

## INTRODUCTION

Las Americas Hotels Group in view of the worldwide presence of COVID-19, better known as Coronavirus, which has been declared a pandemic by the World Health Organization (WHO), and the confirmation of cases in our country, sees the imperative need to contribute to the prevention of the spread of this disease and take different measures to ensure the health and safety of our guests, collaborators, suppliers, customers and stakeholders in general.

The purpose of this protocol is to publicize measures for biosafety, prevention of Coronavirus (SARS-Cov-2) and health promotion. All action measures will be directed towards making timely decisions based on the scientific evidence generated through the control entities.

In view of the arrival of this disease to our country, Las Américas Hotels Group, implements a culture of planning for the mitigation of risks of this type. Based on this protocol, it is intended to carry out frequent regulatory and operational reviews of the protocol, as new outbreaks may arise at the national level, which may have a significant impact within society.

Based on the above, the following protocol was designed, which adheres to a strict operating procedure that contains preventive, identification and contingency measures. The actions, practices and recommendations indicated in this document

are subject to adjustments, modifications and adaptations determined by the competent authorities, health professionals and those responsible for occupational safety and health, to ensure their implementation, preserve the objectives of control, monitoring and risk mitigation of stakeholders in the context of the emergency by COVID -19.

The prevention measures recommended in this document are based on the available information, supplies and resources in the country at the time.

## 2. OBJECTIVE

The purpose of this document is to inform our stakeholders of the biosafety guidelines implemented by Las Américas Hotels Group in Colombia, in accordance with Resolution 666 of April 24, 2020 issued by the Ministry of Health and Social Protection, through which the general biosafety protocol was adopted to mitigate, control and properly manage the COVID-19 Coronavirus pandemic. In that sense we are generating changes in our organizational culture and awareness through prevention, self-care and self-management of processes, which will lead to a gradual change in attitudes, behaviors and biosecurity practices.

## 3. SCOPE

This protocol applies to all Hotels in Colombia of the Americas Hotels Group, until the Ministry of Health and Social Protection indicates that

COVID-19 has been mitigated or until the start of the post-COVID-19 stage is declared. , or control measures other than those indicated in this protocol are established.

### **3. RESPONSIBLE**

#### **3.1 GENERAL MANAGER**

It is responsible for guaranteeing the implementation of the biosecurity and promotion protocols for the prevention of the Covid-19 coronavirus in the Hotels in Colombia of the Las Americas Hotels Group, and providing the necessary resources for the execution of the established biosecurity protocols.

#### **3.2 MAXIMUM HUMAN RESOURCES AUTHORITY**

Responsible for establishing communication mechanisms with employees during the COVID-19 crisis, quickly capturing the needs of human talent, coordinating the modalities of reincorporation into the workplace, and ensuring the physical and mental health of all employees.

#### **3.3 MAXIMUM AUTHORITY OF SG-SST**

It is responsible for managing the implementation of biosafety protocols and supervising compliance with actions that guarantee the continuity of activities and the comprehensive protection of employees, related contractors and visitors

#### **3.5 STAFF**

Comply with the biosafety protocols established by the Hotels in Colombia of the Americas Hotels Group until government entities indicate that COVID-19 has been mitigated.

### **4. MARCO TEORICO**

#### **What is the coronavirus?**

Coronaviruses are an extensive family of viruses that can cause disease in both animals and humans. In humans, several coronaviruses are known to cause respiratory infections that can range from the common cold to more serious illnesses such as Middle East respiratory syndrome (MERS) and severe acute respiratory syndrome (SARS). The most recently discovered coronavirus causes coronavirus disease COVID-19.

COVID 19 is the most recently discovered infectious disease caused by coronavirus. Both this new virus and the disease it causes were unknown before the outbreak in Wuhan, China, in December 2019. COVID 19 is currently a pandemic that affects many countries around the world.

#### **What are the symptoms of COVID-19?**

The most common symptoms of COVID-19 are fever, dry cough, and tiredness. Other less frequent symptoms that affect some patients are aches and pains, nasal congestion, headache, conjunctivitis, sore throat, diarrhea, loss of taste or smell and rashes or color changes in fingers or toes. These symptoms are usually mild and begin gradually. Some of the infected people only have very slight symptoms.

Most people (about 80%) recover from the disease without the need for hospital treatment. About 1 in 5 people who get COVID 19 end up with a severe condition and experience breathing difficulties. Older people and those with previous medical conditions such as high blood pressure, heart or lung problems, diabetes, or cancer are more likely to develop severe conditions. However, anyone can get COVID 19 and become seriously ill. People of any age who have a fever or cough and who are also breathing hard, feeling chest pain or tightness, or having trouble speaking or moving should seek medical attention immediately. If

possible, it is recommended to call the healthcare professional or medical center first so that they can refer the patient to the appropriate healthcare facility.

