

HYGIENE AND SAFETY PROTOCOL

Part of the “SPECIAL PROTECTION” Program



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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 and subsequently updated, includes all the dispositions and the information available on the date this document was drafted, 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, 9 June and 7 August 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 Italian National Institute of Health (ISS) COVID-19 report n.25/2020 "Interim recommendations on the sanitization of non-healthcare facilities in the current COVID-19 emergency: surfaces, indoor environments and clothing";
- 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, the Prime Minister's Decree of 11 June 2020, the Prime Minister's Decree of 7 August 2020 and specific Regional Decrees to which hotels refer to, even if they are not directly expressed in this document.

The provided indications for supplemental facilities (restaurants, meeting rooms, wellness centres, pools, gyms, Kids' areas) become effective once they reopen to the public and should not be considered as replacements to more restrictive regional decrees.

It is necessary to communicate these actions clearly and simply so that guests understand that 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. Social distancing does not apply to family members, cohabitants, people that share the same room or area during a stay, nor people, that under current regulations, are not subject to social distancing (the last point applies to individual responsibility).

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 when dealing with customers (and in any other circumstance in which it is not possible to guarantee a distance of at least one metre), frequently perform hand hygiene with sanitising products (always before and after interpersonal contact with clients, colleagues, suppliers, etc.) and 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. Disposable gloves;
 - b. Goggles;
 - c. Protective apron (disposable);
 - d. Gown;
 - e. 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 in the presence of customers (and in any other circumstance in which it is not possible to guarantee a distance of at least one metre), and closed shoes during service hours. If procedures that generate splashes are carried out, a face shield should be added. The use of disposable gloves is recommended when cleaning in-room and shared bathrooms. Furthermore, they should have available disposable gloves and 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 may 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 specific 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 sanitiser.
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 indoor common areas, guests must always wear their protective masks. In outdoor common areas, masks should only be worn when the distance of at least 1 metre cannot be guaranteed.
2. Protective masks, disposable gloves, hand sanitisers, 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 sanitiser 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 close 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. Close 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. Before consulting newspapers and other paper items, including key card sleeves, clients must clean hands with the sanitising products.
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.
8. Wash your hands with soap and water or clean them with the sanitising products located in each common area or more frequently if necessary.

RECEPTION AND HALL

1. Furnishings must be cleaned (vacuumed in case of fabrics) 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 in case of fabrics) 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 into 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 in case of fabrics) 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. Aerate the spaces during work session breaks or whenever possible.
2. Furnishings, equipment, and floors must be cleaned and sanitised at least twice a day (one of these operations must be carried out during the midday break).
Pay close attention to high-touch areas such as the speakers' table and chairs, handles, etc.
3. Devices and equipment given to speakers, moderators, and listeners (e.g. microphones, keyboards, mouse, presentation remotes, etc.) must be cleaned and sanitised before the first use, verifying that these are disconnected from the power supply. These items will then have to be protected by using cling film, which should be replaced after each use.
4. 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 more frequently.

FITNESS ROOM

1. It is necessary to clean and sanitise machines and equipment after each use.
2. All furnishings, including changing rooms (lockers included) 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. Before reopening wellness centres and providing spa treatments, it is necessary to carry out adequate preventive and control measures to avoid the risk of contamination in the water system (e.g. Legionella contamination).
2. For whirlpool tubs, it is necessary to maintain the concentration of disinfectant in water within the limits recommended according to international norms and standards, preferably at the upper limits of the range. Alternatively, initiate physical treatments at the upper limits of the flow rate or increase the water exchange in the tub to maximum, based on the highest flow rate of the collection system.
3. For areas accessible to people (e.g. beauty treatment and massage rooms) it is necessary to aerate rooms, clean and sanitise, in between treatments, surfaces, spaces, equipment, and accessories, paying close attention to high-touch areas (e.g. handles, switches, handrail, beds, etc.).
4. For hot and humid environments, like for example Turkish baths and saunas, it is necessary to aerate, clean and sanitise these spaces before each use.
5. All furnishings, including changing rooms, 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.
6. Linen must be washed in hot cycles (70-90°C) with the usual detergents. Alternatively, choose a low-temperature wash and add bleach or other disinfectant products.
7. Before consulting newspapers and other paper items, clients must clean hands with the sanitising products.

SWIMMING POOLS

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 approaching 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 family).

