



Barceló
HOTEL GROUP



Our commitment to customer experience and safety

With almost 90 years of experience in the touristic industry, at Barceló Hotel Group we believe that hospitality, more than ever, takes further relevance. Our goals have always been to offer the best customer experience in a safe environment, and to operate hotels in a profitable and sustainable way for our owners. In this framework, the safety and hygiene of our establishments has always been a basic priority and we are recognized among the most demanding in the industry regarding this area.

The current environment requires a revision and a reinforcement of our protocols, therefore, following the latest recommendations of experts and international institutions in the safety against viral-infectious diseases field, including COVID-19, we have adapted our prevention and hygiene processes in order to guarantee the maximum security and trust to our guests, teams and suppliers at all our hotels. In addition, we have established a Technical Commission to study and develop these protocols, with the aim that everyone can enjoy a return to activity with maximum safety and tranquility.

As a result, we launch a new concept: [We Care about You](#).

[We Care About You](#) represents all our experience and research in the field of safety, health and hygiene adapted to the new situation. The project includes all the measures applied to, on one hand, establish a safe working environment for our employees and suppliers and, on the other, offer an experience that responds to the current needs of our guest, without forgetting our main objective: make our guests feel better and enjoy our experience.





Sanitization and disinfection

Enhanced cleaning protocols

- New figure: the hygienist, responsible for guaranteeing complete disinfection with special attention to high-touch surfaces.
- Complete and daily disinfection of rooms and common areas with hospital-grade products.
- Reinforcement cleaning by air for critical areas and those with difficult access.
- Air conditioning adjustments, minimizing air speed and reorienting exit points.
- Disinfecting gel stations and wipes at all key points.
- Laundry with linen cleaning according to hospitals standards.

Specific audits will be carried out to verify the new protocols before the hotel openings, and the regular audits will be reinforced to periodically verify all the sanitation and disinfection protocols by our partners.

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General Safety



People flow control sistemas in common areas

In some areas, such as swimming pools, lobbies, buffet restaurants, meeting rooms and other high concurrence areas, the capacity will be temporarily revised, and a new setup will be made to guarantee safe distance.

As long as it's indicated, furniture can be relocated to respect safety distances, studying and delimiting the best options for people flows with the aim of creating direction "lanes" and differentiated entrances and exits.





General Safety



Other protection measures

The application of protection measures for guests and teams will be valued:

- Protective screens in receptions, buffet restaurants, bars and common bathrooms.
- Stations with hydroalcoholic gel, disposable gloves and disinfecting wipes in strategic areas.
- Installation of "handless" devices for doors opening in common areas.
- Disinfecting carpets in access areas.
- Elimination of barriers and doors to make traffic easier.
- Room keys disinfection with ultraviolet light and mobile key in available establishments.
- Suitcases disinfection on arrival.
- Review of room allocation criteria to reinforce security measures.
- Sealed TV remote control cover per room and sanitizing amenities in the room.
- Personal protective equipment available for our teams and guests.





New F&B protocols

Hotels gastronomic service adapted according to de-escalation phases. Bearing in mind our essence: quality and healthy gastronomic experience.

- Application of protocols that guarantee the safety distance, personal hygiene, cleanliness, HACCP and Laboral Risk Prevention, among others.
- Adaptation of the gastronomic offer:
 - New Grab & Go concept and Room Service for sensitive clients, with sustainable disposable materials.
 - Assisted buffet service with safe distance measures to avoid food handling and high contact surfaces.
 - Taking maximum care of the quality, enhancing the value of the local and healthy products.





New F&B protocols



Specific measures in restaurants:

- Capacity management and opening hours extension to avoid crowds and comply with the distance measures.
- Adapted table setting and restaurant set up in order to minimize exposure and manipulation risks.
- Restaurant seating protocol, ensuring compliance with the safety measures and the service operational efficiency.
- Cleaning and disinfection of cutlery, glassware and crockery adapted to COVID-19.
- Reduction of decoration elements and menus on the table (digitization).
- Elimination of bulk products, offering single-dose or individual and packaged portions.



Individual tablecloth and cutlery cover

Application of all these measures and the previous protocols to the staff dining room.



Other leisure and entertainment services



Leisure and entertainment: Barceló Experiences, We Happy, Happy Minds

- Adaptation of leisure and entertainment programs to the safety, hygiene and distance rules.
- Capacity management through experiences reservation via App, offering spaced activities that allow the appropriate cleaning and disinfection of the facilities.
- Individual material kits for children, which allow the safely development of Happy Minds Experiences.
- Each children's activity will start with a hygiene and self-protection session, with messages and posters adapted to their age, as awareness measure.
- Spaced openings for cleaning and disinfection sessions between each one.
- ONE: video game console controls will be removed, only keeping or implementing motion-activated game consoles.





