

# HYGIENE AND SAFETY PROTOCOL

## Part of the “SPECIAL PROTECTION” Program



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**Updated on 29 May 2020**



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## INTRODUCTION

The safety of our guests, in addition to being a priority, is now a standard of comfort and well-being that we cannot ignore.

In addition to daily cleaning and maintenance, we have added new safety standards that must be respected by all the hotels that decide to partake in the Special Protection Program.

This protocol, drawn up on 30 April 2020, and subsequently updated, includes all the dispositions and the information available on the date this document was updated, and it could be modified as the situation evolves.

The aim of the hygiene and security measures adopted by BWH hotels is to guarantee safety and comfort to hotel guests and staff, in full compliance with current regulations, recommendations given by Health Authorities, and Tourism associations.

To draft this document, we referred to:

- the COVID-19 Emergency Management Guidelines in the hospitality sector issued on 31 March 2020 by the World Health Organization - available in annexe A;
- the "*National Protocol Safe Hospitality – measures to prevent the spread of the SARS-CoV-2 virus in tourist accommodation facilities*". This document was drawn up by a task force we had the honour to join, together with Italian and foreign entrepreneurs and managers who represent the various categories and types of tourist accommodations. We have been helped by hygiene and safety consultants and Croce Rossa Italiana, and have been monitored by an infectious disease specialist;
- the guidelines for the reopening of economic and productive activities of the Conference of Regions and Autonomous Provinces of 16 May 2020;
- the Italian National Institute of Health (ISS) COVID-19 report n.19/2020 "*Interim recommendations on disinfectant products during the COVID-19 health emergency: medical-surgical devices and biocidal products*";
- the requisites expressed by Best Western International.

This protocol could be subject to further integration, and supports the Ministerial measures to prevent and contain the spread of COVID-19 virus in the workplace, the Prime Minister's Decree of 26 April 2020, the Prime Minister's Decree of 17 May 2020, and specific Regional Decrees to which hotels refer to, even if they are not directly expressed in this document.

It is appropriate to communicate these actions clearly and simply as they describe how much the hotel cherishes everyone's safety, from its staff to its guests.

We invite you to follow the instructions and templates for online and offline communication shared by the Marketing Office.

New online check-in and fast check-out procedures, and our mobile concierge system (Chatbot Best Friend) are now available to encourage social distancing.

SI Hotels has devised a purchasing catalogue of specific supplies requested in this document.

According to regulations, disinfection operations require the use of disinfectants registered at the Ministry of Health as Medical-Surgical Devices. More precisely, solutions containing 0.1% sodium hypochlorite (or with higher concentration, up to 0.5% for the bathrooms). Alternatively, if sodium

hypochlorite cannot be used (e.g., telephones, remote controls, door handles, buttons in lifts, etc.), you can use alcohol 70%, hydrogen peroxide, or quaternary ammonium compounds.

## **COMMUNICATING WITH GUESTS**



Communication is necessary to emphasize the actions we are implementing to make guests aware of the measures taken to ensure their safety.

We suggest providing relevant internal communication, located in specific areas of the hotel (front desk, lifts, breakfast room/restaurant) to inform guests about the proper precautions and the intensification of cleaning and disinfection activities.

We suggest placing a register in the most delicate areas such as lifts and public bathrooms, showing the times when these areas were cleaned and by whom.

As a sign of hospitality and concern for their health, we suggest posting short documents or information posters that remind guests of social distancing, hand-washing, and respiratory hygiene.

Social distancing means, for both guests and staff, no hugging, no kissing, and no shaking hands. Try to keep a distance of at least one metre and avoid anyone who is coughing or sneezing.

It is necessary to use alcohol-based products (60-85%) or soap and water to sanitise your hands. Also avoid touching eyes, nose, and mouth. Hand disinfection is recommended after exchanging items (money, credit cards) with guests.

Respiratory hygiene involves covering mouth and nose with an elbow or with a tissue when coughing or sneezing. The used tissue should be disposed of immediately in a bin with a lid.

Official leaflets on hygiene practices and COVID-19 in different languages are a useful way to inform guests.

