

# Committed to health and well-being

June 2020



**BAHIA PRINCIPE**  
HOTELS & RESORTS

At the beginning of 2020, after the launch of our new corporate identity and a reinforced business strategy, we were making steady progress to better transmit not only what we are today but also where we want to go. The arrival of the COVID19 pandemic has forced us to slow down and adjust our priorities, but in no way has it made us doubt the strategy. On the contrary, we are even more convinced of it.

This situation has highlighted the strength of our **across the board commitment to the creation of economic, environmental and social value in the short and long term, contributing to the Sustainable Development Goals**. We are convinced that companies can actively participate in this global effort and that a dynamic link must be created between nature, health and business.

**Encarna Piñero**  
Grupo Piñero CEO



Health and well-being are now more important than ever. Therefore, ensuring **people's health** (employees, customers, suppliers and local community) and the **health of the environment** of the destinations where we operate are two basic pillars on which we have been working throughout these years and on which we will continue to focus on the short and medium term.

*We want to take care of people, look after their health and peace of mind -*

*that is why we have reviewed our health and safety protocols throughout the company without forgetting the **wonderful settings** in which we work, those pieces of paradise whose beauty and richness we want to share with those who visit us, because they are also our home and an essential part of the **legacy** that we will be passing on to future generations.*

These measures involve adapting some of our standards to new health and hygiene needs.

We are working tirelessly toward a new sunrise. To ensure the **maximum health and well-being** of all our stakeholders through the design, implementation and certification of **health and safety measures throughout the travel cycle**.

And all this is only possible thanks to our entire team, who make up the great family that we are, whom I take this opportunity to thank for all their effort, dedication and enthusiasm in offering our customers the best experiences.

We are very excited to start sharing great moments and experiences with all of you once again.

# A Responsible Management Model

# A Responsible Management Model

Our responsible management model commits us to the main international reference frameworks promoted by the United Nations as they are an essential engine for **sustainable development and human prosperity**.

We believe that in order for companies to be able to participate in an active and committed way, they have to focus on people and the environment. It is necessary to create a link between **nature, health and business**.

For us, the Sustainable Development Goals of the United Nations, contained in its 2030 Agenda, have become a guide, a veritable roadmap for identifying and achieving our strategic goals.



# Health and Well-being

Health and well-being are now more important than ever. Therefore, ensuring **people's health** (employees, customers, suppliers and local community) and the **health of the environment** of the destinations where we operate are two basic pillars on which we have been working throughout these years and on which we will continue to focus in the medium and long term.

In the Health & Safety area we have counted on the collaboration of HS Consulting to reinforce the standards of the company to the new post Covid-19 hygienic/sanitary needs that comply with the regulations of each of the countries where we operate, the recommendations of the WHO and the protocols of the World Travel and Tourism Council (WTTC) and the Institute for Spanish Tourist Quality (ICTE), and to continue contributing to the Sustainable Development Goals (SDG).

## DIRECT CONTRIBUTION



## INDIRECT CONTRIBUTION



## Committed to Responsible and Sustainable Tourism

At Bahia Principe Hotels & Resorts we already have been granted prestigious international seals in the area of sustainability: Travelife Gold Certification and Earth Check which demonstrate our commitment to responsible and sustainable tourism; and Health & Safety certificates issued by HS Consulting, an international consulting firm specializing in the tourism industry.



# Evolution of health and safety measures in relation to Covid-19

To ensure a healthy life and promote well-being for everyone of all ages, we have developed a strategy based on two pillars.

## PEOPLE'S HEALTH



Improving the physical, mental and social well-being of all our stakeholders.

