

HOTEL ★★ ★★ ★★  
MINERVA



**COMPANY PROTOCOL FOR THE PREVENTION AND  
CONTAINMENT OF INFECTION FROM COVID-19**

In accordance with the shared protocol of 24 March 2020 regulating the measures to contrast and contain the spread of the COVID-19 virus in workplace, supplemented by the ordinance of the President of the Tuscan regional council n. 48 of 03 May 2020





Registered office address:	Via Fiorentina, 4 – Arezzo 52100
Business:	Hotel

	Name	Date	Signature
EMPLOYER			
HEAD OF THE PREVENTION AND PROTECTION SERVICE			
DOCTOR IN CHARGE			
WORKERS' SAFETY REPRESENTATIVE			

Rev 0 - 10/05/2020

Rev 1 - 18/05/2020 following the Prime Minister's Decree of 17/5/2020 and Regional Tuscan Order n. 57

Rev 2 -

Rev 3 -

The present document illustrates the modalities of management of the COVID-19 emergency, in consideration of the evolution of the epidemiological situation, the new dispositions and the ulterior restrictions, disposed in the Prime Minister's Decree of 11 March 2020, in order to ensure greater safety of all personnel within companies. The Committee for the Application and Verification of Corporate Measures for the Containment of the Covid-19 Virus signs this Protocol on the first page of the document certifying its date and validity on all company units and offices.

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## 1 - ESTABLISHMENT OF THE COMMITTEE FOR APPLICATION AND VERIFICATION OF THE COMPANY MEASURES TO CONTAIN COVID-19 VIRUS

In accordance with the “Shared protocol regulating the measures to contrast and contain the spread of the COVID-19 virus in workplace” of today’s date is constituted the Committee for application and verification of the company measures to contain COVID 19 Virus. In this regard, the involvement of the competent doctor is recommended, so that he can proceed regularly with his health surveillance activity, useful for preventing and combating the spread of the virus. The role of the supervisors, who are called to actively cooperate, becomes necessary in the verification activity.

POSITION	NAME

In order to give evidence of the implementation of the measures reported in this protocol, the Employer sends a specific communication to the Tuscany Region.



## 2. FIELD OF APPLICATION

The present document illustrates the modalities of management of the COVID-19 emergency, in consideration of the evolution of the epidemiological situation, the new dispositions and the ulterior restrictions, disposed in the Prime Minister's Decree of 11 March 2020, and subsequent amendments, integrated by the shared protocol of 14 March 2020 (subsequently Attachment 6 of the Prime Ministerial Decree of 26 April 2020) and by the Ordinance of the President of the Tuscany Regional Council n.48 of 08 May 2020 (which abrogates n.38 of 18 April 2020), in order to guarantee greater security of the entire staff within companies.

In developing this protocol, we have taken into account the guidelines represented in the "National Protocol - Safe Hospitality" by *FederAlberghi, Asso Hotel, Confindustria Alberghi*, with the supervision of prof. Viale of the Department of Medical and Surgical Sciences of the University of Bologna.

The document has been prepared according to the "Guidelines for the reopening of Economic and Productive Activities" made official by the Prime Minister's Decree of 17 May 2020 and by the Ordinance of the Tuscany Region n.57.

The company is committed to promoting the culture of prevention through the adoption of good practices established by the National Competent Authorities and the World Health Organization. It is therefore considered useful to list the main recommendations and the updated behavioural indications.

The Protocol applies to the Hotel Minerva accommodation and restaurant service. It contains procedures and rules to guarantee the safety of employees and all guests. It is considered an additional support to what is indicated in the Risk Assessment Document as per Legislative Decree 81/08.

### 3. ORGANISATIONAL AND COLLECTIVE PROTECTION INTERVENTIONS

The organization has carefully reviewed all management processes in order to ensure the health protection of workers and all guests. In particular, for each activity, each room or service, procedures and useful tools have been prepared to comply with the instructions of the Health Authorities to contain the infection during the COVID-19 emergency.

