



BARRIÈRE

**WE TAKE CARE OF EVERYTHING,  
MOST IMPORTANTLY YOU.**

OUR 5 HEALTH & SAFETY COMMITMENTS





## WE ARE LOOKING FORWARD TO SEEING YOU AGAIN, IN A FULLY SAFE ENVIRONMENT

### **WE ENSURE**

that we implement all protective procedures and sanitary measures recommended by the government:- frequent handwashing, avoiding any direct physical contact and wearing a mask is mandatory for adults and children over the age of 11 (recommended for children between the ages of 6 and 11). No handshaking or kissing when we meet, we'll greet you the Barrière way - with our hand on our heart!

### **WE GUARANTEE**

compliance with physical distancing rules in our establishments and sites, via floor markings on the ground, signage and appropriate equipment, such as plexiglass screens and cough/sneeze guards. We have also reconsidered the organization of our spaces for your safety.

### **WE EQUIP**

all our employees with personal protective equipment (masks, hydroalcoholic gels, gloves, disposable gowns, protective visors for specific staff) and also make hydroalcoholic gel distributors and bottles available to our customers.

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# CLEANLINESS, SOMETHING WE WON'T EVER WASH OUR HANDS OF

## **WE APPLY**

strict hygiene measures, and clean surfaces, equipment and textiles very frequently in our establishments using approved disinfectant products. Your room keys, payment terminals, slot machines, pens, as well as other items that are touched are systematically disinfected.

## **WE RENEW**

some of our equipment after each use, particularly in washrooms, rest areas, and dining areas if they are open, in order to ensure optimal hygiene. In addition, some self-service items have been made accessible individually or electronically (fruits and confectionery, magazines, brochures, etc.).

## **WE ASK**

each of our employees, and our partners, to use individual work equipment whenever possible and to clean it regularly before, during and after they start their shift.

## **WE ARE OPENING**

our doors wide (yes literally!) in order to better welcome you in, but also and foremost to reduce crowding and avoid door handles.

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## OUT OF SIGHT PERHAPS, BUT DEFINITELY CLOSER TO OUR HEARTS

### **WE ARE MAINTAINING**

the bond with our guests and associates on a very regular basis, keeping in touch through new methods of communication. Nothing will ever replace face to face interactions, but nurturing our relationships, even digitally, keeps us closer to each other!

### **WE ARE STRENGTHENING**

our online services with express check-in and check-out procedures, digital booking and invoicing whenever possible, in order to streamline traffic and maintain influx at a level that complies with the government's instructions in each establishment.

### **WE KEEP ON**

Adapting and encouraging our customer relations by making courtesy or informative telephone calls during the customer's stay and by offering access to all our information, advice and solutions via our regularly updated Barrière websites and mobile apps

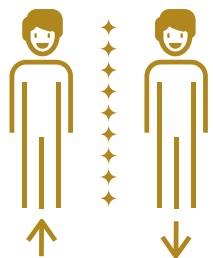
### **WE ENCOURAGE**

contactless payment methods and we also take particular care in disinfecting all payment terminals before and after each use.

### **WE MAINTAIN**

home-office for our employees, whenever possible, by continuing to meet up remotely by telephone or by videoconference, as often as necessary.

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# WE ARE CHANGING EVERYTHING. SO THAT NOTHING CHANGES

## **WE CONTROL**

entries and reservations in our establishments (Casinos, Hotels, Restaurants if they are open) in order to adapt the number of Hosts and employees present on site and guarantee compliance with physical distancing guidelines.

## **WE ARE REVIEWING**

how we organize our work, reception and catering areas if they are open. Our aim: expanding perimeters and waiting lines, fluidifying and organizing flow directions and marking a difference between spaces used by customers and employees.

## **WE ARE COMMITTED**

to maintaining detailed-oriented attention to all our guests by simplifying or adapting our services and amenities according to the health measures taken by the government.

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## LET US TAKE CARE OF YOU

### **WE HEARD YOU**

and have adapted all of our services during this unique period. This will go on until we go back to normal!

### **WE HAVE DESIGNATED**

a health and safety officer in each of our establishments and workplaces - this key employee, is responsible for applying preventive health measures, answering any questions concerning procedures and guaranteeing the supply and management of sanitary equipment stocks.

### **WE PROVIDE YOU WITH**

the contact details of a medical office, should you develop any symptoms, on request and in our reception areas.

### **WE INVITE**

our employees and their managers to seek information, ask questions and take account of any feedback provided by their professional entourage and their customers. Our working and business conditions will continue to evolve, we are therefore committed to responding to any anxieties and misunderstandings, as well as to getting inspired with any idea which may emerge!

### **WE CONTINUE**

to encourage and thank our teams. And of course we invite our customers to do the same. Our employees demonstrate unwavering commitment, an impressive ability to adapt to new health measures and contribute greatly to the reopening of our establishments.

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**BARRIÈRE**