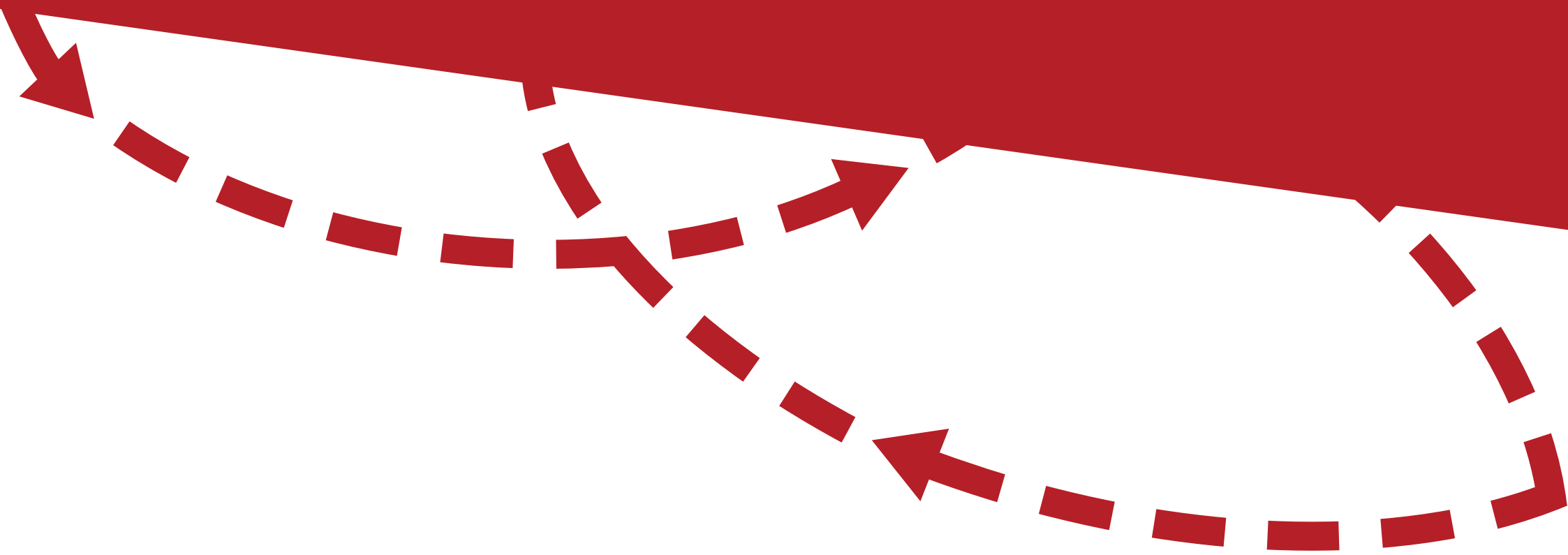


COVID-19 ACTION PLAN



COVID-19 ACTION PLAN

Preparing to reopen

With the reopening of our Hotels in July 2020, MLL Hotels carry out an Action Plan that provides a technical and operational response to the challenges arranged by the COVID-19. This plan incorporates new work procedures focused on guaranteeing the accurate usage of the recommendations established by the main national and international health organizations.

The plan includes a set of protocols and preventive measures designed for staff, guests and visitors, and whose purpose is to **reduce the risk of infection and spread of the disease in installations while ensuring the least possible repercussions on quality and variety of the services offered.**

For the design of this Action Plan, MLL Hotels has established a **health management committee** that has unfailingly the advice of external companies in the hygienic-sanitary, risk prevention, security, and legal fields. This committee aims to **establish, ensure, and adapt the appropriate measures for our clients, employees, and collaborators**, paying special attention to the evolution of the situation generated by the pandemic. Among other functions, the health management committee leads:

- ▶ Active training and monitoring of our human team
- ▶ Quality and efficiency audits of the new policies and measures implemented, especially with regard to protection of employees and guests, operational management and allocation of resources
- ▶ Protocols for action and communication in case of possible positives for coronavirus in our establishments

