

Covid-19 Safety & Hygiene Protocols Manual



VILLA PREMIERE
BOUTIQUE HOTEL & ROMANTIC GETAWAY
PUERTO VALLARTA



BUENAVENTURA
Grand
HOTEL & GREAT MOMENTS - PUERTO VALLARTA



Hacienda
- BUENAVENTURA -
HOTEL & MEXICAN CHARM - PUERTO VALLARTA



OBJETIVE:

To establish proper protocols, practices and procedures as Hoteles Buenaventura resumes operations post COVID-19, taking into consideration actions designed to prevent and mitigate the spread of COVID-19 and our response in the event of a suspicious case or contact with infected individuals.

SCOPE:

All the actions described herein are applicable and will be discernable at Villa Premiere Hotel & Romantic Getaway, Buenaventura Grand Hotel & Great Moments y Hacienda Buenaventura Hotel & Mexican Charm.

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GLOSSARY

PPE: Personal Protection Equipment.

TPL: Cleaning Products Chart.

Sprinkling: Method of application that consists of spraying disinfectant using a spray bottle (the application can be directly on to surface or a provided microfiber). Application of surface disinfectant from TPL.

Steam mists: This method consists of specialized equipment designed for hard to reach area such as ceilings, roofs, under heavy furniture etc.) The method uses vaporization mists in order to fully and properly sanitize designated areas and surfaces. During this process no other staff members may be present and PPE must be used at all times. Authorized disinfectants can be found from TPL.

SAFE DISTANCE: A distance of 1.5 meters between individual not belonging to the same group/family (This is in accordance with state mandated guidelines).

Group/family: Persons belonging to the same group where no risk of contagion exists without safe distancing from each other.

PPM: Parts per million.

HWP: Hand Washing Process (As instructed by Distintivo H guidelines)

GCA: Guest Consumption Areas (Restaurants, bars, sale hall, meeting rooms, etc.).



PROTOCOLS FOR ROOMS DIVISION

We have increased the frequency in which we clean and disinfect our heavily transited areas. We are focusing on surfaces and areas where contact is possible in order to assure proper sanitary procedures are met in our kitchens, service desks, public areas, areas of consumption, guest facilities, rooms, suites and provided services.

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Guest arrival / guest services

- Bell Boy greets and opens door of your transport.
- The Bell Boy will be at the entrance of the motor lobby to greet the guest with a smile and welcoming you while wearing PPE.
- They will then properly sanitize handles and doors prior to off loading personal belongings and disinfect in accordance with TPL either directly on to surfaces or with the use of disposable cloth. They will avoid direct contact with the guests.
- **Hand washing:** Hands should be washed thoroughly frequently in accordance to the PLM, as you enter work or complete any task in which you touch or handle any equipment or objects used by guests for the ladder the use of antibacterial gel should be used to disinfect your hands.
- **A spray on disinfectant will be applied to luggage upon arrival.**
- The use of a spray on disinfectant is recommended in accordance with the TPL. This can be sprayed directly on to surfaces where contact is generally made with the use of spray bottles.
- The application can be made directly on to surface or a microfiber cloth. In accordance with TPL a concentration of 1% to 1.5% (10 parts to 15 ml per liter - 100 to 200 PPM of quaternary ammonium), depending on the surface and extent of disinfectant needed as product is designed for multiple applications.
- There will be a designated area for security and bell staff to conduct luggage sanitizing.
- **Shoe sanitizing station (disinfection mat).**
- The bell staff and/or security team will thoroughly explain our sanitation procedure prior to guest entry in order to ensure all sanitation procedures are applied.
- The guest must place both feet on the sanitation mat which contains.
- Sodium Hypochlorite at 500 ppm (the solution will be replaced three times a days).
- The individuals temperature will be taken (by infrared thermometer) by the designated security or guest service agent assigned to the task.
- **Every guest or visitor will have their temperature taken via infrared thermometer with respective physical distancing.**
- Any guest with a temperature read of 37.7°Celsius or higher with symptoms of respiratory infection will be evaluated by our onsite hotel doctor and must abide by the doctors diagnosis as well as adhere to the recommendations.
- **ANYONE DISPLAYING SYMPTOMS WILL BE DENIED ENTRY.** The hotel administration and chief of security will be notified at once.
- **In order to prevent physical contact, our valet parking service is currently suspended. Upon arrival they will be advised where they can park their vehicle.**
- They will give them clear directions to the designated area to park as well as the process for vehicle retrieval; it's also important for guests to know parking guidelines and functionality of the designated parking area.
- **Welcome and clear explanation of the measures and protocols the establishment has put in place post Covid-19.**