### **How is COVID 19 spread?**

A person can get COVID 19 from contact with someone who is infected with the virus. The disease is spread mainly from person to person through the goths that fly from the nose or mouth of an infected person by coughing, sneezing, or speaking. These gothic are relatively heavy, do not go very far and fall quickly to the ground. A person can get COVID 19 if they inhale goths from someone infected with the virus. This is why it is important to stay at least one meter away from others. These gothic can fall on objects and surfaces that surround the person, such as tables, knobs and railings, so that other people can become infected if they touch those objects or surfaces and then touch their eyes, nose or mouth. Therefore, it is important to wash your hands frequently with soap and water or with an alcohol-based disinfectant.

Whenever possible, keep at least one meter away from each other. This is especially important if you are standing next to someone who is coughing or sneezing. Since some infected people may not yet have symptoms or their symptoms may be mild, you should maintain a physical distance from all people if you are in an area where the COVID19 virus circulates

## **6. DEFINITIONS**

**7.1 Isolation:** Separation of a person or group of persons known or believed to be infected with a communicable and potentially infectious disease from those who are not infected, to prevent the spread of COVID-19. Isolation for public health purposes may be voluntary or compulsory by order of the health authority.

**7.2 Biosecurity:** set of preventive measures that aim to eliminate or minimize the biological risk factor that may affect the health, the environment or the life of people, ensuring that the development or final product of such procedures does not jeopardize the health and safety of workers.

**7.3 Close contact:** is the contact between people in a space 2 meters or less away, in a room or in the attention area of a confirmed or probable COVID-2019 case, for a time greater than 15 minutes, or contact direct with secretions of a probable or confirmed case while the patient is considered infectious.

**7.4 COVID-19:** It is a new disease, caused by a new coronavirus that has not been seen before in humans. The name of the disease was chosen following the best practices established by the World Health Organization (WHO) to assign names to new infectious diseases in humans.

**7.5 Disinfection:** is the destruction of microorganisms on a surface by means of chemical or physical agents.

**7.6 Disinfectant:** it is a germicide that inactivates practically all recognized pathogenic microorganisms, but not necessarily all forms of microbial life, for example spores. This term applies only to inanimate objects.

**7.7 Hypochlorite:** is a group of disinfectants that is among the most commonly used. This group of disinfectants have a rapid effect on a wide variety of microorganisms. They are the most appropriate for general disinfection. As this group of disinfectants corrodes metals and also produces bleaching effects, it is necessary to rinse surfaces disinfected with this product as soon as possible.

**7.8 Hazardous Waste:** is any object, material, substance, element or product that is in a solid or semi-solid state, or is a liquid or gas contained in

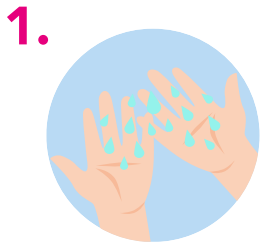
containers or tanks, whose generator discards, rejects or delivers because its properties do not allow it to be used again in the activity that generated it or because the current legislation or regulations so stipulate.

## **7. BIOSECURITY PROTOCOLS FOR THE PREVENTION AND MITIGATION OF COVID-19 CONTACTS**

8.1 At Las Américas Hotels Group in Colombia, we implement with commitment and rigor the following protocols for the protection of our Human Talent, clients, guests and other interested parties:

**8.1.1 Handwashing protocol:** Our human talent is trained in the correct application of the handwashing technique and the mandatory times for handwashing as defined by the WHO and we have at your disposal enough bathrooms with drinking water, soap and disposable towels. These actions are permanently monitored. Additionally, we have different hand sanitizing points equipped with antibacterial gel at a concentration of 70% alcohol located in strategic areas.

## HAND WASHING GUIDE



**1.** Wet your hands up to your elbows under the automatic action tap.



**2.** Put enough soap in the palm of your hand to cover the surface of both hands.



**3.** Rub your palms together.



**4.** Rub the back of your right hand against the palm of your left hand interlacing your fingers and vice versa.



**5.** Rub the palm of your hands together with your fingers intertwined.



**6.** Rub the back of the fingers of one hand with the palm of the opposite hand.



**7.** Rub your left thumb with a rotational motion by grabbing it with the palm of your right hand and vice versa.



**8.** Rub the tip of the fingers of the right hand with the palm of your left hand, making a rotational motion and vice versa.



