

GLOBAL SECURITY PLAN FOR CLIENTS AND EMPLOYEES OF THE CLARIDGE HOTEL.

SEPTEMBER 2020

Aware of our safety and that of our clients, we are developing an Internal Action Plan to reinforce our hygiene and quality standards in response to COVID-19. This action plan is a living document that will be updated following the new measures adopted by the competent authorities in matters of safety and hygiene.

Principal lines of action:

COMMON AREAS AND RECEPTION

- Installation of disinfecting mats at the entrances to the Hotel to ensure the sanitation of footwear and luggage wheels.
- Provision of hydroalcoholic gel dispensers and protective materials in the reception area and lobby.
- Increased frequency of cleaning and disinfection of common areas, front desk, access doors, elevators and toilets.
- Disinfection of magnetic key cards, pens, point-of-sale terminals and computer equipment.
- Safety distance indicators in the entrance hall, Reception and Cafeteria, Restaurant and access to elevators.
- Recommended itinerary indications for maintaining safe distances and avoiding crowds in common areas.
- Informative posters with standards for prevention and social conduct.
- Encouragement of credit card payment.
- Online check-in, pre-registration of customer data in order to reduce waiting times and keep safe distances

Additional lines of action in the implementation process:

- Hotel App to facilitate the following services:
 1. Directory of Hotel services thereby replacing the current printed version.
 2. Online request for Meal services from any device electronic: Room service, Restaurant, Cafeteria and Terrace. Decreasing the use and contact with physical paper menus.

ROOMS

- Linens with **Hygiene Certificate** for high-temperature laundry washing (+ 60°C).
- Replacement of carpeted floors with AC5 laminate flooring in rooms.
- Elimination of carpets, stationery and pens.
- Rooms disinfected and sanitized with specific products.
- Expansion of the usual amenities with sanitary PPE (gel, gloves and mask).
- Thorough disinfection of all the elements in the room such as TV remote, telephone, hangers, hair dryer and minibar.
- Dirty clothing deposited in closed bags until treatment in the laundry.

RESTAURANT, CAFETERIA, ROOM SERVICE AND TERRACE

(Service temporarily unavailable)

- Change from buffet breakfast to continental breakfast served at the table.
- Replacement of items and equipment in common use such as cruets, oil cans, and salt shakers for single dose solutions.
- Safety distance between tables and adherence to the capacity established by law.
- Dishes and cutlery material sanitized by dishwasher.
- Tablecloths and napkins with **Hygiene Certificate** of high temperature washing (+ 60°C).
- For the cleaning of these spaces and your kitchen, the criteria defined in the HACCP system updated in accordance with the context COVID-19.

EVENTS

- Ventilation of the rooms where the event or meeting will be held at least two hours before its celebration.
- Disinfection of the material distributed at the meeting (paper, pen, water, etc.)
- Planning to control gauging and respect the minimum safety distances between attendees at your reception, during the event, breaks, food services and drink and conclusion.

GYM

- Increased frequency of cleaning and disinfection of common areas, front desk, access doors, elevators and toilets.
- Control of capacity and safety distances also between machines.
- Collective classes guaranteeing 2x2 space with marked positions on the floor and avoiding contact exercise.
- Period without activity between group classes to clean and disinfect.
- Mandatory use of towel.
- Cleaning and disinfection of machines that have been used between one client and another.
- See more details on <https://altafitgymclub.com/>

SPECIFIC PREVENTIVE MEASURES FOR ALL EMPLOYEES

- Carrying out tests, diagnostic tests for the detection of COVID -19, for all Hotel employees.
- Creation of a Health and Safety committee.
- Training for all staff in preventive matters of COVID-19, providing them with elements of individual protection (PPE) and the means to take body temperature at distance.
- Mandatory use of masks, gloves and disinfectant gel for employees.
- Installation of posters promoting hygiene and disinfection measures.
- In all activities, interpersonal safety distances are respected and the control of gauges approved by health and in its absence, the guarantee of safety measures and necessary protective equipment.
- Provision of hydroalcoholic gels in transit areas and staff toilets.
- As a preventive measure, the temperature will be taken daily for all employees.
- Installation of disinfecting mats to ensure sanitation of footwear in staff and supplier access.
- Establishment of a method and frequency of cleaning have been established for each type of personnel uniform.

COMMITMENT TO SUSTAINABILITY

Our Sustainability Report is available at our website www.hotelclaridge.com
There is an explanatory video which lets our clients, workers and collaborators know about Hotel Claridge's commitment to quality, service excellence and how we contribute, through our architecture and facilities, to the development of sustainable and respectful activity in regard to our surroundings and the environment.