

EUROSTARS HOTEL COMPANY

# Protocols and security measures in apartments

Taking care of what matters most to us

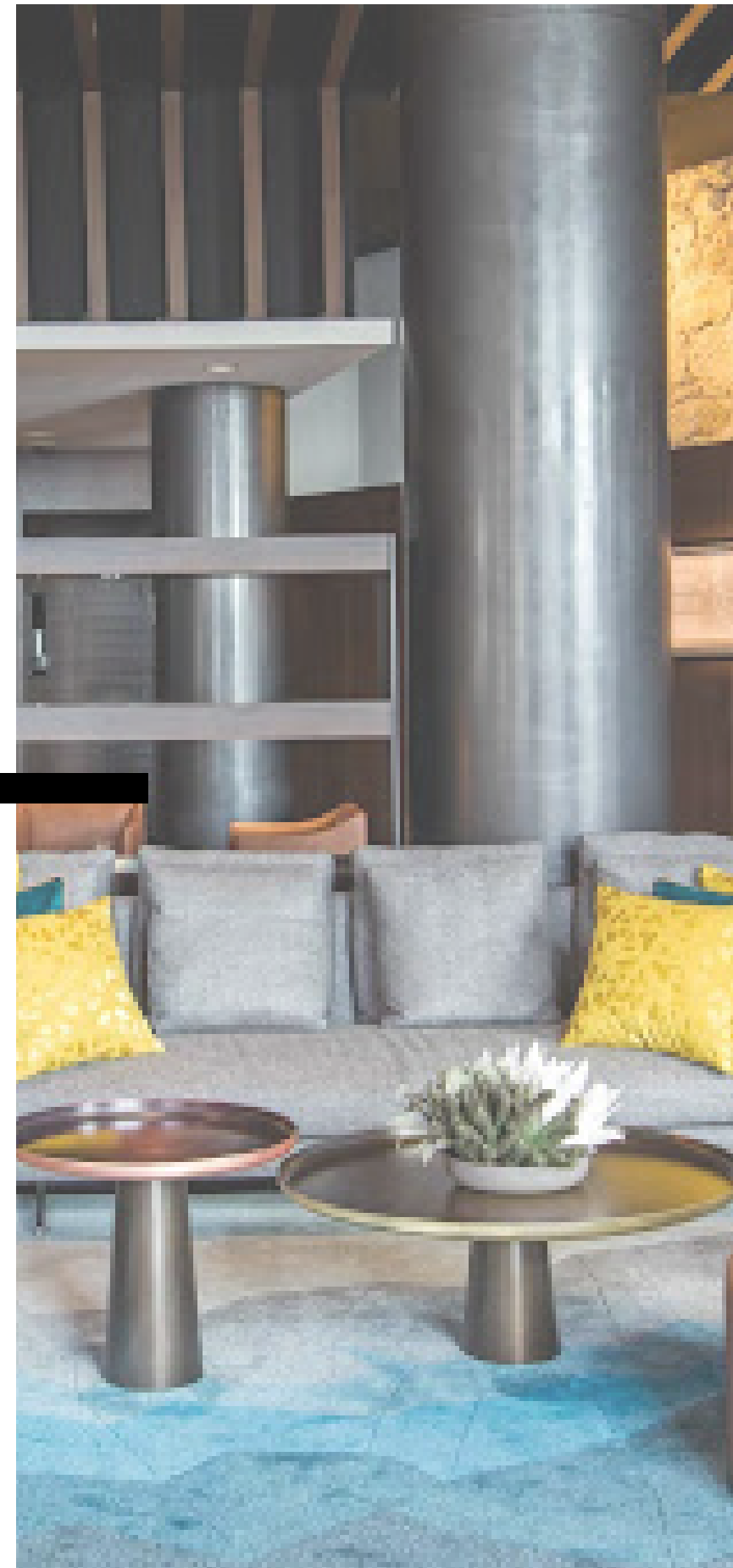
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# List of measures

