

### 1. OBJECTIVE

To define the promotion, prevention, application and guidelines activities related to COVID -19 taking into account the national territory.

### 2. SCOPE

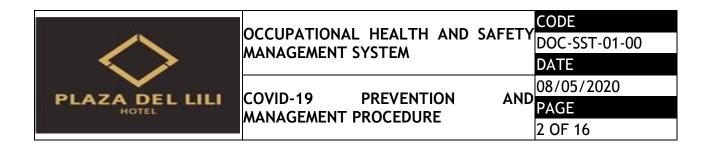
This procedure applies to all the staff of HOTEL PLAZA DEL LILI S.A.S, and other staff involved in our activities.

### 3. RESPONSIBILITIES

The responsibility for implementing this biosafety protocol lies with the legal representative, and its proper functioning will depend on all levels of the organization and other personnel involved in its operation.

### **MANAGEMENT**

- Define, sign and disseminate this Biosecurity Protocol through a written document.
- Manage any incidents that occur in the organization and, among others, should take into account the following aspects:
- Assign, document and communicate specific responsibilities for our Biosecurity Protocol.
- To have sufficient economic, material, human and strategic resources to develop all prevention measures recommended by the Ministry of Health and Social Protection (Ministerio de Salud y Protección Social) during health emergencies and contained in Resolution 666 of 2020 during any activity in order to avoid the spread of COVID-19 to our working population during the rendering of their services
- Plan which personnel will participate in the operation, distribute tasks and activities, and assign working groups.
- Ensure that all direct employees, contractors, suppliers and customers are properly trained in the prevention and biosafety measures of Covid 19.
- Ensure that all materials and chemical products necessary for the disinfection and hand washing procedures are available upon entry and exit of permanent staff, contractors, suppliers and customers.
- Provide appropriate personal protective equipment (PPE) for the prevention of COVID-19.



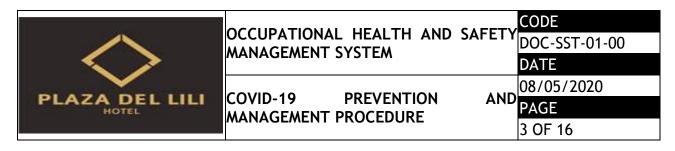
### Occupational Health and Safety Professional/ Administrator

- Develop complementary protocols to monitor the health status of workers and to act upon suspicions of possible contagion.
- Supervise that the company's workers comply with the protocols defined by our company.
- Ensure that all necessary hygiene and distance measures are observed at the beginning, during and at the end of the work day, including transfers.
- Generate flexible schedules and organization of the same to avoid massive contact by workers during trips and attention in the services.
- Carrying out daily checks on temperature taking at the beginning and end
  of the working day, using laser thermometers.
- Report suspected cases of COVID-19 to the competent authorities, such as district, departmental and municipal health departments.
- To provide workers with personal protection elements (PPE) to be used for the fulfilment of the work activities they carry out.

### Workers

- Knowing and being clear about this Biosecurity Protocol.
- Attend to and comply with the biosafety instructions issued by Safety and Health inside and outside the company.
- Use of assigned Personal Protection items at all times during work time and transfers.
- Notify daily conditions and symptomatology regarding COVID-19.
- Perform the proper use, care and disposal of personal protective equipment (PPE).

For the above HOTEL PLAZA DEL LILI S.A.S will define the procedures and actions taken within our company considering the current legal guidelines against the COVID -19 pandemic in Colombian territory.