Place signs to advise people on how to behave in public areas, preferably locate them near disinfectant gel dispensers. The informative sign that shows the measures to face and to counteract the spread of COVID-19 virus should be located near the hotel entrances.



## HYGIENE AND SAFETY DEVICES - STAFF

1. The entire staff must wear protective masks and disposable gloves during interpersonal contacts (with clients, colleagues, suppliers, etc.) and must always try to maintain a minimum distance of 1 metre.
2. The entire staff must have available disposable disinfectant wipes and paper rolls to sanitise the workstation surfaces.
3. Additional safety equipment available at the front desk in case of emergency:
  - a. Goggles;
  - b. Protective apron (disposable);
  - c. Gown;
  - d. Biohazard disposable waste bag.
4. The housekeeping staff (both internal and external sourcing) and more in general in charge of cleaning and maintenance of the room and the common areas, must wear protective masks, disposable gloves, and closed shoes during service hours. If procedures that generate splashes are carried out, a face shield should be added. Furthermore, have available disposable gowns and impermeable aprons.

## REQUIREMENTS AND INFORMATION FOR EMPLOYEES



1. Hotel management must inform the staff of the measures to be adopted to protect their health and that of others: including the recommendation to stay at home and contact a doctor in case of respiratory symptoms, such as coughing or shortness of breath. The hotel management should also regularly plan updating briefings on COVID-19.
2. In compliance with the protection of personal data law and with the right to privacy, it is recommended to monitor potentially sick guests at the property.
3. Employees must check their body temperature before leaving the house to go to work. If this is higher than 37.5°, they cannot start their shift.
4. Body temperature must be checked upon the employee's arrival at the hotel. If this is higher than 37.5°, the employee cannot start the shift. People in this condition will be temporarily isolated and provided with masks. They do not have to go to the emergency room and/or to the local health units. They should contact their doctor as soon as possible and follow the instructions given.
5. The staff must be adequately and regularly informed by the management about the safety and hygiene procedures in place at the hotel to accurately communicate them to guests.
6. It is necessary to create a document with the details of the actions and important measures in place. The data recorded should include the day and time when a disinfectant was used or when a particular disinfection procedure was completed, by whom, where, etc.
7. The staff is required to carefully observe the hygiene procedures in place and to frequently wash their hands with soap and water or with an alcohol-based hand sanitizer.

8. Employees must wear a clean uniform only when they arrive at the hotel. Once the work shift has ended, employees can wear their clothing. After each shift, staff uniforms must be washed and ready for the next shift.
9. The staff's workspaces, in the front office and back office (e.g., computer, copy machine, telephone, cleaning carts, vacuum cleaners, laundry shelves, and machinery), must be disinfected regularly.
10. All portable communication devices (e.g., phones, walkie talkies, pagers) must be disinfected at least at the beginning of each shift and again at the end of each.
11. This program is not intended to replace the Ministerial provisions on measures to prevent and contain the spread of COVID-19 virus in working environments, nor the Prime Minister's Decree of 26 April 2020, nor the Prime Minister's Decree of 17 May 2020, nor specific Regional Ordinances.



## PROTECTIVE EQUIPMENT - GUESTS

1. When in common rooms, guests must always wear their protective mask.
2. Protective masks, disposable gloves, hand sanitizers, disinfectant wipes for surfaces must be at the client's disposal. These products can also be available for a charge and should be placed directly in the room or at Reception.
3. Alcohol-based hand sanitizer dispensers must be available in all common areas:
  - a. Reception, Lobby, Breakfast Room, Restaurant, Bar, Public Bathrooms. It is also necessary to provide dispensers in the temporarily closed supplemental facilities, classified as non-essential, and to install them once they reopen: Meeting Rooms, Gym, Wellness Centre, Swimming Pool.
  - b. Lift landings on each floor must display a notice that invites guests to disinfect their hands when getting on and off the lift, and that instructs them on how to access the lift.
4. Rubbish bins with lids, better if they have a pedal or a motion sensor, must be placed in the main common areas.
5. It is advisable to add a disinfecting rug at the hotel entrance.

