

«Special Protection» Program

BWH's commitment to
ensuring **safety** to guests
and staff





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Hygiene and safety procedures for the various hotel areas and amenities.

For our hotels we have defined procedures and disinfection systems, divided them into areas and accompanied by a series of communications that inform our customers of the implemented measures.

General Cleaning and Sanitisation Standards

The procedures adopted by each hotel include:

Frequent **areation** of all areas.

Cleaning of all surfaces using a soap-based detergent with particular attention to the areas that are in contact with users.

A **complete sanitisation** with disinfectants registered by the Ministry of Health as medical-surgical devices, based on sodium hypochlorite diluted to 0.1% (or with a higher concentration, up to 0.5%, for the baths), alcohol 70 % concentration, 0.5% hydrogen peroxide, or mixtures of quaternary ammoniums.

The implementation of a **detailed register** that ensures that the cleaning and sanitisation general standards are being followed and carried out regularly and more frequently, depending on the number of clients, staff, and suppliers.

The use of **additional disinfection procedures** (e.g., ozone therapy, dry aerosol for specific disinfectants), add up and do not replace the use of the disinfectants recommended by Ministry of Health.

Hygiene procedures: Reception and Lobby

The specific procedures for reception and lobby include:

The **furniture** is cleaned, or vacuumed if it is a textile décor, and sanitised **at least twice a day** and more frequently based on the flow of clients.

The **floors** are cleaned and sanitised using a cloth soaked with an adequate detergent, **at least twice a day**, and **more frequently** based on the flow of clients.

The **carpeted floors** are vacuumed **at least every 4-6 hours** based on the flow of clients. Cleaning and sanitisation with specific **steam cleaners** or **carpet shampooing** are carried out following the manufacturer's specifications.



Accessing the Reception

We work to avoid gathering also through the following measures:

- promote alternative paperless check-in solutions (e.g., online check-in, using a tablet for registration)
- use of mobile concierge (e.g., Chatbot Best Friend)
- use of express check-out (e.g., Hotel Payment Studio)
- contactless transactions with digital signature service



Hygiene procedures: Breakfast Room, Restaurant and Bar

The specific procedures include:

In between clients, cleaning and **sanitization of bare tables, replacement of tablecloths and cleaning of the seats** with a damp cloth or brush, depending on the material.

Available to our customers **dispensers of hot and cold drinks or food** that are cleaned and **sanitised repeatedly** and always after each service.

All **furniture** are cleaned and sanitised or vacuumed if it is a textile décor **always after each service (breakfast, lunch, and dinner)** and more frequently based on the flow of clients.

Floors are cleaned and sanitised **always after each service (breakfast, lunch, and dinner)** and more frequently based on the flow of clients.

Plates and cutlery are washed and disinfected in a **dishwashing machine** at 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.

Tablecloths and napkins are washed with specific detergents and at **high-temperature cycles**, compatibly with the type of fabric with the addition of common disinfectants.



Accessing the Breakfast Room, Restaurant and Bar

Times and methods of access may vary according to the epidemiological scenario of the area in which the hotel is located.

The specific procedures include:

Tables placed indoors shall be arranged so that the seats guarantee the social distancing of at least 1 metre between customers seated at different tables. This distance can only be reduced by resorting to adequate physical barriers between the different tables to prevent contagion through droplets.



Breakfast and Restaurant service

We recommend to ask at the reception which available solution is adopted by the hotel:

- **Table service.** To facilitate operations, we provide a menu for each table.
- **Room service.** For breakfast, we hand out the menu at check-in, asking our clients to indicate his/her preferences.
- **"Grab-and-go" mode** (takeaway) assembled by the waiting staff and delivered directly to the client in specific containers.
- The buffet service is allowed to display products in the following manner:
 - When using the self-service buffet, people must avoid gatherings and use the disinfectant gel before entering the buffet area.
 - Buffet served by a dedicated staff that wears masks (surgical or one that confers superior protection such as the FFP2s) and performs frequent hand hygiene with sanitising products (at least after each contact with customers or other people).
 - In particular, gatherings must be avoided when distributing food by reorganising spaces, in relation to the size of the area.