### 4. LEGAL REQUIREMENTS

- Resolution 385 of 12 March 2020 "Declaring a health emergency due to the coronavirus COVID-19 and adopting measures to deal with the virus.
- External Circular 012 of March 12, 2020 "Guidelines for the containment of acute respiratory infection by the new Coronavirus (COVID-19) in the hotel environment.
- Joint Circular 001 of March 11, 2020. "On the guidelines for the prevention, detection and care of a case of COVID-19 coronavirus"
- Joint Declaration of the ICC and WHO of 16 March 2020. "An unprecedented call to action for the private sector to address the VICD-19.
- Directive 02 of 12 March 2020 Measures to deal with the contingency generated by COVID-19 from the use of information and telecommunications technologies.
- Decree 417 of 17 March 2020 By which a State of Economic, Social and Ecological Emergency is declared throughout the National Territory.
- Decree 457 of March 22, 2020 By which instructions are given in virtue of the health emergency generated by the Coronavirus COVID-19 pandemic and the maintenance of public order (mandatory preventive isolation throughout the national territory from Tuesday, March 24 at 23:59 until Monday, April 13 at 00:00, as well as its exceptions).
- Resolution 666 of April 24, 2020 By which the general protocol of biosecurity is adopted to mitigate, control and carry out the adequate management of the Coronavirus pandemic.

### 5. DEVELOPMENT

ACTIVITIES AND LABOUR CONTROLS TO CONTROL THE RISK OF CONTAGION.

### 5.1 INFORMATION AND SIGNALLING

 Information on rules and procedures established by the hotel from official sources will be published in visible places such as billboards and/or information brochures, social networks and/or e-mail will be used for socializing and active staff, contractors and suppliers will be informed.



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Information on the biosecurity protocol and the measures for the prevention

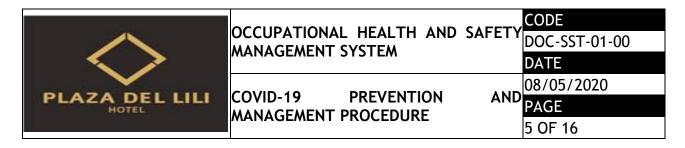
of the COVID-19 virus established by HOTEL PLAZA DEL LILI S.A.S will be disseminated, strictly by means of talks at the entrance of the shift or when available, these meetings will have to be notified by written circular or another communication channel with the aim of assigning groups and time (maximum 5 people per group), at least 2 meters apart and with an aseptic protocol), otherwise they will be carried out by digital means.

- At the entrance of the facilities, there will be signs indicating the obligatory use of mask.
- There will be signage of bathrooms for hand disinfection process in order to avoid contagion, which must be done every 2 hours with water and soap.
- The procedures for an appropriate hand washing in the restroom, as well as the good use and removal of mask, and the steps to carry out for "prevention" measures when leaving
- home" "prevention measures when you get home" will be published.

### 5.2 PERSONAL HYGIENE AND SOCIAL INTERACTION

- Communication procedure: Read and understand information about prevention from official sources only, avoid disclosure of information that projects widespread fear or panic.
- HOTEL PLAZA DEL LILI S.A.S will make available to all workers space on the board at the entrance of the hotel for the socialization documents in which the information corresponding to the COVID-19 will be issued indicating strategic points for disinfection at the entrance and inside the Hotel, in addition to the corresponding procedures to be taken to deal with the pandemic. Likewise, a WhatsApp group will be created for the socialization of the information at all levels of the organization. See annex 1 COVID-19 Information

Personal Hygiene: Wash hands at least every 2 hours during the working day, at the beginning and end of the working day or after each work if hands are contaminated by: respiratory secretion, after coughing, sneezing; before and after



going to the bathroom, after handling money, or if they are visibly dirty. Drying hands after washing with disposable towels, in case

 a cloth towel is available, it should be for personal use (wash and disinfect daily), avoid touching the face or nose, give or shake hands, give hugs and always be at a maximum distance of 2 meters from a group of people.

Clean the other parts of the body daily with soap and water when entering their homes because all workers of HOTEL PLAZA DEL LILI S.A.S must come with clean clothes and shoes daily.

