



Safe



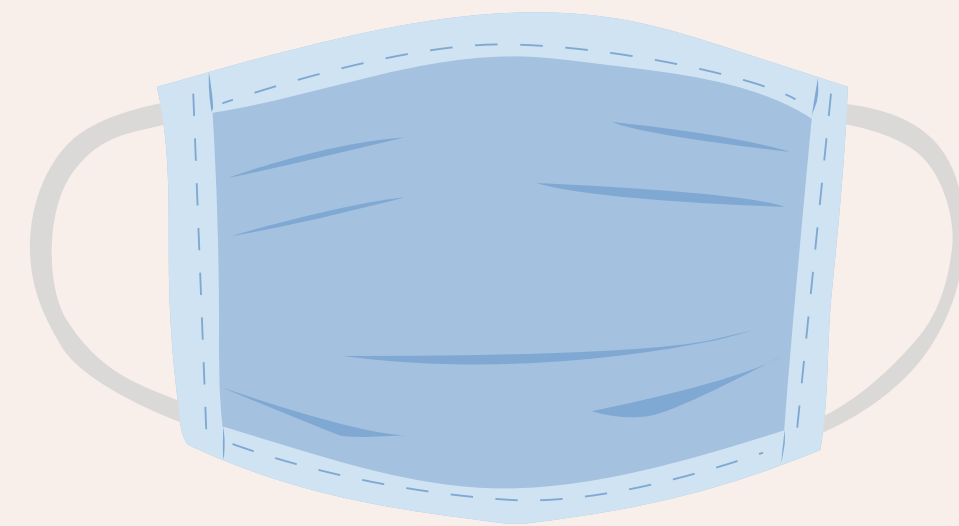
CLEANING

Increasing the frequency of cleaning in common areas and rooms



HEALTH AND SAFETY PROTOCOLS

Disinfectant gel
Mandatory mask
Capacity control



PAYMENT WITH CARDS



DIGITALIZATION IN THE PROCESSES

Online check-in and check-out services
Online attention by chat



NEW PROTOCOLS

Use of specific PPE
Specific staff training
Daily controls
Mandatory equipment for suppliers

CATERING SERVICES

Capacity control and interpersonal distance
Management of single doses



SOCIAL DISTANCING RULES

Safety signs
Interpersonal distance
Capacity control in common areas and elevators



TOC Measures for your safety.

At TOC Hostel&Suites we want you to continue enjoying our hostels and living unforgettable experiences. That's why we created **TOC SAFE**.

A set of measures that we have implemented in all our establishments.

The aim is that our customers, employees and suppliers can continue to enjoy all our destinations without worries, as well as reduce the risk of contagion of the Covid-19.

Digitalization in the processes

To minimize interaction and direct contact we have modified our procedures with the aim of limiting the risk per contact and reducing waiting times:

- Online check-in and check-out service, minimizing interaction with staff
- Online attention by chat with the guest and digitalization of all the information of the hostels and their services.

Cleaning and disinfection protocols

All the protocols applied in our Hostels regarding cleaning and disinfection always follow the recommendations of the health authorities and the WHO. Using approved viricidal products, totally harmless and respectful of healths:

- Increasing the frequency of cleaning in common areas – disinfection of the reception, lobby, corridors, bathrooms, elevators, decorative elements and furniture.
- Disinfection of rooms – disinfection of frequent contact points (knobs, TV control, switches, handles) surfaces, objects and washing of textiles at temperatures above 60°

Catering services

At TOC Hostel&Suites we have redesigned the breakfast offer by minimizing product handling and human contact during both preparation and delivery:

- Capacity control and interpersonal distance – Limited number of customers in the breakfast room depending on the surface available. Reduction in the number of tables and redistribution of space to ensure minimum interpersonal safety distance
 - Management of single doses that do not require handling and individual preparations
- Distribution of complete breakfast packs for individual consumption with the possibility of enjoying breakfast in the room.
 - Disinfection station and staff protection – Availability of hydrogel at access points to space.
 - Waiters and service staff will be protected by gloves and mask

Social distancing rules

In TOC Hostel&Suites we follow the protocols to facilitate the required social distance and for that we implement the following measures:

- Safety signs
- Capacity control in common areas and elevators

Protocols and personal protection material

We offer protection to all our clients, employees and suppliers :

- Protection of employees – all workers have the necessary material to carry out their work with all health guarantees.
 - Safety and disinfection elements for clients – access to disinfectant gel and masks during the stay.
- Mandatory equipment for suppliers – all suppliers who enter the Hostel do so following the necessary safety measures.

Health and safety protocols for employees

For added safety, all our staff meet the health requirements for work:

- Specific staff training – to apply safety protocols and practices adapted to health regulations.
 - Information and contact of hospitals and care services in the city.
- Use of specific PPE for each job, following the recommendations of our Occupational Risk Prevention company.
 - Daily controls – personnel are subjected to temperature measurements before and after their workday
- Early detection protocols – and action plans in case of health problems in clients with the option of isolation.