**9.** Dry your hands completely with a clean towel or hand dryer.

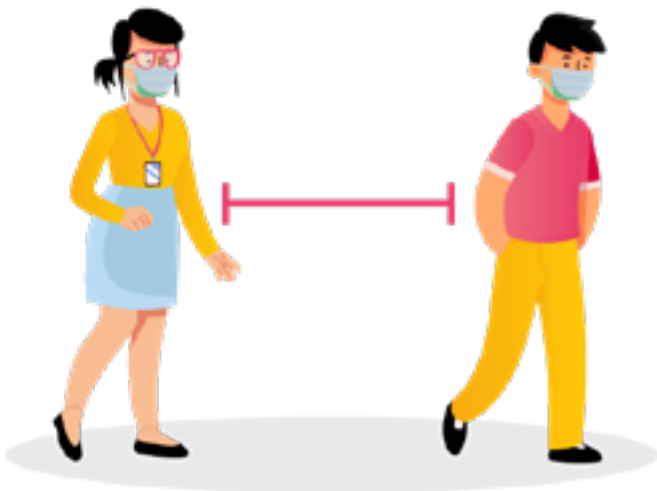


**10.** When Should I wash my hands?

- 🌸 When you arrive from the street.
- 🌸 After any meeting.
- 🌸 Before touching your face.

**PHYSICAL AND SOCIAL DISTANCING:**

**8.1.2 Physical and social distancing:** We comply with the physical distance of 2 meters at all our customer / guest and supplier service points, as well as among our collaborators in their offices and work areas in general. We promote the use of technological aids in order to avoid crowds and minimize the physical exchange of documents.



**8.1.3 Use of masks:** Our human talent uses personal protection elements such as: Masks, gloves, face screen masks, among others, according to the risks of the activities they carry out at the Hotel, and they are trained to be aware of the obligation of the use of masks in the public transport system (buses, taxis) and areas where

there is a large influx of people, in such a way that they can contribute to the protection of their health and the non-spread of Covid-19.



Wash your hands



Cover mouth and nose



Close spaces between the mask and face



Do not touch your face mask

**8.1.4 Respiratory etiquette:** We train our collaborators by teaching them the correct technique at the time of coughing and sneezing, covering their nose and mouth with the inside of the forearm or with a disposable paper and immediately disposing it in the basins with lids and black bags; These basins are distributed in strategic areas in order to avoid any possible risk and to better dispose of this waste to provide security within the Hotel facilities, as well as in handwashing after disposing of disposable cloths.

## PREVENTIVE MEASURES AGAINST CORONA VIRUS (COVID - 19)



When coughing or sneezing in public, cover your mouth and nose with a tissue or the inside of the elbow.  
**NEVER USE YOUR HANDS!**



Wash your hands with soap and water. You don't need a special soap to do it. This is one of the most effective and simple ways to prevent diseases.



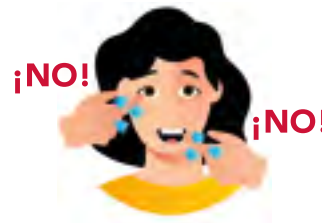
Clean the objects of common use with water and soap.



Avoid going to crowded places.



Do not share items of personal use.



Avoid touching your eyes and mouth with your hands.



1. Apply
2. Rub
3. Cover all surface

Come to the sanitation points distributed in the hotel. Remember to follow the steps of the disinfection instructions. Use the necessary amount of product, do not waste it.



Keep your spaces clean and organized. Open windows and doors to ventilate spaces. Allow our cleaners to clean the rooms and public areas of the hotel.



**8.1.5 Temperature control and Health Conditions Survey:** We carry out control and monitoring of the health conditions of our guests, collaborators, contractors and visitors in general by taking body temperature with the use of infrared thermometers and so doing detecting possible cases for timely reporting and attention.

**8.1.6 Waste management:** We dispose of biosafety waste (gloves, face masks, towels or disposable tissues), in the bins identified and arranged for this purpose located in different areas of the hotel.

Our collaborators are trained in the proper classification of this type of waste, we carry out hand-washing practices with soap and water before, during and after handling the waste.

**8.1.7 Handling of chemical products:** We have cleaning and disinfection products available in accordance with List N (list issued by the Environmental Protection Agency EPA), which we handle in accordance with the instructions set out in the safety data sheets for each product. Handling and disinfection of areas, bathrooms and rooms: We disinfect with chlorine active ingredient at a concentration of 2500 ppm: High exposure surfaces (walls, doors, windows and handles in corridors, restaurants, bathrooms, open areas, vehicles, equipment in exposed areas, first aid area), for the waste collection center we use a concentration of 5000 ppm

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**Food & Beverage Areas:**

We disinfect with quaternary ammonium active ingredient: medium exposure surfaces (food handling areas, low staff influx offices).

