



**GRUPO INMOBILIARIO
HOTELERO RESTAURANTERO REX**



CLEANING, SANITIZATION AND DISINFECTION PROTOCOL IN HOTELS AND RESTAURANTS.

TRYP

BY WYNDHAM

MEXICO CITY
WORLD TRADE CENTER

Calle Nueva York #154 Col. Nápoles, Benito Juárez CP
03810 CDMX

SUITES • BOUTIQUE



DAWAT

Hotel Tryp by Wyndham and Suites Boutique Dawat, we are committed to providing a safe and comfortable stay to all our guests, therefore we are taking additional measures to guarantee the highest standards of hygiene, sanitation and disinfection in accordance with the guidelines established by the WHO and the Federal and State Health Secretariat, and the international standards of Hotel Franchises and the recommendations of the hotel association and SECTUR.



Our Hotels

We follow strict cleaning and hygiene protocols without neglecting those that characterize the group's excellence in service and personalized service, so that you have the security and confidence that "IN GIHRR YOUR STAY IS SAFE" both for our guests, diners and collaborators Fuerza Dawat.



Reception, Check In and Check Out:

- ✓ Temperature Control to all people entering the establishment.
- ✓ Health questionnaire will be conducted for guests
- ✓ The use of mouth covers will be compulsory for all people including companions.
- ✓ There will be disinfecting mats with hypochlorite solution at the entrance of the establishment to ensure disinfection of the shoe sole.
- ✓ Maximum capacity in the lobby, to avoid crowds, as well as signs to maintain a healthy distance between people in the lobby.
- ✓ A protective screen is placed at the reception in addition to our collaborators using their personal protective equipment. (EPP).
- ✓ Constant disinfection of equipment for continuous use.
- ✓ Check In, Check Out and digital express billing through QR codes will be available for greater speed, efficiency and security.
- ✓ A deposit is provided for keys, pens, articles, which will be disinfected frequently.
- ✓ Daily sanitization is performed through nebulization of all areas, internal and external.
- ✓ Health station with sanitizing gel mouthpiece is placed important information.





Public areas:

- ✓ During their stay all our collaborators will use their personal protective equipment (PPE) on a mandatory basis.
- ✓ We have training our collaborators for the new standards of cleaning in public bathrooms, public areas and rooms.
- ✓ The use of the elevator will be of maximum use of 2 people per trip.
- ✓ A 70% alcohol based Antibacterial Gel dispenser has been placed on each floor for guest use.
- ✓ At the entrance of each guest to the establishment, a protection kit (Antibacterial Gel, Gloves and face shields) will be issued.
- ✓ Signs of healthy distance and recommendations of the secretary of health to prevent contagion in our public areas.
- ✓ Cleaning and hygiene efforts have been reinforced in the areas with the highest traffic, paying greater attention to the reception, lobby, doors, corridors, elevators, collaborative spaces and gymnasiums, with clear signage to respect healthy distances.
- ✓ Constant disinfection of door and elevator handles, knobs, rails, and buttons.

