

# BIOSECURITY PROTOCOL



**OUR COMMITMENT: To  
Keeping You Safe and  
Healthy With Industry-  
Leading Cleaning  
Standards.**



Recepcion BW93

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## OBJECTIVE

Guaranteed international standards of hygiene, cleanliness, and sanitization to preserve the health of our employees, suppliers, contractors, guests or clients and any visitors of our hotel facilities. As well as compliance of all the necessary measurement precautions outside the working place to protect our team and their families so we can prevent and control the spreading of the infection SARS-COV-2 (COVID-19). At the same time, we guarantee the continuity of all the working activities in compliance of all the requirements of the Colombian legislations.

## OUR REACH

Stablish recommendations to control the physical, biological and chemical risks of possible situations, activities and locations on which there could be a nearby contact or an exposition that could heighten the risk of infection with SARS-COVID-2 (COVID-19) ensuring the protection and security of our guests, employees, contractors and visitors.



# RESPONSABILITIES

## Our Compromise:

At Best Western Hotels, we have the following responsibilities:

- To implement the “*Resolución 0666 de 2020*”.
- To provide appropriate training of our employees.
- To incorporate actions to guarantee the continuity of the activities and safe ward the protection of our guests and employees.
- To add in control measurements to decrease contact.
- To report any suspected and confirmed case to the responsible entities.
- To incorporate in our communication channels the stablished protocols to inform our guests and employees.
- To make sure that our employees have all the necessary personal protection equipment.
- To promote the use of the CORONAPP application to all of our employees so they can declare their health status daily.
- To guarantee that all of our facilities are sanitized and clean at all times.

*¡Because we care about you!*





## BIOSECURITY MEASUREMENTS

- The use of masks



- Social Distancing



- Wash your hands frequently





# PROTOCOL FOR SUSPECTED CASES OF INFECTION WITH COVID-19



## Actions of detection on guests:

At Best Western Hotels, we guarantee that we have taken all the measurements to prevent the spreading of infection with Covid-19 from the moment of check-in and throughout your stay.

In we detect a possible case:

1. All of our employees have the correct information and are trained on our We Care Clean program.
2. In case we suspect the infection on any of our guests, we will validate the symptoms and the case is going to be reported to our Biosecurity Committee, so we can activate the respective protocol. For this, we will measure your temperature with a digital thermometer.

## Guest at check-in

We inform our guests about our biosecurity protocol and recommendations of prevention during their stay so they can feel that they are in safe hands. We have shortened the check-in process by letting them know previously our payment methods, frequency of payments and the measurements of control to take during their stay.



# PROTOCOL FOR SUSPECTED CASES OF INFECTION WITH COVID-19

## Guest in-house

If the guest shows any symptoms related to Covid-19, he has to avoid walking around the hotel facilities. The guest has to inform the concierge and/or the maid about their health status and the respective protocol will be activated immediately. Therefore, we will report the case to the responsible entity, they will define if the guest has to be hospitalized or is allowed to stay at the hotel with the following recommendations.

- The guest has to comply with the current sanitary rules.
- The guest has to remain inside his room with the door closed and the windows open.
- The guest has to make use the facemask whenever he is receiving any food and beverages services.
- The guest cannot receive visitors during his isolation time.
- The guest has to inform about any change on his health status so we can provide him with proper medical care.

*“Preventive isolation is very important”*



# PROTOCOL FOR SUSPECTED CASES OF INFECTION WITH COVID-19



*¡Because we care about you!*

## **Suspected case on contractors and visitors**

At Best Western Hotels, we have established controls to prevent the infection on contractors and visitors. If we have a suspected or confirm case on contractors or visitors, we will politely ask the specific person to leave the hotel.

## **Suspected case on employees**

At Best Western Hotels, we have also established controls to prevent the infection on our employees. If we have a suspected or confirm case on any of our employees, they will be sent home and put in the hands of their medical centre and they will only be able to resume work after they have a medical certificate.



## BIOSECURITY PROTOCOLS ON DIFFERENT AREAS

# FRONT DESK



- We have sanitizing mats for shoes at the entrance of the hotel.
- Our employees have all the necessary personal protection equipment.
- We have hand-sanitizing areas.
- We measure your temperature for your security.
- We provide you with a pre-registration through the confirmation of your reservation by email, this is previously done before your stay.
- We promote the use of electronic methods for payment.
- We have implemented the program **We Care Clean**.
- We have designated signs to promote social distancing of 2mts.
- Your luggage is going to be disinfected at the moment of your arrival.
- We set up a sealed box at the front desk so you can leave your key card after checkout, these are going to be disinfected before being used again.
- The front desk is disinfected every 3 hours.
- Our employees sanitized and/or wash their hands frequently.