- The Bell Boy (if not available, a security agent or concierge) will thoroughly explain the protocols and general guidelines as well as recommendations as to the prevention of Covid-19.
 1. To practice social distancing of 1.5 meters between persons that are not from within the same group or family.
 2. The use of elevators is restricted to a maximum of 4 persons as long as they are from the same group or family.
- **Any guest needing assistance with their luggage will be assisted by our bell staff. The luggage carts will be disinfected at the conclusion of each delivery.**
- The sprinkling procedure which can be direct to surface or on a microfiber will be used to sanitize and disinfect once the bell staff takes possession of the luggage.
- A log will be kept to register the disinfection of luggage, luggage carts and dollies after any requested service is done.

Room and suite introduction:

1. They will explain how to reach your guest quarters without physical contact along the way. Hotel staff will use service elevators only.
2. Reiterate all the health and hygiene practices in place by the hotel.
3. They will explain the modified list of services and amenities available due to the temporary government health guidelines in place.
 - a. Limited seating in dining establishments.
 - b. Beach chairs and loungers will have a safe distance of 1.5 meters.
 - c. Use of Room Service.
 - d. Adjustments to bar services, etc.
4. Without physically entering the room all in room amenities will be clearly detailed as well as the personal hygiene measures.
5. They will invite the guest to consult our guest service directory by telephone with code QR.



REGISTRATION PROCESS AND FRONT DESK SERVICES

Front desk

- Front desk must apply cleaning and disinfection protocol: Disinfect all points of personal contact with guest after every transaction including but not limited to credit card, any device, pens, pencils and registration cards.
- All key cards must be disinfected as they are distributed or returned.
- All offices, call centers, registration desks shall be sanitized and disinfected anytime a change in personnel occurs or at every shift change.
- The receptionist must place the wireless credit card terminals in front of the guest so they can insert and remove the card personally in order to avoid personal contact.

Controlled check-in

- Our guest service team members will direct all arriving guests to the front desk for check in or invite them to await their turn in designated safe distanced markers (If a guest would like to sit down to wait they will be directed to the lobby area) in order to avoid crowds and preserve the safe 1.5 meter distance.

During check-in process

- The receptionist will proceed with the normal check in process and share with them the banners with information as to the official measures taken by the hotel with relation to Covid-19.
- The receptionist will inform the guest that with the code QR, they will have access to the guest services directory, as well as our policies and room service and servibar menus.
- The receptionist will advise guests not wishing to use the elevators can use the stairs. Hand sanitizing gel is available on every floor; additionally, all handrails and entry areas are disinfected regularly.

Room keys

- A disinfected key holder will be given for each guest room.
- In the event that a metallic key is issued, a metal chain will be used in the place of a neck rope in order to fulfill the sanitation process.
- Antibacterial gel stations will be available near all guest service areas, front desk and concierge services.
- Antibacterial gel is required for anyone entering physical contact areas such as the lobby, front desk and restaurants entry.