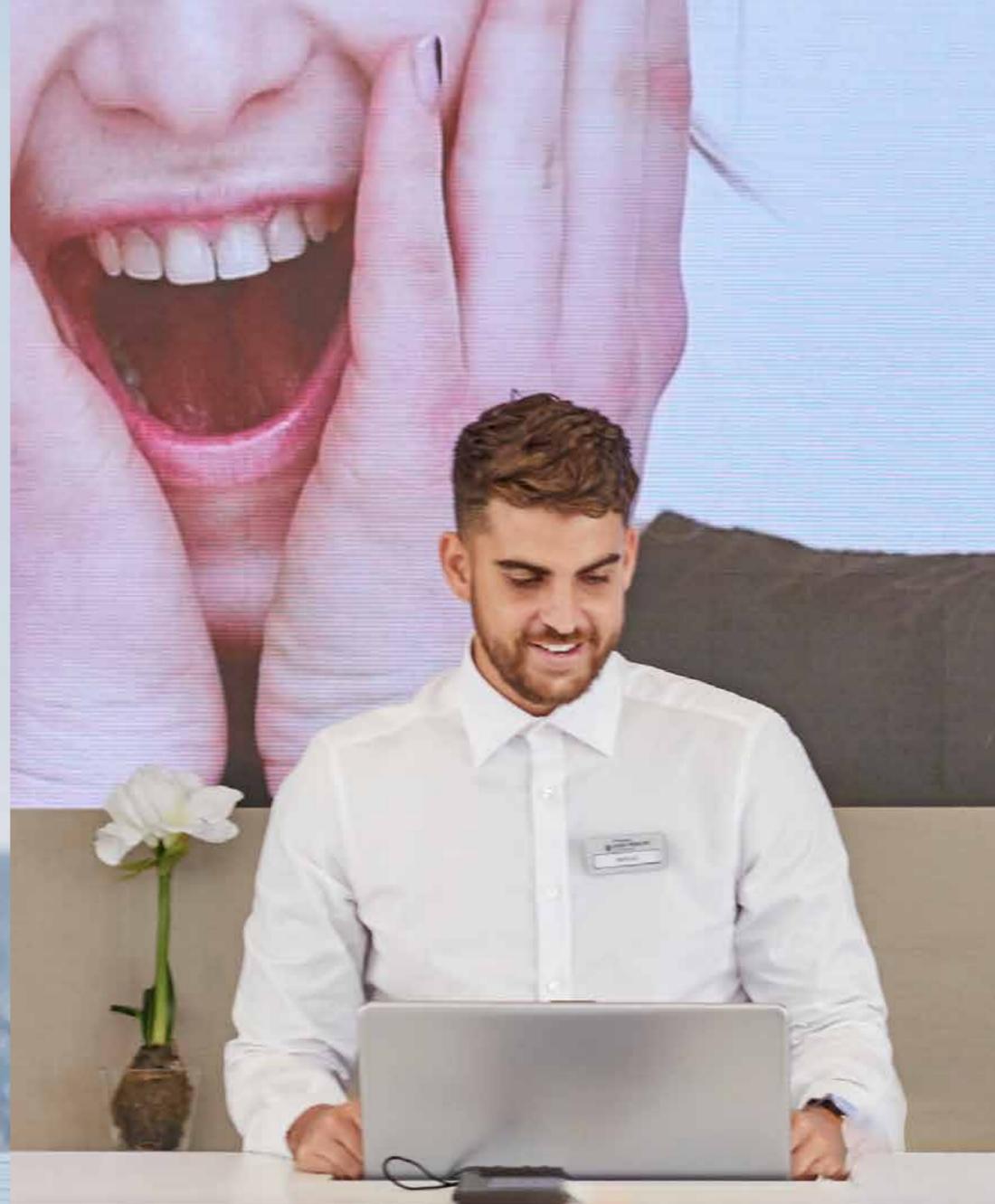
## HEALTHY ENVIRONMENT



Protecting and preserving the planet, planning and managing territories in a sustainable fashion.



**MEASURES TO IMPROVE THE  
CUSTOMER EXPERIENCE**



**MEASURES TO IMPROVE THE  
EMPLOYEE EXPERIENCE**

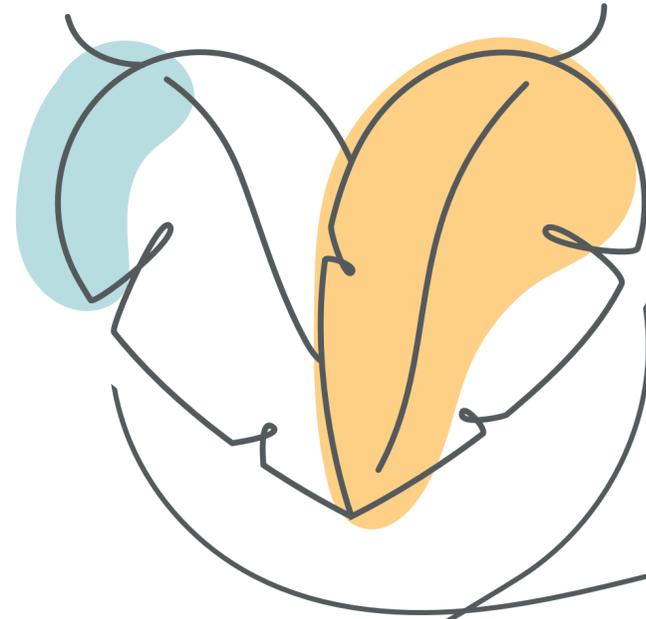


**MEASURES TO CONTRIBUTE TO  
SUSTAINABLE DEVELOPMENT**

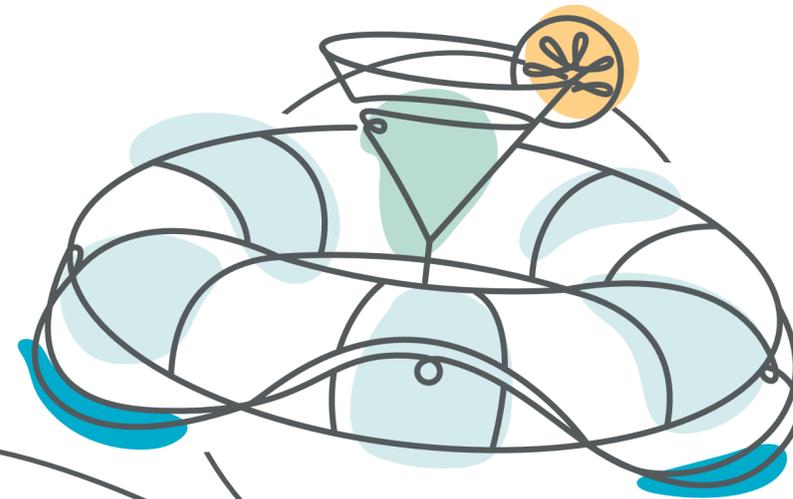
# Action Protocols

We have evolved our safety and hygiene protocols with an integral vision and faithful to our strategy, taking a series of measures that guarantee **health and well-being** based on 4 principles of action.

