

COVID-19 Reception Protocol

Measures taken to prevent the spread of the virus

This Protocol is the support tool for what is defined in the Risk assessment referred to in Decree No. 81 of 9 April 2008 and subsequent amendments, integrating the necessary measures to be taken in order to mitigate the risk of transmission of COVID19 infection within the accommodation facility, with the aim of protecting the health of the guests and cooperators.

General measures

Although it is likely that staff and guests are already familiar with the measures of covid-19 prevention, we recall here the recommendations, providing for specific requirements at the reception, if any, and in other common areas.

At reception and other common areas, it is always mandatory to respect the distance (at least one and a half meters between one person and another). We have facilitated respect for distance, with information signs. We have also activated Self-service check-ins that can be carried out directly online by guests, avoiding as far as possible passage in receptions and contact with operators.

We ask our guests and collaborators to avoid shaking hands, hugging or kissing each other in the workplace.

At the reception and in the accommodation areas, we have made available to guests and cooperators of sanitizer bottles with a concentration of alcohol at 60-85% for hand hygiene. The Sanitizing stations are also available for all the operators at the Goods reception areas.

1. Reception workers are provided with personal protective equipment necessary for the proper performance of the work assigned to them:
2. gloves (when necessary);
3. mask (when necessary);
4. Safe Wall protective screen at the reception desk;
5. automated access management software.

We advise guests to use respiratory protections in confined places open to public. It is compulsory for employees who are objectively unable to maintain the interpersonal distance of one meter, the use of masks. It is recommended to take measures to avoid gatherings and to reduce, when strictly necessary, the time of stay in the reception area: therefore, where possible:

1. We require our kind guests to check in via PC, Smart Phone or Tablet, before arriving at the property, entering all the information necessary for registration, as well as a copy of their identity document as a single guest or head of household or group leader that will be accompanied by a selfie, and if accompanied by other guests, all

the identification data required for the remaining people, accepting the information on the processing of personal data;

2. As an alternative to the classic key collection, this system will allow you to access the structure without any contact with our operators, personally activating the accesses with personal numerical code that we will send in time via an e-mail and /or text message.

If you are unable to carry out self-check-in operations and in case of multiple bookings (groups, family groups, etc.) we invite the Tour leader or the head of the family to act alone through the check-in procedure and for all other contact needs direct to reception; in case of groups, we will request a copy of the added guest documents or rooming list, within the day before arrival; the keys with the room number will be delivered to the Tour leader or the head of the family who will distribute them to guests; To limit the queue time, you can collect the documents of the guests, allow them the access to the structure, and complete the registration procedure later on;

We use virtual concierge systems or similar guest information service systems in such a way as to minimize opportunities of contact with the reception operators.

We communicate immediately to the public security authority, to facilitate the identification of the persons who have escaped the limitations, in order to limit the risk of contagion.

In case of key collection, we invite guests to keep the key for the duration of the stay; we view identity documents without touching them; we favor payments through contactless systems, or we take cash with latex gloves; The keys to the accommodation, if necessary, are cleaned and sanitized before each change of guest.

It is the guest's right to request that during the stay the cleaning staff do not enter the accommodation. During cleaning operations at the accommodation, the guest is not allowed to stay. For the handling of luggage, protective gloves are used.

Hand sanitizers should be used periodically, even while using gloves. Disposable masks, gloves, and surface disinfectant will be available to guests. Surgical masks are available for a fee of 1 €.

The use of elevators / lifts does not allow distancing so they can be used collectively only by people who are part of the same accommodation, of the same family. In other cases, we recommend the single use, using the mask at all times.

The parking of any car is made by the guest, our cooperators will not be able to move the guests' cars. Each tool or device (e.g. bicycles, computers, ...) supplied to the guests by the structure will be sanitized before and after each use.

The receptionists will clean the work tops and equipment (telephone, keyboard, mouse, touch screen, pens, pencils, brooches) at the end of each shift.

In the workplace we have provided the organization of spaces and the sanitization of the personnel changing areas and/or personal lockers, where present, to provide them a safe

place to store the work clothes and to ensure that everything is in suitable sanitary conditions.