Front desk

- All front desk personnel must use PPE during this period in accordance with the state health guidelines.
- Hand washing: Hands must be washed frequently as to the TPL guidelines when you enter duty hours and after completing any task that required the touching of any surface used by guests. The use of antibacterial gel is also recommended.
- Clean and disinfect all surfaces, counters, desks and areas that have guest contact at least once every hour.
- Apply disinfectant to surfaces directly in accordance to the TPL or it can be applied by disposable cloth.
- For all electronic devices the use of disinfectant for surfaces, as to the TPL and applied on to a disposable cloth and proceed to sanitize after the disinfecting.
- Cleaning and disinfecting protocol: Disinfect all points of personal contact with guest after every transaction including but not limited to credit card, any device, pens, pencils and registration cards. All key cards must be disinfected as they are distributed or returned. All offices, call centers, registration desks shall be sanitized and disinfected anytime a change in personnel occurs or at every shift change.
- Suspension of all magazines and print newspapers
- There will be no type of publication available that may be passed from person to person in order to avoid personal contact.

- Front desk manager will coordinate with housekeeping all room assignments and floors of operation.
- Assign rooms depending on the occupancy of the hotel in a favorable distancing in order to mitigate the spread.

Use of elevators

- We will limit the use of each car to 4 persons maximum as long as they are travelling together or in the same family.
- We have on hand written communications as to the use of elevators and its restrictions.
- Additionally, guests will have access to antibacterial gel and disinfectant towels in the elevators (as well as covered trash receptors).
- The elevator buttons will be disinfected every hour by designated personnel during hours of operation.
- Apply disinfectant as per TPL to the surfaces where guest may touch as well as common areas used by guests. It is important to mention that this task represents yet, another reinforcement to the cleaning and disinfecting at least every 60 minutes.

Internal hotel transport

1. After every service rendered by the hotel transport, an application of disinfectant will be sprayed in the unit.
2. Space will be limited to one person for each 2 seats available unless individuals are in the same family/group as long as safe distancing is enforced.
3. No passengers can sit in the front seat.
4. Physical distancing will be enforced as well as antibacterial gel provided upon departure and arrival to the unit.

Guest rooms & suites

All housekeeping staff must use PPE during this designated period where government guidelines are restrictions are in place.

5. The reinforcement of operational practices will be done at least 4 times a week.
6. Housekeepers may not carry linens over their body or grab them in order to avoid contagion.
7. The cleaning and disinfecting of surfaces, as to TPL must be applied to all the following areas: door and window knobs, remote controls, handrails, light switches, furniture surfaces, servibar, coffee maker, telephone, floors, room and bathroom accessories, vanity, mirrors, shower curtain/door, drape pulls and all in room buttons and handles during daily cleanings.
8. The room will be aired out during the cleaning process and ensure all doors are in working order.
9. The use of steam mists will be used on air conditioning filters upon each guest check-out.
10. In the event that a medical doctor diagnoses an individual with Covid-19, an extensive deep clean and sanitization will take place by an accredited company that can certify the cleanliness.

11. As long as occupancy levels permit we will leave a 24 hour period after a room is cleaned in order to have the maximum cleaning and sanitizing.
12. We have eliminated the use of vacuums in order to not allow particles trapped in filters.
13. All housekeeping staff are required to use PPE during the period mandated by our government health guidelines.

Laundry

1. All laundry personnel must use assigned PPE.
2. All linens are changed as to the guest request or at the conclusion of a stay. Linens are washed at a designated temperature designed to best clean and sanitize in accordance to the recommendations by the detergents we use.
3. Dirty or soiled clothes will be placed in a bag before taken to laundry in order to avoid contact as it makes its way to laundry.
4. Laundry personnel may not drape linens over their body or grab them in order to avoid contagion.
5. An assigned individual from laundry personnel will specifically handle the linens.
6. For distribution linens will be placed in bags in order to prevent and mitigate contagion.

