

To our customers, guests and associates:

In preparation for the reopening of our Krystal® hotels and the brands we proudly operate among which we have Hilton, Hyatt and Marriott brands, we are doing everything necessary so that when you resume your business and pleasure trips, you can feel the highest confidence and trust in our very high Hygiene standards when choosing any of the hotels we manage.

We are proud to be the first Mexican hotel chain to announce a sanitary certification program under the name **Stay Safe&Clean**, based on compliance with strict hygiene and sanitization protocols, which will be audited and certified with the main objective for our guests to feel safe in our hotels.

Stay Safe&Clean is the result of a deep analysis of both national and international standards to define actions for cleaning and disinfecting of our hotels and all their facilities, which consists of:

1. **Protocols:** **Stay Safe&Clean**, is supported by standards and methods recommended by **Ecolab**, a world leader in water, hygiene and energy products & services to ensure clean and safe environments efficiently and sustainably.
2. **Procedures:** Through our partnership with **Ecolab**, we implemented additional cleaning and disinfection procedures before and during their operation of our properties. We will also carry out training required by local health authorities as well as include new procedures from the brands we work with.
3. **Certification:** To certify our **Stay Safe&Clean** program and after comparing various certifying companies, we have chosen **Cristal International Standards**, who provide services based on world-class models such as the Codex Alimentarius, HACCP-Hazard Analysis Critical Control Point Certification, WHO European Commission Health & Food Safety, and for being an active member and part of the panel of experts for ABTA tourism sector standards design.

Our certification and procedures will be covered in all areas of our hotels and will be continuously improved. We will also be adapting our model to new trends and best practices. We will be focusing on the following:



Rooms: A special procedure is performed for areas that have many touchpoints. These include deep cleaning and continuous disinfection of door handles, furniture, light switches, remote controls, plugs, and all bathroom accessories and other touchpoints.

Food and Beverages: Continuous cleaning and disinfection of 100% of the furniture, dishes, glassware, plates, menus, supplies, etc., as well as kitchen equipment and utensils. Differentiated treatment to food contact surfaces, as well as deep cleaning and disinfection in kitchens, warehouses, as well as the rest of the back of the house.

Public areas: Continuous cleaning and disinfection of, motor lobby's and all hotel access points, corridors, lobby's, reception's, gyms, swimming pools, meeting rooms, ballrooms, kids club's, gym, ice machines, elevator cabins & buttons, handrails, luggage bells, business centers and warehouses among others among other areas.

Employees: Specialized training for our associates, as well as continuous cleaning and disinfection of dedicated areas for them such as offices, dining rooms and bathrooms, among others. Use of disinfectant gel, face masks, gloves and constant hand washing, among others be it front- or back-line associates.

We are preparing and reinventing ourselves through these actions that reflect our commitment to our clients, business partners and associates, with the determination to meet and satisfy new expectations and demands arising from these situations to make your next trips very pleasant and care free experiences.

I am honored to have an outstanding team who participated in the creation of the **Stay Safe&Clean** certification, which is an important new component in the responsibility we have towards our guests, shareholders, associates and general public.

"Together we will discover new horizons"

Best regards,

Francisco Medina Elizalde
CEO Grupo Hotelero Santa Fe

**TOGETHER WE WILL AGAIN
SEE NEW HORIZONS**

Health and Hygiene Protocols



Santa Fe
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These protocols were defined by specialized companies such as Ecolab and Lysol, and international chains such as Hilton, Marriott, Hyatt and Accor. They further contain observations by Grupo Hotelero Santa Fe.

In addition to regular room cleaning, the following protocols will be mandatory as “Points of frequent guest contact:”

1. Doors and windows

- Safety locks and peepholes, door and window handles

2. Switches and electronic controls

- Light switches, TV remote control, and fan

3. Knobs and handles

- Furniture and closet handles, curtain pulls



4. Bathroom surfaces and accessories

- Sink, restroom fixtures, toilet, shower, tub, walls, waste basket, vanity mirror