## SUPPLIERS OF GOODS AND SERVICES



Contractors and suppliers of goods and services that come into contact with the hotel shall use all safety precautions and systems to prevent the spread of COVID-19.



## GENERAL STANDARDS OF HYGIENE AND SANITISATION

### GENERAL RULES

1. Aerate frequently all areas.
2. Clean all surfaces using a soap-based detergent and pay particular attention to the areas that are in contact with users. Complete the sanitisation procedure using disinfectants registered by the Ministry of Health as medical-surgical devices, containing 0.1% diluted sodium hypochlorite (or use disinfectants with a higher concentration, up to 0.5% for the bathrooms). Alternatively, when sodium hypochlorite is not recommended (for example, on telephones, remote controls, door handles, lift control panel) use alcohol 70%, 0.5% hydrogen peroxide, or quaternary ammonium compounds.
3. It is imperative to carefully follow the manufacturer's instructions provided on the product packaging (especially for disinfectants) for proper use.
4. It is advisable to use only disposable cleaning equipment or prefer microfibre cloths and disinfect them frequently with a 2% sodium hypochlorite solution for 10 minutes or follow the manufacturer's instructions (e.g., before moving to a new room or a new common area).
5. Currently, the use of additional disinfection procedures (e.g., ozone therapy, dry aerosol for specific disinfectants), and air disinfectant sprays and fabric disinfectant sprays are not recognised as effective in preventing COVID-19 transmission. Therefore, these products cannot be used as substitutes for the disinfectants recommended by the Ministry of Health.
6. HEPA filter vacuums are recommended to vacuum all floors, carpets, and upholstery in rooms and common areas.
7. Cleaning equipment used for cleaning and sanitising rooms and common areas (cleaning trolleys, vacuum cleaners, brooms, etc.) must be washed and disinfected daily.

## **CLEANING AND DISINFECTING PROCEDURES FOR COMMON AREAS**



1. Particular attention must be paid to the cleaning and disinfection of common areas (bathrooms, halls, corridors, lifts, etc.).
2. Implement a documented schedule that ensures that cleaning and sanitisation as per General Standards of Cleaning and Sanitisation are carried out regularly and more frequently depending on the number of guests, staff, and suppliers.
3. In all areas, pay special attention to high-touch areas (desk counter/surface, pens, key cards, vending machines, lift doors and buttons, internet point, door handles, light switches, public telephones, toilet flush handles, sinks, taps, toilet seats).
4. To sanitise curtains, use steam cleaners. Where possible and if it does not preclude darkening, because, for example, there is an auxiliary system, disassemble unnecessary ones.
5. To maintain the appropriate level of hygiene, remove unnecessary carpets and decorative cushions.
6. Remove superfluous paper items, including key card sleeves, if not replaced for each client.
7. Rubbish bins with lids, better if they have a pedal or a motion sensor, must be:
  - a. equipped with a bag that must be changed at least four times a day or more frequently depending on the flow of guests.
  - b. cleaned and sanitised at least twice a day.

### **RECEPTION AND HALL**

1. Furnishings must be cleaned (vacuumed if it is a textile decor) and sanitised at least twice a day and more frequently based on the flow of guests.
2. The floors must be cleaned and sanitised using a cloth soaked with an adequate detergent, at least twice a day, and more frequently based on the flow of guests. The carpeted floors must be vacuumed at least every 4-6 hours based on the flow of guests. Cleaning and sanitisation with specific steam cleaners or carpet shampooing should be carried out following the manufacturer's specifications.

To maintain the appropriate level of hygiene, remove unnecessary carpets and decorative cushions.
3. Disinfect all reception surfaces and equipment in between guests, including the counter, tablet, tools needed for payment operations, pens, keyboard, and mouse. For electronic devices use pre-humidified alcohol-based wipes for a better dosage of the amount of liquid that is applied to the device.

