

Dear partner,

2020 started as a year full of good news and exciting new initiatives for Palladium Hotel Group: we celebrated our 50th anniversary as a company and did so with many exciting projects in the pipeline. A short while later, as you well know, we have all been forced into facing an unexpected enemy; Covid-19.

We all find ourselves in unprecedented circumstances. One thing we have learned during our 50-year history is that **our company would not be what it is today without people**. They have always been our highest priority and, as such, we have always ensured that it is their safety and wellbeing that has been paramount to our success.

For that reason, especially during these times, it is more essential than ever that we take care of our customers and partners. We will now share with you details of all our planned measures taking place to ensure the utmost safety within our hotels and, in turn, offer our Guests a worry-free vacation.

## 100% Safe Holidays

On behalf of Palladium Hotel Group, we want to inform you that we are implementing the instructions and recommendations of the World Health Organization (WHO) and the expert authorities of the six countries in which we operate.

Our objective is to go above and beyond and, in addition to ensuring strict compliance with these indications, we are raising our standards in terms of safety, quality, health, and hygiene, by incorporating these new standards and protocols. These implementations will ensure that we maintain excellence in the product and service that characterizes us and that our 48 hotels, both in America and in Europe, are safe environments where Guests are as protected and cared for as if they were at home.

Among these measures, we would especially like to highlight the following:

### Cleaning, Disinfection and Protection

- We are **reinforcing the cleaning and disinfection work** of every one of the hotel spaces; such as bedrooms, communal areas, meeting and event spaces, and staff work areas; as well as our transport vehicles, the objects of common use and those items that arrive from outside, such as luggage.
- We will have **hands sanitizer dispensers** throughout all the different areas of the hotel, and within the rooms themselves, so that the Guests can make use of them individually.
- **Temperature checks** with infrared thermometers will be carried out on Employees, suppliers, and Guests, especially in the entrance areas and closed spaces such as the restaurants, gymnasium, spa, children's area, etc.
- The **use of masks, gloves, and disposable paper items** will be mandatory for staff from different departments and will also be available in the rooms.
- We will prioritize the use of single-use products to minimize contact and establish **protection systems at receptions and counters**.
- **We will expand the medical services** to preserve the health of our Guests and our Employees.

### Social Distance and Capacity Control

- We will **ensure that a safe social distance** of both Guests and partners within the entire hotel complex is respected and maintained.
- **This distance will be of at least 2 m (6.5 ft.) between family units** and it will be recommended a **maximum density of one person for each 2.5 m<sup>2</sup> (26.9 sq. ft.)**.
- This distance **will be monitored especially in the areas where there may be a greater concentration of people**, such as restaurants, front desk area, swimming pools, or beach areas. The distance between hammocks, restaurant chairs, and tables will be increased, and marks will be placed indicating the distance to be kept.
- We will **encourage the use of reservations for different services**. This will be valid for restaurants as well as for the gym, children's areas, and water area, among others.

### Restaurants and Food & Beverage Safety

- Regarding our food and beverage service, we are reviewing and adapting all operating procedures and quality manuals to continue offering **the highest standards of food safety**.
- We will encourage Guests to make **dining reservations in advance**.

- **A maximum number of people in bars and restaurants will be established**, as well as an **appointment system** to control access to these areas. **Guests will also be escorted to their tables that will be previously set up** with fully disinfected tableware, cutlery, glassware, and napkins.
- The service will be adapted to the new reality, in such a way that **individual portions** will now be prioritized. The consumption of **single-use packaging**, and the **service of drinks at the table** will continue to be offered. **A la carte service and personalized show cooking** will be promoted, and **room service** will be strengthened as an alternative.

### Innovation and Technology

- In our quest to innovate and equip our hotels with the best technology, we will implement an **'ozone and mist disinfection system'** that allows us to purify the air.
- We will encourage the use of technology so that customers can **check-in and check-out online**.
- We will promote the use of digital information via our applications such as the hotel information, web portal, and television, in such a way that we will eventually eliminate all unessential in-room stationery, printed menus and brochures. Through these channels, Guests will be **able to make reservations for access to the restaurant and bar menus**, and receive updated information on all the available services, of hygiene and cleaning protocols being followed. The application will also allow Guests to make queries in real-time through a chat feature.
- Additionally, we are studying the possibility of incorporating allergen-free **purified rooms** to improve the rest and wellbeing of our Guests.

### Best Practices and Training

- Through the different channels and platforms available in each hotel, **we will share awareness and good practice messages**, inform Guests of all measures that are being carried out, and will kindly request their cooperation to comply with them.
- We are also providing our Employees with the necessary **protective equipment** and offering specific training. As such, our staff, in addition to complying with all safety, disinfection and cleaning regulations before and after each service, will be fully trained to resolve any type of question in this regard so that Guests can be kept as informed as possible.
- Furthermore, we will establish **a manual of best practices as a mandatory requirement with all our Employees & Associates**.

Palladium Hotel Group is firmly committed to continue implementing these and other measures to ensure that our mutual customers can enjoy a pleasant vacation.

These guidelines are certified by external laboratories. It is the result of an exhaustive analysis prepared by a Task Force Team conformed by Executives & Associates of Palladium Hotel Group experienced in the hotel operations in the back/front-of-the-house areas and highly recognized by the industry for their years of expertise.

To ensure their compliance, the company has created the Palladium Hotel Group Global Customer Experience and Safety Council, which will be chaired by Raúl Benito, Group Chief Operating Officer, and composed of Chief Operating Officers, Commercial Directors, Quality Directors, and Food & Beverage Directors of all company brands and hotels in all countries, as well as independent technical advisers.

Through this committee, we will continue reviewing our processes, strengthen our internal and external auditing system, and uninterruptedly update all operating procedures and quality manuals to always prioritize the safety, health, and hygiene in our hotels.

Likewise, these protocols and standards will be subject to the measures established by the different governments of the countries where we operate, and we will adapt their implementation based on the regulations and legislation marked by these authorities.

On behalf of the entire Palladium Hotel Group team, we want to thank you for your invaluable support, collaboration, and commitment during this complicated time for everyone. Thanks to you we are celebrating our 50th anniversary; together we have helped so many travelers to enjoy unforgettable experiences in our hotels, and thanks to you we are fulfilling our mission of *turning guests into fans*.

We remain hopeful that this will all pass very soon, people will start traveling, and we will, once again, continue to make travelers from all over the world happy.

Sincerely,