COVID-19 ACTION PLAN

General preventive measures

The **Action Plan** develops the protocols and actions that must be applied in the establishment with the aim of minimizing the risk of infection and spread of the disease according to **5 preventive measures**:



Hand
hygiene



Respiratory
hygiene



Interpersonal
distance



Social
distance



Cleaning and
disinfection

COVID-19 ACTION PLAN

General operational measures

The implementation of the preventive measures of the **Action Plan** requires an adaptation of the establishment's operational and service protocols based on **4 main objectives**:



Optimization of interdepartmental coordination



Operational efficiency



Guarantee of service quality



Communication and collaboration with Partners and Suppliers

Specific measures of the Plan

// Lobby

- ✓ Reception staff have personal protective equipment (*masks and gloves*)
- ✓ Personnel have previously received specific training in their area in health and safety protocols COVID-19
- ✓ Reinforcement of cleaning and disinfection of surfaces, furniture and elements of frequent contact
- ✓ Implementation of the preferred online check-in modality:

MLL Hotels: <https://pwa.civitfun.com/chain/975/checkin>

Indico Rock Hotel Mallorca: <https://pwa.civitfun.com/hotel/checkin/28785>

- ✓ Mandatory use of mask
- ✓ Distinguished entry and exit circuits with guide marks to guarantee the recommended interpersonal distance
- ✓ Limitation of capacity in the reception area to avoid crowds
- ✓ Directional indicators and waiting lines to access the reception bar
- ✓ Installation of protective service partitions in the reception bar
- ✓ Disinfectant gel dispensers with indications for use
- ✓ Elimination of decorative elements and utensils of frequent contact
- ✓ Availability of signage and informative signage to reinforce with sanitary and operative norms and indications
- ✓ Website via QR code accessible from client devices with relevant health and operational information
- ✓ Selective room allocation criteria will be applied to guarantee social distancing
- ✓ Disinfection of keys before delivery to the client
- ✓ Card payment or *contactless* systems
- ✓ Additional vending service for individual protection elements for clients (*masks, gloves, gel, etc.*)
- ✓ Record of visits to all people who access the establishment (*workers, customers, visitors and suppliers*)
- ✓ Outsourced health care and emergency service

Specific measures of the Plan

// Rooms



- ✓ Maid service has personal protective equipment (*masks and gloves*)
- ✓ Personnel have previously received specific training in their area in health and safety protocols COVID-19
- ✓ Reinforcement of cleaning and disinfection of surfaces, furniture and elements of frequent contact in the rooms and transit areas of clients
- ✓ Decorative elements and frequent contact utensils are removed from the room
- ✓ New protocol for the collection, washing and disinfection of textiles according to sanitary recommendations

Specific measures of the Plan

// Cuisine and Restaurants I

- ✓ Kitchen and Restaurant staff have personal protective equipment (*masks and gloves*)
- ✓ Staff have previously received specific training in their area in health and safety protocols COVID-19
- ✓ Reinforcement of cleaning and disinfection of surfaces, furniture and elements of frequent contact in the restaurant area
- ✓ Establishment of periods in customer access hours with prior table assignment
- ✓ Extended hours of breakfast, lunch and dinner services
- ✓ Mandatory use of mask
- ✓ Limitation of capacity in the Restaurant to avoid crowds and ensure the minimum recommended interpersonal distance between tables of clients
- ✓ Control of customer access to the restaurant entrance
- ✓ Differentiated entrance and exit circuits to the Restaurant with guide marks to guarantee the minimum recommended interpersonal distance
- ✓ Directional indicators and waiting lines to access the Restaurant and service areas
- ✓ Availability of signage and informative graphics to reinforce with sanitary and operative norms and indications
- ✓ Disinfectant gel dispensers with indications for use at the entrance of the Restaurant and in indicated areas
- ✓ Availability of single use gloves to access the buffet in the indicated areas
- ✓ Recommendation of using a mask to access the buffet in the indicated areas
- ✓ Reinforced disinfection protocols for cutlery, crockery and glassware