Maintenance

1. All maintenance personnel must use assigned PPE.
2. The reinforcement of operational practices will be done at least 4 times a week.
3. Hand washing: Hands must be washed frequently as to the TPL guidelines when you enter duty hours and after completing any task in any guest room.
4. Ensure the air filters in each guest room are changed whether the room is occupied or empty as well all of the enclosed areas of the resort.
5. The preventative maintenance program is reinforced in all refrigeration units in the guest rooms.
6. The preventative maintenance program is reinforced in all refrigeration units in the Spa & Gym, with a weekly cleaning.
7. Reinforce the replacement of all air conditioning filters within the resort.
8. Reinforce preventative maintenance program for all pumps, filters and hydraulic systems of the resort.
 - a. The concentration of chlorine is 3 PPM in all pools and is monitored 3 times per day, washing of filters weekly, vacuum of pool floors twice a day and our filters running 24 hours a day.
 - b. The concentration of chlorine is 5 PPM in decorative fountains and is monitored once daily.
 - c. The concentration of Sodium Hypochlorite is 1.5 PPM in water storage tanks.

Public areas

1. All public area personnel must wear designated PPE.
2. Hand washing: Hands must be washed frequently as to the TPL guidelines when you enter duty hours and after completing any task in which contact has been made with any area a guest may use.
3. The reinforcement of operational practices will be done at least 4 times a week.
4. The public area team will disinfect the following areas every 60-90 minutes: Elevators (buttons, door surfaces, walls and floors), handrails, door knobs and handles, light switches, floors, bathroom accessories, sinks, mirrors, showers, bathroom doors, drape pulls, public area furniture (bars, tables, chairs, stools and decorative objects, etc.).
5. Steam misting at least once per day after the cleaning of the area: Lobby, meeting rooms, business center, fitness center, spa, kids club, consumption areas, boutique, offices, employee corridors, guest and employee restroom facilities, elevators, etc.
6. Steam misting at least once per day after the cleaning of the area: Loungers, beach/pool chairs, bali-beds, drapes, public area seating, activity equipment, trash cans etc.
7. The public area personnel is responsible for the sanitizing activity log of disinfecting.
8. The use of blowers is prohibited.

Boutique

1. All boutique personnel must wear assigned EPP.
2. Hand washing: Hands should be washed thoroughly frequently in accordance to the PLM, as you enter work or complete any task in which you touch or handle any equipment or objects used by guests for the ladder the use of antibacterial gel should be used to disinfect your hands.
3. All surfaces must be disinfected at the end of each shift using disinfectants from the TPL.
4. The access is limited to 2 persons at a time as safe distancing is required.
5. All merchandise will be handled by one individual in the shop. There is no self-service available on any product in the shop.
6. A personal protection kit is available for purchase (it includes a face mask, disposable gloves, antibacterial gel and disinfectant moist towels). All products are also available to purchase separately.

Spa

1. The fitness center is closed until further notice.
2. All spa personnel must wear EPP.
3. All surfaces and cabin equipment are disinfected before and after any treatment with disinfectants in accordance to TPL.
4. All surfaces in the common areas of the spa are disinfected with disinfectants in accordance to TPL.

5. The spa menu is available with code QR in room, additionally washable menus are also available at the Spa and are sanitized after every use.
6. In all relaxation areas of the Spa safe distancing is required.
7. Spa personnel will wash their hands and use antibacterial gel before and after each treatment.
8. Before each shift, personnel will verify there is plenty of soap and antibacterial gel available to carry out sanitizing protocols.

Food & beverage (F&B) protocols

1. All F & B personnel must apply personal hygiene: Neatly showered prior to entering work or arrive early to shower on-site in order to ensure an on-time arrival.
2. No employee will be allowed to enter if he/she is in uniform. Employees must carry their uniform in a separate bag clean and neatly pressed as well as a cloth face mask.
3. All F & B personnel must wear their assigned PPE.
4. Hand washing: Hands should be washed thoroughly frequently in accordance to the PLM, as you enter work or complete any task in which you touch or handle any equipment or objects used by guests (for the ladder the use of antibacterial gel should be used to disinfect your hands).
5. All necessary equipment (flatware, glassware, utensils, supplies, etc.) for use in all consumption areas, room service and servibar must be submitted to a sanitizing and disinfecting with a minimum of 80°C, after each use and at the conclusion of the shift prior to being stored in sealed storage containers all must be disinfected using surface disinfectants in accordance to TPL.
6. All incoming merchandise must be sanitized upon arrival with steam mist or approved products by the warehouse manager in order to prevent and mitigate the contamination or spread of germs within any of the hotel warehouses.