#### ***3.1 Distancing, paths and protection***

Inside the structure all workers and guests (not belonging to the same family unit/ room) are required to maintain the safety distance of 1 meter as indicated again in the Prime Ministerial Decree of April 26, 2020. To comply with these regulations, specific paths have been arranged inside the common areas with particular focus on the structure's entry / exit (check-in and check-out), the use of elevators and food and drink services (breakfast, meals, bar service). The following points will specify all the measures implemented to guarantee the safety of workers and guests.

#### ***3.2 Sanitising stations and information***

The organization makes available to guests and workers sanitizing stations and information, wherever considered necessary. In particular, the stations have hydro-alcoholic gel dispensers and information boards on the internal anti-contagion regulation related to specific procedures (check-in, breakfast, use of elevators ...). The stations are located at the entrance of the hotel, at the front office, in front of the offices or changing rooms for employees, in front of the elevators on each floor, at the entrance of the breakfast rooms, restaurant, fitness centre and conference rooms.



## 4 SAFETY MEASURES FOR WORKERS

In order to guarantee the safety of our workers from the risk of contagion from the Sars-Cov-2 virus during the emergency period, the organization implements all measures provided by the Shared Protocol between the Ministries and the social parts, attached to the Prime Ministerial Decree of April 26, 2020, with reference to other possible restrictive measures issued at local (regional, municipal) level.

### **4.1 General measures**

The current state of scientific knowledge on the transmission of the virus considers essential to respect interpersonal safety distances and to use personal protective equipment, in addition to a clear attention to personal hygiene, with particular reference to the hands. During the state of emergency, surgical masks (*Medical devices complying with the standards UNI EN 14683:2019 3 UNI EN ISO 10993*) are considered PPE in non-healthcare working environments, according to the provisions in force.

#### 4.1.1 Safety distance

Between the workers (and between the guests) an interpersonal distance of at least 1 meter is required inside the workplace. In order to respect it, we have reorganized the procedures for entering the structure, access to changing rooms and common areas, as indicated in the following points.

#### 4.1.2 Personal protection equipment

Inside the workplace all workers who share common areas are supposed to wear a surgical mask. Only those workers who do not share a room with other workers / customers (e.g. an office not open to the public occupied by a single worker) are exempted from wearing a mask.

For particular tasks in which the safety distance between workers or customers cannot always be guaranteed, more efficient respiratory PPE has to be used: FFP2 facial masks (without valve) or superior.

Above the front office counters, where the worker is in direct contact with the customer during check-in / check-out operations or during possible requests for information from the guest, we have placed plexiglas panels as collective protection measures.

#### 4.1.3 Personal hygiene

All workers are trained to pay particular attention to their hand hygiene washing them frequently with soap and water or using hydroalcoholic gels made available by the organization.

The use of disposable gloves is exclusive to certain specific tasks and they are replaced whenever necessary.



## **4.2 Entry management**

The entrance inside the structure is of fundamental importance for the safety management of workers and guests. In addition to informing and training all workers, the first anti-infection measure calls for the ban on access to those who manifest symptoms that may refer to COVID-19 (fever, flu symptoms, or also arriving from particular geographical areas considered most at risk). In this way it is reasonable to consider anyone within the structure an uninfected person, or in the worst case, an asymptomatic person. In this last case, the infectious potential is radically lower compared to a person that manifests symptoms such as coughing, sneezing, through which the viral load can infect other subjects.

Please note that in any case, the inspection at the entrance can only reduce, although by a great deal, the risk of access of virus positive subjects, and therefore the security measures inside the company are fundamental and must be strictly respected by all staff and customers.

The organization has reserved a special entrance for all employees, different from customer service door ("door for people with special needs").

*In case of clients refusing temperature detection or refusing to provide data as specified below, it is prohibited to access and to stay in any company's area.*

### 4.2.1 Home-work transfer

The organization has informed its workers about the obligation to use the mask on public transport while coming to work from home and vice versa and recommends the use of disposable protective gloves or cleaning / sanitizing the hands before and after their use. In the case of a private car with two people, the use of the mask is recommended.

### 4.2.2 Abstention from work

In the presence of fever and when the body temperature exceeds 37.5 °C, or while having other flu symptoms that may relate to COVID-19, it is forbidden to go to work and it is mandatory to remain at home.