Specific measures of the Plan

// Cuisine and Restaurants II



- ✓ Cleaning and disinfection of clients' table and furniture after each use
- ✓ Table linens and items in common use (*salt shakers, oil dishes, etc.*) are removed from the service
- ✓ Common service utensils (*tongs, forks, spoons, etc.*) will be replaced more frequently by others that are clean and disinfected
- ✓ Table service for alcoholic beverages
- ✓ Cold buffet and desserts mostly served in packaged monodose
- ✓ Elimination of decorative elements and utensils of frequent contact in the restaurant area
- ✓ Elimination of conventional bar menu and new availability of digital menu accessible via QR code from any customer device
- ✓ Card payment or *contactless* systems

Specific measures of the Plan

// Bars and Cafes



- ✓ The Bar staff has personal protective equipment (*masks and gloves*)
- ✓ Personnel have previously received specific training in their area in health and safety protocols COVID-19
- ✓ Reinforcement of cleaning and disinfection of surfaces, furniture and elements of frequent contact in the Bars area
- ✓ Limitation of capacity in consumption areas to avoid crowds and ensure the recommended distances
- ✓ Mandatory use of mask
- ✓ Directional indicators and waiting lines to access the Bar counter
- ✓ Availability of signage and informative signage to reinforce with sanitary and operative norms and indications
- ✓ Disinfectant gel dispensers with indications for use
- ✓ Reinforced disinfection protocols for cutlery, crockery and glassware
- ✓ Cleaning and disinfection of client's table and furniture after each use
- ✓ Items in common use (*salt shakers, oil dishes, etc.*) are removed from the service
- ✓ Removal of decorative elements and utensils of frequent contact
- ✓ Removal of conventional bar menu and new availability of digital menu accessible via QR code from any customer device
- ✓ Recommendation of using a mask in the indicated areas in case the interpersonal distance cannot be guaranteed
- ✓ Encourage card payment or *contactless* systems

Specific measures of the Plan

// Common Areas



- ✓ Reinforcement of cleaning and disinfection of surfaces, furniture and elements of frequent contact in common areas
- ✓ Limitation of capacity in the different areas to avoid crowds and ensure the recommended interpersonal distance
- ✓ Mandatory use of mask in interior areas
- ✓ Access to outdoor sports facilities can be used exclusively on request
- ✓ Disinfection of sports and leisure supports before delivery to the client (*rackets, darts, mini-golf clubs, etc.*)
- ✓ Indoor sports facilities will be closed to use until further notice
- ✓ Elimination of decorative elements and utensils of frequent contact
- ✓ Availability of signage and informative signage to reinforce with sanitary and operative norms and indications
- ✓ Limitation of capacity and restriction of the use of elevators to members living in the same hotel room
- ✓ Reinforcement of cleaning and disinfection in elevators
- ✓ Disinfectant gel dispensers with indications for use
- ✓ Recommendation of wearing a mask in the indicated areas
- ✓ Reinforcement of cleaning and disinfection in common toilets
- ✓ Active control of flows at the entrance and exit of the common toilets

Specific measures of the Plan

// Swimming pools

- ✓ Reinforcement of cleaning and disinfection of surfaces, furniture and elements of frequent contact in the pool area
- ✓ Increased controls and chemical and sanitary reinforcement to ensure optimal levels of sanitation in swimming pool water
- ✓ Capacity limits to avoid crowding and to ensure the minimum recommended interpersonal distance
- ✓ Redistribution of hammocks and outdoor furniture to guarantee the maintenance of distances in the pool area
- ✓ Elimination of decorative elements and utensils of frequent contact
- ✓ Availability of signage and informative signage to reinforce with sanitary and operative norms and indications
- ✓ Disinfectant gel dispensers with indications for use
- ✓ Reinforcement of cleaning and disinfection in common toilets and outdoor showers
- ✓ Active control flows at the entrance and exit of the common toilets