 Hand washing: It must last 20 seconds, enhance it with water and soap, then use or spray alcohol or antimaterial gel. See annex 2 Hand washing

### 5.3 PREVENTION MEASURES: Entry of direct employees:

The following prevention measures will be established for the entry of workers:

- 1. For the entry of our workers or contractors, they must present themselves with the required personal protection elements as a minimum (gloves and mask).
- 2. At the points established (entry workers) by HOTEL PLAZA DEL LILI S.A.S will have signaling point disinfection for the entry and exit, which will be demarcated on the floor in order to maintain a distance of 2 meters between workers during shift change.
- 3. Subsequently, disinfection will be carried out using the method of spraying quaternary ammonium or 5% hypochlorite on shoes, clothing and bags (asking the worker to arrive with clothing other than the uniform).
- 4. Conduct a daily survey of health conditions. MANDATORY: See annex 3. Self-report health conditions
- 5. Take temperatures using a laser thermometer to authorize entry (disinfect the equipment with alcohol every time it is used). The worker assigned by the company must take a record of the temperature and have the following PPE (Personal Protection Equipment): mask, face mask, gloves and gown.
- 6. Leave written record of health conditions, temperature taking and authorization or denial of admission as a result of health conditions; if the



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worker presents the following symptoms he or she will be denied admission: cold, dry cough, flu or presents symptoms such as fever, difficulty in breathing or symptoms related to COVID- 19 refrain from authorizing admission and report to the appropriate Health Promotion Agencies (EPSs).

- 7. If the worker or contractor does not have any symptoms related to COVID-19 or fever, entry is authorized.
- 8. ask the worker to bring his or her belongings to the assigned lockers (operational personnel), these must be disinfected daily, and tell the worker to keep his or her belongings in a plastic bag.
- 9. Instruct when it is time and place to eat assigned food (inside the facilities) and which work group corresponds to him to start his day normally taking into account all the biosecurity measures adopted by HOTEL PLAZA DEL LILI S.A.S.
- 10. In case of presenting any symptoms related to the virus later or after carrying out the survey, notify your immediate boss IMMEDIATELY of your health condition.
- 11. Perform all appropriate isolation procedures if necessary, otherwise; return to work upon recovery with applicable medical records.
- 12. If you have been in contact with people who are POSITIVE for COVID -19 or with a suspect patient, inform the company immediately by written means or by the virtual means of communication assigned by the company.

### Entry of suppliers and contractors

The following preventive measures shall be established for the entry of suppliers or contractors:

- 1. The supplier or contractor must request authorization for entry via e-mail or WhatsApp, days prior to arrival indicating: activity to be carried out, date, time of arrival and estimated time of departure.
- 2. When answering the request for entry, the Personal Protection Equipment will be requested, as it is mandatory for use in our facilities (mask, gloves and face mask), as well as social distancing that must be taken with our staff.
- 3. If admission is denied, please do not travel.
- 4. During the arrival of the supplier you must do the following procedure:



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- 5. Check contractor's entry authorization
- 6. Perform disinfection process of garments and shoes by spraying on it ammonia Quaternary with quaternary ammonium or hypochlorite on 5%.
- 7. Take a temperature record by means of a digital thermometer and let record of health conditions. See annex 4. Survey suppliers
- 8. If the supplier requires vehicle entry to hotel facilities for loading or unloading, perform vehicle tire disinfection with quaternary ammonium or 5% hypochlorite.
- 9. If an exchange of documents or money is to be made, wash your hands before and after the exchange, and at the same time request it from the
- 10. Disinfect the items, food or packages delivered before your organization, avoiding cross contamination

### **Guest entrance**

The following preventive measures will be established for the admission of guests:

- 1. When our guests enter, they will be asked to wear a mask in the most attentive and friendly way.
- 2. Our client will be asked to enter a disinfection booth at the entrance of the hotel to disinfect clothes, shoes and luggage.
- 3. After the disinfection, the guest will be guided by one of our employees to the waiting room bathroom to perform the proper procedure of washing hands with water and soap.
- 4. In case some of our clients or guests refuse to wash their hands, they will be asked to use antibacterial gel or alcohol on their hands, which will be placed in the reception area.
- 5. A record of health conditions will be requested at the entrance by means of a brief survey, as well as temperature taking by means of a digital thermometer. See annex 5. Guest survey
- **Greeting:** All physical contact, shaking hands, kisses and hugs are prohibited. Keep a minimum distance of 2 meters, always greeting in a very cordial way and shaking your hand.
- Clean work stations: All hotel work stations, both administrative and operational, should be clean and disinfected at the beginning and end of



