

# Reopening Protocol

PRINCIPADO | DOWNTOWN  
B U E N O S   A I R E S   H O T E L



Claudio Kalataluk  
Gerente General



MAURICIO J. MILOVICH  
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COPIME 12126 - REG. 471  
CIPBA 55145 - OPDS 5090

We are grateful for the trust that our companies and passengers have shown us over the years. We want you to understand what we are doing today and planning for the near future in the areas of cleanliness, hygiene and social distancing so that when you return to our Hotel you will know our commitment to your health and safety.

That is why the first step was to develop this biosafety protocol for the different areas of the Hotel under the strictest standards endorsed by the Ministry of Tourism of the Nation in conjunction with the Government of the City of Buenos Aires.

All this with a single clear objective.... "To welcome you back to your home"

## ***Protocol Objectives***

Mainly guaranteeing the continuity of the Hotel's activity and rebuilding the confidence of our passengers.

Control and prevent the spread of the virus.

Provide the mandatory measures and general recommendations to guarantee people's health.

Accompany the social measures that the authorities recommend or establish.



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# Recommendations



test your temperature before you travel



if you have any COVID19 symptoms inform staff immediately



use a mask and respect the safety distance



always disinfect your hands with alcohol gel when entering and leaving the hotel



cough or sneeze into your elbow or handkerchief



do not share objects with staff or other hotel guests



pay with contactless whenever possible, we cannot take cash



reserve your breakfast time slot the day before



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# Hotel Staff

- Carry out a control of the employee both upon entry and exit. If your temperature is more than 37.2 °C you cannot enter, if it exceeds 37.5 °C the protocol is activated.
- At the reopening of the Hotel, an Affidavit on the health status of the employees will be completed.
- When signing clean immediately with alcohol.
- Hygiene station for disinfection prior to carrying out your daily task and once it is finished.
- In common areas, the maximum distance required according to the surface will be respected.
- We will provide the necessary protection elements (PPE) for each area where the employee develops (face mask, camisole, gloves, shoe covers, acrylic screens, proximity thermometer, gel alcohol, 70% alcohol etc)
- When interacting with colleagues, always maintain the mandatory distance (2.00 meters) between people.
- Adapt the different fundamental tasks of the establishment based on rotating work shifts, provision of breaks, etc., to guarantee the simultaneous coexistence of people in the same physical space, respecting the minimum interpersonal distance required.



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- All people who carry out tasks in the establishment must wash their hands frequently and obligatorily:

- > Upon arrival at the workplace.

- > Before and after handling garbage or waste.

- > Before and after eating, handle food.

- > After having touched public surfaces: counters, handrails, doorknobs, railings, etc.

- > After handling money, keys, etc.

- > After coughing, sneezing, or blowing your nose.

- The uniforms should be washed more frequently, preferably inside



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# Guests

- Send questionnaire about Covid-19 and Affidavit to be completed by the Guest upon arrival.
- They must circulate through the Hotel always with a chinstrap or mask.
- Inform when making the reservation of the new entry and exit times of the Rooms.
- To inform the guests about the Hotel's protocol preferably through electronic channels.
- Implement an online Check In system prior to arrival at the Hotel.
- Implement an electronic payment system.



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# Lobby

- Reduce traffic / reduction of resting places.
- The Lobby will be redistributed to achieve the social distancing recommended by the authorities.
- Access to the elevators for one or maximum capacity in a family group.
- Offer alcohol gel in all common spaces and guarantee the provision of water, soap and disposable towels in toilets, ensuring their replacement.
- Maximum disinfection of the public area and elevators in short periods of time.
- Place transparent protective plastic on the elements that are most manipulated and replace them when they are damaged.
- Place posters with indications and official prevention information.



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# Front Desk

- Check In online / without Valet Parking service / without Porter service to the room.
- Use of remote thermometer / Hygiene stations / face protection for all Front staff.
- Acrylic screens / required distance indicator lines on floor.
- Space for disinfection of suitcases.
- Urn to deposit and subsequent disinfection of the magnetic keys in the out.
- Cleaning of all elements of the front at each shift change with gel alcohol and 70% solution.
- Have telephone numbers of health centers, emergencies, hospitals in the area and health information.

## NECESSARY PPE: Chinstrap or mask



A handwritten signature in black ink, appearing to be 'M. Milovich'.