Hygiene procedures: shared bathrooms

The specific procedures include:

Bathroom fixtures and all **accessories** are cleaned and sanitised **every 3 hours** and more frequently based on the flow of clients.

Floors are cleaned and sanitised **at least three times a day**, and more frequently, when necessary, based on the flow of clients.

Accessing shared bathrooms

We invite all our clients to use the provided hand sanitizer and to avoid gatherings.

Hygiene Procedures: lifts

The specific procedures include:

Floors and **walls** are cleaned and sanitised **at least twice a day** and more frequently based on the flow of clients. Any carpeted floors are vacuumed at least twice a day. Cleaning and sanitisation with specific steam cleaners or carpet shampooing are carried out following the manufacturer's specifications, always keeping in mind the flow of the clients.

Internal and external **buttons** and any **support bars** are cleaned and sanitised **at least every hour** during the most crowded times.

Accessing the lifts

We invite clients to avoid gatherings and use the provided hand sanitizer.



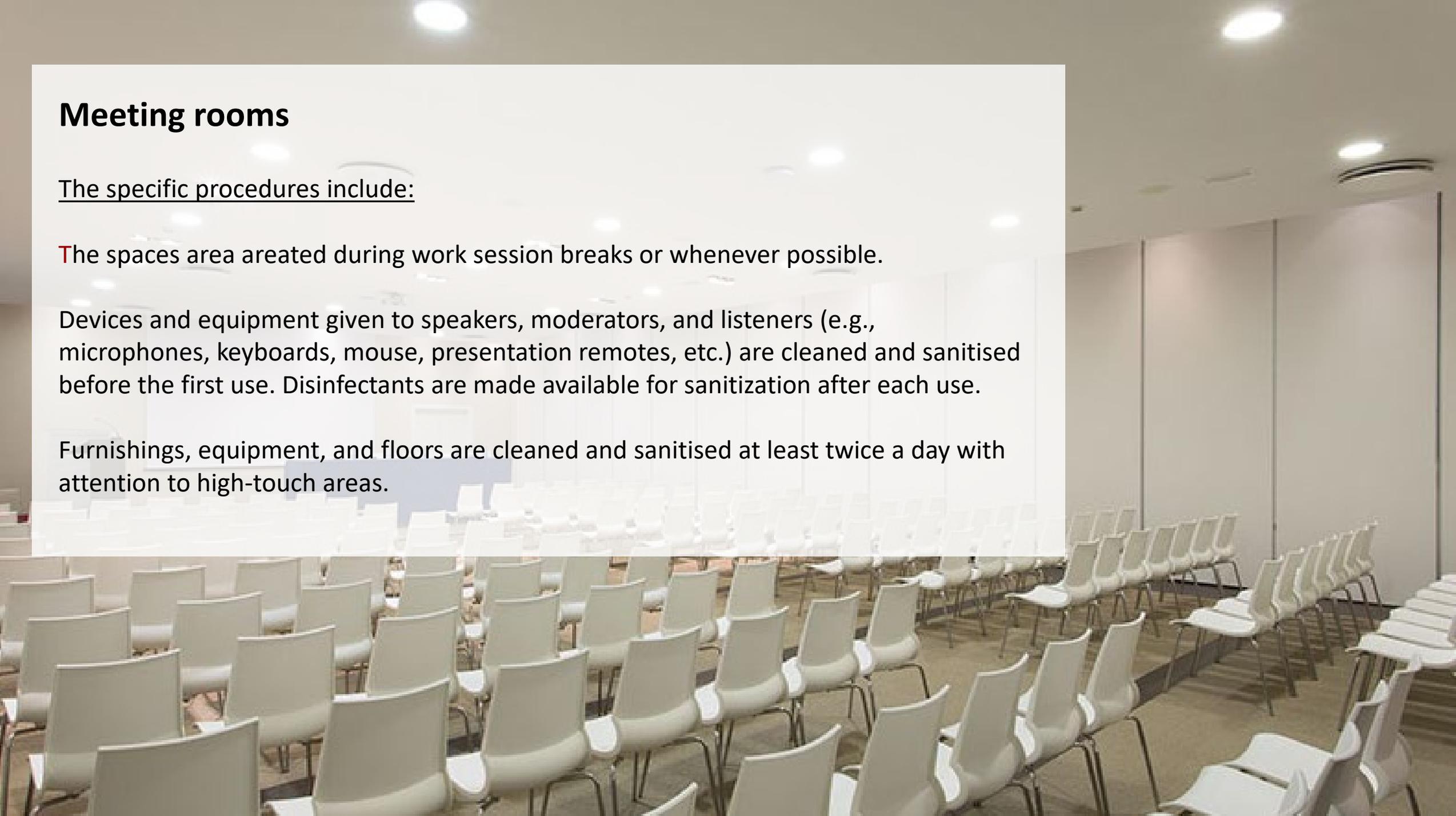
Meeting rooms

The specific procedures include:

The spaces are created during work session breaks or whenever possible.

Devices and equipment given to speakers, moderators, and listeners (e.g., microphones, keyboards, mouse, presentation remotes, etc.) are cleaned and sanitised before the first use. Disinfectants are made available for sanitization after each use.

Furnishings, equipment, and floors are cleaned and sanitised at least twice a day with attention to high-touch areas.



Accessing the meeting rooms

Times and methods of access may vary according to the epidemiological scenario of the area in which the hotel is located.

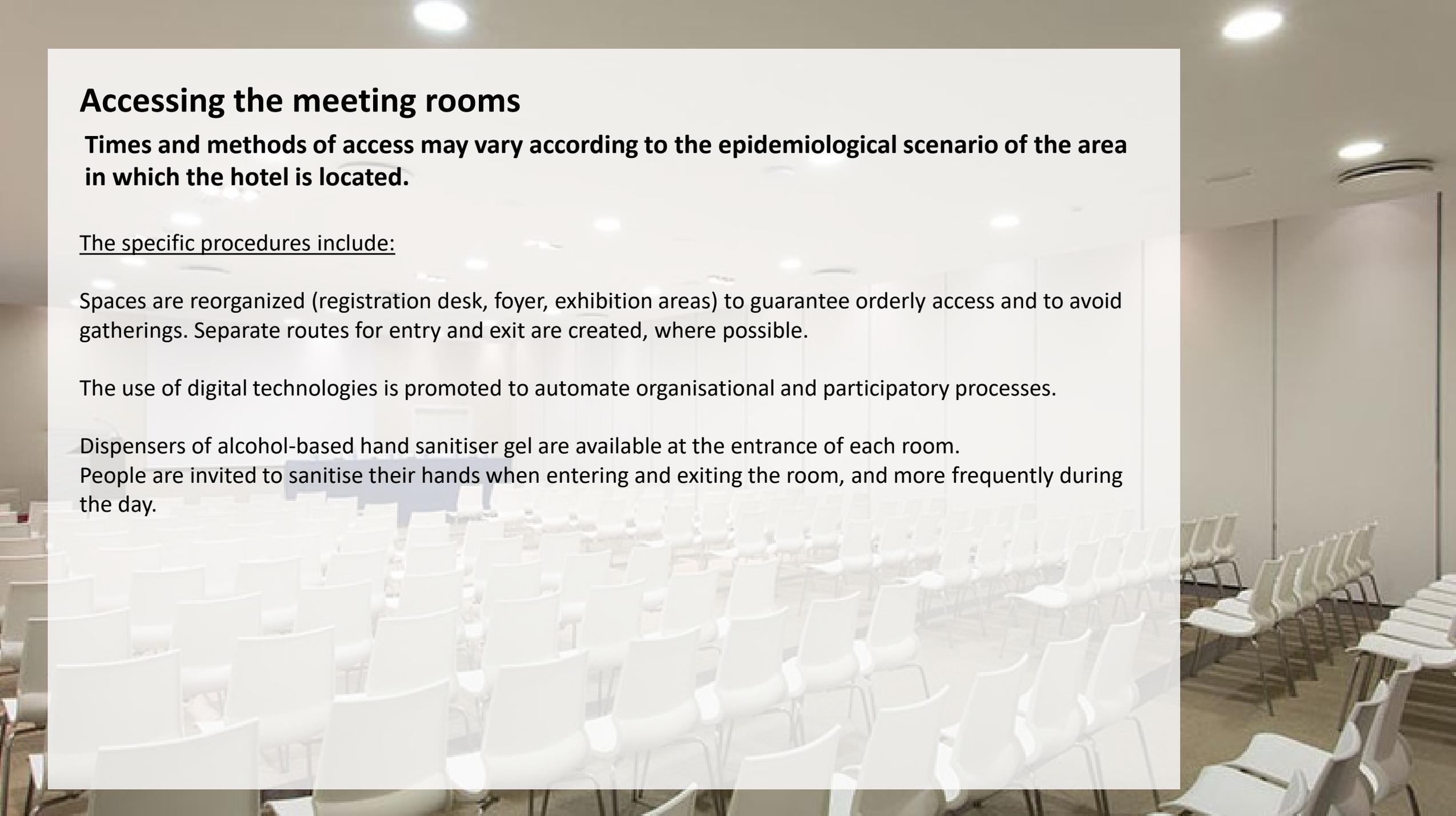
The specific procedures include:

