



First of all, we'd like to thank you for choosing one of our Paradisus and Meliá Resorts in the Dominican Republic for your upcoming travel/meeting. We are very much looking forward to their visit. We understand that recent news regarding security incidents at two resorts in La Romana and Punta Cana may have raised some concerns among some of our customers and guests in the USA and Canada.

We would therefore like to ensure that the health and well-being of all of our guests and staff are the utmost priority at Meliá Hotels International. As a family-run and responsible Company with an impeccable track record over 64 years in the industry, our commitment to deliver exceptional vacation experiences for our customers also entails that our hotel guests enjoy a seamless and safe visit. In addition to our spotless track record, I would also like to ensure you that we have rigorous procedures and guidelines in place and training programs that guarantee that our staff observe the highest quality service standards and show maximum concern for the safety and security of guests visiting our hotels.

With regard to the Dominican Republic, we would like to point out that statistics show that it is one of the most visited and most secure countries in the world, receiving over 30 million tourists in the last five years and having increased visitor numbers by more than 6% in 2018. Our beautiful country is well known for its peaceful environment, hospitable and friendly population, and perfect climate all year round. For Meliá Hotels International, the safety and security of the country both inside and outside the resorts is one of the key attributes that makes us extremely confident about the present and great future of this magnificent tourism destination.

I would like to assure you that we are taking this matter extremely seriously. Even though we have had no reports of any serious incidents in any of our resorts in the country, nor have we had any serious incidents in the more than 30 years that we have been operating hotels in the Dominican Republic, in view of current events we will nevertheless be further reinforcing our safety and security protocols and controls. We are also reassured by the fact that the Dominican Republic had an incident rate of only 1.4 per 100,000 visitors in 2018, overwhelmingly low by all standards, and particularly when compared to other leading resort destinations in the Americas.

In order to reaffirm our commitment to our guests and partners, below you will find a detailed list of key related health, safety and quality procedures, as well as specific trainings that we usually follow, and additional tests and controls that we have implemented, consistently with the current situation and the alarm created:

Food & Beverage Suppliers:

- All alcohol is purchased from approved, licensed and bonded vendors that meet all standards required by the designated regulatory authorities
- All hotels go through a monthly CRISTAL International Standards audit, that reviews all food & beverage management and all our resorts continue to receive excellent scores.
- Our hotel F&B staff is independently certified and receives ongoing training from our beverage distributors on their products
- A valid Certificate of Registration is required from the U.S. Food and Drug Administration for all imported liquors and beverages
- Letters and certificates are required from all direct liquor manufacturers to the regional or local distributors, validating the quality, fulfillment of health inspections, labeling rules, and traceability in its manufacture

- Any hosted events on property is staffed by a Groups & Conventions assistant that oversees all F&B management during the event on behalf of the client

Health & Safety:

- We have our own Health & Safety Coordinator, who is a Medical Doctor and holds a PHD in Clinical Pharmacology from the University of Tokyo and PHD in Microbiology from the Universidad Complutense in Madrid, who is available 24/7 for any inquiries on biosecurity
- We have reinforced surveillance and Biosecurity protocols of our hotels
- We are conducting environmental microbiological analysis (water, food, surfaces, disinfection processes, etc.) as standard practice at our hotels.
- We have a protocol for the prevention & management of infectious diseases and environmental toxicology. Our hotels have the lowest rate of guest illness and we are a referent in biosecurity in the country.
- The hotel has access to a doctor that works exclusively in the area, (Dr. Frank Reyes), available 24 hours a day, seven days a week available for any guests with minor medical situations, as well as partnership with one of the top hospital facilities in the destination for more serious medical needs. All guests are informed of payment terms for doctor calls in advance, in line with best hospitality industry practices, fees for medical services are regulated by government and tourism authorities.
- If medical, police or government involvement is needed, options are immediately discussed with the guest to ensure their comfort, safety and convenience.
- Security staff including Lifeguards, Supervisors and Head of Security, work within 12 hours shifts 24/7 hours based on hotel operation occupancy. Patrols are conducted in both guest buildings and common access areas throughout the hotel.
- Main entrance of the hotel has around the clock staff, where anyone coming in or out of the property is recorded and logged into their system and must present proper identification at all times.
- CCTV Surveillance control room is located on property and alarm systems are controlled by the main PBX staff.
- The beach areas within the location of the resort is patrolled by a lifeguard from 7AM-7PM, which during this time, hotel staff is assigned to do walk-thru on property well into the late hours, checking for any individual without the proper hotel guest wristband.
- The hotel has assigned staff members that are certified in First Aid/CPR that undergo constant training for emergency situations, such as hurricane readiness, water rescues, fire control & prevention. The hotel receives audits from the local fire dept. in regards to assure that all proper prevention measures are in place.
- Guests can report an emergency by dialing "0" from any house phone or contacting the nearest staff member

Hotel Staff Training:

- Hiring process for all staff goes a thorough background check, managed by an external company called Data Crédito.
- All members of our F&B staff have been trained to safely handle food and drinks and are required to renew their health certification every year.
- Mandatory and ongoing training is conducted to prepare staff to recognize and immediately respond to situations including symptoms from excessive alcohol consumption and other health-related issues.

- Employee evaluations include psychometric testing, training on brand inductions and training grid that reviews closely how well an employee understands their tasks and processes.
- Weekly trainings by head of staff to ensure that proper food & beverage as well as hygiene management is implemented.

Additional audits & controls:

- Random testing of bottles of liquor from every hotel by a non-affiliated certified lab
- External audit of liquor warehouse procedures and controls
- Immediate destruction of all liquor bottles before disposal, and any open bottles left in guest rooms
- All drinks to be prepared directly in front of guests upon request (applicable at bars)
- Visibly show sealed liquor bottles at select restaurants, bars and or shown upon request to guests
- Increase the number of surveillance cameras at the bars and other public areas in order to further ensure guest safety

We welcome you next year to the Dominican Republic and to our incredible resort.

Sincerely,

The Paradisus Punta Cana