**Administrative Offices:**

We disinfect with active principle of Alcohol with a concentration of 60% to 95%: Surfaces of common use and contact with people and directly in the hands.

**Common areas, public areas and waste collection centers:**

We disinfect with the active ingredient Per Acetic Acid with a concentration of 0.2%: Areas of high exposure (parking lots, corridors, waste collection centers, main entrances to hotels, platforms, surroundings and transport vehicles)

**8.1.8 Monitoring the quality of drinking water:**

We carry out daily control of free and total chlorine in drinking water by means of colorimetry, in addition we verify aspects such as pH and organoleptic characteristics, understanding that safe drinking water is one of the important inputs for carrying out washing and disinfection.

**8.1.9 Training in biosafety protocols:** We train our collaborators in biosafety protocols, which are permanently carried out by the highest authority in OSH with the support of the leaders of the different areas, in order to guarantee their application in our activities. These trainings are carried out guaranteeing physical distance.

**8.1.10 Identification, monitoring and management of cases with symptoms and diagnosed with COVID19**

At the time of admission to hotel facilities, we have taken the following preventive measures to identify cases:

- We verify the body temperature, for cases registering temperatures greater than or equal to

38°C, we direct the staff to the defined isolation site and make the epidemiological link to report to the corresponding entities and to receive medical treatment.

- We apply a survey of health conditions
- We disinfect our hands with glycerinated alcohol (65 to 90%).
- We disinfect footwear using sanitizing mats
- We supply masks and latex gloves for all staff.
- We socialize general information about COVID-19, promote the download of the CoronApp Colombia application to mobile devices, and provide recommendations for the proper disposal of biosafety waste, at the points established by the Hotel.

Telephone directory of health institutions, to report suspicious cases with signs and symptoms for COVID-19:

### 8.1 Protocols in the Rooms division:

#### Reception: Check in & Check out process.

We have preventive and security measures since the arrival of our guests, as we use protection barriers to avoid direct contact, we also have sanitizing points equipped with antibacterial gel at 70% concentration and we disinfect the electronic key room cards with alcohol at 70% concentration prior to delivery to the guest.

#### Rooms

We have strict cleaning and disinfection protocols to ensure greater security and confidence for our guests, we thoroughly clean all the most contacted items in a room:

- Door knobs,
- Electric light and lamp switches
- Air conditioning thermostat
- Telephones
- TV control

- Hair dryers
- Security boxes
- Linens
- Bathroom and room accessories

#### Food and Beverage Protocols:

We apply Good Manufacturing practices with a risk approach throughout our food production chain, guaranteeing the reception, storage, processing and service of safe food and beverages to our customers.

The BPM (Good Manufacturing Practices) are accompanied by reinforcement in the execution of supervision of sanitary measures aimed at preventing the spread of Covid-19 in our guests and collaborators.

#### Maintenance protocols:

We have a suitable team that guarantees the correct disinfection of air conditioners, through the application of germicidal products and we increase the frequency of review of the equipment in the framework of preventive maintenance programs.

Likewise, we carry out the cleaning and disinfection of the equipment and tools before and after being used, avoiding sharing tools between workers; if necessary they are disinfected with 70% alcohol solution before and after use.

#### 8.5 Protocols in Complementary Services (Spa / Gym / Business Center)

We carry out constant disinfection activities in our facilities and furniture aimed at guaranteeing the biosafety of our services. These activities start from the entrance of clients in the facilities, the provision of services and the end of the service.

#### 8.6 Entertainment Protocols (Applies to Las Americas Hotel in Cartagena de Indias)

We carry out daily chlorine control activities in swimming pools, constant verification and disinfection of our facilities, distance between tables, chairs and other furniture of at least 1.5 m, we control the entry into the pools and we provide permanent supervision during the provision of our service. The leisure and entertainment activities for our little guests are carried out under strict biosecurity measures.

