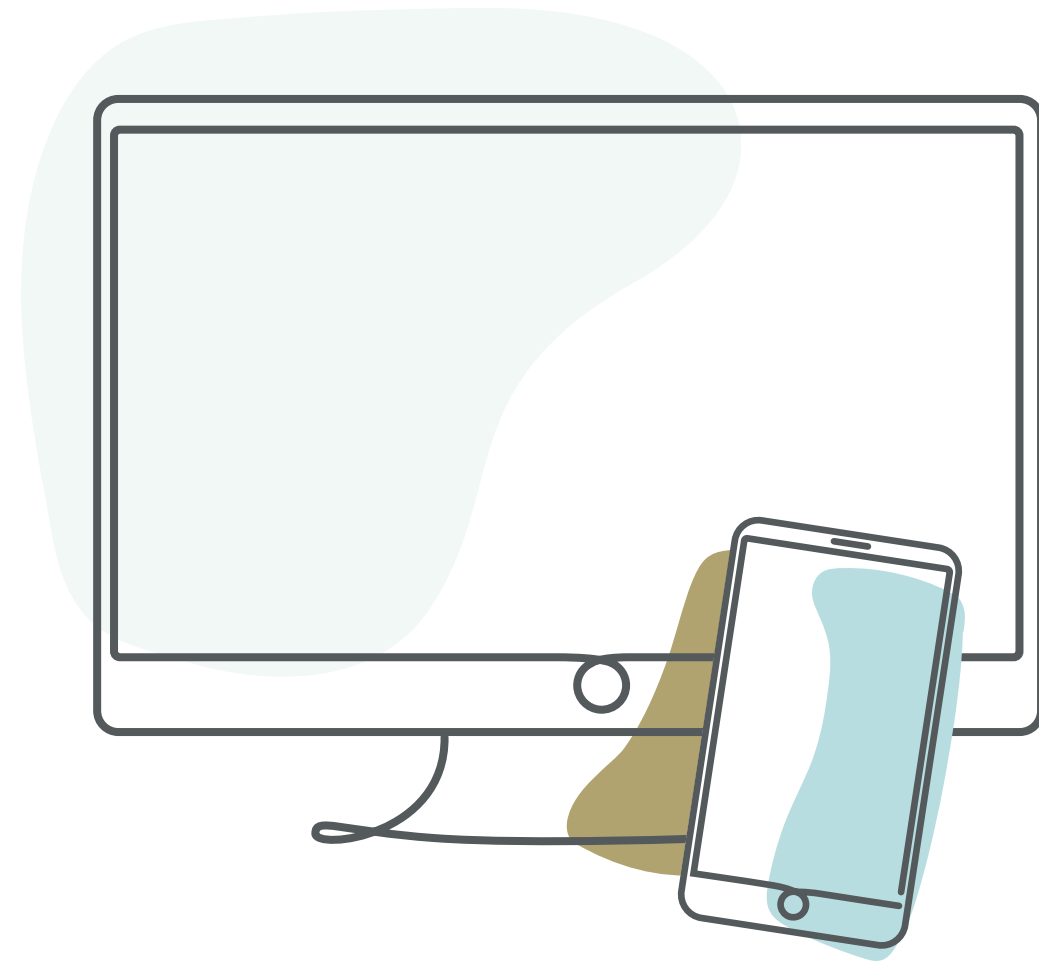
- We provide information of interest through different digital media, such as screens, displays or our application.



360° DIGITAL CUSTOMER

We interact with guests via their devices for the following:

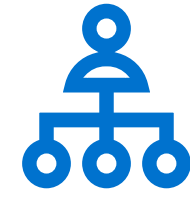
- Pre-Check-In
- Check-in





Guaranteed Compliance

To guarantee adequate implementation and compliance with these measures, which are broken down at the operational level into different department-specific protocols, we have established the following mechanisms.



1. CORPORATE COMMITTEE

- Creation of a Corporate Health and Safety Committee, belonging to the Group's Corporate Responsibility Committee.



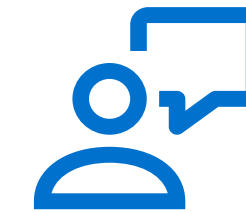
2. MONITORING COMMITTEE

- Creation of Monitoring Committees to oversee the plan in each hotel.



3. TEAM RESIZING

- Our teams are being resized to meet current needs



4. DIALOG

- We keep a constant dialog with all our stakeholders



BAHIA PRINCIPE

HOTELS & RESORTS