### **BREAKFAST ROOM, RESTAURANT AND BAR**

1. In between guests, clean and sanitise bare tables, replace tablecloths and clean and sanitise the seats with a damp cloth soaked in alcohol 70% for more delicate materials).
2. All furnishings must be cleaned and sanitised (vacuumed if it is a textile decor) always after each service (breakfast, lunch, and dinner) and more frequently based on the flow of guests.
3. Floors must always be cleaned and sanitised after each service (breakfast, lunch, and dinner) and more frequently based on the flow of guests.
4. Dispensers of hot and cold drinks or food that can come in contact with guests must be cleaned and sanitised repeatedly and always after each service.
5. Avoid as much as possible utensils and reusable containers if not sanitised (saltshakers, oil dispensers, etc.).
6. Plates and cutlery must be washed and disinfected in a dishwashing machine (we recommend a temperature of at least 60°), including items that have not been used, as they might have been

in contact with the hands of guests or staff, or exposed to the infection. If, for any reason, manual washing is necessary, the usual procedures (washing, disinfection, rinsing) must be followed, adopting the highest level of precautions. Drying must be done with disposable paper towels.

7. Tablecloths and napkins must be washed with the usual detergents favouring high-temperature cycles, compatibly with the type of fabric, with the addition of common disinfectants.

## **PUBLIC BATHROOMS**

1. Bathroom fixtures and all accessories must be cleaned and sanitised every 3 hours and more frequently based on the flow of guests.
2. Floors must be cleaned and sanitised at least three times a day, and more frequently, when necessary, based on the flow of guests.

## **CORRIDORS AND STAIRS**

1. Floors must be cleaned and sanitised at least twice a day, and more frequently, when necessary, based on the flow of guests. The carpeted floors must be vacuumed at least twice a day based on the flow of guests. Cleaning and sanitisation with specific steam cleaners or carpet shampooing should be done with a higher frequency than usual.
  - a. All furnishings must be cleaned and sanitised (vacuumed if it is a textile decor) at least twice a day.

## **LIFTS**

1. Floors and walls must be cleaned and sanitised at least twice a day and more frequently based on the flow of guests. Any carpeted floors must be vacuumed at least twice a day. Cleaning and sanitisation with specific steam cleaners or carpet shampooing must be carried out following the manufacturer's specifications, always keeping in mind the flow of guests.
2. Internal and external buttons and any support bars must be cleaned and sanitised at least every hour during the most crowded times.

## **INTERNET POINT**

1. Clean and sanitise the computer keyboard, mouse, and all surfaces after each use.

## **MEETING ROOMS**

1. All meeting rooms should be temporarily closed.
2. If they are being used momentarily for other purposes (e.g., restaurant service), hygiene procedures and modes of access envisaged for such purposes must be followed.

## **FITNESS ROOM**

1. It is necessary to clean and sanitise machines and equipment after each use.
2. All furnishings, including changing rooms and dedicated bathrooms, and floors, must be cleaned (vacuumed in case of fabrics) and sanitised at least twice a day and more frequently based on the flow of clients.
3. Equipment and machines that cannot be disinfected must not be used.

## WELLNESS CENTRE

1. The aesthetic treatments are allowed. Please refer to the technical sheets on personal services (hairdressers and beauticians) in the guidelines for the reopening of economic and productive activities of the Conference of Regions and Autonomous Provinces of 16 May 2020.
2. The use of saunas, Turkish baths, and whirlpools is not permitted.

## SWIMMINGPOOLS

1. Before opening the pool, the suitability of the water for bathing must be confirmed by carrying out customary chemical and microbiological laboratory analysis. These analyses must be repeated throughout the entire opening period to the public, except in the event of cases occurring in the pool, that could require a more frequent analysis.
2. It is necessary to maintain the concentration of disinfectant in water within the limits recommended according to international norms and standards: the parameter range limit of free active chlorine must be between 1.0 - 1.5 mg/l; combined chlorine  $\leq$  0.40 mg/l; pH 6,5 – 7,5.
  - a. in the presence of bathers, the parameters listed above must be checked at least every two hours.
  - b. all corrective measures must promptly be adopted in case of non-conformity, as well as in the case of approaching the limit value.
3. All furnishings, including changing rooms, dedicated bathrooms, floating equipment, and floors, must be cleaned (vacuumed in case of fabrics) and sanitised at least twice a day and more frequently based on the flow of clients.
4. High-touch equipment (deckchairs, chairs, sunbeds) must be cleaned and sanitised after each use (person or household).
5. Pools that do not allow compliance with the requirements for the ineffectiveness of treatments (e.g., inflatable pools), maintenance of the free active chlorine disinfectant, or distances, must be prohibited. Therefore, we recommend especially strict monitoring of children's pools.
6. All measures must be integrated into the self-discipline document in a specific additional annex dedicated to contrasting the SARS-CoV-2 infection.

