



Mexico City, October 25<sup>th</sup>, 2021.

Hyatt Regency Mexico City is committed to maintaining the highest standards of cleanliness in an effort to ensure that our guests and associates enjoy a healthy, safe, and comfortable environment.

Guided by our Global Care and Cleanliness Commitment, as well as the guidelines issued weekly by the Government of Mexico City, the Secretary of Health and the Secretary of Tourism, following essential measures that have been carefully implemented in every area of the hotel that include orientation around the safety and well-being of our clients and colleagues.

## General

### Guest & Customers

- Taking the temperature of guests and / or assistants upon arrival at the hotel.
- Mandatory use of a mouth cover or mask, which must cover the nose and mouth. In addition, use of eye protection, (goggles / protective lens / protective face shield). Entry may be restricted the indicated PPE is not worn.
- Antibacterial gel stations in all areas of the hotel.
- Constant supervision of the correct use of personal protective equipment - PPE on the property and the strict application of safety and hygiene policies.
- Increased frequency of cleaning with hospital-grade disinfectants on all high-touch surfaces, rooms, and shared spaces.
- Implementation of improved food safety and hygiene protocols for restaurants, room service, and group meetings and events.
- Exploration of the installation of the purification and disinfection device, in an effort to guarantee better air quality.
- In case of presenting symptoms of Covid-19, immediately inform the Hotel staff and proceed to their isolation. Allow, where appropriate, a doctor's review, a brief questionnaire will be carried out on the symptoms of Covid - 19 prior to access, and in case of confirmed cases, the health authorities will be notified.
- Placement of containers with disinfectant solution (for shoe soles) in the entrances, which must be used as a mandatory matter.

### Associates

- Temperature measurement with a digital device for all personnel entering the facilities (colleagues or suppliers) and identification of symptoms through a daily questionnaire.
- Training of personnel on hygienic measures and protocols to be followed to reduce the spread of SARS-COV2 (COVID-19).
- Mandatory use of personal protective equipment upon entry - PPE, exit and at all times within the hotel. The masks will be changed every 5 hours and the reusable PPE will be washed daily.
- Constant supervision of the correct use of personal protective equipment - PPE on the property and the strict application of safety and hygiene policies.
- Greater frequency of cleaning with hospital-grade disinfectants in all work centers.
- Placing containers with disinfectant solution (for shoe soles) at the main entrances.



- There is a Hygiene Manager and a Hygiene and Safety committee for the implementation, control and supervision of the new cleaning and operations standards.
- The doctor and nurse on site will carry out the tests and the prevention questionnaires, including the one endorsed by the IMSS (Mexican Social Insurance Institute), to the collaborators to ensure their health and safety. As well as fortnightly random tests to 5% of the collaborators (requirement of the CDMX Government from June 24 until further notice)

### Front Desk

- Use of PPE in each and every interaction.
- Constant change of gloves and maintenance of social distancing.
- Only one person per room will be allowed to carry out the Check In and Check out process.
- When requesting official identification and / or credit card, the receptionist will give verbal instructions to use the terminals and carry out the necessary procedure, avoiding taking the guest's identification and / or cards; both in the Check in process and in the check out process.
- Mouth covers, antibacterial gel and disposable gloves will be available in individual packages if requested by the guest.
- There will be a tray with sanitized pens, in case the voucher that is generated needs to be signed. Once the guest has finished using the pen, they will be asked to leave it in the used pen tray.
- There will be a box at the reception to receive cash payments, avoiding constant manipulation.
- The registration card will be given for the guest to provide their information, as well as an emergency contact.
- The keys to the rooms will be sanitized and will be handed over to the guest to avoid contact with surfaces.
- If the guest has the World of Hyatt application, the Mobile KEY will be programmed.
- The guest will be explained the Room Cleaning Program where a specific schedule is established or not receive the service during the stay.
- The services available at the hotel and which ones are not currently working will be explained.
- For the Check out process, the guest will be told that they can review their folio through the WOH App. In case the guest has not been able to check it through the app, the printed folio will be shown through the screen or through an iPad if it is available or it will also be offered to send it via email for review.
- At the end of each interaction, the space used by the guest, as well as the bank terminal will be sanitized.
- Suitcase´s Handles will be disinfected.
- Baggage carts will be disinfected after each use.

### Rooms

- Derived from guests' preference for limited contact in their space, standard daily in-room cleaning services are being adjusted to provide the service every other day during a guest's stay. If you request to receive full daily room cleaning services, you will have to inform the reception team.
- If you choose not to have a cleaning service, items can be provided by calling the operator.
- A daily check-up will be maintained to ensure the guest's safety during their stay.
- Our staff of housekeeping will use and make a constant change of PPE.
- The material of constant manipulation such as magazines, doilies, glasses, cups, will be withdrawn and replaced by disposable products.
- A la carte room service, where the interaction of the guest and waiter is limited, will be available by our staff delivering the service at the door of the room.



### Restaurants

- At the moment the food and beverage service will be a la carte and breakfast will be attended from Monday to Sunday.
- Spaces were redistributed and furniture rearranged to guarantee social distancing, in accordance with local government regulations. Considering a maximum of 4 people per table.
- Cleaning and disinfection of tables and chairs, before and after being occupied by a diner.
- Menus will be available through a QR code.

### Public Areas

- Cleaning the lobby every 2 hours.
- Constant cleaning in common areas and surfaces.
- The disinfection of the elevators will be done constantly, the maximum capacity allowed will be up to 4 people per elevator.
- There will be adequate signage to maintain social distance.

### Events / Meeting spaces

- Government Office from Mexico City is updating every week regulations to host events.
- Once the hotel is able to host events in our Meeting spaces, registration of all events and their attendees is required through a digital application of the Government of Mexico City.
- Employees will use the corresponding PPE during the service and the change will be made according to the established standards.
- New distribution of capacities according to the suggested social distance.
- At the moment it is suggested that all food services be plated,
- Complements for coffee service will be presented in individual containers or properly packaged.
- Cleaning and disinfection of furniture will be increased, as well as that of toilets, using hospital-grade disinfectants.
- There will be mouth covers, antibacterial gel and disposable gloves in individual packages if requested by attendees.
- At the moment, manipulable items such as pens or note pads will not be available.

These rigorous protocols are endorsed as of October 1, 2020 by a global accreditation process by the Global Council for Biohazard Advisory (GBAC STAR in which HYATT REGENCY MEXICO CITY is committed to guaranteeing a clean, safe and healthy environment for your employees, customers and stakeholders.

Without further ado for the moment, I thank you in advance for your trust and I reiterate our commitment to guarantee the safety and health of our clients and colleagues.





"In order to prevent the spread of the contagion of the COVID-19 virus, the client undertakes to comply at all times with the personal hygiene and healthy distance measures (" Measures ") provided for in the" National Guideline for the Reopening of the Sector Tourist "( " Guideline ") issued by the Ministry of Health, as well as any other applicable legal provision in health matters. Any client who does not comply with these Measures will empower the hotel to reserve the right of admission and permanence, in order to preserve the health of other clients. Said Guideline can be consulted through the following website: [https://coronavirus.gob.mx/wp-content/uploads/2020/08/Lineamiento\\_reapertura\\_Turismo\\_Integral\\_15Ago2020.pdf](https://coronavirus.gob.mx/wp-content/uploads/2020/08/Lineamiento_reapertura_Turismo_Integral_15Ago2020.pdf)