

HEALTH AND SAFETY GUIDE

TUKAN
HOTELS
& KOOL
BEACH



TUKAN
HOTELS

2020 HEALTH AND SAFETY

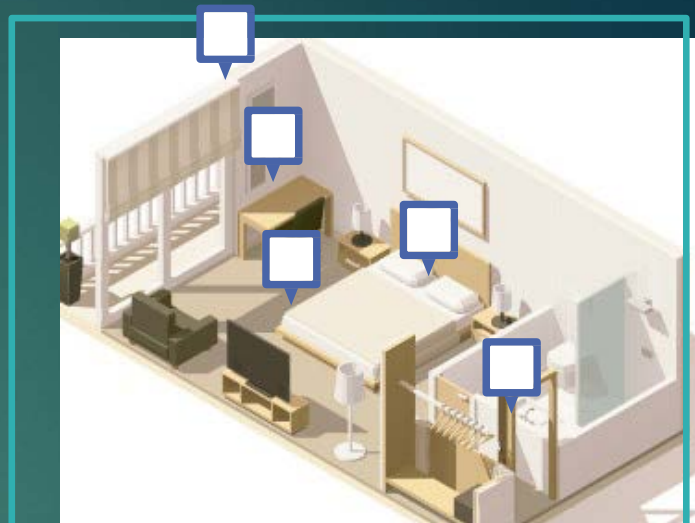
GENERAL

- 1 It is mandatory to maintain a distance of 1.5 meters between person and person.
- 2 Wash your hands at least every 30 minutes or whenever necessary after blowing your nose, coughing, scratching, using the bathroom, handling money or raw food, touching knobs, doors or equipment, etc.
- 3 Avoid putting your hands to your face and touching your eyes, nose and mouth.
- 4 When coughing or sneezing, cover your mouth and nose with your elbow flexed or with a tissue; throw the tissue away immediately and wash your hands.
- 5 Bathe and wear clean clothes daily.
- 6 Handshake, kiss or hug are prohibited.
- 7 Cell phones will need to be sanitized with a wet sanitizing towel at least every 60 minutes or as needed.
- 8 If you have any questions about the epidemiological contingency, avoid personal comments or opinions and inform that preventive measures are being implemented to safeguard everyone's safety.
- 9 The floor will be marked with vinyls to indicate the distance that must be between person and person in the places where it is customary to queue.
- 10 Public Areas will clean internal and external offices only at closing using Bactericide: surfaces, equipment or objects that are frequently manipulated such as door plates, handles, switches, rails, telephones, computer equipment, desks, chair arms, etc. Each department is responsible for sanitizing offices during the shift.
- 11 Implement the use of gloves for specific actions such as: folding towels, folding napkins, cleaning plates and glassware, delivery of petit four.
- 12 Make sure not to interrupt the activity to take advantage of the use.
- 13 The use of mouth covers is mandatory for all our collaborators. Collaborators should report to the PR if they notice any guests with symptoms and to Human Capital if they are a collaborator.
- 14 Assign an area to brief each department, making sure you have enough space to respect the healthy distance between the participants.
- 15 The service of product vending machines is suspended.
- 16 Each area should assign 1 dedicated manager to ENSURE the correct implementation of all new Health actions.
- 17 Suppliers, concessionaires, as well as any person who enters the hotel who is not a guest, will enter through the access of personnel with the proper sanitation of full body, footwear and temperature taking.

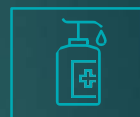




HOUSE KEEPING



- 1 Clean and disinfect with Bactericide all objects of use such as: breakfast table, desk, telephones, door plates, peephole, drawer handles, minibar door or liquor dispenser, switches, rails, tent cards, telephones, safety box, TV control etc.
- 2 guarantee the change of all the targets in each outing, including decorative clothing - foot of the bed and pillow boudoir - and protectors of both pillows and mattress.
- 3 At each departure cleaning, mattresses must be disinfected with dry steam and / or Bactericide.
- 4 All rooms will be sprayed with Bactericide at each exit and the door will be closed with a sanitized room stamp
- 5 The use of a plastic mask is mandatory; which must be washed and disinfected correctly.
- 6 Make sure you have a disinfectant gel in your cart to use after each room cleaning.
- 7 A kit of personal hygiene products will be delivered to guests at each check-in.
- 8 The pen and room pad will be temporarily removed





PUBLIC AREAS

- 1 clean with Bactericide every 3 hours or every time.
Frequently manipulated surfaces, equipment or objects such as:
 - Door Plates, Handles, Dampers, Stair Handrails, Handrails, Telephones, Remote Controls, and Elevator Buttons Service desks, chair arms etc Furniture in toilets
- 2 Special attention should be paid to Gym, making sure to disinfect the equipment constantly and permanently.
- 3 Antibacterial gel stations distributed in the hotel will be placed, as well as in the access to restaurants and reception.
- 4 At the closing of the pools, the entire area will be sprayed with Bactericide for general disinfection of lounge chairs and cushions.
- 5 Balinese beds and lounge chairs will be separated 2 by 2 respecting the healthy distance.
- 6 Loungers will be nebulized before and after each use with Bactericide.