5. Thermostats

6. Telephones, alarm clocks and audio devices

- Keypads, handset and pushbuttons

7. Bed and bedclothes

- All bedclothes including pillows, duvets and sheets

8. Bathroom amenities

- Amenities and dispensers, tissue boxes, soap dishes, tray and hair dryer

9. Hard surfaces

- Bureaus, lamps, tables, desks, chairs and armchairs, luggage holder



10. Items in closets

- Iron, ironing board, safe, hangers

11. Food and beverages station

- Minibar, refrigerator and tongs, snack basket, glassware and tray, coffee pot, room service menu

12. Tent cards and services directory

13. Accessories

- Floor lamps, waste baskets, coat rack

14. Terraces

- Railings and furniture



1. Clients' chairs must be six feet apart, and there may be no more than four clients within ten square meters
2. Eliminate printed menus and replace them with portable chalkboards and QR code to display a digital menu
3. Analyze placement of separator screens between tables
4. Buffets will only be set up when demand for food from the menu is exceeded, especially in all-inclusive hotels. These buffets will be set up using food portions, and kitchen personnel will deliver it properly protected (hair nets, masks, gloves, etc.)
5. Continually disinfect appliances that are frequently used, furniture, and items in the cafés, podiums, etc.
6. Wash and disinfect all china, utensils and glassware in the dishwasher, including anything that has not been used, but that might have been touched by clients
7. Use industrial processes to wash tablecloths and napkins, increasing the frequency with which tables are changed, or using paper tablecloths and napkins



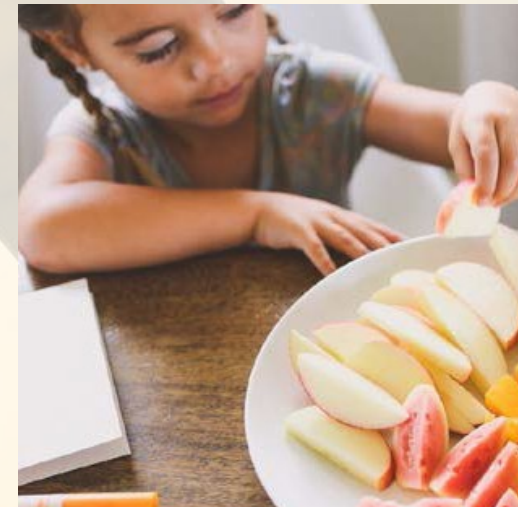
8. Install antibacterial gel dispensers at the entry of every restaurant, bar and café, etc.
9. Steam clean furniture with soft surfaces such as chairs, booths, sofas, etc.
10. Instruct the Room Service department to encourage clients to eat meals in their rooms. Products will be delivered hermetically, and the guest must uncover the plates
11. All beverages must be served at the table or come in a cup or glass covered with plastic wrap or a recyclable lid
12. Sterilized high chairs
13. Snacks around the pool or in the garden will all be in closed display cases, at proper temperatures, and served in closed single containers
14. Make commonly used table items such as napkin rings, salsa dishes and similar, available in individual portions



1. Disinfect main lobby, elevator lobbies, and floors every two hours; elevator buttons, door handles, banisters and similar every hour. Common bathrooms every hour; common or public telephones, every two hours
2. Keep ventilation constant in areas where it is viable
3. Periodically clean air intakes and do not allow dust to accumulate
4. Event or meeting rooms will be handled according to the protocol to be used for restaurants
5. Steam clean furniture with soft surfaces such as chairs, booths and sofas
6. Install anti-bacterial gel dispensers at the entry of each room
7. Cleaning will be focused on contact surfaces in public areas, public bathrooms, swimming pools, lobbies, benches, and any type of surface that clients and employees might touch
8. At pools, keep chlorine levels as high as possible within recommended and legal levels
9. At Reception, place separation lines on the floor, and removable plastic dividers between clients and employees
10. The towel drop for those who have taken a tour or been at the pool will go directly to the laundry