## KIDS' AREAS

All Kids' Areas should be temporarily closed.

# **CLEANING AND DISINFECTING PROCEDURES OF FACILITIES AND SERVICES**



## **LAUNDRY**

1. Do not shake dirty laundry.
2. Dirty laundry must be stored in a closed container and must always be kept separate from clean laundry.
3. Launder items using the hottest appropriate water setting for such items.
4. It is suggested to add disinfectant when washing laundry. Follow the manufacturer's directions.

## **WATER PIPES**

1. Follow the procedures for the flow of hot and cold water in the pipes specified in the protocol for the prevention and control of legionellosis.

## **AIR-CONDITIONING**

1. Check the ventilation characteristics of the premises and the mechanical ventilation systems along with the maintenance of the proper replacement rate of indoor air.
2. Periodically ensure natural ventilation throughout the day in all areas with openings to the outside, avoiding drafts or excessive cold / heat during the natural exchange of air.
3. Increase the frequency of maintenance / replacement of the incoming air filter packs (possibly also by using more efficient filter packs).
4. In relation to the external point of air expulsion, make sure that the implant conditions avoid the occurrence of sanitary problems in the distance between the expulsion points and the suction points.
5. Activate the entrance and the extraction of the air at least one hour before and one hour after the access by the public.
6. In case of service rooms without windows but equipped with mechanical fans / extractors, these must be kept running at least for the entire working hours.
7. Regarding the connection areas between different rooms of the building (for example corridors, transit or waiting areas), normally equipped with less ventilation or without dedicated ventilation, be careful to avoid the stopping or the gathering of people, introducing organizational rules so that the same areas are used only for transit or short-term stops.
8. In buildings equipped with specific ventilation systems with external air supply, through controlled mechanical ventilation, make sure to totally eliminate the air recirculation function.
9. With regard to heating / cooling systems that use heat pumps, fan coils, or convectors, if it is not possible to ensure the correct air conditioning of the rooms, clean the recirculating air filters, according to the manufacturer's instructions and with the system stopped, in order to keep the filtration / removal levels protected.
10. Clean the ventilation grids with clean microfibre cloths moistened with soap and water or with 75% ethyl alcohol and then dry.
11. Do not use and spray detergent/disinfectant spray cleaning products directly on the filters in order to avoid to inhale polluting substances during functioning.