Consumption area

1. There is a reduction in allowed capacity and rearranged seating in order to accommodate safe distancing.
2. The hostesses are responsible for accommodating safe distancing of patrons, as well as, advise guests and supervisor when safe distance guidelines are not being adhered to.
3. The hostesses are responsible for offering and ensuring all patrons use antibacterial gel prior to entering any GCA.
4. All buffet and all self service areas are currently prohibited instead we are offering a la carte and freshly prepared selections only.
5. All food assembly areas are currently closed to non-F&B personnel with no open air circulating and no unauthorized persons allowed.
6. Waiters will deliver freshly prepared meals covered with sanitized domes.
7. Beverages and cocktails: All drink garnishments have been eliminated and hydration stations now offer bottled selections only served individually.

8. The area guard is responsible for disinfecting all tables and chairs after each shift ends (using disinfectants in accordance to TPL) with activity registered in the sanitizing activity log.
9. Placemats are washed and disinfected after each use and at the end of each shift by waiters and guards (using disinfectants of surfaces in accordance to TPL) with activity registered in the sanitizing activity log.
10. Menus can be disposable, virtual, washable or on white/chalk boards: All are sanitized and disinfected after each use and at the end of shift by the hostesses (using disinfectants of surfaces in accordance to TPL) with activity registered in the sanitizing activity log.
11. Salt and pepper shakers are washed and sanitized after each use and at shifts end by waiters and guards (using disinfectants of surfaces in accordance to TPL) with activity registered in the sanitizing activity log.
12. The serving trays are sanitized and disinfected after each use and at shifts end by waiters and guards (using disinfectants of surfaces in accordance to TPL) with activity registered in the sanitizing activity log.
13. Condiments are served in individual single use packets or bottles (disposable or packed by kitchen staff)
14. Table covers and napkins are made of linen and are sent to laundry for washing and disinfecting. Upon guest request we can use disposable napkins and utensils.
15. All waiters are supplied with all necessary equipment for their service, in sealed containers that have been previously washed and sanitized in (with sanitizers in accordance to TPL).
16. All waiter stations are disinfected every 30 minutes (using disinfectants in accordance to TPL) with activity registered in the sanitizing activity log.
17. Food preparation areas are disinfected every 60 minutes by the shift cook (using disinfectants in accordance to TPL) with activity registered in the sanitizing activity log.
18. Kitchens are deep cleaned and disinfected at the change of a shift (using disinfectants in accordance to TPL) with activity registered in the sanitizing activity log.
19. Each night kitchens are STEAM CLEANED for maximum sanitizing.

Room service and servibar

1. All equipment used to transport F & B is disinfected before and after each (using disinfectants in accordance to TPL) with activity registered in the sanitizing activity log.
2. The person that takes an order will advise the guest of delivery procedure. The service will be delivered to the door of the guest quarters only. If the guest requests the delivery be brought inside:
 - a. In the event of the ladder the delivery person must carry a second robe in addition to his/ hers PPE.
 - b. The delivery person will then follow standard delivery procedures.
 - c. The delivery person has surface disinfectants on hand as to TPL, for use on set-up area and when anything has to be moved with guest authorization first within the room.

3. Guest will be advised to NOT place tray outside of the room, instead call the operator to have the tray removed. In addition security personnel will be monitoring to make sure no trays are in any hallway.
4. All products in servibar are disinfected using surface disinfectants as per TPL, registering in the sanitizing activity log prior to storage.
5. Each servibar is washed and sanitized prior to each arrival (using disinfectants in accordance to TPL) with activity registered in the sanitizing activity log with "Certified Cleaned" tape after each refill.

