

BENSAUDE HOTELS
- COLLECTION -
AZOREAN
HOSPITALITY
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BENSAUDE
HOTELS
COLLECTION®

BENSAUDE HOTELS COLLECTION
aims to create a safe, healthy, and welcoming
environment for its customers and team members

March 15, 2023

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1. SCOPE

This document was prepared to communicate the service standard and operational organization of the Bensaude Hotels Collection, emphasizing the safety and well-being of our customers and team members.

The Bensaude Hotels Collection always has prioritized principles with society in mind, implementing programs with high standards of quality and rigor in critical areas such as quality and food safety or preservation of the environment. Everyone's safety depends on the responsible way everyone participates in this action, so we have prepared our teams with training, equipment, and conditions to contribute to our clients' safety.

2. CONTINGENCY PLAN

Given the threat posed by crises, the Bensaude Hotels Collection implemented a contingency plan in all units to establish norms, procedures, and action and control measures to be activated to counteract these situations.

This plan aims to ensure the normal functioning of its operating structure in an emergency, ensuring all guests' comfort, safety, and well-being. It also serves as a tool for information, guidance, safety, and work for our team members.

This contingency plan was developed based on the guidelines from the Health General Department (DGS/DRS) and the best scientific evidence available.





3. FOOD QUALITY AND SAFETY

As part of their Accommodation and Restaurant activities, the Bensaude Hotels Collection has all its Hotels the HACCP Certification - *Codex Alimentarius* by SGS ICS, an internationally recognized company in certification services under various standards in the most varied branches of business.

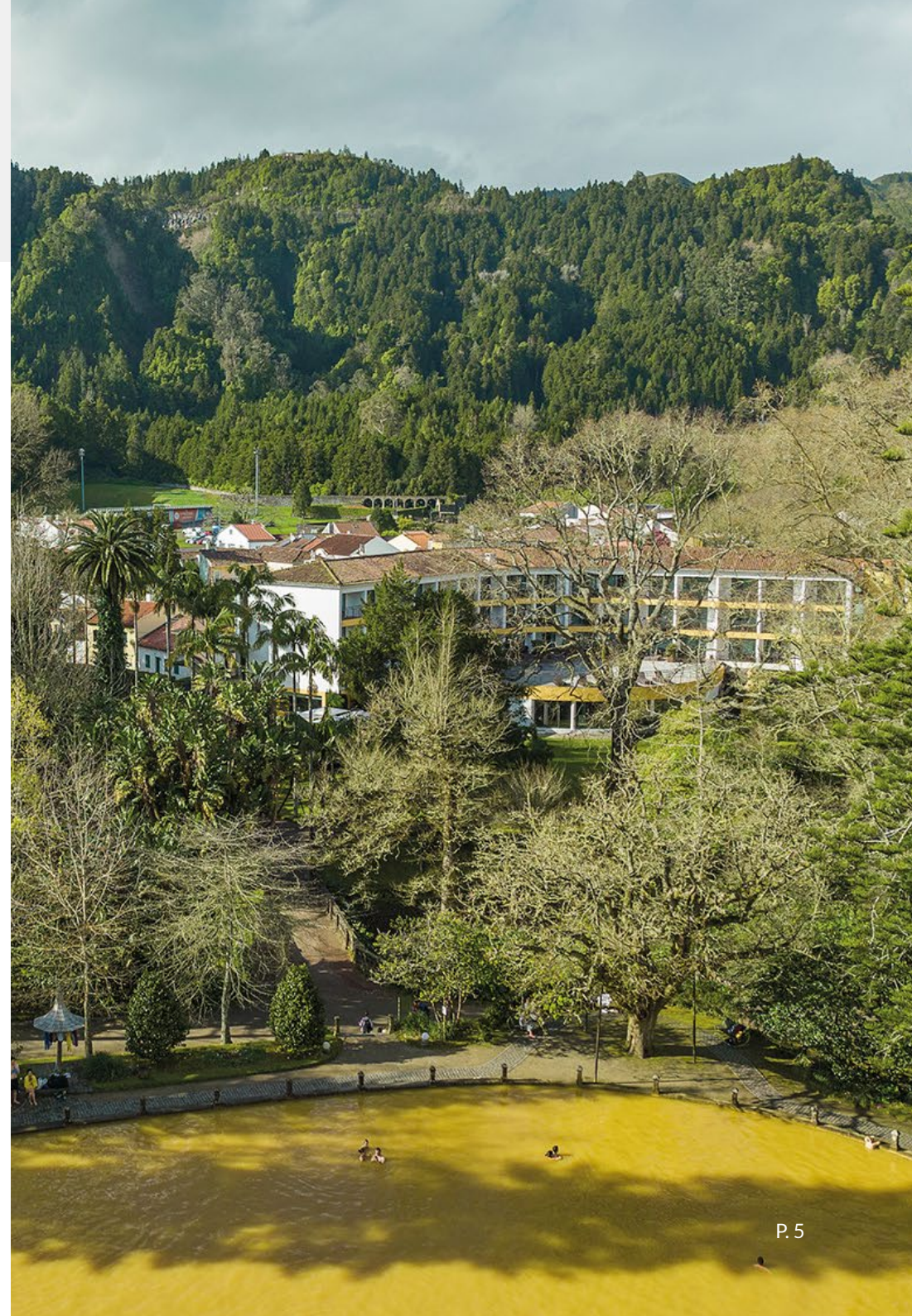
HACCP Certification is a system recognized and documented by the *Codex Alimentarius*, based on effective control of food safety at every stage, from primary production to the consumer. This Certification bears relevance for the Bensaude Hotels Collection, highlighting the commitment that its Hotel Units have to both food safety and customer satisfaction.



