

# OUR COMMITMENTS

## Specific cleaning:

- All of our hot water tanks have been specifically cleaned by our maintenance service providers.
- All of our air conditioning filters have been specifically cleaned by our maintenance service providers.

Our cleaning procedures are in the process of being certified by an external body.

## Appoint one hygiene specialist per establishment, who will be in charge of:

- The proper application of the procedures put in place
- The training of the team
- The supply of equipment necessary for proper compliance with the procedures

## Adopt transparent and clear communication through:

- Explicit communication media installed in appropriate places to inform our customers
- The Hygiene Specialist available to answer any questions
- The procedures log available at the reception desk of each establishment
- The job sheets that can be referred to at the reception desk of each establishment.

## Adopt and implement procedures adapted to health constraints, these procedures include the following recommendations:

- Ensuring staff hygiene by setting up a control system upon the entry and exit of the staff
- Providing our customers with hand sanitizers and personal protective equipment for the reception staff
- Putting in place floor markings and signage to maintain safe distances between customers in waiting areas
- Enhancing the cleaning and disinfection of common areas and adapting them to the requirements and recommendations of the health authorities
- Reinforcing cleaning with certified cleaning products and disinfectants (Technical data sheets of the products used can be referred to on the spot)
- Supervising the retrieval of linen and sheets and offering personal protective equipment to the staff
- Respecting a standby time of at least 3 hours before retrieving the sheets and dirty linen in the rooms
- Respecting a 24-hour vacancy time between two reservations during periods when the establishment is not full.
- Adapting the opening of services and facilities (restaurants, spa, and swimming pools) to the sanitary requirements and decisions of the government
- Encouraging payment using contactless cards, disinfection of the PT keyboard after each transaction
- Always disinfecting the payment terminals
- Ensuring that employees, service providers and customers comply with the protective measures

These procedures can be obtained on request at the reception desk of each establishment so that our customers and teams can ensure at all times that the standards put in place guarantee their safety in the best possible conditions.

Provide our employees with training in procedures and ensure their daily application



Draw up job sheets for all departments and for each of the functions in place within its establishments:

- Welcome desk and Reception
- Room cleaning
- Cleaning of common areas
- Restaurants
- Kitchen
- Wellness area
- Technical

These job sheets can be obtained on request at the reception desk of each establishment, so that our customers and teams can ensure at any time that the actions and tasks carried out as part of our activity allow us to guarantee their safety under the best conditions.

To provide each of our customers at the time of booking, or on arrival at the hotel, with the procedures to be followed and implemented during their stay in our establishments:

- To comply with protective measures, maintaining safe distances at the reception using the ground markings
- To preferably pay using contactless or credit cards
- To use disposable tissues to be disposed of in the bins provided for this purpose
- To respect the markings in the restaurant in order to maintain safe distances (if the restaurant is operational)
- To open the windows of your rooms for ventilation when you leave
- To hand in your key at the reception in the space provided
- To opt for an online copy of the invoice

Adopt the procedures prescribed by the government and the authorities in case any of the employees or customers are suspected cases.

The procedures in case of suspected infection can also be obtained on request at the reception of our establishments.

Implement strict rules with suppliers to manage any receipt and storage of goods in the best possible conditions.

The procedures in place for the management of our deliveries with our suppliers can be obtained on request at the reception of our establishments.

The infographic features a central title 'CORONAVIRUS, POUR SE PROTÉGER ET PROTÉGER LES AUTRES' with a red underline. It includes six icons with corresponding text: 1. A hand with a red 'X' over it, with text 'Ne pas se serrer la main'. 2. Two people hugging with a red 'X' over it, with text 'Ne pas s'embrasser ni se faire d'accolade'. 3. Hands being washed under water, with text 'Se laver très régulièrement les mains'. 4. A person coughing into their elbow, with text 'Tousser ou éternuer dans son coude'. 5. A hand holding a tissue, with text 'Utiliser un mouchoir à usage unique et le jeter'. 6. A person wearing a face mask, with text 'SI VOUS ÊTES MALADE Porter un masque chirurgical jetable'. At the bottom left, there is a laptop icon and the text 'Vous avez des questions sur le coronavirus ? GOUVERNEMENT.FR/INFO-CORONAVIRUS'. At the bottom right, there is a phone icon and the text '0 800 130 000 (appel gratuit)'. Logos for 'REPUBLIQUE FRANÇAISE' and 'Santé publique France' are at the top.