

IVI DMC Safety, Security and Hygiene Protocols



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INTRODUCTION

For IVI DMC Enterprises, it is of vital importance to create a safe and hygienic environment in all our destinations that will allow us to gradually and responsibly resume our activities in the “New Normal” as this will contribute to the mitigation of contagions derived from SARS-CoV-2 virus (COVID-19).

COVID-19 virus is a transmitted disease that can be spread by coughing, sneezing, or speaking in public surroundings as this will infiltrate through the eyes, nose or mouth, or by handling objects of common use.

Therefore, and based on the several recommendations by the competent authorities and institutions, it is our commitment to reinforce the best practices in our processes and incorporate planned actions. This will allow us to manage such activities that will promote an adaptation efficiency and ensure continuous improvement.



INTRODUCTION

Furthermore, and considering our commitment to the comprehensive provision of services, we will be conducting audits to our selected suppliers to verify that they are complying with the safety and hygiene requirements according to the nature of their activity.

On the other hand, we consider staff training is a determining factor in the conditions of change and adaptation in general; therefore, we have developed a training program that provides the necessary knowledge and tools to guarantee full compliance and the correct implementation of sanitary measures.

It is important to mention that the protocols described here will be gradually adapted based on the official provisions issued by the competent authorities of each entity.



OBJECTIVE AND SCOPE

Objective



To establish the necessary procedures for the incorporation of great safety and health hygiene practices that mitigate the spread of the COVID-19 virus among our associates, customers, suppliers, and the community in general.

For the implementation of these procedures, the instructions issued by the Federal Health Secretary were taken into consideration.

Scope



It involves all the collaborators of the different areas, who must execute the necessary prevention and control measures described; especially those collaborators who have direct contact with clients.



RESPONSIBILITIES

We have created a Risk Coordinators committee who will be in charge of verifying that all the established protocols are being complied with and who will work together with our Security Advisor to guarantee effective communication between clients, collaborators, and suppliers.

Risk Coordinators from the Operations Area:
Operations Director and Operations Manager.

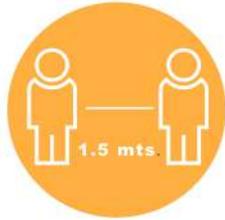
Risk Coordinators from the Marketing Area:
Marketing & Planning Director and Business
Manager.

Risk Coordinators from the
Administrative Area: Corporate Quality
Director.



GENERAL STRATEGIES

These are the basic measures that will promote risk mitigation of contagion for other people in any setting or exposure scenarios.



Always maintain social distancing.



Temperature screening.



Use of antibacterial gel.



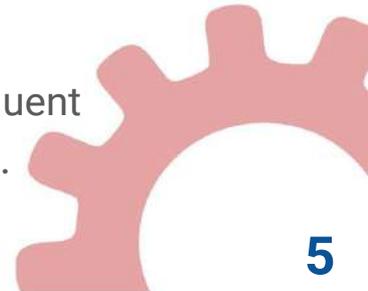
Personal protective equipment (face mask, gloves and face shield).



Not touching your face, nose and mouth.



Emphasis on frequent handwashing.



GENERAL STRATEGIES



Use of disinfectant products on high-touch surface areas



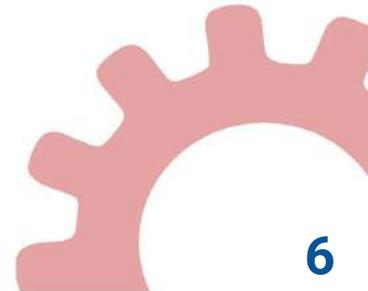
Respiratory Hygiene (coughing and sneezing etiquette)



The use of a beard and mustache in our collaborators is not permitted.



Adopting the established protocols in all the locations where we are present (airports, marinas, restaurants, venues, etc.)



GUESTS TRANSFERS

- The assigned staff must wear clean uniforms and personal protective equipment (face mask, gloves, and face shield).
- The assigned staff must bring sufficient face masks and antibacterial gel.
- Indicate the airport exits to guests according to the protocols of the venue.
- Lead guests to the corresponding vehicle platform and make sure that they maintain a social distancing of at least 5 feet.



GUESTS TRANSFERS

- Supply each guest with a new face mask, take temperature screening, and provide antibacterial gel.
- Deposit the clients' discarded face masks in a sealed container.
- Instruct guests on how to board the vehicles, first occupy the seats nearest the back (this will limit the number of passengers walking face to face with other guests to find a seat), and arrange seats so that guests are at least one meter apart.
- Disinfect luggage before placing it in the vehicle



PRE-CON / BILLING

During these activities, the IVI Staff must comply with the protocols of the hotels and locations where the meeting is taking place.

ADVANCING OF EVENTS

IVI Staff must wear clean uniforms and personal protective equipment (face mask, gloves, and face shield), and have sufficient face masks and antibacterial gel on hand.

SITE INSPECTIONS

IVI Staff must wear clean uniforms and personal protective equipment (face mask, gloves, and face shield), and have sufficient face masks and antibacterial gel on hand.



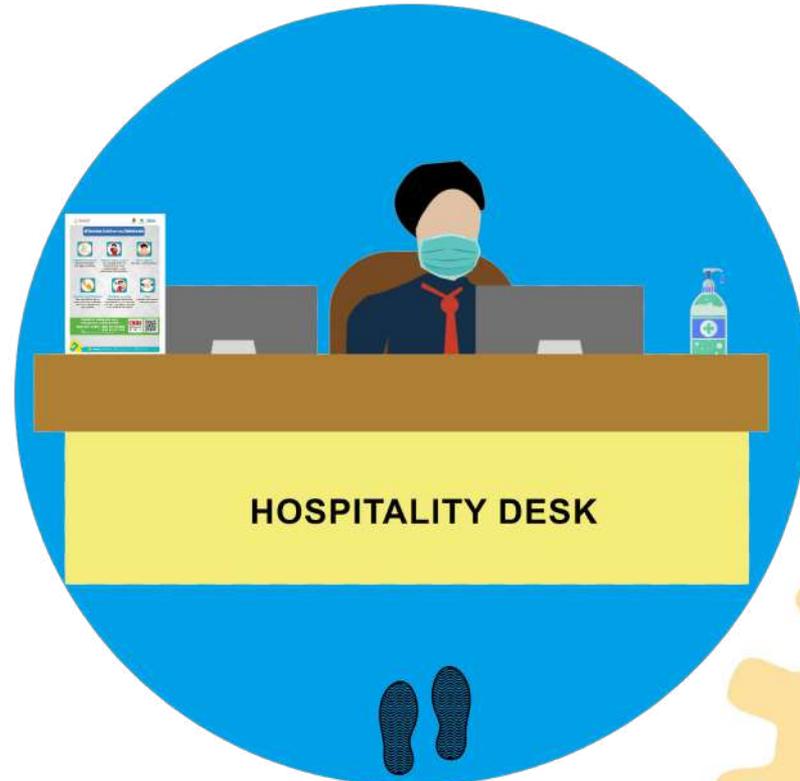
HOSPITALITY DESK

IVI Staff assigned to the HD must wear a clean uniform, face mask, gloves, and face shield at all times.

IVI Staff will place signage to remind guests of physical distancing guidelines and hygiene practices.

IVI Staff must make sure that clients maintain a social distancing of at least 5 feet.

All IVI Staff who has contact with clients must wash their hands every hour, apply antibacterial gel, and clean their face mask on the inside and outside with disinfecting products.



CONCLUSIONS

We must compile a clientele database with their general medical history, to identify those who may require specialized attention (vulnerable groups).





Thank you!