Workers inform the organization by phone or through message from their physician.

### 4.2.3 Temperature detection

Before entering the workplace, the staff undergoes body temperature check with non-invasive methods using an infrared thermometer. The organization proceeds with these operations, paying attention to detect the temperature without recording the revealed data and providing information on personal data processing (also orally), since these data are used on the basis of a higher interest of Employer for data processing (protection of employees from mass infection). It is necessary to abstain from requesting additional information about the person who was tested positive, in order to avoid violating the privacy of the person concerned.

If the organization identifies a subject with symptoms or temperature above 37.5 ° or receives statement about person coming from infected areas, it will have to proceed with isolation in a controlled manner and maintain confidentiality on the acquired information.



#### 4.2.4 Self-declaration document

Together with the measurement of body temperature, or alternatively, the organization at the beginning of each work shift delivers the self-declaration document (attached) to the workers which must be filled out and signed by each worker. It is specified and reminded that the worker is still obliged to communicate any changes of the declaration issued at the entry, and that any false declaration can be classified as a violation of Article 20 of Legislative Decree 81/08 ("Obligations of workers"). When requesting the release of a declaration certifying that the person is not coming from epidemiological risky areas and the absence of contacts in the last 14 days with subjects tested positive for SARS-CoV-2, attention is paid to the regulation on the processing of personal data, since the acquisition of the declaration becomes a part of data processing. To this end, the indications provided by the GDPR shall apply and specifically, only the necessary and relevant data related to the prevention of contagion from COVID-19 shall be collected (for example, if a statement is requested on contacts with people tested positive to COVID-19, additional information about the positive person will not be requested).

#### 4.2.5 Sensitive data management

The Company, as Data Controller, will process the data, including particular data, in compliance with the current Privacy legislation. The treatment is justified by an order of public interest and public health, pursuant to art. 9 of the GDPR, so there may be a need to transmit the document to the Health Authorities, responsible for containing the emergency. In the case the worker wishes to have further information on the data processing carried out by the Company, he is invited to examine the report on employee data processing.

The processed data are:

- Body temperature detected in real time, without registration or storage, except in the case of the following point;
- Identification data and registration of the temperature exceeding the limit only if it is necessary to document the reasons that prevented access or stay in the company areas; as well as, in this case, the recording of data related to temporary isolation, such as the time of exit and the circumstances referred by the person concerned as justification for leaving the temporary isolation;
  - Situations of danger of infection from Covid-19, including data related to the state of health, such as, for example, body temperature / flu symptoms; arriving / non-arriving from the areas at epidemiological risk; presence / absence of contacts, in the last 14 days, with subjects tested positive for COVID-19 (also through the substitutive Self-declaration document of person concerned);
- Data relating to the state of health regarding the "immunization", the "occurred negativization" of the Covid-19 swab test, situations of particular fragility and current or previous employees' pathologies. The latter data will be collected and processed in collaboration with the doctor in charge / general practitioner, in order to avoid direct treatment of the Data Controller who in this situation is called to act as an intermediary with the competent Health Authorities.



### ***4.3 Changing rooms and common areas***

Access to common areas such as changing rooms, smoking areas is allowed to only one person at a time to avoid creating situations of risk among the subjects inside. The premises undergo cleaning and sanitization process as specified in the appropriate chapter of this document.

### ***4.4 Training and information***

All staff is informed on the procedures implemented by this protocol (please check information for workers attached to this document) and on the conduct and hygiene-sanitary rules to be implemented to minimize the risk of contracting the virus. The staff was trained on the need to abstain from the workplace when the conditions specified above are present, on the methods of access and on the processing of personal data. Workers are required to comply with company provisions and current regulations starting from home-work transfer and commitment in order to guarantee everyone's safety, to promptly and responsibly inform the employer of the presence of any flu symptoms during the performance of the work making sure to remain at an adequate distance from the people present.

The organization has prepared specific training on the measures put in place for workers to increase their knowledge and awareness of the importance of everyone's actions.