## BIOSECURITY PROTOCOLS ON DIFFERENT AREAS

# ROOMS



- We provide, control and change the personal protection equipment for our maids, as well as we make sure they know how to use them.
- We use the proper chemical products for every surface and areas such as the room or the bathroom.
- We clean your room complying to all the cleaning and sanitizing standards.
- After check-out the rooms are kept vacant during a period of time of 24 to 72 hours, before there are cleaned throughout.
- We disinfect and sanitized all the frequently used elements of the room, such as: The TV remote control, radio/watch, coffee maker and other elements.
- We guarantee the disinfection with the use of the ozone machines on the rooms according to the planification of the area.
- Room service is to be delivered outside the door of your room to prevent direct contact.
- We have designated safe areas at the entrance of the room to leave your shoes.

*“At Best Western Hotels we have implemented strict cleaning and security protocols for your safety”*



## BIOSECURITY PROTOCOLS ON DIFFERENT AREAS

### PUBLIC AREAS

- We organized cleaning and disinfection campaigns on all of our public areas, and we use the proper chemical products for this with the recommended quantities by the supplier.
- We set up sanitizing areas around the different facilities of the hotel.
- We have intensified the cleaning and disinfection rounds on our most frequented areas, such as: railings, door locks, doors, and locative elements.
- The elevators can only be used by a maximum of three people from the same room or will be for the exclusive use of one guest.
- We do our plague controls as scheduled.
- Our gym and spa areas will be closed until further legislative rule that allows us to re-open them.

### PUBLIC BATHROOMS

- We provide you with water, soap and paper towels.
- Our bathrooms have signs on how to properly wash our hands.
- Our bathrooms have ventilation and extractors for good airing.
- We have daily schedules for cleaning and disinfection.



## BIOSECURITY PROTOCOLS ON DIFFERENT AREAS

# FOOD & BEBERAGES

- We set up disinfection areas on our restaurant and bar.
- We have delimitation signs promoting social distancing of 2mts per table, complying with the maximum capacity allowed.
- We have flexible service hours guaranteeing social distancing between our guests.
- We have intensified our cleaning and sanitizing rounds for the tables, chair and each area of the restaurant and bar.
- We guarantee the compliance of the Colombian legislation and standards required by Best Western.
- We will not provide the buffet service to prevent exposition with the environment.
- Our employees have all the necessary personal protection equipment.
- We will not provide minibar service on the rooms.





## MANTEINANCE



- Our employees have all the necessary personal protection equipment.
- We guarantee compliance of the preventive and corrective maintenance schedules, to give appropriate assistance to our guests, visitors, and employees.
- We have intensified the cleaning and maintenance of our air conditioning according to the Colombian law.

## EVENTS & CONFERENCES

- We have incorporated digital approaches to carry out our events virtually or on the hotel, adjusted to the requirements of every client with the same quality that distinguishes us.
- We have delimitation signs to promote social distancing of 2mts on our event rooms, complying with the maximum capacity allowed.





# BIOSECURITY PROTOCOLS ON EMPLOYEES

At Best Western Hotels we have implemented all the necessary measures to prevent the spreading of the virus on our employees.

- All of our employees are trained on the present sanitary measures that had been given by the Colombian entities.
- All of our employees are trained on our program **We Care Clean**.
- We provide our employees with all the necessary personal protection equipment, according to their daily activities.
- We verify the health of our employees daily.

## ON ARRIVAL TO THE HOTEL

- We have put in practice the necessary biosecurity measures for the entrance and the permanence of our employees at the hotel. (Shoe sanitizing mat, health survey and temperature measurement)
- We have incorporated flexible work schedules that allows us to keep the social distance of 2mts and prevent agglomerations of rush hours.
- We verify frequent wash and sanitizing of the hands every 3 hours.
- We have set up areas where our employees can practice social distancing so they can feel safe.
- Our employee's bathrooms have water, soap, and paper towels.

## WHEN THEY HAVE FINISHED THEIR WORKDAY

- We have trained them on biosecurity protocols and self-care to prevent the risk of infection during their journey home.
- We avoid giving kisses, hugs, or handshaking to greet each other and we promote social distancing.
- We recommend that before having contact with any family member at home they disinfect themselves and separate work from personal clothing.

**“At Best Western Hotels we are compromised with the psychosocial care of our employees”**



**“At Best Western Hotels, we are compromised with ours guests, contractors and employees”**

