



OCA COMMITMENT

At Oca Hotels, we have created our own certification mark, OCA COMMITMENT, which guarantees rigour in the company's commitment to guarantee the safety of customers, personnel and suppliers.

We have created an internal management committee made up of experts in different areas of hotel management and supported by the entire staff of OCA HOTELS. This committee has defined the guidelines for action and control, although these guidelines will be modified as changes occur.

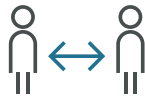
Based on ICTE regulations, international and national quality standards, and our own experience, we have created manuals, procedures, and standards that allow us to be prepared to operate our business units with safety.

The fulfilment of our OCA COMMITMENT will be reviewed on two phases: the first one, daily by the management team of each business unit. And the second one, during the periodic audits made by our operations and quality team. Furthermore, the figure of OCA COMMITMENT MANAGER will be created in each hotel/apartment. This figure will ensure compliance with all the regulations of the company.



GUARANTEE OF SAFETY

The following is a brief summary of our proceedings



CLEANING AND DISINFECTION

Cleaning protocol with specific products for each area, from the entrance to the hotel itself to all contact points. All this is done by our staff, previously trained and equipped with PPE.

MAINTENANCE PLAN

Special preventive maintenance plan with constant checks and revisions of the air conditioning, cooling and water circuits.

REDUCTION AND CONTROL OF CAPACITIES

Besides establishing traffic flows and interpersonal distance.

THOROUGH SUPPLIER CONTROL

Allowing the receipt and maintenance of all products in optimal conditions.

PROTECTION EQUIPMENT

Installation of disinfection stations in several areas of our hotels, staff equipped with PPE. Installation of protection screens, digitalization of processes, etc. Constant training courses for our teams. Daily take of temperature. We will install new signals, both in our customer and internal areas which will indicate the new standards of conduct within the hotel facilities.

For our clients, we will make available for them the possibility to purchase the **OCA KIT** (mask and gel).

ADAPTED OFFER

To guarantee safety, digitization of letters, elimination of paper in the rooms, free minibar, elimination of bins in the room, removal of cushions, cleaning of room upon request, etc.

HEALTH PRIORITY

Safety committees are created in all our units.

NEW UNIFORMITY

Allowing better cleaning and disinfection.

ACTIONS PRIOR

To reopening, general cleanings of all business units, disinfection by trained companies, misting of rooms, vaporization of fabrics, and elimination of points of infection.