Spaces are reorganized (registration desk, foyer, exhibition areas) to guarantee orderly access and to avoid gatherings. Separate routes for entry and exit are created, where possible.

The use of digital technologies is promoted to automate organisational and participatory processes.

Dispensers of alcohol-based hand sanitiser gel are available at the entrance of each room.

People are invited to sanitise their hands when entering and exiting the room, and more frequently during the day.



Gym

The specific procedures include:

Cleaning and disinfection of machines and equipment after every use.

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.

Equipment and machines that cannot be disinfected are not allowed to be used.



Accessing the gym

Times and methods of access may vary according to the epidemiological scenario of the area in which the hotel is located.

The specific procedures include:

Promote exclusive use for areas with limited space.

An alcohol-based disinfectant gel dispenser is placed at the entrance to the gym area with an invitation to use it both at the entrance and at the exit.

Customers are invited to use disposable disinfectants for the tools they intend to use.

Mixed use of lockers in changing rooms is not allowed.

Customers are invited to keep all clothing and personal items in their own bags or, alternatively, in bags made available to put own personal belongings.

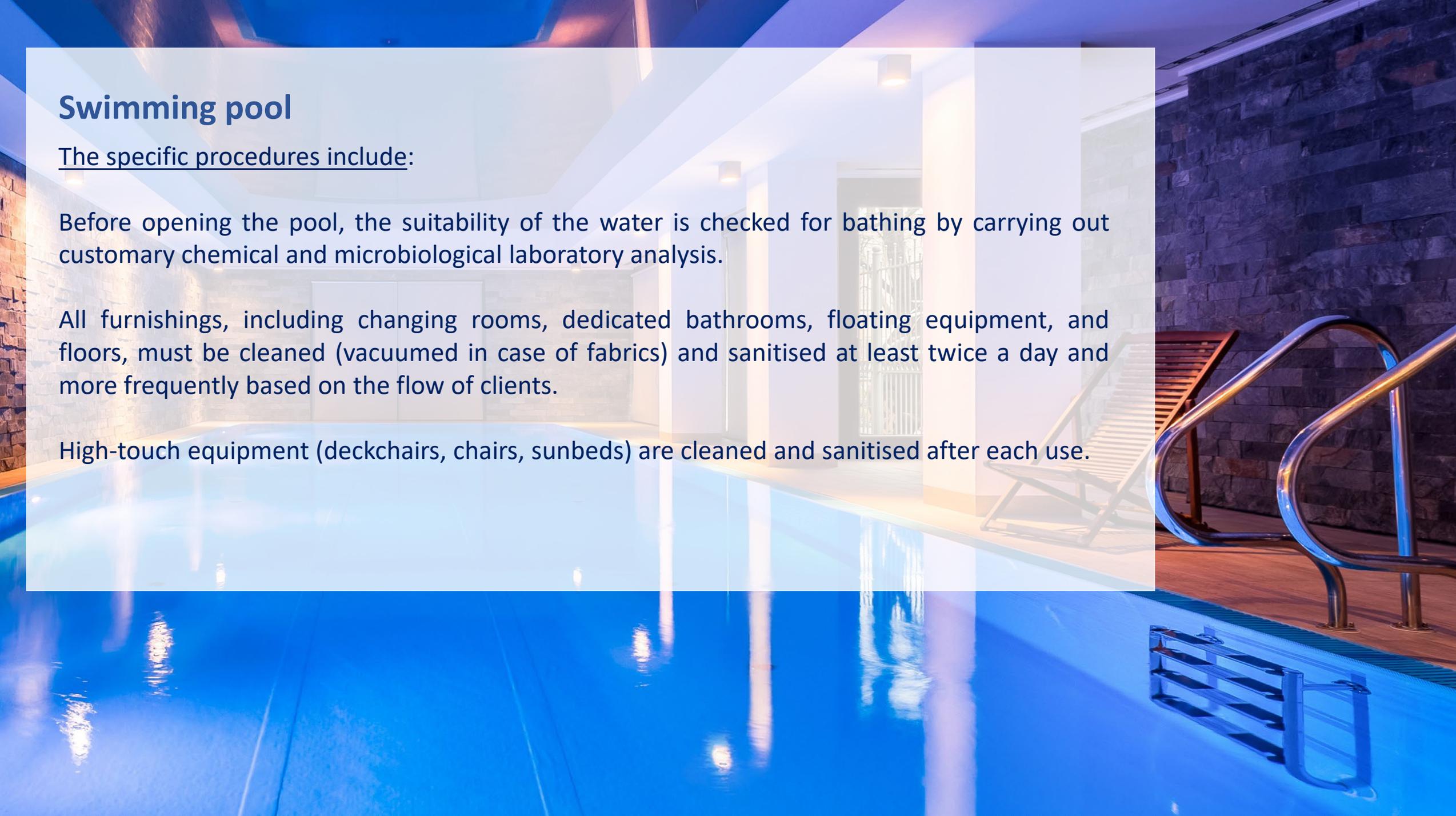
Swimming pool

The specific procedures include:

Before opening the pool, the suitability of the water is checked for bathing by carrying out customary chemical and microbiological laboratory analysis.

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.

High-touch equipment (deckchairs, chairs, sunbeds) are cleaned and sanitised after each use.



Accessing the pool

Times and methods of access may vary according to the epidemiological scenario of the area in which the hotel is located.

The specific procedures include:

Access is organized to avoid gatherings, if possible, with separate routes for entry and exit.

An alcohol-based disinfectant gel dispenser is installed at the entrance to the pool area with an invitation to use it both at the entrance and at the exit.

Organise the spaces in the changing rooms and showers to avoid gatherings.