5. The use of 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 annexe dedicated to contrasting the SARS-CoV-2 infection.
7. For saltwater pools, where necessary, maintain the concentration of disinfectant in water within the limits recommended according to international norms and standards, preferably at the upper limits of the range. Alternatively, initiate physical treatments at the upper limits of the flow rate or increase the water exchange to maximum, based on the highest flow rate of the collection system.

KIDS' AREAS

1. It is necessary to thoroughly clean and sanitise areas and equipment at least twice a day and more frequently based on the flow of guests.
2. Should it not be possible to clean the equipment adequately, then access should not be permitted.
3. In the case of covered areas, favour air exchange in indoor environments.

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. 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.
2. Due to crowding and dwell time, the effectiveness of the systems must be verified to ensure the adequacy of the range of outside air according to current regulations. In any case, crowding must be related to the effective range of external air.
3. Increase the frequency of maintenance/replacement of the incoming air filter packs (possibly even using more efficient filter packs).
4. In relation to the external point of air expulsion, monitor implant conditions so that hygiene and sanitary issues can be avoided between the expulsion and the suction points.
5. Activate air entry and extraction at least an hour before and after people's access.
6. In case of service rooms without windows but equipped with mechanical fans/extractors, these must be kept running during the entire working hours.
7. Regarding the building's transit areas (for example corridors or waiting areas), generally equipped with no or less ventilation, avoid people from stopping or gathering by implementing organisational measures so that these areas are used only for transit or short-term stops.
8. In toilet facilities, air extractors must always remain operational.
9. In buildings equipped with specific ventilation systems that introduce external air supply through controlled mechanical ventilation, eliminate the air recirculation function.
10. Air-conditioning systems must exclude, if technically possible, the air recirculation function. In any case, the natural air recirculation measures must be further reinforced through the system. Air recirculation filters must be cleaned during the system shutdown to ensure adequate filtration/removal levels. If technically possible, the filter capacity of recirculation must be increased, replacing the existing filters with higher class filters, ensuring the maintenance of the airflow.
11. Clean ventilation grilles with clean microfibre cloths moistened with soap and water or use 75% ethyl alcohol. Then dry.
12. Do not spray detergent/disinfectant cleaning products directly over the filters to avoid inhaling polluting substances when the system is operating.

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 close attention to high-touch areas. Long-Stay: sanitise the room every five days. If the disinfecting rug at the hotel entrance is not available, guest room floors must be sanitised daily.
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 close 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 fabrics 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. In each room or more frequently if necessary, wash your hands with soap and water or use the sanitising products.
19. Disposable gloves must be replaced often.
20. 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. If it is above 37.5 °C, access is denied.
2. Encourage the differentiation of entry and exit routes to facilitate the respect of social distancing of at least one metre.
3. Provide alcohol-based hand sanitiser 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.
3. 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.
4. The Reception staff should inform guests about any other alterations to services typically provided.
5. 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.
6. 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.
7. 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.
8. Promote Express check-out (e.g. HotelPaymentStudio).
9. 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.
10. Have a container for guests to drop off used pens and key cards (electronics or traditional), to be sanitised before any future use.

11. Wash hands with soap and water and disinfect them with disinfectant gel after welcoming each guest.
12. Provide an alcohol-based hand sanitiser at the front desk or nearby.
13. Keep a list of your guests for 14 days. This fulfilment is deemed completed after providing the public security authority with this information. It is not necessary to repeat the process in case the guests use additional facilities (e.g. swimming pool, restaurant, wellness centre, etc.).

BREAKFAST ROOM, RESTAURANT AND BAR



1. Place alcohol-based hand sanitiser at the restaurant, breakfast room, or dining room entrance with an invitation to use it when entering and leaving each area.
2. During service, the waiting staff and the room service staff must wear protective masks and frequently wash their hands with soap and water or clean them with sanitising products (before each table service).
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 providing table service, room service, in-room set up, grab-and-go solutions with specific containers or external delivery services.
5. Tables shall be arranged so that the seats guarantee the social distancing of at least 1 metre between customers, except for family members, cohabitants, carers of children aged six or less, or people with disabilities according to article 9, paragraph 2 of the Prime Minister's Decree of 17 May 2020. The last point applies to individual responsibility.
6. Counter service is allowed only if the social distancing of at least 1 metre between customers, and between customers and staff can be ensured.
7. For restaurants that are also open to customers outside the hotel, prefer access by reservation. Remember to keep a record of the clients who have booked for 14 days.
8. Customers should wear their masks 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 is allowed only to display products in the following manner:
 - i. Buffet served by a dedicated staff that wears masks and performs frequent hand hygiene with sanitising products (at least after each contact with customers or other people).
 - ii. The buffet table must be entirely shielded with protective panels, horizontal (e.g. floor decals), or vertical markings (e.g. queue barriers) should be used to promote a distance of at least one metre between customers and the displayed food. Food must be adequately protected as per HACCP regulations.