Their primary objective is to provide value in every interaction with customers, suppliers and between employees.



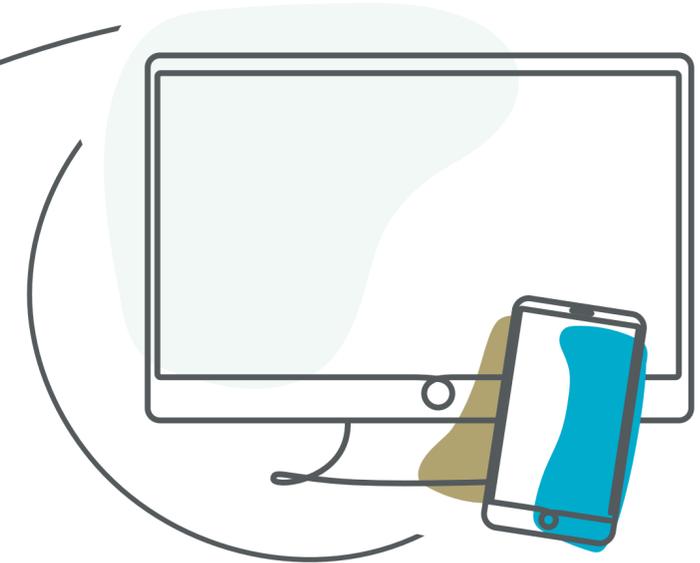
**1.** Ensuring healthy and sustainable settings