In general, in all environments where workstations and personnel are present, we also guarantee good air exchange by opening more frequently windows and balconies.

For the cleaning of the environment, we apply to the good procedures recommended from the General Hygiene regulations.

External suppliers access

In order to limit contact with staff and guests, contractors and suppliers of goods and services entering the hotel use preferably, and where possible, dedicated routes. They are also required to respect all safety precautions to prevent the spread of Covid-19 indicated by the structure itself.

Measures for the safety of our guests

To ensure the highest levels of security, we have implemented a number of measures and we have reviewed the modality in which our services will be provided, following the guidelines of the World Health Organization and the Higher Institute of Health, and prioritizing the safety and serenity of our guests and employees.

Cleaning of accommodations

Cleaning is carried out in accordance with the practice in use in The Hotel Management, using suitable detergents for the different types of material to be treated, in compliance with the indications of use provided by the Manufacturers. The sanitization of the environment is the activity that concerns the set of procedures and operations to make a particular environment healthy by cleaning and subsequent sanitizing with a solution of sodium hypochlorite diluted to the 0.1% or with 70% ethyl alcohol for surfaces that might be damaged by sodium hypochlorite, in compliance with the indications of use provided by the manufacturers.

Cleaning and sanitization are carried out separately and are conducted with a single process using products that have dual action.

On floors and in work areas it is always mandatory to respect interpersonal distance (at least one meter between one person and another). While maintaining the welcoming attitude toward the guests, shaking hands, hugging, or kissing guests and work colleagues must be avoided at all times. In the common spaces of the reception area Sanitizer dispensers with a 60-85% concentration of alcohol are made available to guests to maintain hand hygiene.

The personnel in charge of cleaning and refurbishment of the rooms and common areas are equipped with personal protective equipment necessary for the proper performance of their tasks:

1. gloves

2. masks

How to clean the accommodations:

Before entering the accommodation, the staff will wear the appropriate personal protective equipment. Cleaning will be carried out in different ways depending on whether the room is already occupied by a guest or is intended to accommodate a new guest.

In the case of an occupied room, it will be cleaned accordingly to the practice in use in The Hotel Management.

In the case that the guest has checked out, the accommodation will be sanitized. After each phase of the cleaning cycle, the staff will change the gloves. The waste present will be thrown in the bin, equipped with a bag.

The bag containing the waste must be closed and stored in the waste compartment of the trolley. The cleaning covers all surfaces that have come into contact with the guest, such as bedside tables, desks, chairs, tables and tables, sofa, kitchen and any furnishings, amenities, bagging remote controls, handles and push-ups, cabinets, and drawers. In the event of linen change, used linen (sheets and bath linen) will be stored in a closed container separated from the trolley with clean linen.

Dirty and clean linen will always be separated. We do not use dirty linen as a support in cleaning of the room (e.g. do not use towels or shower mats used in bathroom cleaning operations). Cleaning material (cloths, wipes and what is necessary for cleaning and dusting) will previously be treated with a 2% sodium hypochlorite solution for 10 minutes or with other treatment of equal effectiveness; do not use a cloth used to eliminate dirt to dry or polish clean surfaces. The fridge and its contents will be cleaned after the guest has checked out, and any contents are eliminated, including intact packages.

The coffee/tea facilities tray will be checked, cleaned and items replaced. The glasses and cups will be washed and sanitized at the change of the guest, even if not used. All pots, cutlery plates and glasses and the remaining equipment supplied to the kitchen will be washed and disinfected at every change of the guest, even if they have not been used, just in case they were touched by guests or otherwise exposed to contagion. The floors are cleaned and sanitized with detergents suitable for the different types of materials. We've eliminated from the rooms or other rooms of the structure carpets or furnishing elements that do not endure daily cleaning cycles, we have removed runners, decorative pillows and other unnecessary elements. At the end of the washing and disinfection phase, each accommodation will be also treated with ozone-closed windows for at least 45 minutes and immediately after, the premises is aerated for another 15 minutes. The treatment will be carried out in a timed manner and in absence of operators inside the accommodation.