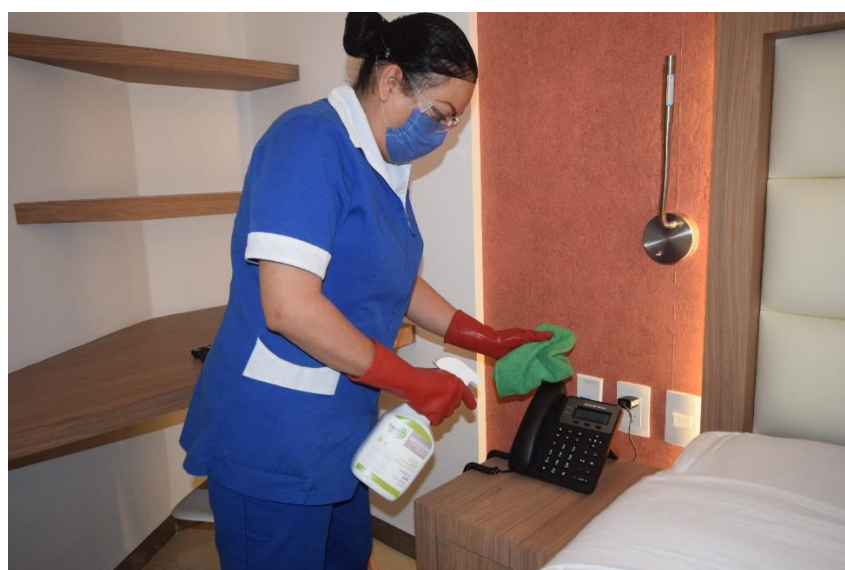


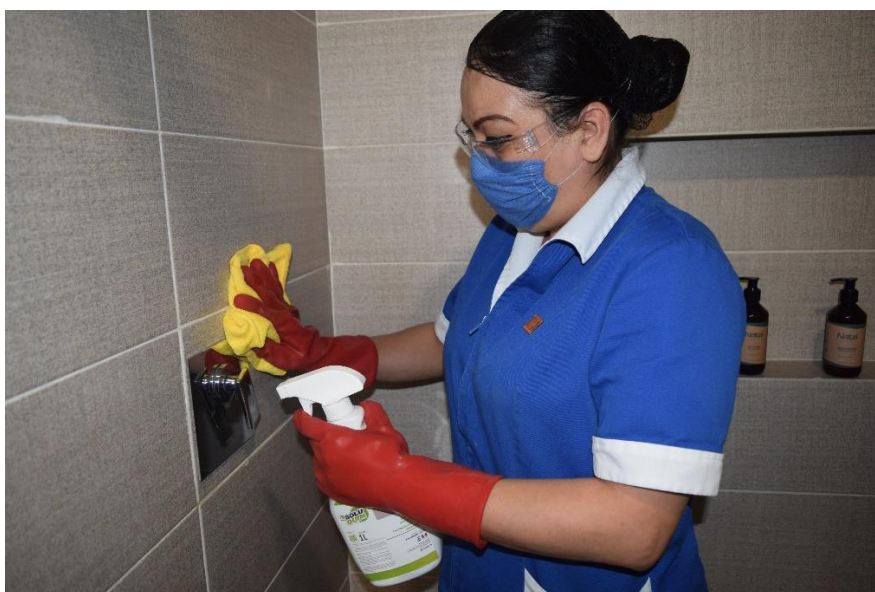


Bedrooms:

- ✓ The staff is fully equipped and trained to operate and sanitize the rooms, in accordance with the standards set by the Federal and State Health Authorities, international franchise standards, and SECTUR recommendations.
- ✓ We use disinfectant products approved by the EPA and by the Secretary of Health for the correct cleaning, sanitation, and high-level disinfection, which are guaranteed to eliminate viruses and bacteria.
- ✓ Cleaning procedures have been adjusted for each item in the room. In this same way, those extra essential decorations in the room have been removed.
- ✓ Daily sanitization and disinfection of switches, laundry knobs, shower and toilet, sheets in rooms, TV control, television, telephone, safety box, light contacts, iron and hooks inside the room.
- ✓ Disinfection of articles in the bathroom facilities, as well as the implementation of antibacterial gel.
- ✓ Daily cleaning and disinfection on floors and doors.
- ✓ Specialized protocols for all surfaces available in the room, windows, desks, mirrors, chairs, etc.
- ✓ We have a certified laundry service provider to eliminate 99% of viruses, bacteria in bedding, as well as bath towels.
- ✓ Special cleaning procedures for rooms that are occupied.
- ✓ Special cleaning procedures for rooms after Check out.









Dawat Breakfast

- ✓ We have high standards of selection and delivery of raw materials for the production of food and beverages.
- ✓ Hygiene protocols have been increased at the time of food preparation.
- ✓ Signaling of healthy distance between diners and employees.
- ✓ Food served to the table.
- ✓ The menus are digitally by means of a QR code.
- ✓ Our Collaborators will have their personal protection equipment on a mandatory basis when carrying out their tasks.
- ✓ Breakfast will be American and will be served from 6:30 am to 11:30 am.
- ✓ The capacity will be reduced by table 2 meters away.
- ✓ Disinfectant in each access to the consumption centers.
- ✓ The delivery drivers will not be allowed to bring food to the rooms, the guest will pick up their order at the reception to prevent outsiders from entering the hotel areas.
- ✓ Restaurants and kitchens are properly cleaned sanitized and disinfected several times a day with the highest chemical cleaning protocols approved by the EPA and by the Secretary of Health.





Collaborators and Suppliers

- ✓ Our collaborators in the hotels are trained with the protocols of prevention, hygiene, disinfection and sanitation with respect to the secretary of health, privileging healthy distance, hand washing, constant cleaning of spaces and work equipment, as well as the necessary supplies for your safety.
- ✓ Employees undergo medical examinations to guarantee their good health supervised by departmental managers and human resources.
- ✓ All areas have special stations for washing and disinfecting employees' hands.
- ✓ Every employee with a similar flu-like symptom will be sent home and receive medical attention.
- ✓ Employee access areas are cleaned and sanitized throughout the day, where the temperature of all employees is taken.
- ✓ All employees will wear face masks, masks and personal protective equipment.
- ✓ Providers are not allowed to enter except those essential under certain prevention rules.
- ✓ Employee uniforms are sanitized and disinfected.