- iii. Self-service could be accepted if there are, in addition to the display buffet, other buffet tables. Alternatively, single-dose packaged products could be provided during table service.
- iv. In particular, gatherings must be avoided when distributing food by reorganising spaces, in relation to the size of the area, and implementing appropriate measures (e.g. floor decals, barriers, etc.) to ensure the physical distance of at least one metre when queuing for the buffet.

PUBLIC BATHROOMS



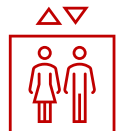
Invite guests to use the provided hand sanitiser at the entrance and exit and to respect social distancing rules.

INTERNET POINT



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

LIFTS



1. Allow access to one person at a time except for family members, cohabitants, people that share the same room or area during a stay, and people, that under current regulations, are not subject to social distancing (the last point applies to individual responsibility).
2. Invite people to use the provided hand sanitiser when getting on and off the lift.

MEETING ROOMS



1. Install a dispenser of alcohol-based hand sanitiser gel at the entrance of each room. Invite people to sanitise their hands when entering and exiting the room, and more frequently during the day.
2. Promote the use of digital technologies to automate organisational and participatory processes (e.g. booking system, ticket payment, form compilation, printing recognition systems, entry registration system, performing evaluation and satisfaction tests, delivering certificates of participation) to avoid foreseeable gatherings.
3. Record and keep for 14 days the personal and contact details of all event participants that do not stay overnight.

4. It is necessary to promote social distancing at the event registration desk, using at least one of the following systems:
 - a. adequate vertical (e.g. poles) or horizontal markings (e.g. floor decals) to remind guests to maintain the precautionary distance of at least 1 metre.
 - b. a plexiglass or acrylic partition at the front desk.
5. Reorganise spaces to guarantee orderly access, to avoid gatherings, and to ensure a distance of at least 1 metre between users, except for people that under current regulations are not subject to social distancing. If possible, create separate routes for entry and exit, identified with the appropriate signs.
6. Only allow access to users that have correctly registered.
7. All participants and assistance staff (e.g. front desk and technical staff, classroom tutors), considering the extended time shared in the same room, will have to wear a protective mask for the entire duration of the activity and perform frequent hand hygiene using sanitising products.
8. Arrange seats in the rooms to guarantee social distancing.
 - a. In the case of fixed seating, we suggest leaving three empty seats between participants. The unusable seats must be identified with signs or stickers.
 - b. When setting up movable seating, there must be a distance of at least 1 metre between seats.
9. There must be an adequate number of seats provided. Participants must not stand during the event.
10. If possible, assign a numbered seat to each participant for the entire duration of the event.
11. The podium from which the speakers deliver their presentation must be positioned at a distance of at least 2 metres from any other person on the stage and in the first row, to allow speakers to take off their masks.
12. Moderators sitting at the table must maintain a distance of at least one metre between one and the other, to allow them to intervene without wearing masks.
13. If remote controls, laptops, microphones, or other shared devices are provided, it is necessary to supply disposable disinfectant wipes or disinfectant spray and paper rolls to sanitise the tools after each use. Alternatively, these devices should be protected by using cling film, which should be replaced after each use.
14. Any exhibition areas must be organised as follows:
 - a. Stands must be positioned in such a way that there are no adjacent open sides between stands and should facilitate social distancing.
 - b. Establish corridors of adequate size to maintain social distancing.
 - c. Access to the exhibition area and individual stands must be limited, to avoid gatherings and facilitate social distancing.
 - d. Any informative and scientific brochures should be displayed and made available in exhibitors for guests to access autonomously, after having performed hand hygiene. Alternatively, use digital systems.
15. Avoid using shared clothes hangers by inviting guests to use the back of their chair.
16. Cloakroom service can only be offered if it is possible to avoid touching guests' items (e.g. with the use of disposable clothes covers).
17. Coffee breaks can be organised as follows:
 - a. Counter service at the bar, only if the social distancing of at least 1 metre between guests, and between guests and staff can be ensured.
 - b. Table service at the bar.
 - c. Buffet served by a dedicated staff that wears masks and performs frequent hand hygiene with sanitising products (at least after each contact with guests or other people).
 - i. The buffet table must be entirely shielded with protective panels, horizontal (e.g. floor decals), or vertical markings (e.g. queue barriers) should be used to promote a

