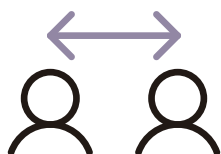


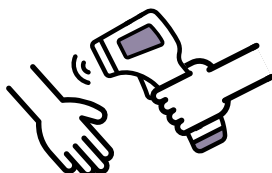
Guidelines & Measures

COVID-19

New measures



Preventive social distancing of 1,5 meters.



Temperature control upon admission.



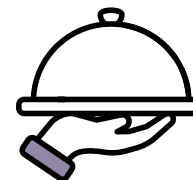
Mandatory use of mask or face covering.



Personal welcome kit.



Sanitation stations.



Room Service breakfast.



Limited number of people per elevator: same family members.



Reinforcement of everyday preventive actions.



Hygiene & Safety Committee.

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Introduction

This document has been prepared following guidelines and recommendations by the Ministry of Health, OMS, as well as government legislations.

The protocol seeks to take measures to contain the impact of COVID-19 disease and contagions in all sectors of the hotel.

In Argentina, the President declared UND No. 260/20 under the pandemic declared by the O.M.S. followed by a series of measures aimed at containing the progress of the virus in Argentina.

Hygiene & Safety Committee

In order to have coordinated processes, new ideas and control of the progress, a Security Committee is formed at the hotel, which aims to:

- Establish mechanisms and gather information to make better decisions (consultations with authorities, employees, specialists, etc.).
- Establish how effort is coordinated between the different hotel sectors, general management and also the compliance with all Government requirements.
- Design and implement necessary measures, collected and compiled in this protocol exposed herein and subject to necessary modifications.
- Identify and request materials needed to carry out measures that have been taken, deliver them to the employees and carry stock control and replenishment.
- Train staff in the recognition of compatible symptoms and COVID-19 prevention measures according to the official information communicated by the Ministry of Health of the Nation.



Informative measures

This plan and the amendments developed by the security committee will be communicated to employees, suppliers and customers for proper operation.

The security measures adopted will be included on the website.

Travel agencies, intermediary portals and the commercial department will inform guests each time they make a reservation about our protocols.

At the hotel signage with preventive measures in lobby, staff dining room, changing rooms and bathrooms. In guest areas, signs will be both in English and Spanish language.

The floor is demarcated to respect safe distancing between guests.

Staff will always be available throughout the day and willing to respond to any queries regarding the COVID virus and our security measures.

General measures for the hotel

- Safe distancing must be respected in all activities, which in this case will be 1,5 meters.
- All staff without exception will use a hygienic face mask upon entering the hotel.
- Greetings with physical contact, including shaking hands, should be avoided by both the staff as well as guests.
- Mate will not be shared, nor crockery or other utensils.
- Work employee devices will not be shared. In the event of alternation, the corresponding disinfection should be carried out.
- Wash hands thoroughly after sneezing, blowing your nose or coughing or touching potentially contaminated surfaces.
- Workers are provided and trained on the proper use and maintenance of masks, gloves and work protection elements in general.



- The work uniform must be renewed daily.
- Employee schedules are modified to alternate and avoid crowds of staff in changing rooms and access.
- Sanitizing carpet is placed at the entrance of the hotel.
- Luis Sero Mantero is appointed in charge of receiving inquiries and concerns regarding COVID that any hotel worker or guest has.

The maximum capacity of people in each sector has been determined as being:

- Elevators one family group.
- Club 31 café 45 people.
- Lobby 20 people.
- Gym one family group.
- Forum 35 people.
- Jenny 50 people.

Requirements for cleaning public areas

- Clean and disinfect areas frequently, and according to check-in/out activities.
- Specifically, the employees' work area should be disinfected at the end of their shift.
- The common areas, the breakfast room and restaurant are ventilated daily after each service.
- External areas are cleaned and disinfected once a day.
- The operation and hygiene of soap dispensers, disinfectant gel, should be checked daily and empty containers should be replaced.
- At the disposal of the staff and guests, dispensers with alcohol in gel or alcohol are at 70%.
- Sanitation of common areas will be carried out with electrostatic sprayer.



Front Desk

The following preventive measures must be met:

- Staff must keep track of the number of people in the lobby. Also establish necessary measures to ensure distancing between guests and employees.
- Staff will work with hygienic face masks and eye protection.
- Sharing pens and stationery should be avoided. If borrowed, they should be disinfected after use.
- The minimum distancing between guests will be ensured and distance markers are visibly fixed to avoid crowds.
- Payment by card and other electronic means will be encouraged, preferably contactless instead of cash.
- Desks will be cleaned at least twice a day.
- The phone will be sanitized after each use.
- The magnetic keys will be disinfected after the guests return them.
- The Valet Parking service has been temporarily suspended.
- The registration form will be sent by digital means to the guests prior arrival for a faster check-in.
- Guests will receive a welcome sanitizing kit.

Gym

- Use of the gym will be by appointment only and should be requested at the reception.
- A non-activity period should be ensured between sessions to ensure the cleaning and disinfection of the area.
- Users are urged to use towels with all equipment and disinfect them after use.
- Ventilation operates permanently to ensure air renewal.

Pool & Spa

The pool will be closed for use momentarily, and massage service will not be provided.