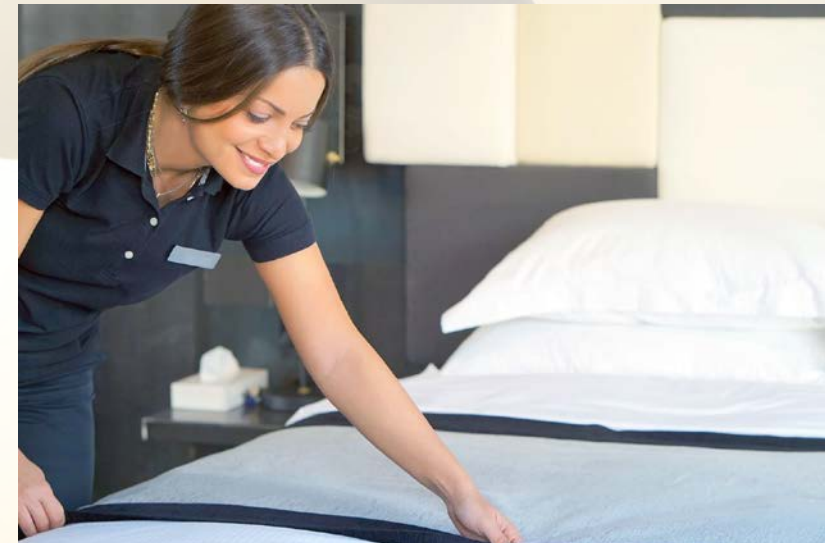
1. Disinfect all surfaces with bleach or another disinfectant, preferably for medical use
2. Clean every item daily (all games and toys, etc.)
3. Avoid physical contact between staff and children and adolescents
4. Perform 80% of activities outdoors when the weather allows



1. Separate laundry into laundry bins and carts to prevent cross contamination between room laundry and swimming pool towels
2. Bedclothes will be washed at 65°C for 10 minutes, or at 71°C for 7 minutes
3. Personnel who collect bedclothes must not shake it, but bag it separately and immediately take it to outgoing room laundry



1. Every employee must have a medical profile on file from the day they are hired
2. Greater separation between tables in the employees' dining room
3. Ventilate the employees' dining room and use disposable napkins and utensils
4. Several times a day, disinfect the machines that are used often, such as the coffee pot, beverage machines, etc.
5. Wash and disinfect all china, utensils and glassware in the dishwasher, including anything that has not been used but that might have been touched
6. Anti-bacterial gel dispenser at the personnel entry, locker room area, employee dining room, and employee services areas
7. Wash hands frequently for at least 20 seconds using soap and water or an alcoholic solution
8. Avoid exchanging objects between work companions, and if necessary, disinfect objects and hands
9. Unpack or disassemble merchandise with gloves, or upon finishing, wash hands or clean with anti-bacterial gel



1. Providers, tenants and agency representatives must comply with entry protocols (taking temperatures, use of anti-bacterial gel, and maintaining a safe distance)
2. Schedule provider visits
3. Immediately disinfect the exterior packaging of supplies. Wash fresh fruit and vegetables immediately, prior to storage
4. Avoid close contact and maintain a distance of more than two meters from providers
5. Anyone who enters our hotels must have their temperature taken
6. Provide a mat infused with a bleach solution at the provider entry



1. Provide client's with the spa's medical sheet and menu of services directly to the client
2. Have anti-bacterial gel dispenser at the entry of each area, for example: rooms where spa services are provided, showers, main entry, etc.
3. Use disposable items at the courtesy bar (napkins, cups, etc.). Snacks and fruit will be removed to prevent contact. Only fruit such as pears and apples will be allowed
4. Clothing used during spa services must immediately be placed in a separate bag, and not mixed in with items in storage
5. Anti-bacterial gel available for the guest in each room, tissue box, and an elegant presentation of portable tissues
6. Wet areas must have dry floors and towels, and will be constantly cleaned with adequate chemical products. Rooms and devices will be sanitized after each service
7. In the rooms where services are provided, the bedclothes must be changed after each service, including pads, and decorations or other items on the beds before each service will not be allowed
8. There will be plastic water bottles and bags in each locker
9. The showers will have shampoo, conditioner and bath gel presented as individual amenities. Wall dispensers are prohibited. In the changing area, the amenities must be individual: combs, razors, cotton balls, toothpaste, toothbrushes individually wrapped, mouthwash and plastic cups
10. Baskets with lids/covers for clients to drop their towels and robes
11. Area supervision/constant cleaning (no trash in trash cans, no dirty towels, no towels on the floor, etc.)