- distance of at least one metre between customers and the displayed food. Food must be adequately protected as per HACCP regulations.
- ii. Self-service could be accepted only if the buffet table provides single-dose packaged products.
 - iii. In particular, gatherings must be avoided when distributing food by reorganising spaces, in relation to the size of the area, and implementing appropriate measures (e.g. floor decals, barriers, etc.) to ensure the physical distance of at least one metre when queuing for the buffet.
 - d. Drink and food dispensers can be made available. Before using them, guests should use the hand sanitising gel or the provided disposable gloves available near these machines.
 - e. Set up support tables that allow social distancing of at least 1 metre between guests.
18. To facilitate cleaning and sanitising operations, as well as air exchange, food and drink consumption inside the rooms is not recommended.

GYM



1. Allow access only when social distancing can be guaranteed and, if possible, provide separate routes for entry and exit.
2. In the case of confined areas, promote exclusive use.
3. Place an alcohol-based disinfectant gel dispenser near the gym entrance with an invitation to use it when entering and exiting the area.
4. Invite customers to use disinfectants for the equipment they intend to use.
5. Organise the spaces in the changing rooms and showers to ensure the distance of at least 1 metre (for example, alternate or separate seated spots with specific barriers) and supervise access.
6. Regulate the flow of people, the waiting areas, the access to different spaces, the positioning of tools and machines. To further guarantee social distancing, delimit areas in the following way:
 - a. at least 1 metre for people that are not exercising,
 - b. at least 2 metres during physical activity (pay close attention to intense workouts).
7. Do not allow mixed use of lockers in changing rooms.
8. Invite customers to keep all clothing and personal items in their bags, even when storing them in the provided lockers. Alternatively, provide clients with plastic bags for their personal belongings.
9. Invite customers not to share water bottles, glasses, or bottles. They should not exchange towels, bathrobes, or other items with no one, and should wear clean gym shoes.

WELLNESS AREA



1. Set a limit on the number of accesses to maintain social distancing of at least 2 metres in all closed environments and at least 1 metre in the waiting areas, except for family members, cohabitants, people that share the same room or that under current regulations, are not subject to social distancing.
2. If possible, provide separate routes for entry and exit.
3. Install a dispenser of alcohol-based hand sanitiser gel at the entrance of the wellness area and in strategic locations. People must disinfect their hands before entering the area, and more frequently during their stay.

4. Prefer access by booking to facilities and individual services and, in the case of customers who do not stay overnight, keep the attendance list for 14 days.
5. Customers can stay within the premises only for the time necessary to provide the service or treatment.
6. Allow the simultaneous presence of a limited number of customers based on the capacity of the room.
7. For beauty treatments and massages, and any other personal treatments:
 - a. Customers must wear protective masks during their treatment and perform, before and after, proper hand hygiene.
 - b. When carrying out the treatment, if the operator must maintain less than 1 metre distance, he/she must wear a protective mask and any other protective equipment associated with the work-related risks involved. For services that require proximity, the operator must wear a FFP2 protective visor and a mask without valve.
 - c. For each service, the operator must use, if possible, disposable gowns/aprons.
 - d. The operator must perform frequent hand hygiene with sanitising products (before and after each service).
 - e. Gloves must be differentiated. Separate the ones used during treatments from those usually used for other purposes.
 - f. It is possible to give massages without gloves, as long as the operator, before and after each client, cleans and sanitises his/her hands and forearms. In any case, during the massage, the face, nose, mouth, and eyes should never be touched. This recommendation also applies when using disposable gloves.
 - g. Avoid mixed use of objects and linen on the beauty and massage beds. Prefer the use of disposable towels.
 - h. Room/spaces used for treatments must be for individual use only or in any case for family members or cohabitants that access the service. The rooms/areas for collective use must, in any case, be of a size such as to constantly guarantee social distancing of at least 1 metre between the customers and the staff during all the services provided.
8. Access to hot and humid environments, such as Turkish baths, is allowed only by booking with the exclusive use of family members, cohabitants, people that share the same room, or who under current regulations are not subject to social distancing. Provided that ventilation, cleaning, and disinfection are guaranteed before each further use.
9. Access to dry saunas with temperature between 80 and 90 Celsius degrees is allowed to a limited number of clients able to maintain the social distancing of at least 1 metre. Provided that ventilation, cleaning, and disinfection are guaranteed before each further use.
10. For pools and whirlpool tubs:
 - a. When swimming is not allowed, the crowd density in the pool is calculated with an index of 4 square metres of water surface per person.
 - b. When swimming is allowed, the crowd density in the pool is calculated with an index of 7 square metres of water surface per person.
 - c. When these indications cannot be followed, pools must only be used by a single person, except for family members, cohabitants, people that share the same room, or who under current regulations are not subject to social distancing.
11. Organise the spaces in the changing rooms and showers to ensure the distance of at least 1 metre (for example, alternate or separate seated spots with specific barriers) and supervise access.
12. Do not allow mixed use of lockers in changing rooms.
13. Invite customers to keep all clothing and personal items in their bags, even when storing them in the provided lockers. Alternatively, provide clients with plastic bags for their personal belongings.