## FOR SAFETY AND PROTECTION OF OUR GUESTS AND EMPLOYEES

1. Secure stays at Eurostars Hotel Company
2. Exe Clean & Safe. Main ideas of the programme
3. Our commitments: Well-being | Technology | Innovation



# Secure stays at Eurostars Hotel Company

**BECAUSE HOSPITALITY IS ALSO TAKING CARE OF  
THE MOST IMPORTANT PEOPLE TO US**

You may soon be staying at one of our apartments, and when you do, we want to receive you with all the guarantees that ensure your health and well-being. That is why we have developed a rigorous protocol, with the awareness that now our greatest challenge is to maximize our safety standards and minimize the risks, both for our guests and our employees.

In this mission we have the support of technical advisers and partner companies that assist us in the different processes, from cleaning and disinfection, food safety, safe management of each operational area, health work and, of course, with the ultimate goal of ensuring the welfare of our guests.

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# Eurostars Clean & Safe

**MAIN IDEAS OF THE PROGRAMME**

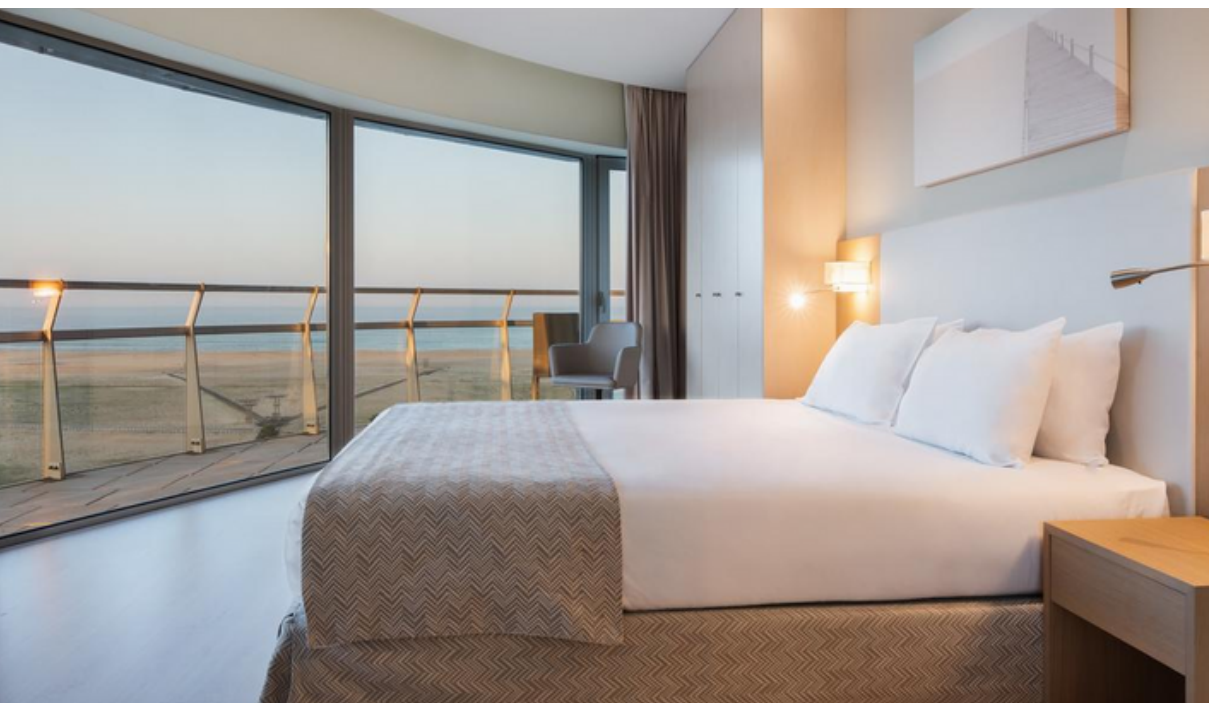




# 1

## STRATEGIC COLLABORATION WITH DIVERSEY

**Diversey** is a world leader company specialized in professional cleaning and hygiene solutions. Their supervision and support is an absolute guarantee that the necessary measures are applied optimally for the total disinfection of our facilities, with specific protocols that are fully adapted to current circumstances.