In the common areas (stairs, corridors, etc.) all the elements that come into repeated contact with guests, such as handles, push buttons etc. will be cleaned at regular intervals depending on the level of use. Any waste carriers will be regularly emptied and cleaned. Any additional treatments for the purpose of sanitization and purification are carried out at the end of the cleaning operations. At the end of the service shift, the trolley used for room service will be cleaned, sanitized and all missing items will be integrated.

Any common area in which different people may be present will be periodically aired.

The air conditioning systems present in the structure will be turned off and cleaned, based on the to the information provided by the manufacturers and/or maintenance managers. Cleaning is made with clean microfiber cloths moistened with soap and water, or with 75% ethyl alcohol after drying.

Administration of food and beverages

The property and its staff do not provide food and beverages.

Room service

In agreement with restaurateurs and local suppliers, the structure has activated a Delivery service in order to facilitate the guests' food needs, which consist simply in taking the orders. The food to be administered through the delivery service will be delivered directly to the accommodation and is transferred by the individual suppliers, in trays with closed containers or with a special lid.

During the transfer we will take care of the food, preventing it from accidental contamination by the staff, who will have to wear gloves and mask. The timing of delivery must be minimized. For this reason, we ask guests who intend to use this service to contact the support service on time only by telephone customers of our facility to agree on any delivery times.

Availability of PPE

Given the current emergency situation, the adoption of hygiene measures and personal protective equipment indicated in this Protocol is clearly linked to the availability on the market.

For these reasons:

a) masks must be used in accordance with the provisions of the the World Health Organisation;

(b) In the event of supply shortage and only to avoid the spread of the virus, the masks that can be used must correspond to the indications from the Health Authority; in accordance with Article 3 of the Decree of the President of the Council of Ministers of 26 April 2020. They can be the so called community masks, i.e. disposable masks or washable masks, whether or not home made, in multi-layer materials suitable to provide an adequate barrier and, at the same time, ensuring comfort, respirability and be of an adequate shape covering from under the chin to above the nose;

c) The cleaning liquid provided by the cleaning company must be conforming the WHO indications (https://www.who.int/gpsc/5may/Guide_to_Local_Production.pdf)

SYMPTOMATIC CASE

General measures:

In the event that a person within the accommodation facility (guest, collaborator, etc.) manifest symptoms like fever and respiratory problems potentially caused by infection (dry cough, fever, sore throat, breathing difficulties) the problem must be promptly communicated to The Hotel Management. If the person manifesting the symptoms is an employee or cooperador, they should stop working immediately. The communication must be made by telephone, through customer service and through the service numbers (for guests and employees, collaborators, etc.).

The Hotel Management must promptly inform the Health Authority (contacting the emergency numbers for Covid-19 indicated by the Region). In order to minimize the risk of contagion, while waiting for the arrival of sanitary workers, the following measures shall be taken:

1. wear a surgical mask.
2. minimize contact with other people.
3. stay at your accommodation with the door closed, ensuring adequate natural ventilation.
4. any forms of assistance must be provided only in case of absolute need and, if requested from our employees in service, support must be carried out using the appropriate personal protective equipment; only in this case facial protection devices, clothes covers and FFP2 mask are used.
5. wash your hands thoroughly with hydro-alcoholic solution before and after the contact with the person or after having been in the same environment; pay special attention to the body surfaces that may have come into contact with the fluids (respiratory secretions, urine, feces) of the patient.
6. have the paper handkerchiefs used removed in a waterproof bag, directly from the guest; the bag will be disposed of in one with the infected materials produced during the health activities of the rescue personnel.

If an employee or cooperador communicates from home that they have symptoms, or suspects to have contracted the coronavirus infection, they will have to stay at home and seek medical assistance immediately.

In the case of Covid-19 diagnosis, the worker will follow the instructions received from the Doctor, including self-isolation at home, until the symptoms are permanently gone.

Protective kit: A kit should be available at the property to be used for those with Covid-19 symptoms or for those who care for a person affected by Covid-19.

The kit includes the following elements:

1. FFP2 masks;
2. facial protection;
3. gloves (disposable);
4. protective apron (disposable);
5. long-sleeved uniforms;
6. shoe covers (disposable);

7. germicidal disinfectant/ wipes for cleaning surfaces and tissues;
8. disposable bag for biologically endangered waste.