## 9. Communication Plan for COVID-19

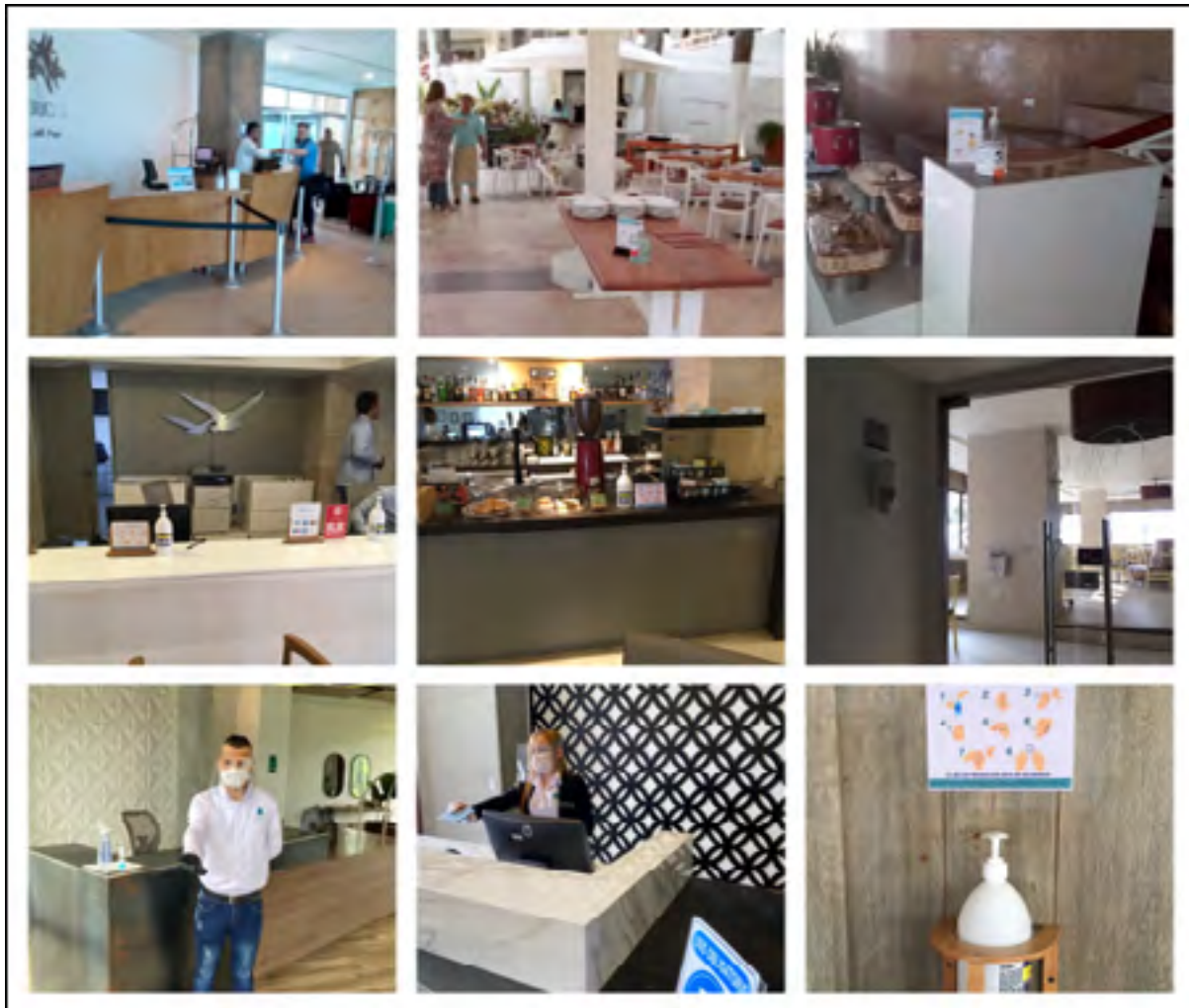
At Las Américas Hotels Group in Colombia, we have the following communication tools defined as a means of timely and permanent information on the generalities, signs and symptoms, means

of spread and prevention measures against COVID-19, among our guests, collaborators, visitors, contractors, and other interested parties:

- Billboards in main locations
- Information screens in strategic places and with greater staff circulation
- Emails to our collaborators, clients and suppliers
- Infograms
- Trainings
- Website, Social Networks, pop-ups
- Banners and informative notices

Annex 1: Disinfection points established for Hotels in Colombia

Annex 2: Biosafety Protocols by processes for the





control, mitigation and management of COVID-19

- Rooms division Biosafety Protocol
- Food & Beverage Biosafety Protocol
- Biosafety Protocol for the warehouse and Receipt of merchandize
- Maintenance Biosafety Protocol
- Biosafety Protocol for the Identification, Monitoring and Handling of Cases by COVID-19
- Waste Management Biosafety Protocol
- Biosafety Protocol for Human Resources department
- Biosafety Protocol for Complementary Services Areas (Spa / Business Center / First Aid)
- Entertainment Biosafety Protocol (Applies to Hotel las Americas in Cartagena de Indias)