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- the working day, using antiseptics or disinfectants such as alcohol or 5% hypochlorite. (no food or drink may be consumed in the workplace)
- Administrative: They should organize documents, file, keep the desk free and clear to facilitate cleaning. Disinfect them by spraying alcohol or 5% hypochlorite at the beginning and end of work. (preferably perform most teleworking activities).
- Operations: surfaces in the work area must be disinfected and cleaned frequently. Disinfect them by spraying 5% hypochlorite at the beginning and end of the work activity. Maintain distance from colleagues and use assigned personal protection equipment throughout the shift.

**Common areas:** All common areas will be disinfected daily, floors and surfaces exposed to contact; likewise, all equipment used in these places

will be disinfected with soap powder and then sprayed with hypochlorite. When consuming food in these places, the method of distance must be complied with. See Annex 7.

- **Equipment and tools:** Clean common contact parts such as controls, buttons, levers, keyboards or equipment that have been handled during work activities with disinfectants such as fifth generation quaternary ammonium and alcohol. Carry out this disinfection procedure before, during (if tools are shared) and at the end of the day.
- **Ventilated offices:** Windows and doors open, fans on, no air conditioning, no more than 3 people in the same space during the period of isolation by COVID-19. These measures will be applied during the emergency period and once this period is over they will return to normal.

See annex 7. Disinfection process in common areas and work place See annex 8. Disinfection process for rooms

Physical distance: Try to maintain a distance of approximately 2 meters from other colleagues, customers, or suppliers and use the PPE (Personal Protective Equipment - masks, gloves, and face shield) assigned by the company at all times.



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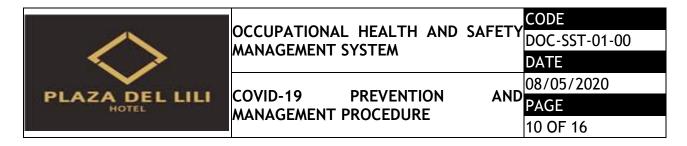
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- Resources and personal protection elements: HOTEL PLAZA DEL LILI S.A.S,
  has made available to our employees the adequate and efficient use of the
  elements for disinfection and Personal Protection Elements required in
  order to reduce the potential spread of COVID-19.
- For the processes mentioned above HOTEL PLAZA DEL LILI S.A.S assigned antibacterial soap, paper towels in each of the rooms guaranteeing and promoting hand washing to our guests.
- It also guarantees the adequacy of employees' bathrooms with soap, antibacterial gel and paper towels for hand washing every 2 hours, as well as chemical substances for the disinfection of workstations, common areas, rooms and people.
- Each of the workers is assigned a mask and gloves for the development of their daily activities. See annex 6. Protocol for the use and removal of masks
- All personal protective equipment will be disposed of at the assigned points in the company, in a container with a lid, and then discarded.
- Meetings: HOTEL PLAZA DEL LILI S.A.S has taken the decision to hold NON-presential meetings; they will be virtual, in the event that it is strictly necessary to hold some type of presential meeting, the least number of people will be summoned by means of written notification, 5 people maximum, a minimum distance of 2 meters will be maintained between people, a wide space will be used, disinfection processes will be required and the use of mask will be carried out.
- Training: For the development of training or socialization of protocols, procedures and others, as far as possible will be done virtually, if required presence of staff will be developed staggered sessions with a minimum of 3 people, avoiding crowds and maintaining a minimum distance of 2 meters between people. Open or ventilated spaces will also be used, and the use of mask will be required at all times and hands must be washed before starting.



- Social interaction: Avoid assistance and interaction in places with crowds
  of people (supermarkets, banks and others) that may be a focus of infection
  or have a relationship with people who may or may not have symptoms
  associated with COVID 19.
- Likewise, it is suggested that our guests use a mask at least during their travels or when in contact with our employees.
- Use of elevators: to use the elevator ask the client to press buttons with the elbow, not with fingers; these buttons will be disinfected every 2 hours by hotel staff and only a maximum of 2 people will be allowed given its capacity.
- **Hydration:** Consume water frequently. Keep in mind that it must be done in personal containers; if it is tap water, clean it before supply and use disposable cups. Do not share food or silverware with your colleagues.