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# Rooms

- Personnel with the necessary protection (mask, shirt, gloves)
- Minimalist design / basic decor.
- Remote control in plastic bag.
- No minibar / no books or guides only with QR code.
- Mattresses with covers / pillows with protective covers.
- Do not shake the clothes to wash.
- It is recommended that bedding and personal hygiene be washed mechanically in full wash cycles with water at 60-90°C. In case of washing with cold water, it must be ensured that it then goes through the appropriate temperature.
- Sort dirty clothes outside the rooms.
- Greater disinfection after the out / longer period between the out and the next in (doorknobs, telephones, tv controls etc)
- It is recommended to have waste bins with a non-manually operated lid.
- The extra blanket and / or pillow must be kept in closed bags.
- During cleaning routines avoid possible risks of contamination crossed between different rooms by the use of the same materials without prior disinfection.
- Use single-step cleaners and quaternary ammonium on foam for electronic equipment.
- When the guest leaves the room for good, remove all cleaning supplies and disposing of them: toilet paper rolls, toilet bags waste, among others.

**NECESSARY PPE: Chinstrap or mask / gloves / camisole / Shoe covers**



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# Restaurant

- At breakfast, room service or Take Away will be provided, prioritizing the least possible contact with the guest.
- Breakfast will be organized with shifts so that it is available at the agreed time.
- Mandatory distance between the tables (from back to back at least 1.5 meters) / assembled them only when the guest arrives. (when the Government of the City of Buenos Aires authorizes it)
- Laminated menu card.
- Do not place tablecloths (only placemats), paper napkins.
- Offer Guests a 70% solution or alcohol gel upon entering the breakfast room.
- Offer closed drinks in bottles or cans.
- Provide the service with establishment personnel, avoiding self-service food.
- If the Guests want to take away they must go down to the breakfast room with their chinstrap or mask.
- The time of stay of each client will be limited, in order to fulfill the service to all guests.

**NECESSARY PPE: Chinstrap or mask and gloves.**



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# ***Kitchen***

- Compliance with current provisions in manip. food.
- Organize work to limit the number of workers in the area.
- Clean and disinfect surfaces and equipment to be used, at the beginning of the tasks and at the end with gel alcohol and 70% solution.
- Gel alcohol and alarm for staff to sanitize themselves in time periods.
- Clean and disinfect the facilities several times a day.
- Cook food above 70°C and maintain a cold chain.
- Wash the dishes with detergent and hot water. Then disinfect with 70% alcohol.
- Rinse fruits and vegetables with water to remove dirt / they can be disinfected by immersing them in water with approximately 1.5 ml half a teaspoon of bleach per liter of water, leaving to act for 20 min.

**NECESSARY PPE: Chinstrap or mask and gloves**



# ***Maintenance***

- Carry out and record maintenance tasks on facilities and equipment.
- Check daily the operation and hygiene of soap dispensers, disinfectant gel, disposable paper, etc., proceeding to repair or replace any equipment that is faulty.
- Check the air conditioning system and especially the filter cleaning
- Identify and mark places for the disposal of waste.
- Every time the waste is removed, use gloves (preferably disposable) and respiratory protection (chinstrap).
- Clean and disinfect waste tanks.

**NECESSARY PPE: Chinstrap or mask and gloves**



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# Offices

- Meetings with suppliers etc. must be virtually through the appropriate channels.
- The recommended distance between workers will be maintained according to the surface.
- In confined places place a screen on the edge of the desk.
- Entering the office with the necessary protection for this case will have a mask.
- Maintain personal hygiene and work implements periodically during the day using alcohol gel.
- Do not circulate unnecessarily in all areas of the Hotel.

**NECESSARY PPE: Chinstrap or mask and gloves**



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# Events Room

- Open doors.
- Hygiene stations.
- Distance between tables.
- In any type of assembly there must be a smaller number of participants and the mandatory distance established between them must be respected.
- Few tactile materials and if necessary use the disinfection elements between events.
- The coffee food must be packaged.
- Extreme disinfection at the end of the day



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# Gym

- They recommend not opening it in the first phase.
- Mandatory distance between machines.
- Hygiene Stations.
- Reduced number of people (signpost).
- Shifts can be arranged to disinfect each other.