## **GUEST ROOMS: CLEANING AND SANITISING PROCEDURES**



1. Preferably assign rooms without carpets.
2. Based on today's knowledge about the resistance of the virus on surfaces, we recommend holding a room for 72 hours before releasing it to another guest.
3. Remove all paper items (e.g., notepads and guest directory) and non-essentials such as bed runners, decorative pillows, and other extra items such as pens, etc. We also recommend removing items inside the wardrobe to maintain the right level of hygiene.
4. It is possible to reduce the number of pillows to one per guest and provide kettles on request at the Front Desk.
5. Clean and ready to rent rooms: clean all surfaces daily, paying particular attention to high-touch areas. Long-Stay: sanitise the room every five days. If the disinfecting rug at the hotel entrance is not available, it is required to sanitise guest room floors every day.
6. Clean and vacant rooms: clean and sanitise all surfaces, especially the high-touch areas. Pillow protectors and mattress protectors must be washed after every check-out.
7. If possible, aerate the room before starting the cleaning and sanitising procedures.
8. Follow the Cleaning and Sanitising Standards and start with cleaning and sanitising every surface, paying particular attention to high-touch areas such as door and window handles, locks and latches, light switches, desk, and counter surfaces, wardrobe hangers and shelves, kettles, telephones, remote controls, TV, clock radios, drapery pulls, lamps, bins, "Do Not Disturb" cards, pens, notepads, toilet flush handles, water tap handles, toilets and toilet seats, hairdryers, dispensers, and flooring.
9. Avoid shaking textiles and linens.
10. Used laundry (bed linens and towels) must always be placed in a closed container and kept separate from clean laundry.
11. Rubbish must be thrown in a lined bin. The bag must be sealed and placed in the rubbish cart.
12. Clean and sanitise the minibar and its content.
13. If available in the room, clean and sanitise the kettle, the tray, the amenities, and replace the cups.
14. Before cleaning and disinfecting floors, make sure to clean them right to the edges and into the corners.
15. When deep cleaning carpeted floors (as often as possible), use a steam cleaner or carpet shampoo.
16. Use a steam cleaner to sanitise curtains.
17. Replace unused paper items in rooms.
18. Disposable gloves must be replaced often.
19. To guarantee the health and safety of all guests and hotel staff, all programs that require to give up daily cleanings willingly should be suspended. However, guests could still ask the housekeeping staff not to enter the room.



## ACCESS TO COMMON AREAS AND SUPPLEMENTAL FACILITIES

### HOTEL ENTRANCE



1. Customers' body temperature may be measured, preventing access in the event of temperatures above 37.5 ° C
2. Encourage the differentiation of entry and exit paths to facilitate the respect of interpersonal distance of at least one meter.
3. Provide alcohol-based hand sanitizer at the hotel entrance.
4. It is advisable to provide a disinfecting rug at the hotel entrance.

### RECEPTION



1. Reception desk staff should be sufficiently informed about COVID-19 so that they can safely carry out their assigned tasks and prevent the possible spread of COVID-19 within the establishment. They should be capable of informing guests who inquire about the establishment's policy in terms of the preventive measures established or other services that guests may require (for example, medical and pharmacy services available in the area or at the establishment itself).
2. They should also be able to advise guests with respiratory symptoms to stay in their rooms until they are seen by a doctor.
1. The reception desk should have immediately available the telephone numbers of the health authorities, medical centres, public and private hospitals, and assistance centres for use whenever there is the possibility that a guest may be ill.
2. The Reception staff should inform guests about any other alterations to services typically provided.
3. It is necessary to promote social distancing using at least:
  - a. Professional markings (1 metre apart) - vertical (e.g., poles) or horizontal (e.g., floor decals) to remind guests of social distancing.
  - b. A plexiglass or acrylic partition at the front desk.
4. Consider alternative paperless check-in solutions to reduce contact, such as:
  - a. Web check-in.
  - b. Tablets to complete the registration process. Tablets are inexpensive and can be wiped down with a disinfecting product after each use.
5. Encourage guests to use the digital concierge (e.g., Chatbot Best Friend) to allow them to communicate with the Reception Desk Staff during their stay.
6. Promote Express check-out (e.g., HotelPaymentStudio).
7. Position the credit card reader so that guests can swipe their cards themselves, eliminating a point of contact with the front desk agent. We recommend bypassing the guest's signature on the registration form to support social distancing. After each use, disinfect with disposable alcohol-based disinfectant wipes for a better dosage of liquid that is applied to the device.
8. Have a container for guests to drop off used pens and key cards (electronics or traditional), to be sanitised before any future use.

9. Wash hands with soap and water and disinfect them with disinfectant gel after welcoming each guest.
10. Provide an alcohol-based hand sanitizer at the front desk or nearby.

