

**OHCP** | Ocean Health  
Care Program



Ocean  
By H10 Hotels

## Ocean Health Care Program (OHCP)

Dear collaborators

At Ocean by H10 Hotels we have prepared a set of health and safety protocols based on the measures stipulated by the local, state and global health authorities for all tourism service operations to prevent the spread of COVID-19. For this reason, we created the Ocean Health Care Program (OHCP) designed to provide a safe, comfortable and healthy environment for all our guests and collaborators in all of our facilities.

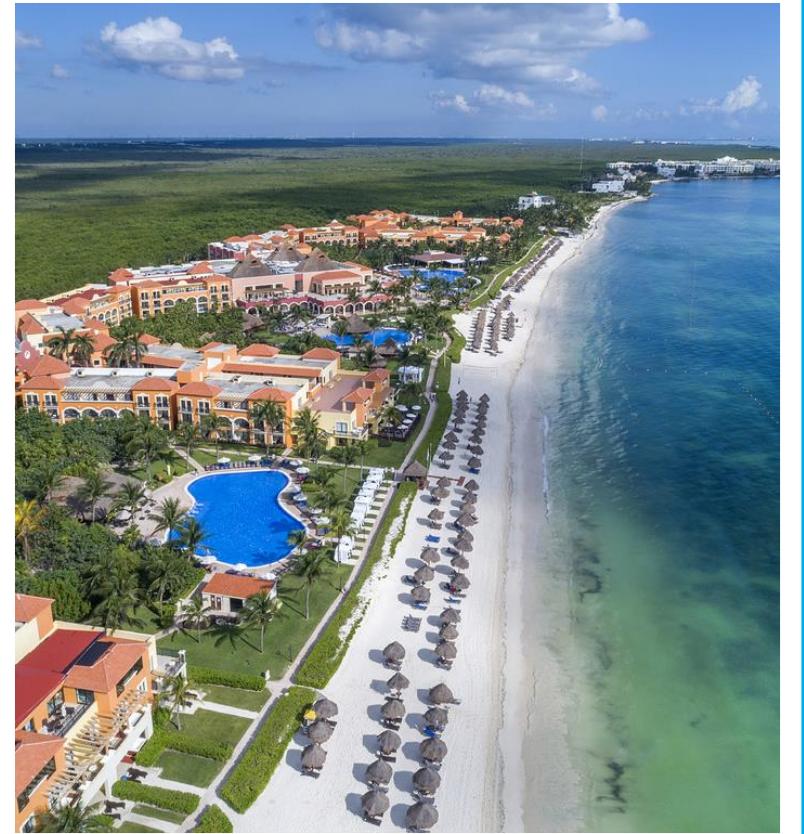
The OHCP outlines key procedures such as how to welcome guests in a safe way, methodical temperature controls, the sanitization of all facilities and areas, the use of personal protection equipment, as well as providing our guests with products for hand sanitization, masks and all the necessary information about COVID-19. Our protocols and procedure involve high standards of cleaning and sanitization for all guest and employee areas as well as a methodical system for registration and social distancing guidelines, following the recommendations of the local authorities and the World Health Organization.

Ocean by H10 Hotels stands by its commitment to the quality service and advanced hygiene standards at the forefront of safety and the protection of our guests. This involves a ongoing professional training for our staff which ensures us the best hygiene and protection protocols. Our commitment is to work hand in hand with you, to overcome the challenges that have arisen in this industry. Once international restrictions on passenger travels begin to be lifted, we will resume our operations with special focus on implementation of OHCP program in our everyday routine.

Please do not hesitate to contact me or an authorized member of the Ocean by H10 Hotels with any questions or for additional information.