4. TRAVELIFE

The Bensaude Hotels Collection obtained the Travelife certification with the GOLD level in its 8 hotel units, reasserting itself as a pioneer in the Azores with this international certification.

Travelife is a certification explicitly developed for the tourism industry, recognized by the GSTC – Global Sustainable Tourism Council, which certifies companies committed to contributing to sustainable development socially, economically, and environmentally.



5. CLEANING AND SANITATION

All units have implemented a sanitation and disinfection protocol, with hygiene, disinfection, and infection prevention products.

Sanitation plans are updated frequently and follow the rules in force of the Regional Health Department and the General Health Department, and monitoring actions that ensure compliance with the procedures.

6. VENTILATION

We make sure there is adequate natural ventilation in all spaces. In mechanical ventilation systems, fresh air is supplied directly from the outside. Our maintenance teams periodically clean and disinfect all ventilation and air conditioning systems following the preventive procedures.



7. WELLNESS AND LEISURE

In our swimming pools, the water is treated, and the respective water quality records are duly maintained. All areas have signage with preventive measures that each guest must respect.



8. FEXTREME PHENOMENA, COLLECTIVE RISKS, AND INTERNATIONAL CONSTRAINTS

Raising the awareness of the units to the most varied phenomena, risks, or incidents is essential to promote a culture of prevention and preparation in terms of safety in the tourism sector and to convey greater security to customers and team members.

The Bensaude Hotels Collection takes the safety of its customers and team members very seriously, with its hotel units equipped and certified by the appropriate authorities in all matters related to public health and safety.

Our Hotels have a crisis management prevention and action plan, suitable for safe guidance if needed.

9. TEAM MEMBERS

As a final note, we will mention our team members. The Bensaude Hotels Collection team is prepared to help you with your safety and well-being. Training programs are essential for the development and knowledge of our team members. As such, many training and awareness activities focus on everyone's security and comply with the internal protocol regarding all safety situations.

Our team members are qualified to act in compliance with the procedures described in this document and have the health and safety of our customers as their priority.

*On behalf of the entire Bensaude Hotels Collection team,
we wish you a memorable stay!*

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