### ***4.5 Doctor in charge, fragile subjects and reintegration***

The organization, through the Company Doctor in charge, informed all workers about the need to report any situation of fragility, understood as a health condition that could affect the evolution of any COVID-19 pathology, also in relation to age. Each worker transmits this type of information to the Doctor in charge (also through his / her own physician) and the doctor in collaboration with the organization analyses each case ensuring the safety of fragile subjects.

The entry of workers who may have already been tested positive for COVID 19 infection must be preceded by a prior communication reporting medical certification which indicates "occurred negativization" of the swab test according to the procedures established and issued by the competent local prevention department.



## 5 SAFETY MEASURES RELATING TO SUPPLIERS AND COURIERS

The collection or delivery of goods, as well as collection or order operations, will take place by prior phone appointment. The supplier who arrives without appointment will not be received. As for employees, access to the facility can only take place after checking body temperature and / or self-declaration document (see previous points).

The delivery of small and medium-sized packages takes place in front of the employees' entrance: the courier deposits the goods and rings the bell. The internal staff (porter) takes care of the collection without having contact with the courier.

The delivery of large parcels takes place at the entrance of the garage. Couriers are invited to stay inside the cabin whenever possible. The unloading operations are carried out by the courier or by internal staff (never in collaboration) always equipped with suitable PPE (disposable gloves and surgical mask) and respecting the interpersonal safety distances.

Information is available at the various entrances for suppliers and couriers.

Deliveries of food products or in any case intended for the pantry / kitchen / restaurant are managed as follows:

- The cartons / packaging are removed (possibly with gloves) and disposed of;
- The hands are sanitized or disposable gloves are removed;
- The inner packages are placed in the pantry or where necessary with sanitized hands.

## 6 SAFETY MEASURES RELATING TO GUESTS

The organization is committed to guarantee each guest, as well as to its collaborators, security within the facility. Therefore, precautions were taken and investments made; for their successful implementation customers are also required to comply with the measures put in place.

### **6.1 Reservation management**

The reservations of the structure are made as usual by phone, by email or through specific web portals. At the time of booking, the organization gets in touch with the customer requesting the compilation of a questionnaire containing the information also contained in the substitute declaration filled in by those who access the structure. For the questionnaire / declaration to be valid, it is required to be filled out strictly on the days prior to arrival. It is required in the questionnaire that every change to what is reported is communicated upon arrival, before entry and in any case throughout the stay, if some changes should occur.

In the case of multiple bookings (groups, families, etc.) it is necessary that each person fills in their own substitute declaration of certification (in case of minors by those who exercise parental authority). Information on data processing (privacy) is also attached.

### **6.2 Guest entrance**

At the time of booking, a vademecum is also sent to customers, containing the measures taken by the organization and the rules to be respected during the stay for security purposes. The organization has reserved a special entrance for customers, other than the service entrance: the main entrance with revolving door. Outside the entrance there is information for customers containing instructions for access (temperature control and substitute declaration, protective devices) and for the check-in. In addition to what is stated in the following points, entry is allowed only by wearing a protective mask.

#### **6.2.1 Entering the Hotel**

As mentioned before, the entrance inside the structure is of fundamental importance for the management of the safety of workers and guests. As well as for employees, also for guests the first anti-infection measure calls for the ban on access to those who manifest symptoms that may refer to COVID-19 (fever, flu symptoms, or also arriving from particular geographical areas considered most at risk). In this way it is reasonable to consider anyone within the structure an uninfected person, or in the worst case, an asymptomatic person. In this last case, the infectious potential is radically lower compared to a person that manifests symptoms such as coughing, sneezing, through which the viral load can infect other subjects. Please note that in any case, the inspection at the entrance can only reduce, although by a great deal, the risk of access of virus positive subjects, and therefore the security measures inside the company are fundamental and must be strictly respected by all subjects.



Outside the structure, information is provided for customers about the rules to be respected in order to access the facility: it is necessary to wear a mask, to respect the distances and established paths, temperature measurement and issue of a substitute declaration; the customer rings the bell and the internal staff informs him of the possibility of accessing the hall or the need to wait in case of presence of other customers subject to the entry operations described below.