Regulate the arrangement of equipment (deck chairs, sunbeds) through dedicated routes to avoid gatherings.

Customers are invited to keep all clothing and personal items in their own bags or, alternatively, in bags made available to put own personal belongings.

Customers are invited to use of linen (towels, bathrobes) available in the room or on request at the reception before going to the pool area.

Wellness Area

The specific procedures include:

Before reopening wellness centres and providing spa treatments, adequate preventive and control measures are carried out to avoid the risk of contamination in the water system (e.g., Legionella contamination).

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.

Areas accessible to people (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. e.g. beauty treatment and massage rooms) and hot and humid environments (e.g., sauna and Turkish baths) are aerated in between treatments and after each use.

Environments, surfaces, equipments and high-touch areas (e.g., handles, switches, handrail, beds, etc.) are cleaned and sanitised, in between treatments and after each use.

Accessing the Wellness Area

Times and methods of access may vary according to the epidemiological scenario of the area in which the hotel is located.

The specific procedures include:

Access to wellness centres, for indoor and outdoor activities, is allowed only to customers with a Super Green Pass or a Reinforced Green Pass.

Access is allowed only in compliance with the rule of social distancing and, if possible, providing for divided paths for entry and exit.

An alcohol-based disinfectant gel dispenser is placed at the entrance to the pool area with an invitation to use it both at the entrance and at the exit and more frequently during the stay.

Organise the spaces in the changing rooms and showers to ensure the distance of at least 1 metre.

Privilege access to the various areas and individual services through booking and promote exclusive use of the sauna and Turkish bath.

Promote exclusive use of small-sized whirlpools.

Customers are invited to keep all clothing and personal items in their own bags or, alternatively, in bags made available to put own personal belongings.

Kids' Areas

The specific procedures include:

In the case of covered areas, favouring air exchange in indoor environments.