Cleaning rooms

The accommodation facility where confirmed cases of Covid-19 have stayed before being hospitalized must be sanitized respecting the following cleaning measures.

Due to the possible survival of the virus in the environment for some time, the places and areas potentially contaminated with SARS-CoV-2 must be subjected to complete cleaning with common water and detergents before being used again. For the decontamination, the use of sodium hypochlorite is recommended after cleaning at the concentration of 0.1%. For the surfaces that might be damaged by sodium hypochlorite, use 70% ethanol after cleaning with a neutral detergent. All the frequently touched surfaces such as wall, doors, windows, sanitary tools, toilet, sinks and tubs must be sanitized. During the cleaning operations with chemicals, ensure that the rooms are well ventilated. Bedding, curtains and other fabric materials must be subjected to a washing cycle with hot water at 90° C and detergent. If it is not possible to wash the fabric 90°C due to the characteristics of the fabric, add the bleach or sodium hypochlorite to the washing water. All cleaning operations must be carried out by personnel wearing the appropriate personal protective equipment (FFP2 respiratory filter, face protection, disposable gloves, waterproof single-use long-sleeved coat). At the end of the operations, follow the measures indicated for the safe removal of personal protective equipment (undressing).

After use, disposable personal protective equipment should be disposed of as a material potentially infected.

Close contacts: Healthcare professionals may request contact information of the people who were in contact with the infected person inside the structure.

For example,:

1. the person who provided direct assistance to the infected person without the use of the recommended PPE or through the use of ineligible PPE;
2. the person who had unprotected direct contact with the secretions of the infected person (for example, he touched used paper handkerchiefs with his bare hands);
3. people who have had direct physical contact with the infected (for example, a handshake);
4. persons who have had direct (face-to-face) contact or have been in a closed environment (e.g. a vehicle or a closed room) with the person infected for at least 15 minutes, less than 2 meters away;
5. people who have stayed in the same room or housing unit where the infected person stayed.
6. As a precaution, The Hotel Management may ask any close contacts to leave the business, according to the indications of the Health Authority.

Persons not involved: The Hotel Management, in agreement with the Health Authority, will evaluate if and how to inform to persons not involved.

SOME CLARIFICATIONS REGARDING THE RULES AND ACTIONS OF CONTAINMENT OF THE RISK OF TRANSMISSION OF SARS-CoV-2

Masks and their rational use: Wearing the mask is one of the main preventive measures. Its fundamental role is represented by the ability to block droplet dispersion, which each person normally emits when speaking or sneezes, coughing etc. At this stage of potential virus airborne transmissibility from droplets, wearing the mask is a civic duty to every citizen, towards the whole community. It prevents each of us from dispersing droplets in the environment. So, more than a defensive measure towards ourselves, wearing a mask is a preventive measure toward others. At the same time, if you wear the mask you protect others' health before your own and you will protect the health of the service personnel. There are other types of masks, equipped with more filtering power (FP2). They are worn mainly by health personnel who cares for patients suffering from diseases with high air transmissibility such as SARS CoV-2. Inside the structure they will be worn only by personnel who provide assistance to a patient with suspected/established illness as well as by staff operating the sanitization of the rooms occupied by a patient with a suspected/ascertained state of infection. In all situations, the surgical mask is the best filtering tool with superior efficacy and best comfort.

Cleaning and disinfection of hands: Washing hands frequently with soap and water or with hydro-alcoholic solutions, is the second key point for prevention. The hydro-alcoholic solution is particularly effective in stopping the pathogenic action of the virus SARS-CoV-2 and its indirect transmission through the hands which have been accidentally contaminated with respiratory secretions. It is therefore important to wash your hands before handling common purpose devices, even if they are simple buttons, in order to protect others; washing your hands immediately after use is instead intended to protect yourself.

Social distancing: Although difficult and sometimes painful, social distancing is a behavioral measure, as useful as hand washing, and as wearing masks. Respecting the minimum distance of one meter at all stages is necessary, just as it is correct to avoid occasional close contact. For this reason, close environments like elevators/lifts must have regulated access. Also, all kinds of queuing for any type of service must comply with the distancing rule. Complying with distancing rules also helps to increase the level of attention and concentration relating to many gestures and usual behaviors, which could be right now potentially risky.