**3.** Guaranteeing safe and responsible services with careful and personalized attention



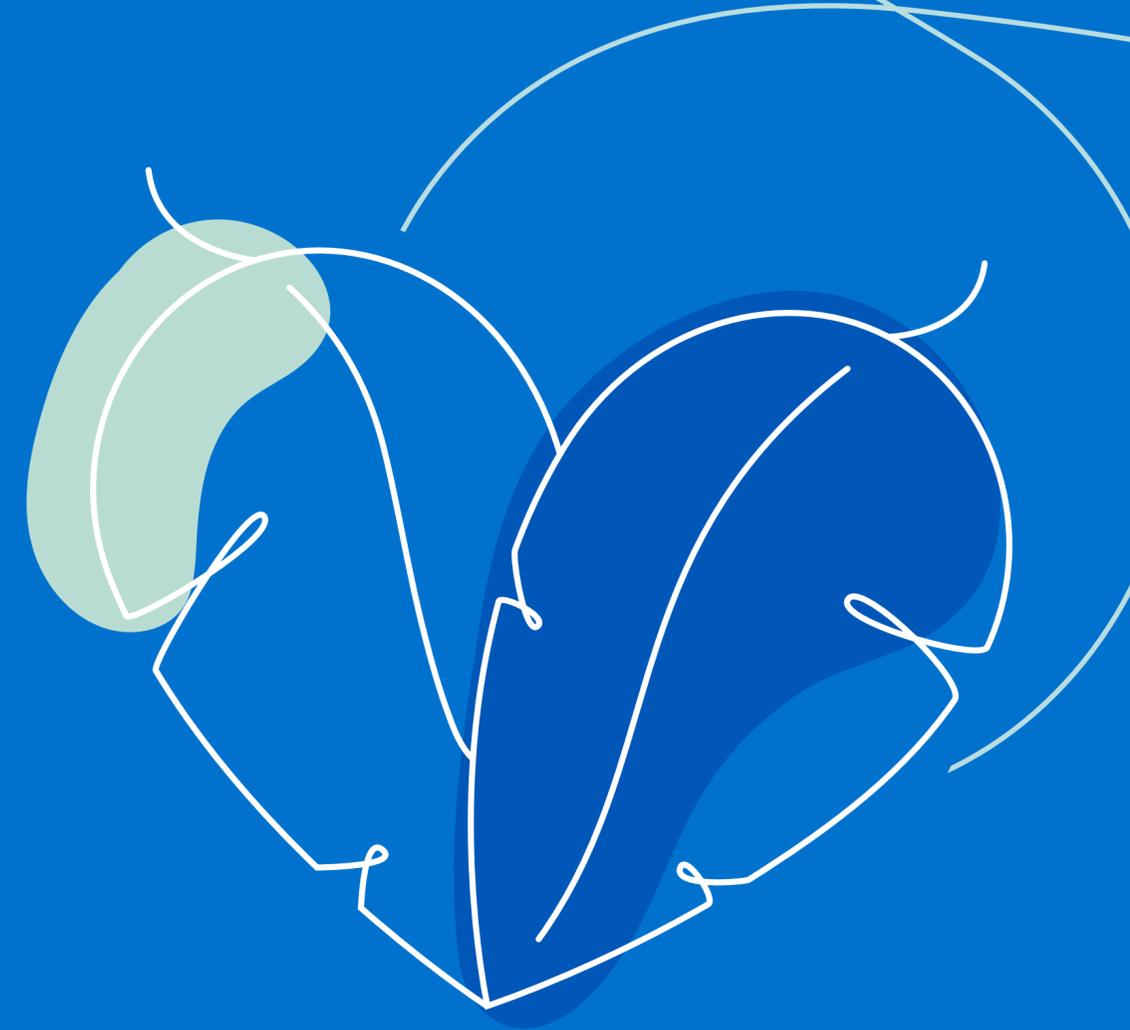
**2.** Ensuring people's health



**4.** Fostering a digitalized and adapted experience

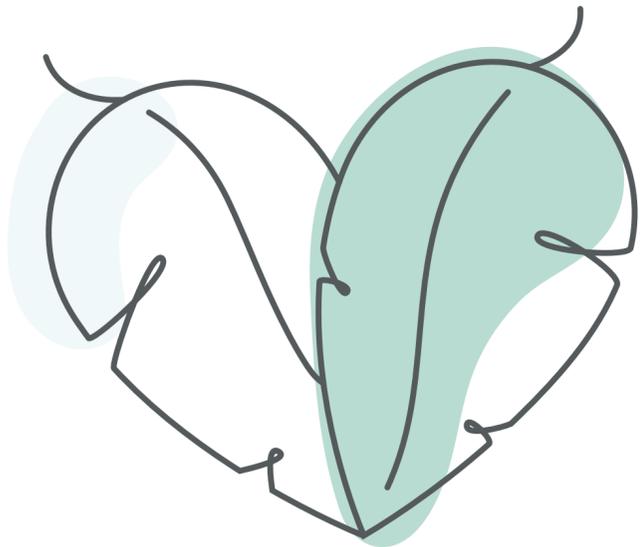
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# Ensuring Healthy and Sustainable Settings



# Ensuring Healthy and Sustainable Settings

We will protect and preserve our settings so that they can be healthy, sustainable places.



## SOCIAL DISTANCING

- We will guarantee social distancing of 2 meters/6,70 feet in all customer, employee and supplier areas.
- We will open the experience to the outside world and to the nature and richness of our environment.
- We will limit the capacity in all our facilities.



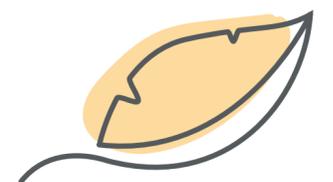
## HYGIENIC/SANITARY MEASURES

- We will reinforce cleaning and disinfection measures with specific protocols in all areas.
- We have environmentally friendly thermal disinfection systems that are safe for people and do not harm the environment.
- We use certified products and our cleaning plans are advised by suppliers like Diversey and Ecolab.



## LOCAL SUPPLIERS AND PRODUCTS

- We check the entry of products and services.
- We give priority to local and sustainable products and suppliers.



# Ensuring healthy and sustainable settings

We protect and preserve our settings so that they can be healthy, sustainable places.



## WITH BIODIVERSITY

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- We foster actions related to the conservation and improvement of biodiversity.



## RESOURCE MANAGEMENT

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- We continue to work on the responsible management of energy, water and recyclable waste.



## SUSTAINABLE MOBILITY

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- We promote sustainable mobility to improve air quality and prevent pollution.



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# Ensuring People's Health



# Ensuring People's Health

We are working to improve the physical, mental and social well-being of all our stakeholders.



## TRAINING

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- Our team is trained to guarantee their safety, that of the guests and that of the rest of our stakeholders.



## COMMUNICATION

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- We have designed a communication, information and awareness plan for all stakeholders.



## PROTECTIVE EQUIPMENT

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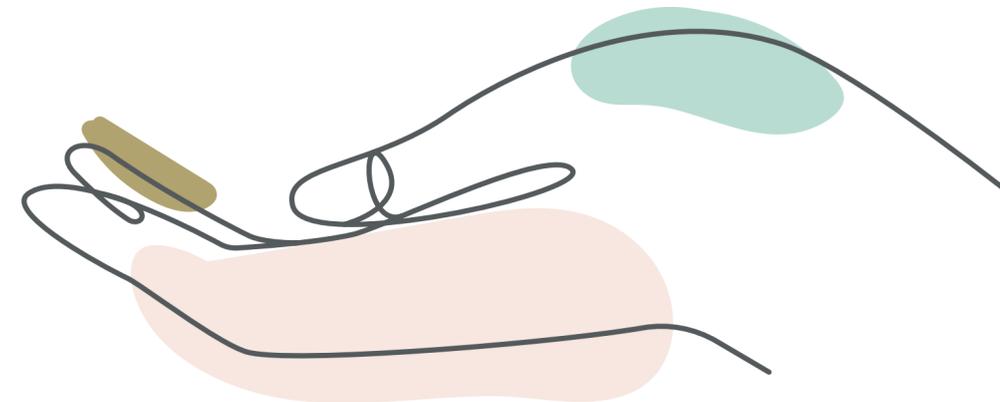
- We will provide the necessary protective equipment according to the regulations for customers and employees and will make sure of its use in the case of suppliers and visitors.
- We have installed protective screens and dividers in areas such as buffets, restaurants and reception desks and shops.



## ACCESS CONTROL

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- We have set up controls in the hotels' facilities to ensure the safe entrance and exit of clients, employees, suppliers, visitors.



# Ensuring People's Health

We are working to Improve the physical, mental and social well-being of all our stakeholders.



## DETECTION

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- We have reinforced the protocol for detection and action in Covid-19 cases.
- We have safety and isolation rooms if necessary, as well as health support staff.



## MEDICAL CARE

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- We have 24-hour medical and health care services.



## LOCAL COMMUNITY

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- We are collaborating with the local community through a health and safety program, with health projects for children and care for people with disabilities.