Pool and beach

1. All pool and beach personnel must apply personal hygiene: Neatly showered prior to entering work or arrive early to shower on-site in order to ensure an on-time arrival.
2. All pool and beach personnel must use assigned PPE.
3. Hand washing: Hands should be washed thoroughly frequently in accordance to the PLM, as you enter work or complete any task in which you touch or handle any equipment or objects used by guests.
4. Safe distancing is applied to all pool and beach furniture in the pool area, terraces, deck and beach.
5. All loungers, chairs, cabanas, tables and umbrellas are disinfected after each use and at the beginning and end of hours of service by way of spraying disinfecting, and registering in the sanitizing activity log.
6. Pool and beach towels are stored in sealed condition in order to preserve sanitization since coming from laundry.
7. Towels will be delivered to guests in their rooms or as they arrive to the beach or pool.
8. The towel storage unit is disinfected every 60-90 minutes (using disinfectants in accordance to TPL) with activity registered in the sanitizing activity log.
9. All soiled towels received will be placed in a plastic bag and then taken to laundry.



EMPLOYEE AREA PROTOCOLS

Clearly marked signage and training

- We have implemented a persuasive and informative campaign to guests, employees, visitors and vendors by placing signs, posters and TV messages with the most recommended hygiene and health practices with helpful images all strategically placed in areas that are clearly visible to all persons entering from the different entry points.
- General information on Covid-19
- Use of personal protection equipment
- Preventative measures at work
- Personal hygiene habits
- Hand washing technique

Re-inforce all subjects with digital material via email until we have a clear understanding and create a culture of cleanliness.

We will have training sessions as employees return to work to inform them of all the new health and safety measures we have implemented in order to protect workers and guests in all areas of the hotel.

ALL employees will be briefed on the following operating practices.

- Proper use of PPE
- Briefing Procedure
- Cleaning and disinfection of all employee and guest areas
- Frequent and proper hand washing procedure
- Frequent use of antibacterial gel
- Proper use of face mask and proper disposal
- Greeting procedure
- Use of provided receptors to dispose of used face masks and gloves

All employees will receive training on the new safety and hygiene guidelines and protocols provided by government officials for Covid-19. Employees that have more direct contact with guests will receive additional detailed training.

Basic hygiene measures

We want to ensure all employees meet guidelines designed to stop the spread of Covid-19

1. Hand washing with soap and water frequently properly and disinfecting hands with antibacterial gel with at least 70% alcohol.
2. Cover your nose and mouth with a disposal towel or angle inward toward middle of arm should you cough or sneeze.
3. Avoid touching your face with dirty hands especially nose, mouth and eyes.
4. Use face mask or PPE corresponding to your area of work.
5. Avoid close proximity; maintain safe distance of 1.5 meters apart.
6. Cleaning and disinfecting all surfaces and objects used daily with an established frequency by each area of service.
7. Seek medical attention when symptoms arise (do not self-medicate).
8. After coughing or sneezing immediately wash your hands.
9. No greeting with handshake or kiss.
10. Disinfect personal telephones with a moist disinfectant as you enter or leave the workplace.



PROTOCOLS FOR NON HOTEL GUEST ENTRY (EMPLOYEES, VENDORS, CANDIDATES AND VISITORS)

The designated entry for such will be limited in order to permit our security team to conduct temperature check with an infrared thermometer. Any person with a temperature of 37.7° C+ will be denied entry and sent directly to our hotel doctor for medical attention.

- Security agent - welcomes staff cart, face mask and gloves.
- Upon arrival all employees must disinfect shoes (provided disinfectant mat) and hands prior to proceeding to workplace.
- Supervise that all employees are using face masks properly.
- Security agent must take the temperature of each employee upon arrival and departure.
- Deny entry to anyone displaying any symptoms of illness, cough, sneeze or fever.
- Prohibit any employee's child from accessing the workplace.
- Ground markers will signal where you wait to check in to work. Antibacterial gel station is provided near all timeclocks and all employees must sanitize hands prior to accessing the workplace.
- In order to access the payment of gratuities, all employees must wait in clearly marked areas and the use of a face mask is required as well as safe distancing. Entry is permitted to one at a time.