*In the case of refusal of temperature detection or data supply as subsequently specified, access to the structure and permanence in the same is prohibited.*

### 6.2.2 Temperature detection

Before each access to the structure, customers may undergo body temperature check with non-invasive methods, using an infrared thermometer. The organization proceeds with these operations, paying attention to detect the temperature without recording the revealed data and providing information on personal data processing (also orally), since these data are used on the basis of a higher interest of Employer for data processing (protection from mass infection). It is necessary to abstain from requesting additional information about the person who was tested positive, in order to avoid violating the privacy of the person concerned.

If the organization identifies a subject with symptoms or temperature above 37.5 ° or receives statement about person coming from infected areas, it will have to proceed with isolation in a controlled manner and maintain confidentiality on the acquired information.

### 6.2.3 Self-declaration document

Each customer issues, if not already done electronically after the booking, the substitutive declaration certifying that the person is not coming from epidemiological risky areas and the absence of contacts in the last 14 days with subjects tested positive for SARS-CoV-2. It is specified and reminded that the customer is still obliged to communicate any variations of the declaration sent previously, throughout the entire stay.

When requesting the release of a declaration, attention is paid to the regulation on the processing of personal data, since the acquisition of the declaration becomes a part of data processing. To this end, the indications provided by the GDPR shall apply and specifically, only the necessary and relevant data related to the prevention of contagion from COVID-19 shall be collected (for example, if a statement is requested on contacts with people tested positive to COVID-19, additional information about the positive person will not be requested).

### 6.2.4 Sensitive data management

The Company, as Data Controller, will process the data, including particular data, in compliance with the current Privacy legislation. The treatment is justified by an order of public interest and public health, pursuant to art. 9 of the GDPR, so there may be a need to transmit the document to the Health Authorities, responsible for containing the emergency. In the case the subject wishes to have further information on the data processing carried out by the Company, he is invited to examine the report on data processing or request further information from the organization.

The processed data are:

- Body temperature detected in real time, without registration or storage, except in the case of the following point;
- Identification data and registration of the temperature exceeding the limit only if it is necessary to document the reasons that prevented access or stay in the company areas; as well as, in this case, the recording of data related to temporary isolation, such as the time of exit and the circumstances referred by the person concerned as justification for leaving the temporary isolation;
- Situations of danger of infection from Covid-19, including data related to the state of health, such as, for example, body temperature / flu symptoms; arriving / non-arriving from the areas at epidemiological risk; presence / absence of contacts, in the last 14 days, with subjects tested positive for COVID-19 (also through the substitutive Self-declaration document of person concerned);

#### 6.2.5 Check-in and check-out

The check-in operations are carried out by a single person (in the case of groups, families, ...). At the entrance there are sanitizing stations and some graphic information guide the person in charge of the operations through established path, up to the front desk with a plexiglass panel where the operator, equipped with surgical mask (in addition to having sanitizing gel and when necessary disposable gloves) can proceed with the guest registration and delivery of the electronic key (sanitized at each guest change).

For this type of operation are more advisable procedures that do not include the exchange of paper documents, for example avoiding as possible to touch documents, cash or other personal items. Both the operator and the customer have sanitizing gel available.

At the time of check-in, the organization also hands over the breakfast menu so that the customer can order directly from his room (by 09:00pm) and avoid carrying out the same operation at the table the next morning. For those who check in after 11:00pm, the choice from the breakfast menu is made directly upon arrival.

Once given the key is kept by the customer for the entire duration of the stay.

At the time of check-out, the customer returns the key (and other objects if necessary) by placing it inside a special holder placed in the hall of the structure. Internal staff will recover the items, sanitize them with alcohol solution (70%) before placing them at the front desk.

The customer is invited to use a credit / debit card and the equipment is sanitized at each use by the desk operator.

The exit is made through a side door of the main entrance to prevent situations where the safety distance may not be maintained.

The people who are a part of a group and not in charge of checking in, are accommodated in a lounge area of the hall or in a queue if possible, waiting to proceed with inspection and to access their rooms (wearing a protective mask otherwise the entry is not allowed). In this area are available hand sanitizing gels and information (also in QR-code form) about the rules of conduct.