- 1 The use of disinfecting gel is mandatory for all guests entering the restaurant.
- 2 Buffets with Outdoor Food are removed, A lid is placed Transparent and only Authorized Staff can serve the Client what they chooses.
- 3 The restaurant capacity is reduced to 50% of its current capacity or what is necessary to respect healthy distance.
- 4 Clean the tables with authorized antibacterial and rinse frequently.
5. Exchange tablecloths and napkins for clean ones after each service.

F&B





F&B

- 6 You will wash and disinfect the trays and tablecloths with chlorine after each service.
- 7 It will disinfect with authorized antibacterial assigned for table cleaning: tables, the arms of the chairs and centerpiece at the end of each service
- 8 Disinfect restaurant, snack and beverage menus after each use with antibacterial assigned to surfaces.
- 9 Disinfect the salt and pepper shakers after each service with an antibacterial assigned for the exclusive use of surfaces in direct contact with food.
10. A handwashing break will be implemented every 30 minutes in all the kitchen, service and bar staff on a mandatory basis.
- 11 All types of self-service food assembly will be avoided, everything must be covered and served by direct authorized personnel
- 12 A menu will be implemented so that the guest can view it from the other side of the Buffet line
- 13 The restaurant Manager must offer wet towels to clients to clean cel phones
- 14 The assembly of the tables is simplified for what is strictly necessary in terms, glassware and plate.
- 15 For personnel in the topping area, the use of a plastic mask is mandatory; which must be washed and disinfected correctly.
- 16 In the collaborators' dining room, there will be a chef assigned to distribute food per person, there will be no self-service.



- 1 Clean and disinfect the bars with chlorine every 30 minutes: Ceiba bar area and pool area in the case of Kool beach, restaurants and indoor areas.
- 2 Self service at the Bars in Kool and Ceiba Bar is temporarily suspended to avoid accumulation of people, all the service will be through the waiters.

BAR





BELL BOY

- 1 Offer and supply disinfectant gel to all arrivals after getting off a vehicle: bus, taxi or private car.
- 2 Clean and disinfect with SANI 950 every 30 minutes all objects in common use, equipment or surfaces such as podiums, desks, computer equipment, telephone sets, pens, tablets, etc.
- 3 Welcome Drink service is temporarily suspended
- 4 Upon receiving a new guest, you will be informed that your bags will be disinfected.
- 5 Ensures proper use of disinfectant shoe mats in guest access.



HUMAN RESOURCE



- 1 Communicate and update the action protocol of the Heads of areas.
- 2 Coordinate the cleaning process and disinfection every 30 minutes in: Waiting room for collaborators, Meeting room Building 700 and chairs, seats of the Guest transport (Tukan Shuttle) before each departure.
- 3 Supervise the use of disinfectant gel in the checker clock before the collaborators begin work and the washing of hands before entering working area and the dining rooms.
- 4 Coordinate the signing of the commitment of all the collaborators to follow the new Health measures.
- 5 Ensure compliance with the Health courses scheduled for all collaborators.





OPERATION DIRECTOR

- 1** Responsible for keeping collaborators 100% informed regarding Health actions.
- 2** Ensure that the necessary chemicals and equipment to carry out these actions.
- 3** Supervise the application of the actions mentioned in the document.
- 4** Activate and coordinate the contagious disease control procedure if a CONFIRMED CASE arises.
- 5** It will implement a monitoring guard in the collaborators' dining room and bathrooms to check that the collaborators wash their hands.



- 1** An antibacterial gel station will be set up at the access of each SPECIAL Group arrival.
- 2** They will ensure that healthy distance is respected at Site inspections.
- 3** Coffee breaks in groups or meetings must be served by a waiter, not self-service.

SALES GROUPS



LAUNDRY/ LAVAFACIL

- 1** In laundries, temperatures and products suitable for white disinfection will be guaranteed.
- 2** All baskets will be disinfected after emptying their contents to ensure safety.
- 3** The laundry transport will be sanitized before and after each loading and unloading of targets.
- 4** All laundry staff must have all the basic protection products: mouth guards, gloves and a protective mask.