*Sincerely*

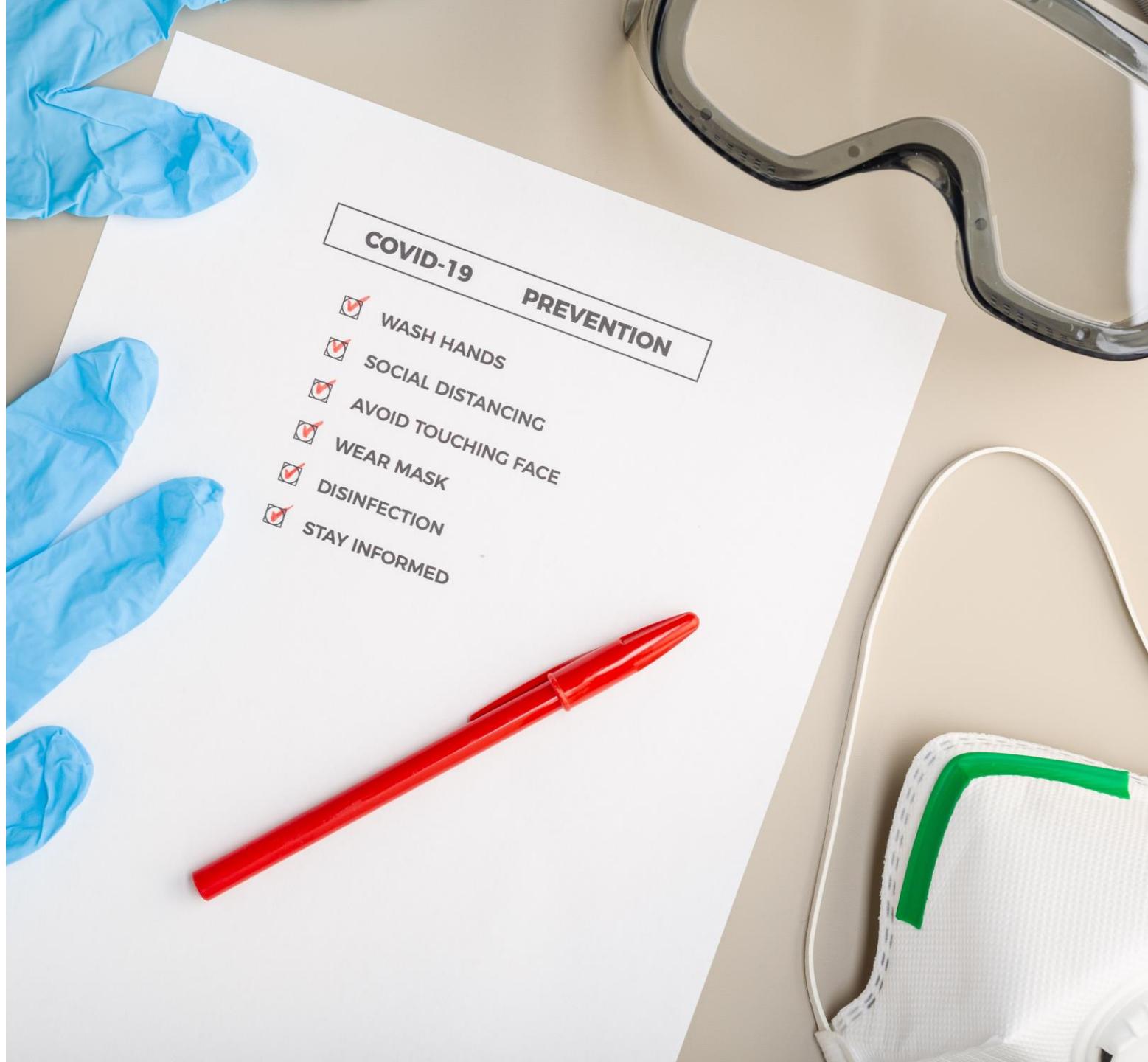
Juan Carlos Fernandez Friera  
VP Sales & Marketing  
Ocean by H10 Hotels



At **Ocean by H10** Hotels our program includes measures following the recommendations of local authorities and the World Health Organization to avoid the contagion and spread of COVID-19. Our protocols and procedures include high standards of cleaning and sanitization of guest and employee areas.

The health and safety of our guests and staff is our number one priority. To help you understand our new safety plan, we have outlined the protocols in the four main points:

1. Health and Hygiene
2. Social Distancing
3. Room Sanitation
4. Sanitization of Facilities



# Health and Hygiene



## Checking of Temperature

Our security team will perform regular temperature controls. Any person showing a temperature higher than 38°C will have to undergo a secondary control and adequate medical attention.

## Hand Sanitizer Dispensers

Numerous units have been placed different areas of the hotels, available to all our guests and employees, ranging from the entrances, reception, lobby areas, elevators and to all the public areas. In addition to that, the frequency of hand washing has been intensified as a general rule amongst all our employees and collaborators.

## Adequate Signage

Signs and reminders have been installed in all our hotels, including all the main recommendations for hygiene and safety to prevent the spread of COVID-19.

## Personal Protective Equipment

Upon arrival, all our guests will receive a personal protection and hygiene kit. Similarly following the local authorities and international regulations, all our staff will be equipped with the most appropriate protective equipment at all times.



# Social Distancing

## Preventive Social Distance

We will ensure that our guests maintain a physical distance of at least 2m in the public areas of the hotel at all times.

## Service Staff

Our employees have been instructed to follow the essential rules such as avoiding contact with their face, keeping a distance of 2m physically with guests and other collaborators.