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# Supplies

- Masks / chinstrap / latex gloves / Camisolin / Shoe covers (depends on the task).
- Infrared thermometer.
- Alcohol Gel / Alcohol 70% (spray).
- Dispensers.
- Sanitizing Carpet.
- Acrylic partitions.
- Films for keypads in general.
- Nylon bags for remote control.



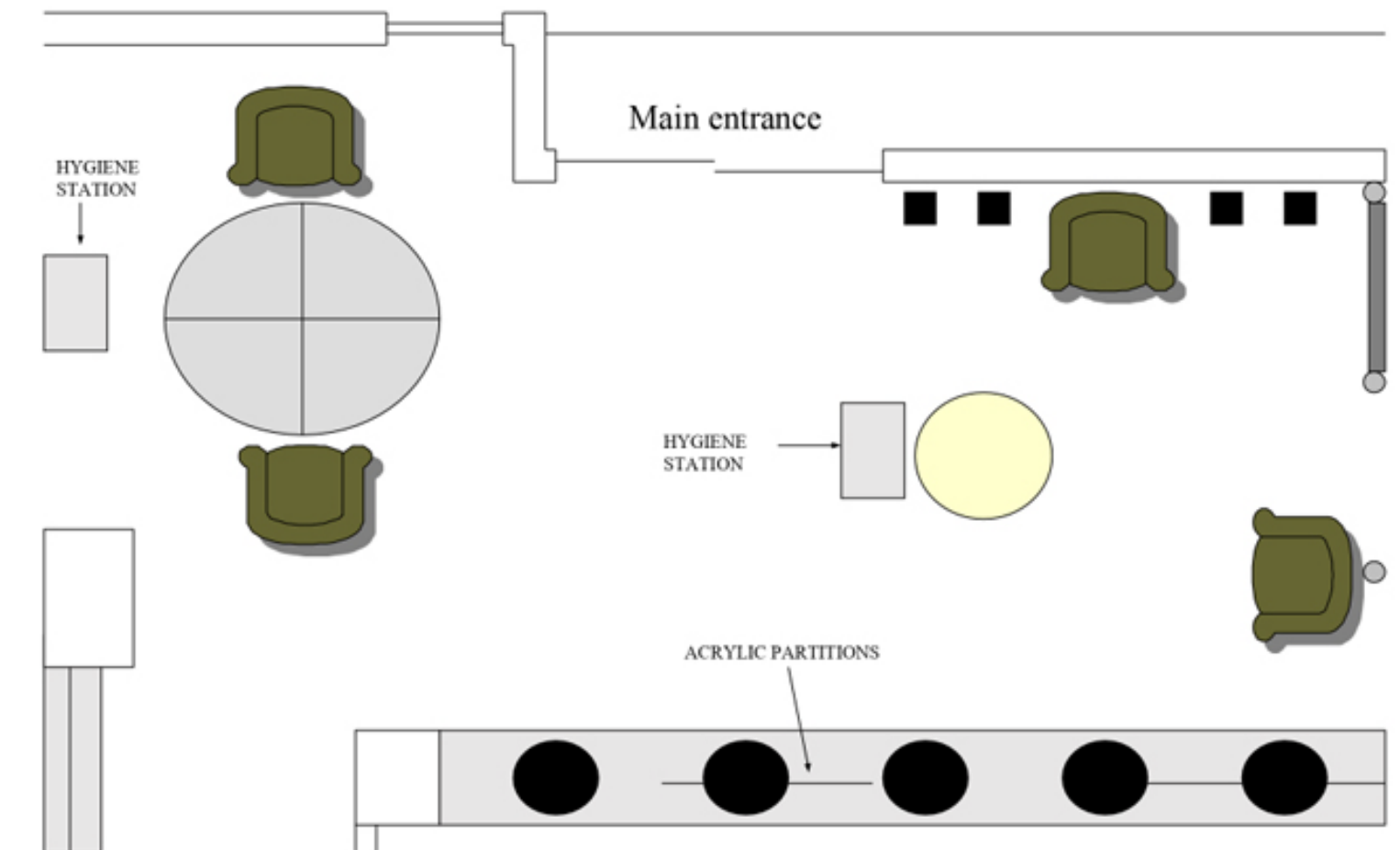
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# LOBBY 1



# LOBBY 2