- In order to access the final payment, all ex-employees must wait in clearly marked areas and the use of a face mask is required as well as safe distancing. Entry is permitted to one at a time.
- Access to Recruiting, all candidates must wear a face mask and wait in clearly marked floor signals as safe distancing. Temperature will be taken by security agent. Entry is permitted to three candidates at a time.
- All persons (no exceptions) must use antibacterial gel prior to entering establishment.

Physical distancing

All employees are informed to enforce a safe distance of 1.5 meters between persons standing in any line to access the hotel and/or any of the offered services:

1. Employee cafeteria
2. Human resources and administrative offices
3. Service corridors
4. Meeting rooms, meetings or department briefings
5. Classrooms
6. Restaurants, bars and lounges
7. Access to gratuity payments

Briefings

All daily briefings will be conducted where safe distancing is allowed.

The department heads will program shifts in order to avoid high volume of persons or heavy transit in any of the employee areas, service elevators and corridors.

Reference to safe distancing <http://www.imss.gob.mx/sites/all/statics/COVID-19/materiales/fuerza/03-fuerza.jpg> <https://www.gob.mx/salud/documentos/sana-distancia>

Hand washing

The proper hygiene and frequent washing of hands with soap is vital to stopping the spread of virus.

All employees will receive training (operative practices) by your team leaders as to how to properly wash and disinfect your hands as well as how often and it should be done based on area of work in order to minimize risk of spreading virus and contamination:

- Use of restrooms
- Sneezing
- Touching of the face
- Cleaning your nose
- Clean, sweep and mop
- Having your meals

- Meal manipulation
- Managing the use of shared equipment

Shared equipment protocol

- All shared tools and equipment must be disinfected before, during and after each shift. This includes:
- Telephones, radios, computers and other communication devices, credit card terminals, kitchen utensils and engineering tools.
- Cleaning tools and equipment, department keys (ice machine, storage, etc.).

Personal protection equipment (PPE)

All employees must use PPE adequate to their function and responsibilities and in accordance with the state and local guidelines. A mandatory training on how to wear and properly dispose of PPE will be offered. All employees will be provided with face masks and they must be worn at all times during their shift as well as on your way home.

When your work duties require or when health guidelines call for the use of gloves, they will be provided, this includes cleaning staff, security staff that may have direct contact with guests.

Administrative and back office

1. The frequency of cleaning and disinfecting should be focused on areas with heavy use and traffic.
2. Offices: Disinfect all computer equipment, telephone and desk at least twice a day.
3. Ensure there is antibacterial gel available at all accesses and public areas.
4. Limit access to administrative offices.

Employee cafeteria

1. Apply all hygiene protocols in place for food handling. (review all distinctive H practices)
2. It is mandatory to wash your hands thoroughly before any work begins and at least every hour and after any occurrence that may imply contamination.
3. Count on your cleaning kit and strict adherence to training protocols
4. Ensure employee hand washing station has soap and antibacterial gel as well as paper towels available and make sure the area is kept tidy.
5. The service bar will be operated from the inside of the kitchen and by authorized personnel only in order to avoid contact with service equipment which must be disinfected at least hourly and validated by the shift supervisor.
6. Maintain all surfaces clean and disinfected: Chairs and tables must be disinfected after each use.
7. Condiments such as salsas, salt, lemons etc. should be served by kitchen staff only of given in individual servings.
8. Manipulation of meals and utensils is prohibited. (Service will be handled by kitchen staff only)

9. All frequently used surfaces and equipment must be disinfected constantly (doors, microwave ovens, water dispenser, remote control, ac thermostat, etc.)
10. All trays, cups, plates and flatware should be turned in directly to kitchen staff in order to avoid manipulation.
11. A schedule will be assigned in order to ensure safe distancing in the dining area.
12. Direction markers will be clearly visible on the floors as to routes of mobility within the dining room.