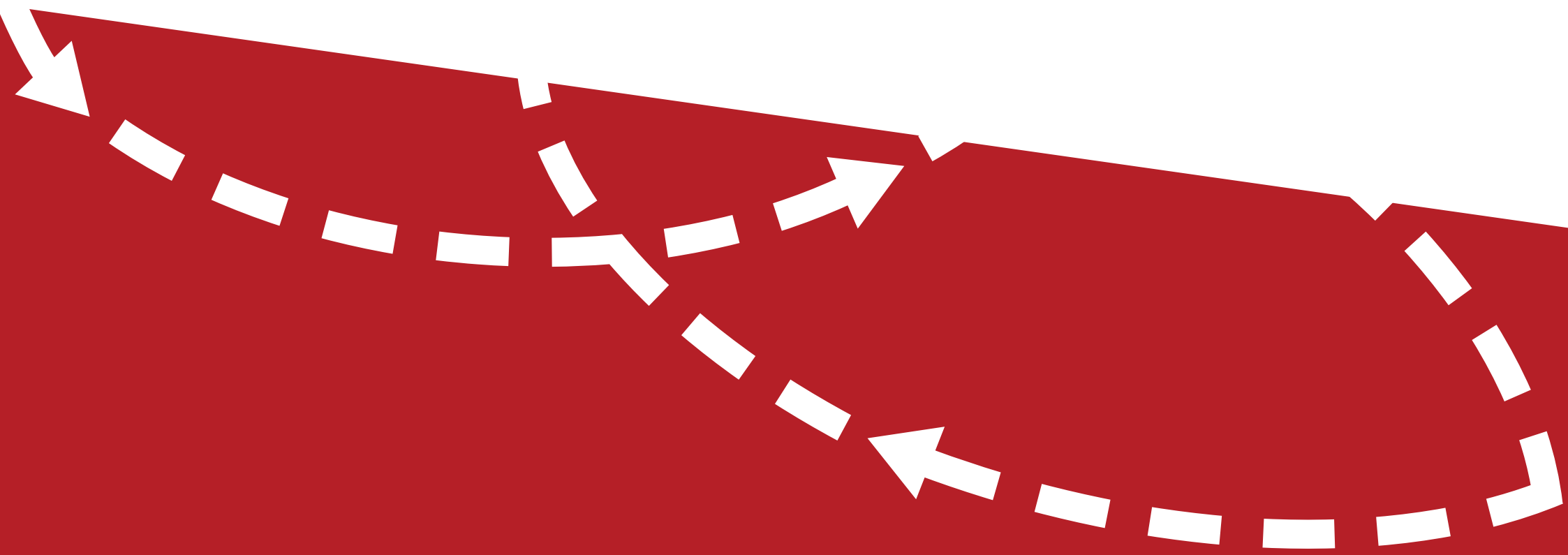
Specific measures of the Plan

// Entertainment and Events

- ✓ Entertainment and Events staff have personal protective equipment (*masks and gloves*)
- ✓ Personnel have previously received specific training in their area in health and safety protocols COVID-19
- ✓ Reinforcement of cleaning and disinfection of surfaces, furniture and elements of frequent contact in the areas arranged for animation events and other shows
- ✓ Limitation of capacity in the event areas to avoid crowds and ensure the recommended distance
- ✓ Specific activity programs with prior reservation
- ✓ Children's leisure and entertainment facilities will be closed to their use until further notice
- ✓ Availability of signage and informative symbols to reinforce with sanitary and operative norms and indications
- ✓ Disinfectant gel dispensers with indications for use
- ✓ Elimination of decorative elements and utensils of frequent contact in the event areas
- ✓ Recommendation of using a mask in the indicated areas in case the interpersonal distance cannot be guaranteed

COVID-19 ACTION PLAN

For a new beginning.



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www.mllhotels.com/covid