Thoroughly cleaning and sanitising areas and equipment at least twice a day and more frequently based on the flow of guests.

Should it not be possible to clean the equipment adequately, then access should not be permitted.



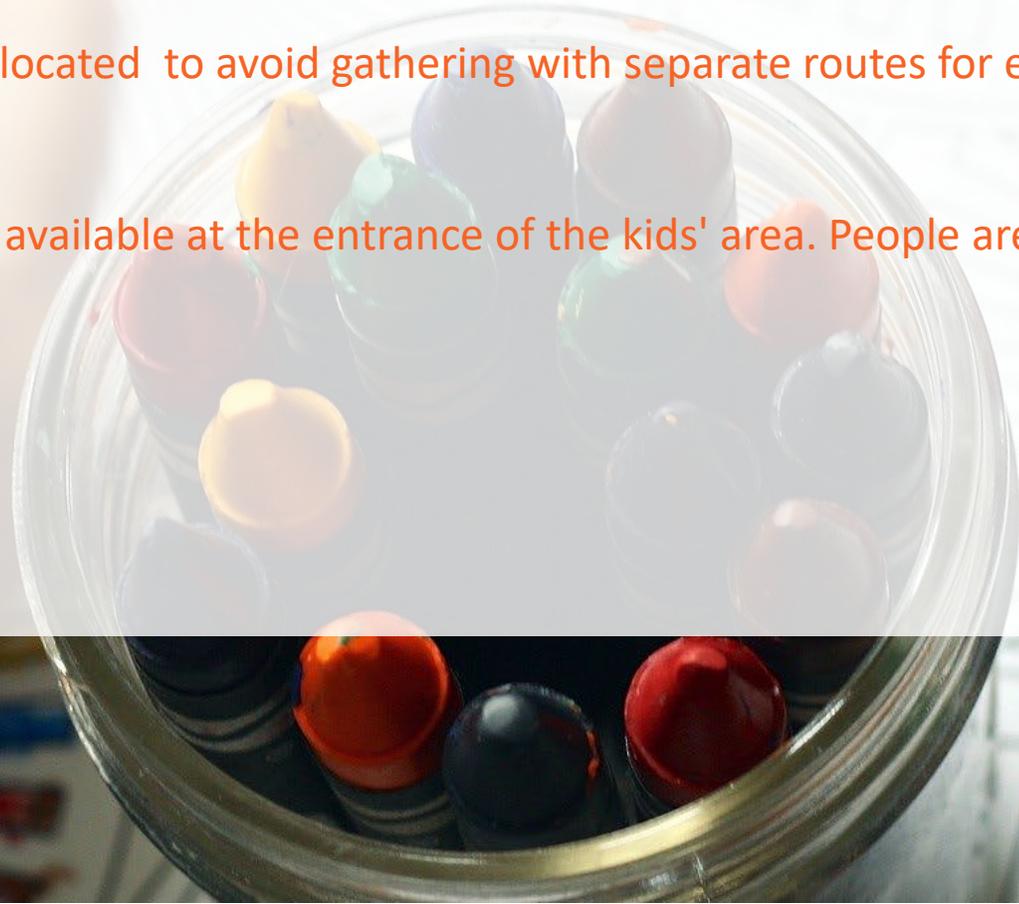
Accessing the Kids' Areas

Times and methods of access may vary according to the epidemiological scenario of the area in which the hotel is located.

The specific procedures include:

Spaces are reorganised and games/tools are relocated to avoid gathering with separate routes for entry and exit, if possible.

Dispensers of alcohol-based hand sanitiser are available at the entrance of the kids' area. People are invited to sanitise their hands frequently.



A hotel housekeeper in a white shirt is holding a stack of folded white towels. The background shows a hotel room with a bed, a lamp, and curtains.

Hygiene Procedures: rooms

The specific procedures for the rooms:

Clean and ready to rent rooms: all surfaces are **cleaned every day**, with particular attention to the areas that are most in contact with users and to the disinfection for extended stays. In the absence of a disinfecting rug at the hotel entrance, **floors** in the rooms are sanitised daily.

Clean and vacant rooms: all surfaces are cleaned and sanitised, with particular attention to the areas that are most in contact with users.



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