Other leisure and entertainment services



Fitness Centres:

- Individual disinfection material available for all guests.
- Mandatory use of individual towel for the use of the machines.
- Capacity management of facilities use by booking time-slots via App, which allows the disinfection of the facilities between each slot.

Wellness Centres:

- Adapted health and beauty offer.
- Spaced openings for cleaning and disinfection sessions between each one.
- Sterilization of the treatment material through ultraviolet radiation after each use.
- Capacity management of the water circuit by booking time-slots via App.
- Definition of inflows and outflows for the water area to avoid crowds.

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Training and sensitization of our employees



Our training program in processes and global standards, Ser Barceló, exceeds in demand any certification of tourist quality. Despite this, the program has been reinforced with:

- Continuous sensitization program for self-protection of employees.
- Training on the new operational protocols against COVID-19 and other viral-infectious diseases.
- Modules for the efficient use of protective equipment.
- Crisis situations management as identification of contagion cases.
- Online training platform and internal communication to collect feedback and updates.

These training programs are reinforced by modules from our hygienic-sanitary expert collaborators: Cristal, BIO 9000, Bio Lab and Bio Line.

The protocols for monitoring people's health are being redefined and we are evaluating the different available initiatives of "health passport".





Communication

Design of specific pieces about the norms, measures and adapted services in a very intelligible way for the different contact moments, in order to always offer the appropriate information for the needs of our clients and teams.

In addition, all our hotel managers and teams will wear a distinctive **We Care About You** badge as a sign of their constant training in hygiene and safety processes, with special attention to viral-infectious diseases.

In this way our guests will be able to visually identify the experts to solve the doubts or needs they may have in this regard.



Bienvenido

Por favor lávese las manos y espere a ser atendido.

Todas nuestras instalaciones han sido sanitizadas para su seguridad. Por favor ayúdenos a mantener las medidas de distanciamiento.

Servicio Grab & Go:
Si lo prefiere disponemos de un servicio grab & go para su mayor comodidad. Más información en nuestra app.

Barceló | ROYAL HIDEAWAY | Barceló | Occidental | alegre

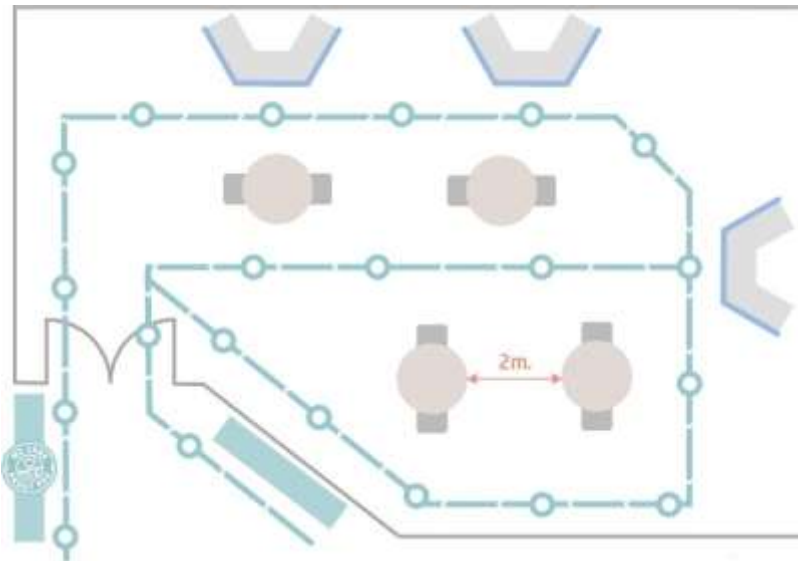


Communication



Adapted signage

The areas that must be signposted will be detected, pointing out in each of them the information and adequate flows in a visible, practical and didactic way to ensure compliance with the safety measures and distances.





Communication



Listening tools

Activation of listening channels to update processes, standards and protocols in terms of safety, hygiene and health:

- Collaboration with the protocol standardization project for the tourism industry led by ICTE, by mandate of the Secretary of State for Tourism and international institutions, in order to share our best practices and to adapt us to the national or international standard.
- Internal communication channel for the collection, analysis and implementation of new protocols and standards.
- Channels with clients:
 - New listening spaces in Review Pro, RRSS or App.
 - Survey to contrast the adopted measures and request valuation.



About Barceló Hotel Group

Barceló Hotel Group, the hotel division of the Barceló Group, is the 2nd hotel chain in Spain and the 31st largest in the world. It currently has more than 250 4 and 5 star urban and holiday hotels, and more than 55,000 rooms, distributed in 22 countries and marketed under 4 brands: Royal Hideaway Luxury Hotels & Resorts, Barceló Hotels & Resorts, Occidental Hotels & Resorts y Allegro Hotels.