SWIMMING POOL



1. Allow access only when social distancing can be guaranteed and, if possible, provide separate routes for entry and exit.
2. When swimming is not allowed, the crowd density in the pool is calculated with an index of 4 square metres of water surface per person. When swimming is allowed, the crowd density in the pool is calculated with an index of 7 square metres of water surface per person.
3. In the case of confined areas, promote exclusive use.
4. Place an alcohol-based disinfectant gel dispenser near the pool entrance with an invitation to use it when entering and exiting the area.
5. Organise the spaces in the changing rooms and showers to ensure the distance of at least 1 metre (for example, alternate or separate seated spots with specific barriers) and supervise access.
6. Regulate the arrangement of equipment (deck chairs, sunbeds) through dedicated routes to guarantee social distancing. Maintain at least 1.5 metres between people not belonging to the same family or non-cohabitants.
7. Do not allow mixed use of lockers in changing rooms.
8. Invite customers to keep all clothing and personal items in their bags, even when storing them in the provided lockers. Alternatively, provide clients with plastic bags for their personal belongings.
9. Avoid mixed use of linen that should not be left unattended. Advise guests to use the 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 swimming pool hygiene rules:
 - a. Before entering the water, wash the whole body with soap.
 - b. Do not spit, blow your nose, and urinate in the water.
 - c. Babies must wear diapers.
11. Invite parents/carers to supervise their children to help them respect social distancing and hygienic-behavioural rules, compatibly with the children's level of autonomy and age.

KIDS' AREAS



1. Provide adequate information on all prevention measures to be adopted using pictograms or other communication styles suitable for children.
2. Install a dispenser of alcohol-based hand sanitiser gel or disinfectant wipes at the entrance of the kids' area. Invite people to sanitise their hands frequently.
3. Reorganise spaces and relocate games/tools, to guarantee orderly access, to avoid gatherings, and to ensure a distance of at least 1 metre between users, except for people that under current regulations are not subject to social distancing. The last point applies to individual responsibility.
4. Group games cannot be used when social distancing of at least 1 metre is not guaranteed.
5. When minors that require accompaniment are present, allow access to only one carer per child.
6. If possible, provide separate routes for entry and exit.
7. Children and kids over 6, parents, carers, and staff must wear protective masks.

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 distancing of about 2 metres.
3. We recommend prepaying the order or paying online.
4. When handling goods, wear gloves or wash your hands with soap and water or use sanitising products.
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. When opening the mail, wear gloves or wash your hands with soap and water or use sanitising products. All surfaces that come into contact with the contents must be sanitised. Keep a distance of about 2 metres with the courier.
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 sanitiser gel after each delivery.

TRANSPORT SERVICES FOR GUESTS (COURTESY VEHICLES)

1. The driver must wear a protective mask and wash his/her hands with soap and water or use sanitising products.
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 sanitiser gel or hand sanitising 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 a protective mask and wash his/her hands with soap and water or use sanitising products,

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.



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 specific disinfection procedure was carried out, and by whom.
- Onsite quality checks as soon as it will be possible to resume travelling.