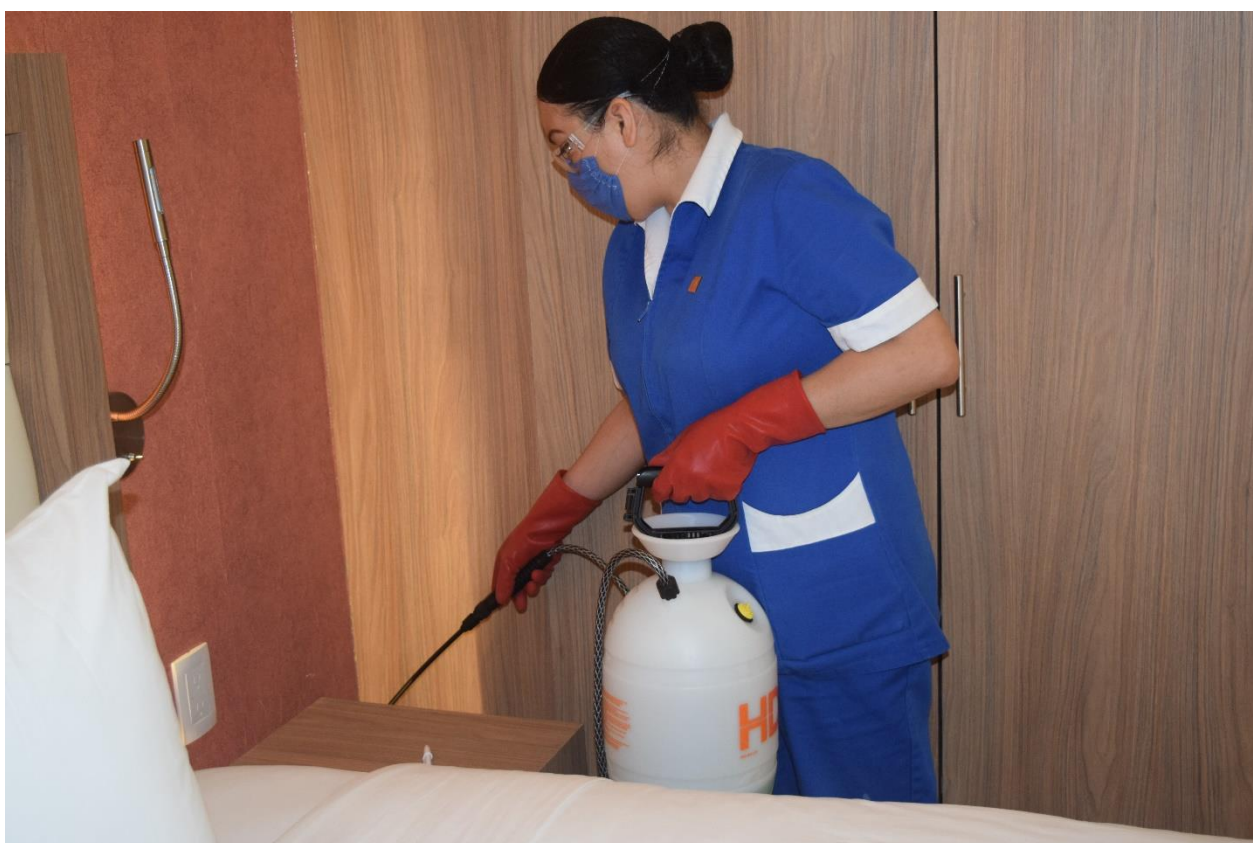




Action protocols for GUESTS WITH SYMPTOMS:

In the event that a guest requests medical attention for discomfort, with the referred symptoms or is a suspicious case:

- ✓ Due to health, prevention and liability issues with guests and hotel staff, in the event that a person who has not checked in and arrives with symptoms associated with COVID-19 and has a temperature higher than 37.5 degrees cannot be a Guest of the hotel, the recommendations will be made according to the Secretary of Health and SECTUR so that you can go to a health center.
- ✓ A guest at home with symptoms should be kept in isolation in their room to avoid possible infections.
- ✓ Help will be requested from 911, people specialized in the subject.
- ✓ In case the temperature is higher than the established one (37.5 °), in the prevention survey COVID-19, they are asked for the details of their clinic, insurance, or trusted doctor, where they should be channeled.
- ✓ In the event that the guest has to remain isolated in their room for no more than 48 hours for their due relocation to a health center of the client's choice.
- ✓ The diagnosis validated by the corresponding health authority will be requested.
- ✓ In the period that the guest is isolated, the cleaning in his room will not be elaborated and the supplies for his own hygiene and cleaning will be given.
- ✓ No one can enter or leave the designated area.
- ✓ At the end of your stay the room will be completely disinfected and sanitized by a company with the necessary certification so that it can be used again.





Reinventing ourselves to implement new cleaning and hygiene needs and guaranteeing the safety of our clients and our collaborators has become our priority, so with responsibility and dedication we have established these changes in our properties that we operate.

GIHRR will always be characterized by our excellence in service, trust, cleanliness and security in your rooms.



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¡Welcome!