# 2

## CLEANING AND DISINFECTION PROTOCOLS

All the protocols applied in cleaning and disinfection have been approved and designed together with Diversey Consulting, always following the recommendations of the health authorities and the WHO. We use certified virucidal products, totally innocuous and respectful with the health of our guests.



# 3

## DEVELOPMENT AND MONITORING OF MEASURES

**Diversey Consulting**, the professional division of food safety and risk management of Diversey, has developed a management programme for each operational area of the apartments in order to eliminate or reduce all possible risks to safe limits. This programme includes carrying out periodic follow-up audits to verify the correct implementation of all prevention measures.







# 4

## **BREAKFAST AND CATERING**

We have implemented new processes and new service and consumption formulas, without altering the quality of our guests' experience. All the products we offer are linked to certified suppliers and distributors.

# 5

## **INTERPERSONAL DISTANCE**

All of our protocols have been designed to limit social interaction in order to protect our guests. The redistribution of spaces, a control of capacity and a reduction in human management (whenever possible) ensure that the safety distance is respected.







6

## **DIGITIZATION IN THE PROCESSES**

Technology enables us to digitize processes in various procedures with the aim of limiting contact risk and reducing waiting times. Likewise, the new applications available at the apartment help to limit the use of physical media to transmit information, even improving the customer experience.

7

## **DEVELOPMENT OF NEW INFORMATION CHANNELS**

We consider that the access to information is essential to generate confidence and tranquillity. That is why we make sure that even before arrival to the apartment, the guest knows all the measures that are carried out in the establishment and any information that may affect him about the destination.



# 8

## TRAINING FOR ALL WORKERS

All the teams working in the apartments receive continuous training on the new protocols, with permanent updating in new scenarios and access to all the information necessary to ensure the well-being of our guests.

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**THIS SET OF GUIDELINES WILL BE APPLIED  
THROUGH SPECIFIC INTERVENTIONS ON THE  
DIFFERENT SPACES OF THE APARTMENTS.**



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# Measures ratio

**BREAKDOWN BY AREAS AND SPACES**



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## ACCESS AND ENTRY OF THE CLIENT IN THE APARTMENT

The apartments entrance and lobby will receive a strict treatment in the application of protocols with the aim of preserving the appartement's facilities to the maximum extent and ensuring that they remain virus-free. For this reason, this space will be subject to an exhaustive control at the entrances, as well as the management of capacity and access and exit flows of the clients.



The following measures will be applied:

**1. Disinfecting carpets at the entrance.**

Installation of disinfection carpets at the apartment entrances to prevent the entry and spread of polluting agents.

**2. Capacity control at reception**

Definition of a maximum number of people depending on the surface available at reception.

**3. Interpersonal distancing**

Distance markers, indicated by vinyls installed on the floor, information bases and digital screens.

**4. Protective screens**

Installation of protective screens at the reception desk to ensure proper separation.

**5. Individual protection equipment**

Use of masks by the reception team.

**6. Disinfection station**

Availability of hydrogel solution and disinfecting wipes at reception for the use of customers.

**7. Disinfection of key cards and other items**

Disinfection of room keys and payment terminals after any contact and use between clients.

**8. Digitized invoice management**

Sending of invoices by email after the stay and recommended payment by credit card.