## **BREAKFAST ROOM, RESTAURANT AND BAR**



1. Place alcohol-based hand sanitizer at the restaurant, breakfast room, or dining room entrance with an invitation to use it when entering and leaving each area.
2. The waiting staff and the room service staff must wear protective masks and disposable gloves during their shifts.
3. Restaurants and breakfast rooms are transit areas. Therefore, it is necessary to take all the required measures to protect our guests.
4. The buffet service is not allowed. We recommend to provide table service, room service, in-room set up, grab-and-go solutions with specific containers or external delivery services.
5. The tables shall be arranged so that the seats guarantee the interpersonal distancing of at least 1 meter of separation between the customers. This distance can only be reduced by using physical barriers between the different tables suitable for preventing contagion by droplet.
6. Consumption at the counter is allowed only if the interpersonal distance of at least 1 meter between customers and between customers and staff can be ensured.
7. For restaurants also open to customers outside the hotel, prefer the access by booking and keep the list of clients who have booked for a period of 14 days.
8. Customers should wear the mask whenever they are not sitting at the table.
9. For the breakfast and restaurant service, we recommend one or more of the following solutions:
  - a. Table service. To facilitate operations, we advise preparing a menu for each table. Alternatively, it is possible to create a QR code to place on the table and ask guests to scan it. A website, where guests can read the menu, will pop-up, minimizing personal contact and giving guests greater security;
  - b. Room service. Use carts and trays with closed boxes. For breakfast, we suggest handing the menu at check-in, asking clients to indicate their preferences, or, place a QR code in the room, for example, under the glass top of the desk.
  - c. "Grab-and-go" mode (takeaway) assembled by the waiting staff and delivered directly to the client in specific containers. It is possible to order in the traditional way or by using the QR Code.
  - d. The buffet service, although not recommended, is allowed only as product display in the following way:
    - i. Buffet entirely shielded by protective panels with exposed food adequately protected as per HACCP regulations and served by dedicated staff wearing disposable mask and gloves. Customers cannot access the buffet.

## **PUBLIC BATHROOMS**



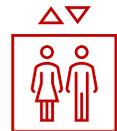
Invite guests to use the provided hand sanitizer at the entrance and exit and to respect social distancing rules.

## **INTERNET POINT**



Install a dispenser of alcohol-based hand sanitizer gel close to the internet point (if there is not much room you can use the one located at the reception).

## **LIFTS**



Allow access to individual people or families (e.g., people that share the same room) and invite them to use the provided hand sanitizer at the entrance and exit.

## **MEETING ROOMS**



1. All meeting rooms should be temporarily closed.
2. If they are being used momentarily for other purposes (e.g., restaurant service), hygiene procedures and modes of access envisaged for such purposes must be followed.

## **GYM**



1. Allow access only in compliance with the rule of social distancing and, if possible, provide for divided paths for entry and exit.
2. Promote exclusive use for areas with limited spaces.
3. Place an alcohol-based disinfectant gel dispenser at the entrance to the gym area with an invitation to use it both at the entrance and at the exit.
4. Invite customers to use disposable disinfectants for the tools they intend to use.
5. Organize the spaces in the changing rooms and showers in order to ensure the distance of at least 1 meter (for example, provide alternate or separate seated spots with special barriers), also by regulating the access.
6. Regulate people flows, waiting areas, access to different spaces, positioning of tools and machines, also by delimiting areas, in order to guarantee the safety distance:
  - a. at least 1 meter for people while not exercising,
  - b. at least 2 meters during physical activity (with particular attention to intense activity).
7. Do not allow mixed use of lockers in changing rooms
8. Invite customers to keep all clothing and personal items in their own bags or, alternatively, make bags available to put own personal belongings.
9. Invite customers not to share water bottles, glasses or disposable bottles, not to exchange with other customers towels, bathrobes or others items, and to wear appropriate shoes exclusively for use in the gym.

## **WELLNESS AREA**



1. The aesthetic treatments are allowed. Please refer to the technical sheets on personal services (hairdressers and beauticians) in the guidelines for the reopening of economic and productive activities of the Conference of Regions and Autonomous Provinces of 16 May 2020.
2. The use of saunas, Turkish baths, and whirlpools is not permitted.