## Meetings and Conventions

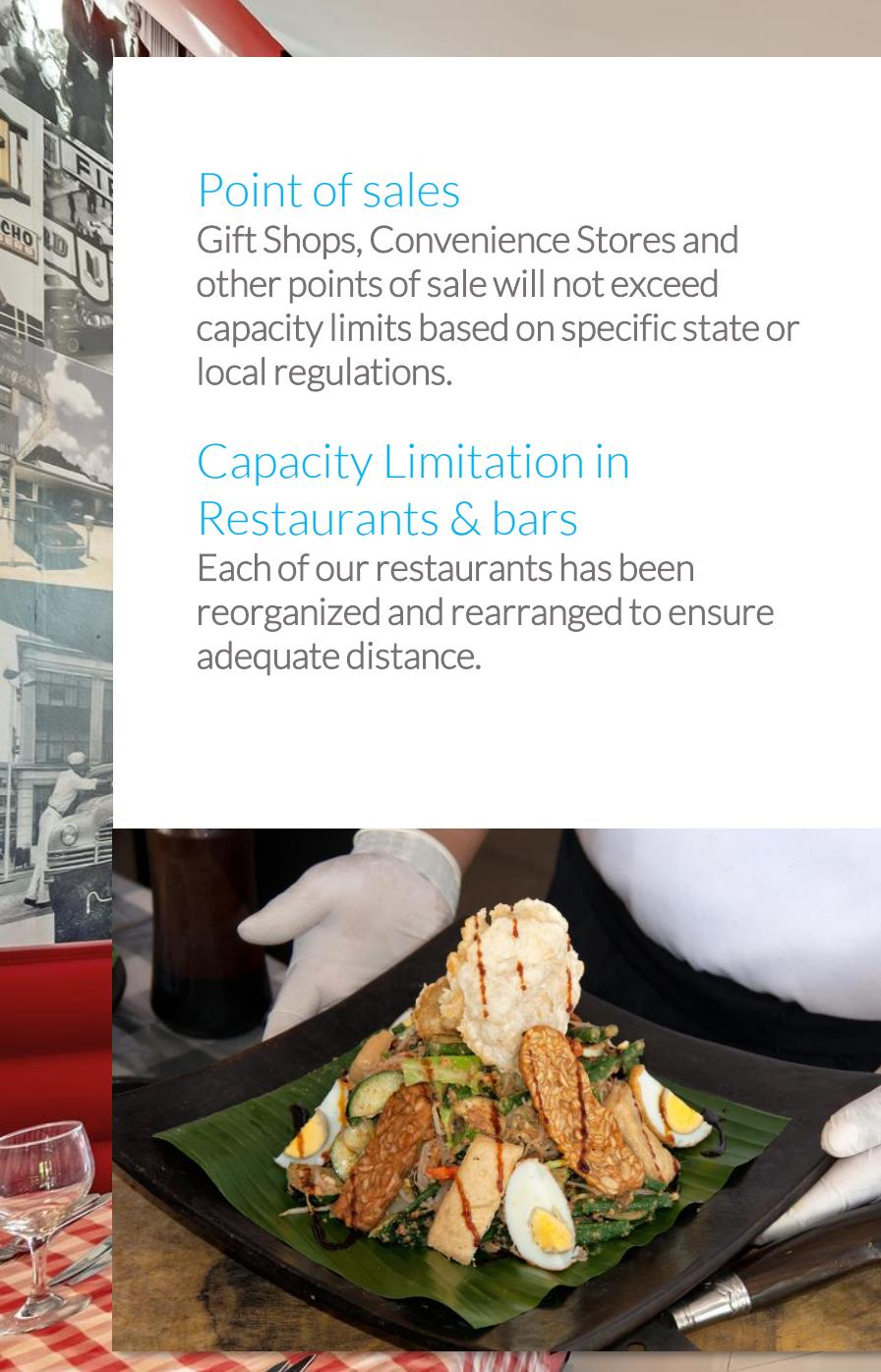
For the assembly of halls and banquets, the essential rules of distance will be followed. The service in style of the classic buffet has been replaced by other forms which offer higher security standards.

## Point of sales

Gift Shops, Convenience Stores and other points of sale will not exceed capacity limits based on specific state or local regulations.

## Capacity Limitation in Restaurants & bars

Each of our restaurants has been reorganized and rearranged to ensure adequate distance.





# Room Sanitation

## Deep Cleaning and Disinfection

All rooms will undergo a detailed cleaning process before being occupied by our clients. Every item in the room, such as bathrooms, door handles, TV controls, amenities, etc. will be rigorously disinfected. All sheets and linens will be changed and washed daily at high temperatures.

## Laundry

Clothing intended for washing will be placed in sanitary bags in the guests room to eliminate excess contact while being transported to the laundry.

## Air Filtration and Climate Control

We have intensified and increased the frequency of cleaning the air filters of the air conditioning system in each of our rooms to maximize the exchange of fresh air.

# Sanitization of Facilities

## Public Spaces and Common Areas

The frequency of cleaning and sanitization has increased in all public spaces and common areas, with an emphasis on surfaces of frequent contact such as in gyms, spas, beauty salons, teen's club, mini club, bowling alleys, etc.

## Pools

We have reviewed and reinforced the procedures and chemical treatments of all our pools and their corresponding areas. Likewise, all the lounge chairs are continuously sanitized and disinfected after each use.

## Beaches

New environmental health and quality controls have been implemented for greater comfort and safety in one of the most important areas of our resorts, respecting the ecology of our surroundings.





Our hotels use products and cleaning protocols that comply with the EPA (Environmental Protection Agency) and WHO (World Health Organization), which manages global health policies, guidelines and are approved for the effective use against viruses, bacteria and other pathogens.

# OHCP | Ocean Health Care Program

Ocean  
By H10 Hotels



World Health  
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The full document of OHCP program is available upon request