# 3

## Guaranteeing Safe and Responsible Services



# Guaranteeing Safe and Responsible Services with Careful and Personalized Attention

We have reviewed processes and raised standards to ensure safe and responsible services with maximum customization.



## PERSONALIZED CARE

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- We will have expert staff on hand to provide personalized attention to customers in all areas of service.



## ASSURANCE

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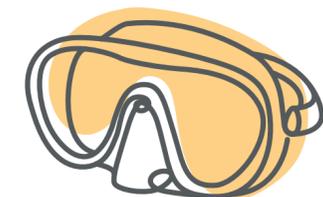
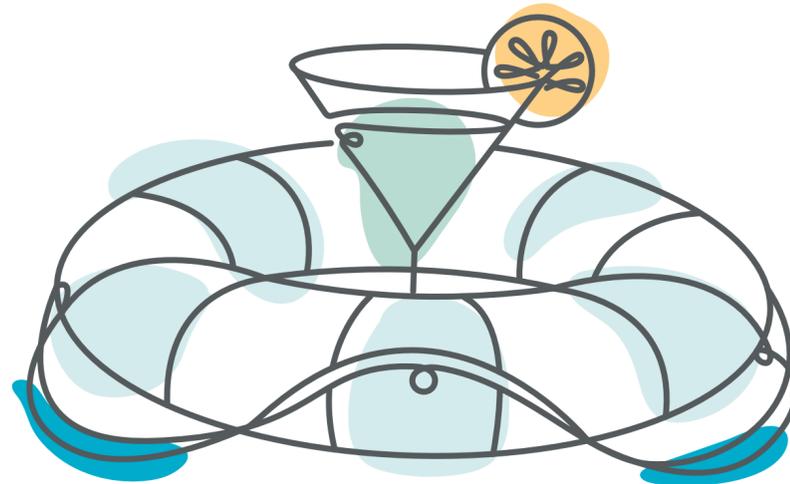
- We will ensure compliance with safety and health protocols in all areas of the hotel through specific figures such as Social Distancing Officers and Cleankeepers, so that customers can focus only on enjoying their stay.
- We carry out independent external and internal audits to validate the hygienic/sanitary protocols.



## ADAPTED SERVICES

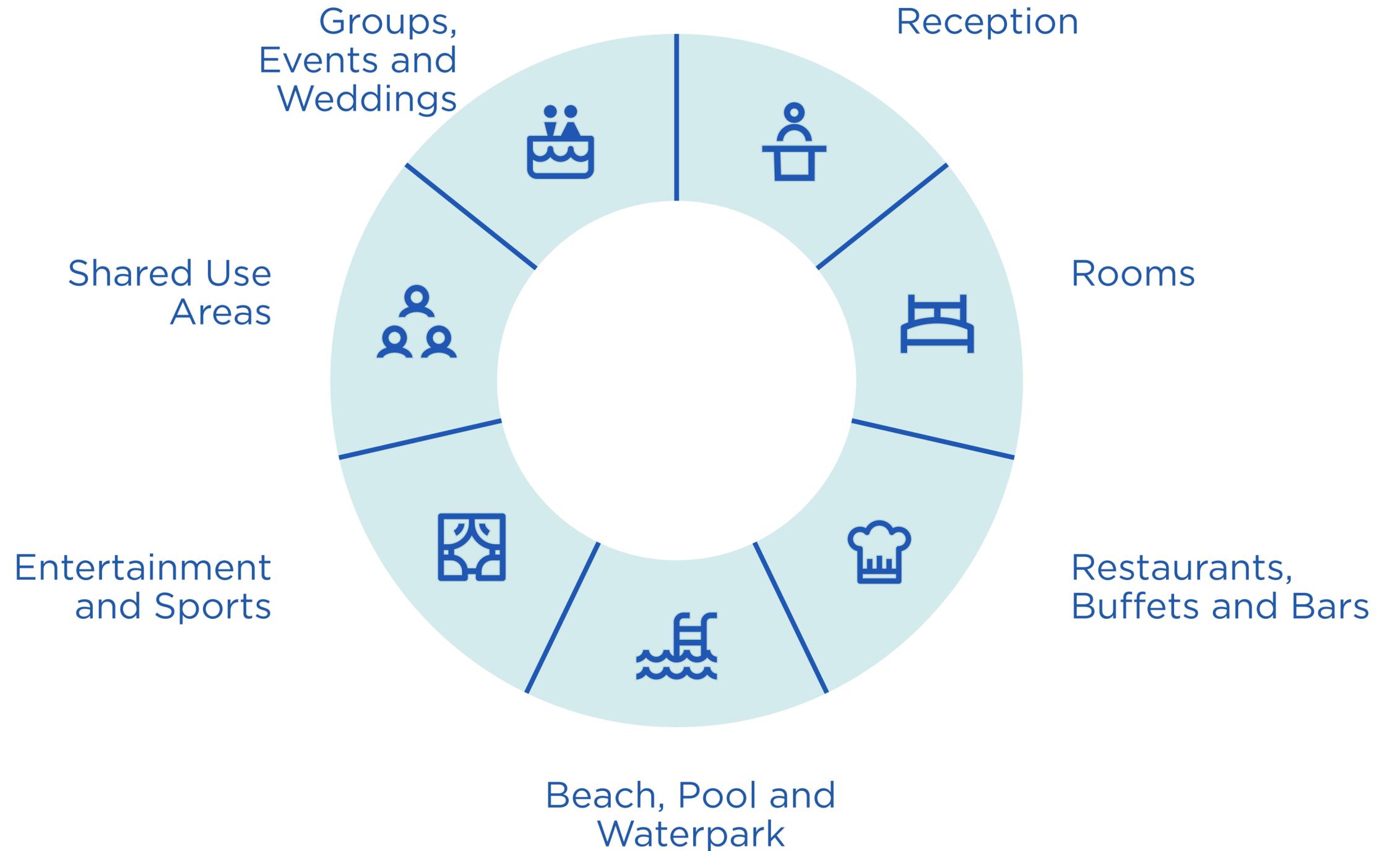
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- The hotel's services have been personalized adapting to the new normality for families, small groups and couples.