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# ACCESS AND ENTRY OF THE CLIENT IN THE APARTMENT

## Hotel lobby Protected and secure access



- 01 DISINFECTING CARPETS AT THE ENTRANCE
- 02 CAPACITY CONTROL
- 03 INTERPERSONAL DISTANCING
- 04 PROTECTIVE SCREENS
- 05 INDIVIDUAL PROTECTION EQUIPMENT
- 06 DISINFECTION STATION
- 07 CARD AND KEY DISINFECTION
- 08 DIGITIZED INVOICE MANAGEMENT





## TREATMENT OF COMMON SPACES

An exhaustive analysis of the apartment facilities has been carried out with the aim of optimizing operations and limiting situations of potential risk. We have focused on exhaustive disinfection, intensifying the frequency of cleaning of common areas and establishing dynamics that allow the required distance, always with the supervision of our partner **Diversey** and **Diversey Consulting**. In all cleaning and disinfection protocols we use products authorized by the Ministry of Health.

In addition, before its reopening, all our apartments have undergone a thorough disinfection of all their spaces and facilities.

The following measures will be applied:

### 1. Exhaustive disinfection

High frequency in the disinfection and cleaning of common areas, surfaces and furniture, reinforcing the areas of more traffic such as elevators and corridors.

### 2. Adaptation of space

Redistribution and elimination of furniture to facilitate the cleaning of the space and ensure that the recommended safety distances are preserved.

### 3. Control of capacity

Control to avoid crowds, as well as an exhaustive review of circulation flows in the facilities.

### 4. Modification of exterior spaces and terraces

Redistribution of the furniture on our terraces to ensure that the correct safety distance is maintained.

### 5. Disinfection stations

Implementation of disinfection stations with hydrogel dispensers and availability of gloves for guests.

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# TREATMENT OF COMMON SPACES

## **6. Access to information**

Uninterrupted access to information of general interest through screens in reception and common areas. Communication of established prevention measures and services available to guests.

## **7. Control and audits**

Setting up of periodic audits of all facilities by Diversey Consulting, establishing systems of surveillance and control and an initial audit to validate the correct implementation of the measures at the time of reopening of the apartments.

## **8. Correct ventilation**

Greater frequency in the cleaning of air filters and an increase in the ventilation level of air conditioning systems for air renewal.

## **Elevator area**

As in all transit areas with a high level of traffic, special care will be taken in the access and landing areas of the elevators, although the recommendation is to use the service stairs to access the different floors of the apartments.

### **1. Number of occupants**

Only one user is allowed per trip, unless the occupants are part of the same family unit or masks are used. The number of people allowed for each trip will be determined by the size of the elevator.

### **2. Exhaustive cleaning and disinfection**

Intensive cleaning of surfaces, as well as keypads and contact points

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# TREATMENT OF COMMON SPACES

## Elevators

**Taking care of safety distances**



- 01** LIMITED NUMBER OF OCCUPANTS ACCORDING TO THE SURFACE OF THE ELEVATOR
- 02** MANDATORY USE OF MASKS WHEN THE OCCUPANTS ARE NOT PART OF A FAMILY UNIT
- 03** EXHAUSTIVE CLEANING AND DISINFECTION OF SURFACES AND KEYPAD
- 04** DISINFECTION STATION IN THE ACCESS TO THE TOILETS



## ROOMS

The cleaning and sanitation of the rooms will be taken care of exhaustively, through the use of virucidal products approved by the Ministry of Health. This cleaning will be especially rigorous when guests leave the room at the end of each stay.

The treatment of surfaces, textiles and other elements present in the rooms will be subject to a strict protocol following the guidelines set by our expert partner in safety and cleaning, **Diversey**.

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The following measures will be applied:

**1. Cleaning switches**

It includes all those elements with a high level of contact such as lamps, switches or climate control.

**2. Disinfection of the telephone and remote control**

High disinfection of the telephone equipment present in the rooms, as well as the use of a protective cover on the television remote control.

**3. Knobs and handles**

Disinfection of windows, doors, cabinet knobs, drawers and other elements of frequent contact.

**4. Surfaces and furniture**

Thorough cleaning of all surfaces with certified virucidal cleaning products approved by the Ministry of Health.