Disposable gloves: Vinyl gloves are a useful personal protective measure, although less effective than those previously mentioned. They aim to avoid the contamination of the hands, but they are not an alternative to washing them. Use gloves for short periods, in case potentially very high-quality materials are to be handled, or to avoid the contamination by handling common devices. It should be noted that before and after wearing gloves, hands should be washed. Gloves should not be worn for long and should not be used to carry out multiple tasks in different work environments or environments. They are therefore tools that must be frequently changed and never recycled.

SOME INFORMATION ABOUT SARS-CoV-2 DISEASE

Dear customer, since early diagnostic is one of the key point of the correct management of SARS-CoV-2 disease, we would like to briefly remind you of some of the symptoms that, far from alarming, should be investigated through a medical check-up, that The Hotel Management

will take care to guarantee. The main symptom is fever, which can slight rise (below 38°C) or reach higher temperatures (above 38°C). Therefore, any feverish rise deserves attention, especially when associated with dry cough or feeling of pulmonary constriction or respiratory fatigue. Even an unusual feeling of tiredness is a symptom to be taken in consideration. A decrease or loss of taste and/or smell are also symptoms of infection with SARS-CoV-2. Finally, in a smaller percentage of cases, the disease may occur with conjunctivitis or diarrhea. Although these conditions are attributable to numerous other pathologies, often trivial, it is good in this epidemic phase, not to neglect diagnostic meaning compared to SARS-CoV-2. In full respect of your privacy, we guarantee our presence and our help, in case you feel the symptoms listed above.

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This Protocol is a tool to support what is defined as risk assessment, referred to the Legislative Decree No 81 of 9 April 2008 and subsequent amendments and integrations, suggesting the measures to be taken in order to mitigate the risk of transmission of the covid-19 contagion within the accommodation tourist facilities, with the objective of protecting the health of guests and collaborators.

This document has been prepared taking into account the following documents and publications:

1. resolution of the Council of Ministers of 31 January 2020, which declared a state of emergency as a result of the health risk related to the disease deriving from transmissible viral agents until the 31 July 2020;
2. "Operational considerations for COVID-19 management in the accommodation sector" drawn up by the World Health Organization on March 31, 2020;
3. "COVID-19 and food safety: guidance for food businesses" prepared by the World Health Organization on April 7, 2020;
4. Decree of the President of the Council of Ministers of 26 April 2020;
5. circular of the Ministry of Health 22 February 2020 n. 5443;
6. Shared protocol regulating measures to combat and contain the spread of the Covid-19 virus in the workplace, signed by the social partners on 14 March 2020 at the invitation of the President of the Council of Ministers, the Minister of Economy, the Minister of Labour and Social Policies, the Minister of Economic Development and the Minister of Health, as supplemented by the social partners themselves on 24 April 2020;
7. Technical document on the possible remodulation of sars-CoV-2 containment measures in workplaces and prevention strategies, INAIL, April 2020;
8. Codex Alimentarius CAC/RCP 1-1969 (REV. 4 - 2003);
9. Regulation (EC) No 178/2002 of the European Parliament and of the Council of 28 January 2002 laying down the general principles and requirements of food law,

- establishing the European Food Safety Authority and laying down procedures in the field of food safety;
10. Regulation (EC) No 853/2004 of the European Parliament and of the Council of 29 April 2004 on food hygiene;
 11. Legislative Decree No 81 of 9 April 2008 and subsequent amendments and additions (single text on health and safety at work).

This document was published on 27 April 2020, based on the informative provisions in force on that date. It will be subject to review in case of update of these sources and/or on the basis of the experiences that will be gained in the implementation phase.

This document has been prepared in accordance with the instructions given by the Task Forces of FederAlberghi and the experts of Confindustria Alberghi and Assohotel, who have worked with the supervision of Prof. Pierluigi Viale of the University of Bologna, Director of the Operative Infectious Diseases of the Polyclinic of S. Orsola. The Italian Red Cross has coordinated the drafting of this document.