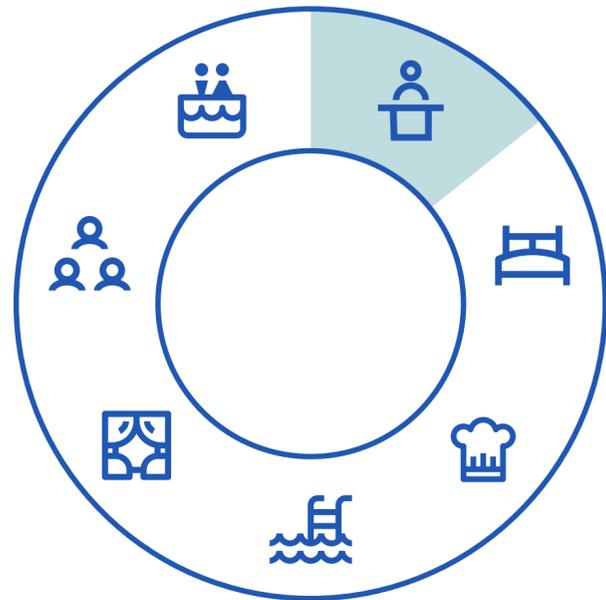


# Adapted Services

We have adapted the services in all our hotels to ensure the safety of our customers and employees.



# Adapted Services: Reception



## PREVENTIVE MEASURES

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- We will be asking for a health declaration.



## EXPRESS CHECK-IN

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- We will be speeding up the Check-In process.



## HYGIENE KIT

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- We will be providing a Hygienic/Sanitary Kit.



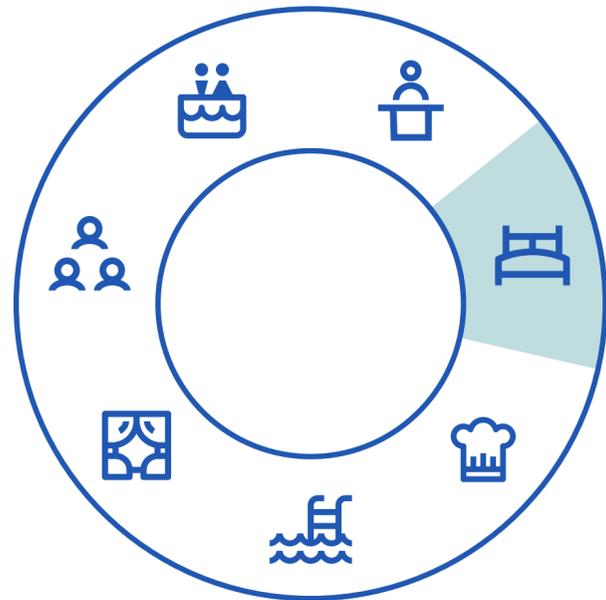
## DISINFECTING LUGGAGE

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- We will be carrying out the appropriate disinfection of all luggage.

# Adapted Services:

## Room



(\*)Applies to establishments in the Dominican Republic, Mexico and Spain. The minibar service is suspended in Jamaica.



### CERTIFIED ROOMS

- We will ensure the disinfection of rooms granting them a **Hygiene & General Disinfection** certification.



### AMENITIES

- Amenities will also include sanitizing gel.
- We will be removing certain items from rooms, including textiles, decorations, coffee makers, etc.



### ROOM SERVICE

- We will adapt **room service**, taking all necessary measures regarding delivery and disposal.

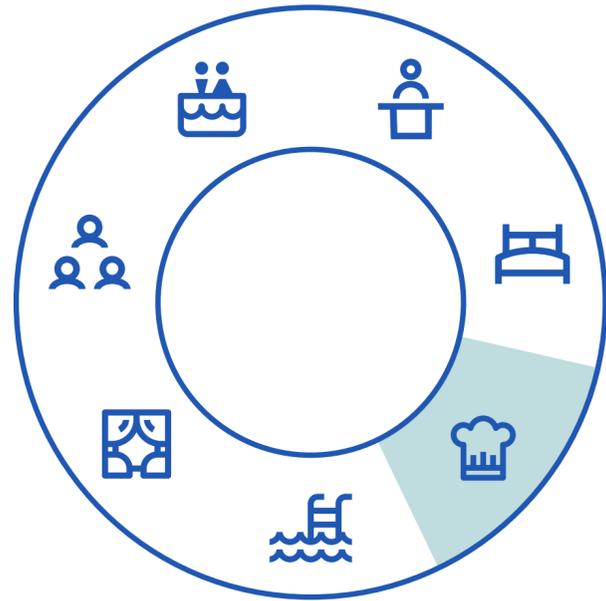


### MINIBAR SERVICE

- The minibar will have an initial stock of previously disinfected products and beverages, and will not be re-stocked(\*).