## **POOLS AND WHIRLPOOL TUBS**



1. Allow access only in compliance with the rule of social distancing and, if possible, provide for divided paths for entry and exit.
2. The crowding density in the pool tub is calculated with an index of 7 m<sup>2</sup> of water surface per person.
3. Promote exclusive use for areas with limited spaces
4. Place an alcohol-based disinfectant gel dispenser at the entrance to the pool area with an invitation to use it both at the entrance and at the exit
5. Organize the spaces in the changing rooms and showers in order to ensure the distance of at least 1 meter (for example, provide alternate or separated seated spots with special barriers)
6. Regulate the arrangement of the equipment (deck chairs, sun beds) through dedicated paths in order to guarantee the social distancing of at least 1.5 m between people not belonging to the same family or cohabitants.
7. Do not allow mixed use of lockers in changing rooms.
8. Invite customers to keep all clothing and personal items in their own bags or, alternatively, make bags available to put own personal belongings.
9. Avoid the mixed use of linen that should not be left unattended. Invite the use of linen (towels, bathrobes) available in the room or on request at the reception before going to the pool area
10. Invite customers to follow the usual hygiene rules in water:
  - a. before entering the water, take a thorough soapy shower over the whole body
  - b. forbidden to spit, blow your nose, urinate in water
  - c. babies must wear diapers.
11. Invite parents / companions to supervise the children in the respect of the distance and of the hygienic-behavioral rules according to the children degree of autonomy and age.

## **KIDS' AREAS**



All Kids' Areas should be temporarily closed.

## **OTHER FACILITIES**



### **TAKE-AWAY FOOD FOR GUESTS**

1. Ask guests and food couriers to complete the delivery outside the hotel.
2. Invite guests to prepay their order to guarantee delivery outside the hotel. When ordering, guests should ask for disposable cutlery, dishes, condiments, etc.
3. Do not allow food couriers to deliver the order directly to the guests' rooms. If necessary, call the guests to inform them that the courier has arrived at the hotel.

### **RECEIPT OF GOODS AND INTERNAL POST MANAGEMENT**

1. Ask the courier to unload the goods outside the hotel.
2. Keep a social distance of about 2 metres.
3. We recommend prepaying the order or paying online.
4. Wear gloves while handling goods.
5. Remove the goods from their original packaging. These should be left outside.
6. Throw away the gloves after each delivery.  
If possible, sanitise the goods before taking them inside (e.g., inner packaging).  
Do not use dirty gloves to handle sanitised goods.
7. Open the mail by wearing gloves and sanitise all surfaces that come in contact with the contents.  
Keep the courier at a social distance of about 2 metres.
8. Sanitise all surfaces that may have been touched during delivery (e.g., door handles, pens, lift keys, the stylus for electronic signatures).
9. Wash hands or use a hand sanitizer gel after each delivery.

### **TRANSPORT SERVICES FOR GUESTS (COURTESY VEHICLES)**

1. The driver must wear a protective mask and disposable gloves.
2. All vehicles used for guest transport must be regularly cleaned and sanitised, at the beginning and end of the service and after each transport.
3. After each trip, remove all rubbish bags from the vehicle.
4. Vacuum, clean and sanitise all surfaces: interior and exterior door handles, seat belts and buckles, steering wheel, ventilation fans and dashboard, seats, luggage storage areas.
5. Frequently replace air filters in all vehicles.
6. The number of passengers shall be limited to individual people or families (e.g., people that share the same room).
7. Provide hand sanitizer gel or hand sanitizing wipes to all guests that enter and exit the vehicle.

### **CAR PARKING SERVICE**

Guests must park their cars. If it is not possible, before accessing the vehicle, the parking attendant must wear gloves and a protective mask, aerate the passenger compartment, and make sure that the air conditioning and the heating are turned off.

## LUGGAGE STORAGE

Luggage kept in the storage luggage area must be sanitised with disposable wipes or with a disinfectant spray after each drop-off and collection.



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## CHECK AND VERIFICATION METHOD

In addition to the strict controls carried out by the hotel management, the brand will verify, remotely and onsite, the implementation of the prescribed procedures with:

- Virtual quality control format repeated continuously over time.
- Regular analysis of the register of implemented actions and measures, which must include at least the date, the time, and the place where a particular disinfection procedure was carried out, and by whom.
- Onsite quality checks as soon as it will be possible to resume travelling.