Food & Beverage

- Staff is organized into working groups to facilitate and reduce interaction between people and to comply with established distancing.
- Buffet breakfast service is eliminated. Staff will assist each guest/Customer using protective elements.
- In-room breakfast service is suggested, which will be with no extra cost. Take away mode is offered.
- The amount of available tables is reduced in order to respect the distance of 1.5m between people and the maximum capacity of the area.
- The waiter must wear a face protection mask.
- All the crockery material is cleaned in a dishwasher. Each will be removed and disinfected after each use
- No utensils, glasses, etc. will be placed on the tables before guest arrival.
- The menu will be presented in digital format with QR code and in its printed version in plasticized form.

Kitchen cleaning requirements

- The spaces used to prepare food, such as countertops, cupboards, pantries, appliances, are cleaned and disinfected several times a day.

Housekeeping

- Staff in public areas and housekeeping must work with hygienic face masks, eye protection lenses and gloves.
- They will be clean all hotel doors with disinfectant formula every 30 minutes.
- Staff locker rooms will be cleaned frequently.
- The collection of bins from commonly used areas should be carried out under security conditions, so that the bags are closed and moved for final disposal.
- After handling "unclean" textiles, the staff must wash their hands.
- Extra blankets and pillows will be protected and sealed for the use of guests.



Room cleaning requirements

- The rooms are ventilated for as long as possible and during cleaning and disinfection.
- Once check-out is performed, the room is released in 6 hours to ensure its proper ventilation, deep cleaning and disinfection.
- Minibar service is replaced with a plasticized menu and QR code, with products available 24 hours.
- When the guest leaves the room permanently, all toiletries are removed: toilet paper rolls, and others are discarded
- In order to avoid cross-contamination, the cleaning trolley will not be permitted to have dirty laundry. This will be deposited as mentioned in the office in a closed bin.
- Room cleaning staff will not provide service if guests are present in their hotel rooms. If for medical reasons the guest is unable to leave the room, facial protection will be used and the service will be performed quickly.
- The Classification of dirty linen will be performed in the laundry.
- Cleaning carts must be cleaned and disinfected after each shift change.
- Contact surfaces such as doorknobs, switches, television or air conditioning control, tables, among others are disinfected more carefully.
- In the cleaning trolleys, Staff has hand disinfectant solution, disposable gloves and garbage bags.
- Cleaning trolleys will not remain inside guest rooms.
- Periodic checks are carried out to allow sufficient stock of all the inputs necessary to carry out appropriate cleaning and disinfection.
- Sanitation of rooms will be carried out with electrostatic sprayer once the guest has check out.



Our role at the hotel

We must be aware of our state of health, conduct a self-assessment of how we feel. We also have to consider our forms; greeting someone within very close proximity can make them uncomfortable. Not all of us think the same way of how we take care of ourselves, which is why we must respect that which is established.

We must also take good care of our guests, it is essential that they do not feel that we are afraid to be in contact with them. The warmth in the service and the friendly treatment should remain as we are used to in the hotel, taking the necessary cares.

In the event that any guest is not complying with the established distance measures, they will be kindly instructed. The expectations of the guest at the hotel will be indicated prior to arrival and once at the hotel, the reception staff will make a kind reminder.

Collaborator access (internal and external)

- Upon entry, everyone shall use the sanitizing rug which has been arranged for this purpose.
- Staff will have their temperature taken with a non-contact thermometer.
- In case of having 37.5° or more, symptoms of dry cough, staff will be told that they cannot enter the hotel and urged to attend the nearest emergency clinic.
- All must wait in the demarcated areas on the floor for this purpose, taking into account the instructions of the security personnel.
- Gel Alcohol dispensers are available so that the staff can sanitize their hands.
- The ventilation system will constantly renew the air on site.



Reception of goods

- The delivery of goods with the suppliers is scheduled. In this way we avoid crowding people.
- Avoid contact with carriers. Maintain the minimum distance set.
- Hotel staff must wear sturdy latex gloves for the reception of the goods.
- A "disinfecting" area has been designated where the goods are placed for disinfection.
- Before placing the goods in storage locations, chambers or warehouses, containers will be sanitized.

Staff Dining Room

- Lunch and dinner is now served at Jenny Event Hall being a maximum occupancy of two people per table.
- Meals are requested directly to the kitchen instead of the traditional buffet.
- Hand sanitizer is in place as well as posters reminiscent of washing hands.

Changing rooms

- All clothes hanging in the changing rooms have been removed, as well as closet rods to hang clothes. Dirty uniforms must be deposited at the entrance of the laundry in a dispenser with a closed lid.
- There should be no work and/or personal clothing or footwear left in the changing rooms. It must be stored in personal lockers.
- The changing rooms are disinfected at least 4 times a day.
- Lockers are disinfected at least 3 times per day.



Maintenance

- The air conditioning system is checked and especially the cleaning of filters.
- In the event that maintenance tasks are required in rooms where guests who have contracted COVID-19 are housed, sanitary protection measures must be taken, both for the personnel involved and guests.

Sales & Administration departments

- Staff are organized into working groups in order to comply with established distancing. Home office will be established.
- We have adapted the different tasks in such a way to guarantee, throughout the workday, the minimum interpersonal distance.