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PROCEDURES BENSAUDE HOTELS COLLECTION WITH CUSTOMERS AND TEAM MEMBERS

A safety approach for a healthy and welcoming environment

PURPOSE

This document was prepared to set forth the service procedures and operational organization of the Bensaude Hotels Collection (BHC,) with special emphasis on the safety and well-being of our team members and customers.

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

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1. CLIENT PROCEDURES

Team preparation and structure have been in place to create an environment of comfort and safety for our customers and team members. In each unit of the Bensaude Hotels Collection, there is a commitment to act as an agent of safety and public health.

1.1. Contingency Plan

In considering the threat posed by crisis situations, the Bensaude Hotels Collection implemented a contingency plan in all units, which establishes rules, procedures, action, and control measures to be implemented to counteract these situations. This plan aims to ensure the normal functioning of its operating structure in an emergency, ensuring comfort, safety, and well-being for customers, and serves as a tool for information, guidance, safety, and work for our team members

1.2. HACCP & Travelife

The Bensaude Hotels Collection prioritizes the supply of products with high standards of quality and food safety. Knowing the importance of complying with the requirements needed in this area, in the quality and safety of the products served to its customers, all hotel units have implemented a strict HACCP Food Safety Management System. As part of their Accommodation and Restaurant activities, they were awarded the HACCP Certification by SGS ICS (Société Générale de Surveillance), an internationally recognized company in certification services in accordance with various standards in the most varied branches of business.

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



2. PUBLIC HEALTH – PANDEMICS (COVID-19 AND OTHERS)

For pandemics such as COVID-19, a contingency plan was implemented for all employees, assigning a person in charge to be responsible for ensuring the correct monitoring and communication of the respective contingency plan. The contingency plan is updated frequently and in accordance with the rules in force of the Regional Health Department (DRS) and General Health Department (DGS) and according to the assessed level of risk.

2.1. Prevention

Adequate prevention and guidance measures to mitigate the risk of COVID-19 contagion are recommended for team members and customers:

- The use of a mask is dependent on the current health regulations, being advisable to use any time you feel the need;
- Maintain social distancing in areas with restricted or confined access such as elevators, for example, asking for everyone's understanding and support in order to ensure everyone's comfort;
- Wash hands safely, using soap and water (for at least 20 seconds), or use an alcohol-based antiseptic solution (SABA), with 70% alcohol;
- Maintain respiratory etiquette when coughing or sneezing into a flexed forearm or by using a tissue.

2.1.1. Prophylactic Isolation

Depending on the Region, as long as the law mandates prophylactic isolation, as a result of a positive test for COVID-19 or another requirement by the Local Public Health Authorities, it must be carried out in the room assigned to the customer. In this clinical condition, and within the scope of individual responsibility, the customer is prohibited to circulate in areas of the hotel incompatible with mask use, such as the restaurant, bar, swimming pools and Wellness areas. To help the “positive-tested” guest during their ailment, room service will be available under the regular conditions of use, as well as any necessary support within the scope and/or services of the hotel's team.



2.2. Prevention and Support Team

We have a qualified team to provide information and inform customers about the measures and solutions implemented in the prevention procedures of COVID-19 infection, and to certify that the measures set forth are in accordance with the guidelines of the DGS/DRS, as well as the internal procedures developed.

Customers who develop an acute respiratory cough (persistent), fever or dyspnea (difficulty breathing) are considered suspected cases of COVID-19. In this case, the customer should contact the Health Line

- Azores (808 24 60 24); Lisbon (808 24 24 24) - for assistance and specialized information.

2.3. 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 in accordance with the rules in force of the Regional Health Department and the DGS, and monitoring actions that ensure compliance with the procedures.



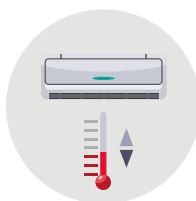
2.4. Quality, Hygiene, and Safety

The Bensaude Hotels Collection has a strict control program when it comes to quality, hygiene, and food safety, in compliance with current legislation, as well as the HACCP - Codex Alimentarius Certification implemented in its Hotel units. This extends to the hygiene requirements implemented, namely in the maintenance of hygiene plans and records, which show the procedures' implementation in the most diverse areas of the hotel, having the safety of its customers as a priority.



2.5. Ventilation

We make sure there is adequate natural ventilation in all spaces, and in mechanical ventilation systems, fresh air is supplied directly from the outside. Our maintenance



teams periodically clean and disinfect, in accordance with the preventive procedures set forth, all ventilation and air conditioning systems.

2.6. Bookings

Our website is the recommended way to make a reservation in our hotels. We guarantee the best booking conditions, and the detailed information is updated in our system, which will ease the check-in process, reducing waiting or interaction time, with the information entered online.

Download our APP for greater ease in obtaining information.



2.7. Wellness & Leisure

In the swimming pools, the water is treated, and the respective water quality records are duly maintained. All areas have signage with preventive measures that must be respected by the guests.

In the gyms, we provide products in the space so that each guest can disinfect the equipment before and after use. The guest must disinfect their hands at the entrance and exit of the area and respect the access control procedure to this area whenever applicable.



2.8. Restaurants

All surfaces such as tables, chairs, portable credit card readers and the like, are disinfected between customers. To minimize close contact between people, we enforce measures adjusted to the level of security in force, with entry control to monitor the number of people in the same space, separate people entering and leaving, and circulation guidance.

Whenever necessary, we set forth specific service hours or even by appointment, so that it is possible to serve all customers safely.

We provide the menu in digital format, and the customer can consult it through QRCode.



accomplish their tasks in a methodical and assessed way in three distinct areas and the respective equipment for use (terrace or balcony, bedroom, and bathroom).

We change bed linen and towels if the customer requests it. For all new guests, a total overhaul of all linen is guaranteed, as well as airing the room.

Directories and information can be consulted digitally.

2.9. Room Service / Minibar

All requests can be made through the app or by dialing the number in the information booklet.



2.10. Rooms – Housekeeping

The cleaning and sanitation are carried out daily and focus on the critical points of greatest contact in the room, disinfected with specific cleaning products and equipment to avoid contamination between dry and wet areas.

When entering the room to proceed with the cleaning service, the team is equipped with the appropriate personal protective equipment, support equipment and selected products. They evaluate the room and prepare to



3. EXTREME 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 industry, in order to convey greater safety to customers and team members.

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

There is a crisis prevention and action plan in all hotels, for safe guidance in case of need.

4. TEAM MEMBERS

The Bensaude Hotels Collection team is prepared to contribute to your safety and well-being.

Training programs are essential for the development and knowledge of the teams. Thus, many training and awareness activities were focused on the total safety of everyone, always complying with the internal protocol regarding all safety situations.

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



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