

SB **SAFE**   
PROGRAM  
by sbhotels

**SB SAFE** <sup>®</sup>  
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by sbhotels



PREVENTION



TRUST



PRIVACY



CONTACTLESS



F&B



EVENTS



VALUE



SENSIBILISATION

## PREVENTION

**We anticipate offering our clients a warm welcome in a totally safe environment.**

- **Hygienic safety kit** available for sale (mask, hydroalcoholic gel and disinfectant wipe).
- **Protective screens** in Reception and Restaurant.
- Installation of **hygiene stations** (hydroalcoholic gel and tissues) are available to guests.
- Redistribution of seats in all common areas to guarantee **social distancing measures**.
- Definition of **safe routes and removal of barriers** to facilitate transit.
- **Adjustments in the air conditioning system** to ensure constant air renewal.
- We have a contingency plan with precise measures to act efficiently in case of necessity.



## TRUST

**Hygiene and disinfection precautions have been reinforced to guarantee the safety of our guests and employees.**

- **Increased frequency in cleaning** common areas and disinfecting all areas of regular contact.
- **Use of hospital-grade products** that are safe and respectful of people's health, for disinfecting surfaces in common areas and inside rooms.
- **Cleaning of rooms according to the 5 HTA protocol**, which aims to completely disinfect the riskiest contact points.
- **Washing process with thermo-chemical treatment for linens and towels** that ensures correct disinfection.



## PRIVACY

**We want to preserve the privacy and security of our guests as much as possible.**

- **We maintain the daily cleaning service** of the rooms if the guest wishes and whilst they are not in their room.
- We offer **minibar service** on request.
- **Sealed TV control cover** in each room.
- We continue to offer **laundry service**.
- **Disinfection of room keys.**

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**We have improved the digital experience to make all our interactions safer.**

- We digitised the **registration signature** at check in.
- We have developed an application that will allow the client to do a **pre-check in**, without having to wait. In addition, there is the possibility to view the invoice, make new reservations, access hotel information...
- **Paperless Project.** We have digitised most of our stationery to reduce handling and to achieve a higher degree of efficiency in respect to the environment.
- We encourage **contactless payment** solutions.



**We have adapted the restaurant services to minimise risks.**

- We reinforce the **security measures at the source**, included in our **HACCP** system, to prove the reliability of all products that are offered in our restaurants.
- New **distribution of spaces** to maintain the safety distance and seating protocol.
- **Continental or buffet breakfast** depending on location, with all the assurances of security and the commitment to quality and proximity.
- **Cleaning and disinfection** of furniture and utensils adapted to the new needs.
- Elimination of shared products and promoting **single dose**.



## EVENTS

**One of our concerns is organising meetings and events with the absolute confidence that the risk is non-existent.**

- Establishment of **new capacity** according to the different types of assembly.
- Management and signalling to guarantee a **correct flow of the groups**.
- **Bottled water for each person** and stationery on demand.
- Disinfection guaranteed for **audio-visual material**.
- Staffed **coffee breaks and buffets**.





**Prevention and safety measures start with strict compliance with our own protection obligations.**

- All employees undergo **daily temperature checks** at the beginning and at the end of their shifts.
- They carry out their shifts conveniently protected with the specific **Individual Protective Equipment** as specified in the Job Safety Analysis program.
- **Awareness program** for auto-protection of employees in cases of detection of symptoms in clients or colleagues.
- Reinforcement of **good hygiene practices**.
- Training in **new operating protocols**.



## SENSIBILISATION

**We have invested time and resources so that all our clients can enjoy a safe experience. This will be more efficient with everyone's participation.**

- Signage of different spaces with the dissemination of **good coexistence practices**.
- Identification of **safe itineraries**.
- Communication to customers of the **new protocols at origin**.
- **Social distancing** is the new norm of coexistence that we must always keep in mind.

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