# Adapted Services:

## Restaurants, Buffets and Bars



### **BUFFETS AND BEACH/POOL REST.**

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- We will be providing staff-assisted or à la carte service.
- Shared-use utensils will be eliminated (oil & vinegar dispensers, coffee machines, etc.).
- We will reinforce the Show Cooking service.
- We will extend hours to avoid crowding.



### **THEMED RESTAURANTS**

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- Waiting areas will be eliminated and guests will be notified via beeper.
- The buffet service will be suppressed.
- Table service items (silverware and paper napkins) will be provided in individual packaging.
- Table decoration will be eliminated.



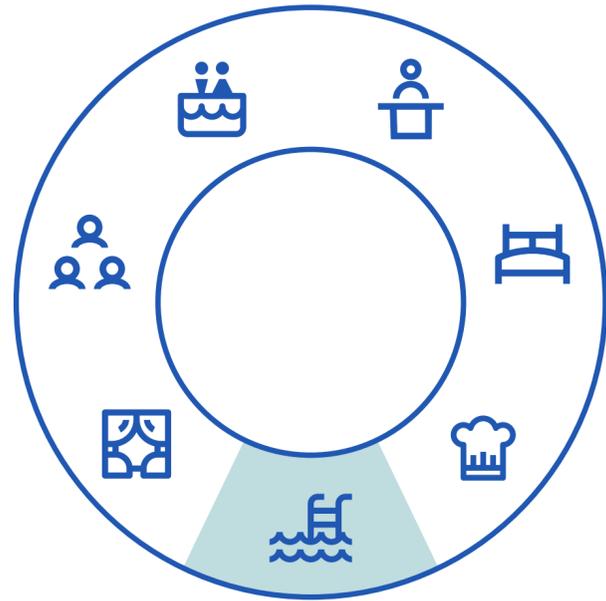
### **LOBBY BAR AND TERRACE**

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- The Coffee Time self-service station will be replaced by table service.

# Adapted Services:

## Beach, Pool and Waterpark



### WATER QUALITY

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- We will ensure the quality of the water by reinforcing our regular cleaning and disinfection plan.

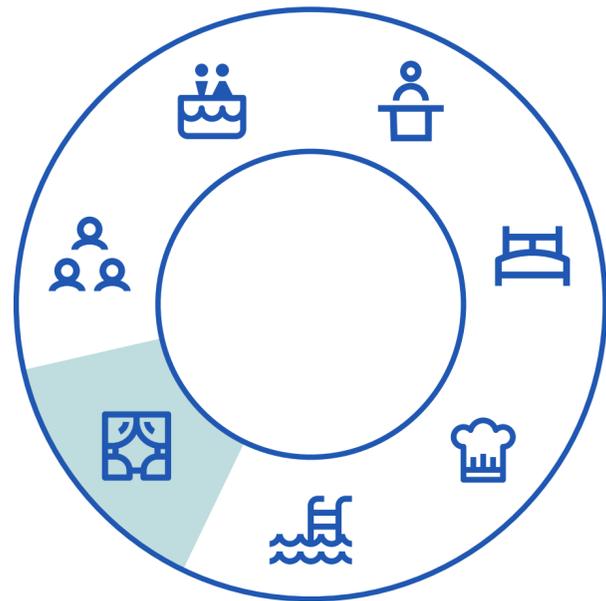


### REINFORCED CLEANING

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- We will reinforce the cleaning and disinfection of the solarium area, sunbeds, parasols and edges, stairs, pavements, railings, as well as bathrooms and showers in the pool area.

# Adapted Services: Entertainment and Sports



## ENTERTAINMENT

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- We have an entertainment program for adults and children open to the outside, with outdoor activities and in small groups.
- The indoor Kid´s Club area will be used only to sign in the children.
- We will maintain our shows and musical performances in theatres with limited capacity, access control and reserved seating.



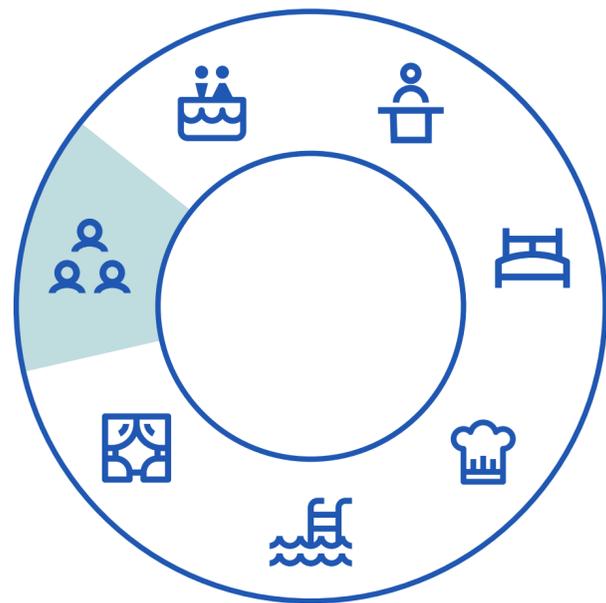
## SPORTS

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- We will reinforce the cleaning and disinfection of gym equipment after each use.
- We will facilitate the use of sports facilities and services by appointment.
- We will be providing a personal trainer service.

