



**BIOSAFETY PROGRAM
FOR CUSTOMER CARE**

For Movich Hotels your health and safety is the priority. For this reason we have created the SAFE GUEST program which implements biosecurity protocols for customer care. These protocols meet the hygiene, disinfection and prevention requirements demanded by the National Government, which aiming to minimize the risk of COVID-19 contagion, making our facilities bio-safe spaces.

This program has been implemented throughout the service chain, protecting all our clients (guests, visitors, collaborators and suppliers) in all our facilities.

The new protocols don't alter our tradition of hospitality and service and look for you peacefulness during your stay.



Thank you for always trusting us
MOVICH, MORE THAN EVER, YOUR HOME AWAY FROM HOME

BOGOTÁ

CARTAGENA

MEDELLÍN

CALI

PEREIRA

BARRANQUILLA

CERTIFICATIONS FOR YOUR SAFETY

These certifications recognize the protocols implemented in our SAFE GUEST program as correctly implemented protocols, making our properties 100% biosafety hotels, which will offer the best care and service, guaranteeing compliance with protocols and procedures.



Bureau Veritas recognizes good practices and compliance with the highest biosafety standards, guaranteeing the implementation of established protocols for the prevention of COVID-19.

BIOSAFETY PROGRAM FOR CUSTOMER CARE





OUR PARTNERS

- We constantly train our co-workers on security, hygiene and disinfection issues.
- We take temperature for our co-workers in all the entrances to the hotel.
- We disinfect shoes and personal items.
- We restructure work shifts.
- We wash and disinfect their uniforms once finished each shift.
- We guarantee the use of uniforms only within the facilities.
- We demand constant hand washing (every 60 minutes) and the use of antibacterial gel.
- We impement measures for the correct and constant use of personal protection elements.
- We reinforce the correct use of personal protection elements outside the facilities.
- We encourage employees to stay home if they have symptoms.



DISINFECTION AND PREVENTION

- Disinfection of footwear, personal items and luggage before our visitors goes inside the Hotel.
- We disinfect luggage with a sprayer.
- Each of our guests will receive a protection kit.
- We implement partitions in our receptions.
- We remove and / or relocate decorative accessories.
- We minimize the use of paper and digitize the information that you may require during your visit, facilitating your access.
- We disinfect rooms, environments and spaces through thermonebulization.
- We use disinfectants accredited by the Colombian authorities.



QUALITY AND HYGIENE PROCESSES

- We deeply disinfect rooms with sanitizing textiles, furniture, curtains and rugs.
- We have improved cleaning protocols to constantly disinfect common areas and high contact surfaces.
- We implement maintenance and disinfection protocols for air conditioning systems.
- We redesigned our breakfast and room service.
- We replace self-service buffets with a variety of non-contact food.
- We reinforce food safety and food service practices.
- We implement cleaning and disinfection protocols for vehicles (Shuttle and special transportation)
- We give safe use to chemical products.



SUPPLIERS QUALITY AND HYGIENE PROCESSES

- We reschedule delivery shifts to avoid crowds.
- We disinfect the delivered merchandise before receiving it directly with different processes depending on the input.
- We delimit the spaces in which providers can be.
- We restrict the entrance to visitors to the administrative areas of the hotel.
- We respect the social distance of 2m.
- We take the temperature of all input suppliers that visit the facilities.
- We demand the use of face masks, hand washing and shoe disinfection.



CONTROL MEASURES

- We install an unattended terminal(self-management) per hotel in the main entrance of each property, which reads IDs and / or passports, takes the temperature and takes a photo of the people entering the hotel, generating reports and alerts in case of registering a temperature above 38 °C.
- We promote constant hand washing (every 60 minutes)
- We provide antibacterial gel in public areas (elevators, hallways, restaurants, etc).
- We reinforce the signage in all our spaces.
- We signal and respect the imposed social distance (2 meters) in all common areas.
- We promote the correct and constant use of personal protection elements.
- We reinforce internal audits to ensure compliance with protocols.
- We have spaces for the isolation of people with symptoms of Covid-19.

All of our guests and visitors must comply with these protocols ensuring the proper welfare and team members.



CAPACITY & SERVICES

- We limit the maximum capacities in our spaces.
- We will adjust to your needs, according to the regulations by the National Government.
- We modify the rules for the correct use of our spaces.
- We signal norms and maintain social distancing.
- We minimize the use of paper by digitizing information and facilitating its access.



CAPACITY & SERVICES FOR EVENTS

- We reduce the capacity of our event rooms, complying with social distancing protocols.
- We implement single-use biodegradable utensils and low-contact beverage dispensing systems at coffee stations.
- We eliminate the buffet options and the food service will always be at the table.
- We demand the use of the mask and disinfection of footwear before admission as well as the constant washing of hands.
- During the event we carry out permanent disinfection in bathrooms and high contact areas.
- We disinfect event rooms during and at the end of each event.
- We disinfect and / or change audiovisual equipment at the time of use.



PARKING SERVICE

- We dispense with the valet parking service or assisted parking for visitors.
- We eliminate contact with visitor objects.
- We disinfect the vehicle's tires.
- We only allow the driver to enter the parking lot, taking their temperature and registering their entry.
- We ask visitors to park their vehicles at a distance one vehicle in between.
- We carry out routine security checks at the entrance and exit of each vehicle.
- We inform and respect the distance of 2 meters between people as well as the use of face masks during the visit.

CARE AND RESPECT

OUR CARE IS YOUR PROTECTION



Allow disinfection of your shoes and luggage



Allow temperature test



Make use of the antibacterial gel and wash your hands constantly



Always wear a mask



Ensure social distancing



Respect the safety signage



Meet the requirements established with maximum capacities



Report your symptoms on time



Follow the recommendations of our staff

All of our guests and visitors must comply with these protocols ensuring the proper welfare and team members. We will have spaces and rooms to quarantine in case we have a guest with symptoms and a confirmed reservation and team members.