MAINTENANCE

- 1** It will reinforce the application and review of the correct level of chlorine in swimming pools and. Cisterns Buildings.
- 2** It will sanitize all areas through the A / C with disinfectant.
- 3** The use of plastic masks is mandatory for room operators when accessing rooms.
- 4** After each use of audiovisual equipment, microphones, headphones and contact equipment must be disinfected properly.
- 5** Room operators or maintenance personnel will wash their hands and / or use disinfectant gel before entering and leaving the rooms.
- 6** HDS-101 sanitizer will be applied to the handlers and ducts of common areas.
- 7** Perform deep cleaning on all exits with established chemicals and A / C cleaning with SaniAC.



TUKAN TRANSPORTATION

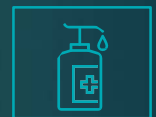
- 1** Transportation must be fully sanitized every 2 hours and after each service. They will make sure to clean and disinfect the armrests and railings with SANI 950 every 30 minutes without exception.





FRONT DESK HOTEL & KOOL BEACH

- 1** After each service, the receptionist will clean and disinfect all objects, equipment and surfaces that have been in contact with the guest with SANI 950: desks, computer equipment, telephone devices, pens, scissors, etc. and then disinfectant gel will be applied to the hands.
- 2** Staff make sure that disinfectant gel is available on his desk or bar and will ask the guest to use it before and after check-in.
- 3** During the check-in, the Health Declaration will apply and request permission from each guest to take the temperature as a preventive measure. In case of symptoms, the Suspicious Case protocol is activated.
- 4** The reception staff will use disinfectant gel or wash their hands with soap and water whenever necessary or at least every 30 minutes, or after each contact with a guest.
- 5** An acrylic partition will be installed on all receptions and desks as additional protection.
- 6** The delivery of wet towels will be canceled on arrival and check-in.



RECEPTION OF GOODS WAREHOUSES TUKAN AND KOOL



- 1** All the product will be disinfected at the merchandise reception upon arrival at the hotel before it enters our warehouses.



ADMINISTRATION



- 1 Review of each Person in the Sanitation Tunnel is applied (Temperature, Gel, Mask)
- 2 Clean and disinfect with SANI 950 Work Center (Equipment Table) every 30 minutes:
- 3 Cafe service area is temporarily suspended.
- 4 IT Department must clean every 30 minutes Printers and equipment for community use

- 1 Supervise the use of disinfecting gel by collaborators, suppliers and visitors after entering the company.
- 2 In booths near the collaborators' dining room, supervise and request hand washing before using the facilities.
- 3 Ensure the correct operation and mandatory use of the sanitizing tunnel to the access of collaborators by booth 1 Tukan / Kool collaborators entrance (Antibacterial Gel, Temperature control, mouthpiece).
- 4 ensure the correct use of disinfectant shoe mats to the access of collaborators.
- 5 Ensure the correct use of the thermal camera or thermometer to the access of the collaborators.

SECURITY





EXTERNAL CONCESSION

- 1** In the external Concessions, the seller or receptionist will request permission from each guest to take the temperature as a preventive measure.
- 2** In case of presenting the official symptoms, the Operation Director will be informed to invite the guest to proceed to an assessment with the hotel doctor.
- 3** All Concession staff will make sure to clean with SANI 950 every 3 hours or whenever necessary all surfaces, equipment or objects that are frequently manipulated such as plates or door handles Tables, switches, handrails, railings, telephones, comment tablets .
- 4** The furniture of the Workstations will be cleaned and disinfected after each service.
- 5** A maximum capacity is established in waiting areas to ensure a healthy distance of 1.5 m. The use of mouth covers will be mandatory in all services
- 6** A sanitizing tablet will be placed in the A / C of the booths to disinfect the area.
- 7** The reception will be disinfected after serving each guest.
- 8** The staff will use disinfectant gel or wash their hands with soap and water whenever necessary or at least every 30 minutes, or after each contact with a host.

- 1** Ensures the proper functioning of the dishwasher and glasswasher by constantly checking that the minimum temperatures are reached.
- 2** In the collaborators' dining room, the plate will be given to each person to avoid contact with the containers or sets must be prepared that are ready to be used

STEWARDS



- 1 The use of disinfecting gel is mandatory for all guests entering the Beach Club and restaurant.
- 2 Towel delivery at the Customer's Arrival are eliminated.
- 3 The capacity of restaurants (tables and lounge chairs) is reduced to 50% of its current capacity or what is necessary to respect the healthy distance.
- 4 clean tables and lounge chairs with authorized antibacterial and rinse frequently.
- 5 Exchange tablecloths or tablecloth and napkins for clean ones after each service.

KOOL BEACH



TUKAN SHUTTLE FOR CLIENTS



- 1 Our transports have a maximum capacity and must be properly disinfected after each service. A Seat system must be applied(one used and another is not.
- 2 The passenger seat must not be used.
- 3 All units will have sanitizing gel and wet tissues for disinfection on Board.