### 5.4AREAS, SCHEDULES AND WORK SHIFTS

In order to avoid crowding in the working areas, the development of activities should be organized according to the following scheme.

POSITION	<b>WORK DAYS</b>	SCHEDULE
OPERATIONAL AREA	xxx	xxxx
ADMINISTRATIVE AREA	xxxx	xxxx

NOTE: The established schedules were assigned from the moment a sanitary emergency and quarantine is declared; therefore, at the time of quarantine lifting, the areas will enter their normal schedule.



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#### 5.5 **OPERATIONAL WORK**

• Work activities must be carried out in wide, open areas, fully ventilated and with the least number of workers or people around them, who must use respiratory protection, gloves and a face mask.

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• For female workers and workers in the miscellaneous areas, it is recommended that they wear their hair up or wear a disposable cap.

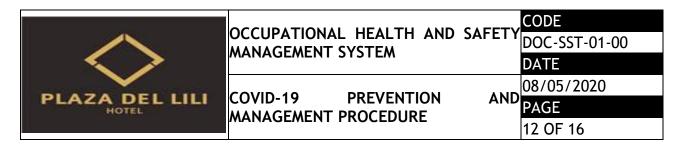
#### 5.6 **ADMINISTRATION**

- In the work shift assigned to the administrative area, there will be workstations conditioned to have at least 2 meters or they will teleworking until the national guarantine is lifted.
- Do not establish personal contact with colleagues.
- Restriction of meetings and if necessary maintain distances minimum of 2 meters.
- Work activities will be carried out in offices with ample, well-ventilated spaces, with windows and doors open, and no air conditioning will be used.

### 6. CONTROL OF EMERGENCIES AND HEALTH INCIDENTS

In order to control possible emergencies depending on the activities of HOTEL PLAZA DEL LILI S.A.S, the following elements will be supplied and made available to the workers

- KITCHEN: we have first aid kits and personal protection equipment in the administrative and operational work areas
- HUMAN RESOURCES: there is a person assigned by the company to direct, monitor and manage risk, so this person will be responsible for strict compliance with protocols applicable to pandemics and other generalities.
- CLEANING KIT: HOTEL PLAZA DEL LILI S.A.S will make available elements of cleanliness and others for disinfection as: Liquid soap for hands, gel antimaterial or alcohol, hypochlorite to 5%, guaternary ammonium, and paper towels; This having like purpose to maintain clean surfaces of work, rooms, common areas, disinfection of person and washing of hands.

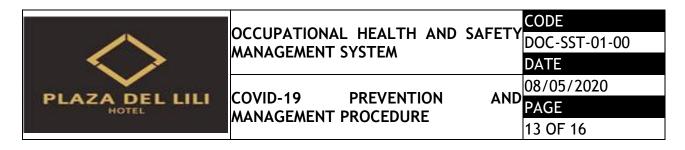


7. PREVENTIVE MEASURES FOR EMPLOYEES WHO NEED TO TRAVEL ON BEHALF OF HOTEL PLAZA DEL LILI S.A.S.

Employees who travel or visit clients and/or suppliers during a health emergency should, on behalf of the hotel, comply with at least the following measures and those established in the protocols of each company:

It is to clarify that these displacements will only be made if they are strictly necessary or by request of the client or other necessities.