# Adapted Services:

# Shared Use Areas



## SHOPS

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- We will encourage payment by card or room charge.
- Mandatory use of mask and gloves in changing rooms.
- We will guarantee the disinfection of the changing rooms as well as the items.



## SPA

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- We will ensure the disinfection of treatment cabins, granting them a Hygiene & General Disinfection certification.
- We will take the temperature of all customers arriving at the spa and ask them to fill out a health questionnaire.
- The use of masks will be mandatory in the beauty salons.



## INTERNAL TRANSPORTATION

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- We will reduce vehicle capacity by 30%, except in case of families.
- Vehicles will be disinfected after each use.



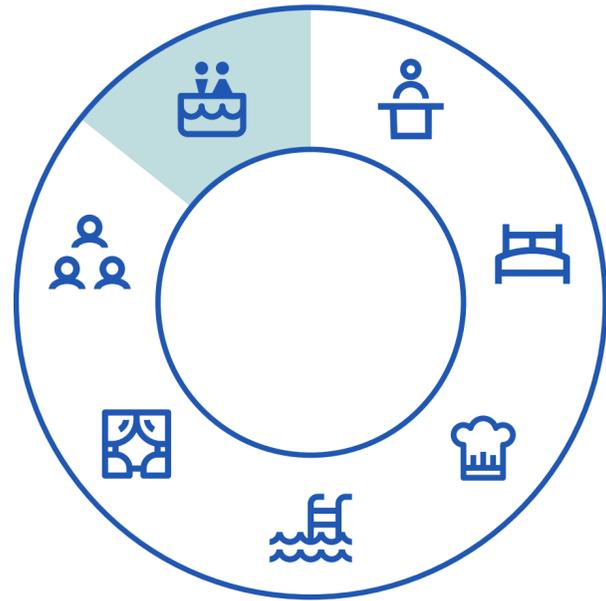
## ELEVATOR

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- The elevator may only be used by members of the same family or lodging unit.

# Adapted Services:

## Groups, Events and Weddings



### CAPACITY LIMITATION

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- We will restrict the number of attendees and guests at events and weddings.



### OUTDOOR SPACES

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- We will prioritize the holding of events and weddings in open-air spaces.



### NO EXCHANGE OF ITEMS

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- We will limit the exchange of items between the attendees of events.

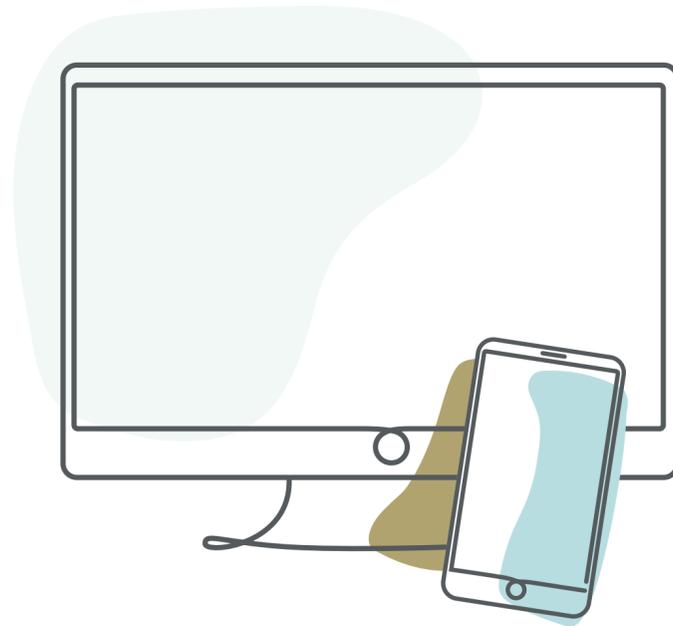
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# Fostering a Digitalized and Adapted Experience



# Fostering a Digitalized and Adapted Experience

We will be fostering a 360° digital experience to streamline processes and ensure agile, personalized interaction.



## REAL-TIME INFORMATION

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- We will provide information of interest through different digital platforms, such as screens, totems, or our webapp.



## 360° DIGITAL CUSTOMER

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We will be interacting with customers through their devices:

- Digital Pre-Check-In
- Digital Registration
- Smart Bracelets
- E-Concierge
- Digital Booking of Services
- Digital Self-Service Orders
- Menus with QR Codes





# Guaranteed Compliance

To guarantee adequate implementation and compliance with these measures, which are broken down at the operational level into different department-specific protocols, we have established the following mechanisms.



## 1. CORPORATE COMMITTEE

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- Creation of a Corporate Health and Safety Committee, belonging to the Group's Corporate Responsibility Committee.



## 2. MONITORING COMMITTEE

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- Creation of Monitoring Committees to oversee the plan in each hotel.



## 3. RESIZING OF TEAMS

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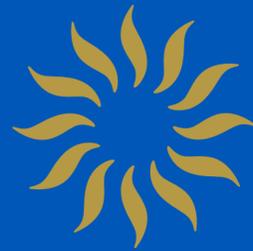
- Our teams will be resized.



## 4. DIALOG

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- Dialog with all our stakeholders.



**BAHIA PRINCIPE**

HOTELS & RESORTS