**5. Bathroom surfaces**

Extensive cleaning and disinfection of walls and countertops. Also of the shower and taps, toilet and bathroom.

**6. Bedding and towels**

Washing treatment at a temperature above 60°C. Removal of used clothing in sealed bags to avoid contact with clean clothing.

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# ROOMS

## **7. Optional cleaning service**

Possibility on the part of the guest to refuse the cleaning service during the stay.

## **8. Rotation in the occupation of the rooms**

We separate the use of the room, ensuring a temporary interval before a new client occupies the stay.

## **9. Minimization of elements**

Withdrawal of those elements for which we cannot guarantee disinfection as a sanitation measure.

## **10. Bath amenities**

Availability of gel, shampoo and conditioner dispensers, as well as disposable single-use cups. The rest of the amenities will be available on request.

## **11. Ventilation**

Ventilation of rooms while cleaning tasks are carried out.

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# ROOMS

## My room Virus free space



01 CLEANING OF SWITCHES

02 DISINFECTING THE TELEPHONE  
AND REMOTE CONTROL

03 TREATMENT OF KNOBS  
AND HANDLES

04 CLEANING OF SURFACES  
AND FURNITURE

05 CLEANING OF SURFACES  
IN THE BATHROOM

06 DISINFECTION OF BEDDING  
AND TOWELS

07 EASY DISINFECTION  
BATH AMENITIES

08 VENTILATION OF THE ROOM

# BREAKFAST

## Breakfast room - Have a Nice Day New formulas to start the day



- 01 CAPACITY CONTROL
- 02 INTERPERSONAL DISTANCING
- 03 DISINFECTION STATION
- 04 SINGLE-DOSE AND INDIVIDUAL SERVINGS
- 05 BREAKFAST BOX DELIVERY  
In selected hotels
- 06 STAFF PROTECTION
- 07 CLEANING AND HYGIENE
- 08 SINGLE-USE MATERIALS





And also, now more than ever  
we stay true to **our commitments**



## **OUR COMMITMENT TO THE WELFARE OF GUESTS**

The care of the body and mind has always been present in our philosophy.

This commitment is based on a proposal for a balanced and healthy diet, which is committed to fresh products of Km0 proximity.



## **THE TECHNOLOGY TO IMPROVE THE CUSTOMER EXPERIENCE**

We are committed to technology as a tool for the implementation of novel solutions, always prioritizing the quality of our guests' experience, both in the apartment and through our platforms, digitizing processes, the introduction of artificial intelligence, new treatments to share the information or the application of techniques to ensure hygiene and cleanliness in our facilities.



## **INNOVATION AS A ROADMAP**

Innovation is part of our DNA. We constantly reinvent ourselves to improve and successfully meet the demands of our customers, whatever the reason for their trip is. Any occasion is a good one to redesign experiences and processes, and certainly in moments of change and transformation, solutions and opportunities must be the light that illuminates the way.



# 95%

OF OUR CUSTOMERS AFFIRM THAT THEY WILL  
RETURN TO STAY IN A EUROSTARS HOTEL  
COMPANY HOTEL AS SOON AS THEY CAN

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At Eurostars Hotel Company we are very proud of the trust that  
our clients have placed in our company.

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# 9 out of 10

CUSTOMERS FEEL SAFE BY  
STAYING IN A APARTMENTS

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# TAKING CARE FOR WHAT MATTERS MOST TO US

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## MORE INFORMATION

[www.eurostarshotels.com/clean-safe.html](http://www.eurostarshotels.com/clean-safe.html)

**IMPORTANT NOTE:** ALL THE MEASURES DETAILED IN THIS DOCUMENT ARE SUBJECT TO POSSIBLE CHANGES AND MODIFICATIONS DEPENDING ON THE EVOLUTION TOWARDS NEW SCENARIOS AND THE INCORPORATION OF NEW REGULATIONS.

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