- Inform the company about your travel and work places
- Before making the trip, check that it is strictly necessary, otherwise carry out virtual communication, as required, inform the client in advance of the visit day and time so that it can be authorized and notify the company of the protocols to be followed.
- In case the business trip is authorized, measure the body temperature and report symptoms through a survey. In case of having a temperature over 38 degrees, do not attend.
- Request permission from the company, place and activities to be developed in visit or client company, in order to generate a record of places to visit.
- If you have symptoms of dry cough, difficulty in breathing or general tiredness, do not attend.
- Use a disposable mask and avoid putting it on and taking it off constantly. (according to the protocol of mask use)
- Wash your hands with soap and water at least every 2 hours or whenever you leave one work area and enter another. If hand washing is not possible, use gel or alcohol.
- Do not shake hands, hug or make any kind of personal contact.
- Do not touch your eyes, face, mouth, or nose with your hands without washing or cleaning them first, even if you are wearing gloves.
- Do not share cutlery, glasses, bottles or drinks with people companions or who come to you.
- Do not share Personal Protective Items (these are for personal use).
- Carry out extreme personal cleanliness and to the elements that you carry during the visit.
- Maintain a safety distance of 2 meters.
- Do not wear rings or jewelry during the visit.



• Reinforce the cleaning of clothes, shoes and other items when arriving at the home.

### 8. CONTROL AND FOLLOW-UP

8.5 Control of personnel entrance.

Prior to the daily admission of the HOTEL PLAZA DEL LILI S.A.S employees, a daily inspection will be carried out with a health self-diagnosis format, a thermometer check, disinfection at the entrance of the company by means of alcohol spray and an anti-material gel dispenser for hands, clothes and shoes and an inspection will be carried out during the working day, which will be in charge of Security and Avalanche and Human Resources personnel; they will check that the personnel do not present any of the following symptoms:

- Fever.
- Cough.
- Difficulty in breathing.
- Nasal secretions.
- General discomfort.

## 8.2 Protocol to be followed in case a worker presents symptoms of COVID 19

If it is identified that a worker has any of the symptoms, his superior will be informed immediately and will have to inspect if the worker uses the personal protection elements, later he will be isolated (in the place established by the company) and immediately HOTEL PLAZA DEL LILI S.A.S will inform his EPS and the secretary of health so that he can be evaluated since they will be the only ones who can evaluate his state of health and determine if the worker requires quarantine at home.

In the event of any type of emergency such as difficulty in breathing or chest pain; direct him/her to an assistance center by means of an ambulance for his/her attention. The Health and Safety at Work personnel or person assigned by the company will follow up by presenting a written report notifying of the conditions



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found, indicating the group of work or possible people who could be infected in the event of a positive finding.

In the event that the worker is classified as NOT infected with COVID19 by the corresponding entities, they will return to their work activities as long as they are notified in writing of the administrative decision that the worker will return to their work normally. According to administrative criteria.

On the contrary, if it is verified that the worker has COVID19, the personnel with whom he or she has contact or work group will be informed and all the protocols established by the WHO will be followed, which will be in charge of the EPS.

### 8.3 CONTROL DURANTE EL TURNO

ACTIVITIES	DEPARTMENT MANAGER
On a daily basis, the person assigned by the company will monitor all the personnel in order to detect anomalies in the state of health of the workers; this will be done by means of a survey and by taking the temperature on arrival.	Safety/Administrator
If an employee is identified or notified with any of the symptoms described above as COVID 19, the health and safety personnel at work or assigned person must follow the protocol established for the case of working with CIVID 19 symptoms, and then present and notify the corresponding entities as well as the colleagues in the work group with whom they had a relationship. Follow step 8.2 NOTE: the staff must have protective clothing in case they need to control a patient suspected of COVID - 19.	Safety/Administrator



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# **8.4 FOLLOW-UP OF THOSE EVALUATED**

ACTIVITIES	DEPARTMENT MANAGER
Staff who are evacuated from the field and isolated will be monitored and controlled by non-isolated staff and a daily report will be sent via WhatsApp as far as possible on the status of the worker leaving evidence of follow-up on the health conditions of the isolated worker. In addition, all Isolated Workers must report their health status daily via CoronaApp.	Safety/Administrator
The company will carry out a cleaning and disinfection process in all areas (personnel who carry out this cleaning must have all the necessary elements).	



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# CHANGE MANAGEMENT:

VERSION	DATE	CHANGE TYPE
01	08/05/2020	Original document

### APPROVAL MANAGEMENT:

	DRAFTED	APPROVED
NAME	LEIDY LOAIZA	OMAR DONNEYS
POSITION	EXTERNAL CONSULTANT	MANAGER