### 6.2.6 Luggage and personal belongings

When necessary, personal belongings and customer baggage are handled by internal staff, porter, equipped with appropriate PPE: surgical mask and disposable gloves to be replaced after each client / family unit (each room). The operations are always carried out keeping the interpersonal distance of at least one meter.

### 6.2.7 Information and courtesy kit

In addition to what has already been indicated during the booking process, at the time of check-in and in each room, the customer can consult all security measures and rules of conduct by scanning a QR-code with a link to the documentation. The organization places for customers inside each room a pack of hand sanitizing gel (hydro-alcoholic solution).

## **6.3 Rules of conduct for guests**

Guests are informed about the rules to be respected to guarantee their own safety and that of all subjects present inside the structure, through information sent at the time of booking and through report (QR-code at the entrance and in the rooms), as well as through infographics arranged inside the structure (common areas, elevators, etc.).

### 6.3.1 Inside the guest's room

After checking in, customers have access to their room, cleaned and sanitized in all its surfaces according to law regulations in force and in particular following the guidelines of the Ministry of Health, Circular 5443 of 22 February 2020. As mentioned previously, inside the room customers can find courtesy kit (hydro-alcoholic gel for hand hygiene) and the QR-code to consult the structure's rules of procedure. The TV remote control will be protected inside a cellophane envelope replaced at each customer change, as well as the kettle and tea cups which will be sanitized and sealed before the arrival of each new guest.

### 6.3.2 Common areas

For access to common areas such as corridors, breakfast / bar / restaurant rooms, elevators, hall, garage, fitness centre, conference rooms and anywhere else outside the guest's room, the customer must wear protective mask and ensure hand hygiene by washing them with soap and water and sanitizing them using the gel dispensers placed on all floors.

In these common areas the interpersonal distance between subjects of different rooms / belonging to different units must be maintained. Transfers should be limited to what is strictly necessary.



### 6.3.3 Access to the floors (Elevators)

The use of stairs to access the floors is preferred and recommended to all customers.

However, the elevators function and at each entrance (on each floor) there are sanitizing gels and information. The access to elevators is allowed to only one person at a time, unless belonging to the same unit or from the same room.

It is mandatory to sanitize your hands before touching both the external buttons and the internal push-button panel. These devices are sanitized with high frequency every day, as explained in the specific chapter.

While waiting for the elevator, guests must keep the safety distance both from other people and from the door of the elevator, as indicated on the sign placed on the sanitizing station.



## 7 BREAKFAST ROOM AND BAR

Customers accessing the breakfast room have to wear protective mask and respect interpersonal distance between people from different units/ rooms. Before entering, customers are invited to sanitize their hands using the sanitizing gel from the dispenser.

Buffet breakfast is not provided, instead menu ordering is carried out as indicated above (check-in). Consumption is allowed only at the tables, arranged inside the room so that interpersonal safety can be guaranteed (between people sitting at different tables). If the number of people staying in the structure exceeds the capacity of the breakfast room, a day before customers will be asked to reserve the time of their breakfast together with their choice from the menu.

Once the customers reach the table, they can remove the protective mask while consuming breakfast.

The breakfast staff welcomes customers and asks for their room number; the order made the day before allows the operator to serve the tables quickly and without creating risky situations. The breakfast is prepared on the counter with the obligation to use filtering facial masks (FFP2 without valve or superior), disposable gloves and hydro-alcoholic sanitizer used very often, at least before and after serving each table (in addition to replacing the gloves whenever needed).

The tables are sanitized for each use: disinfectant chemical agents are used on hard surfaces that can be sanitized as indicated in the Circular of the Ministry of Health of 22 February 2020; washable tablecloths are subjected, after each use, to a washing cycle at 90 ° C with detergent or at lower temperatures with the use of bleach. All dishes are brought to the table and removed by the operator ensuring maximum hygiene conditions before their use and allocating everything for washing as soon as the table is cleaned.

All dishes, cutlery and glasses are washed and disinfected in the dishwasher, including unused items. The drinks at the bar are exclusively served at the table, not differently from what is indicated for breakfast; in the same way the tables are sanitized and the hygiene of all equipment and dishes (as above) is guaranteed.

In the hotel lobby, as in all other areas, the provisions regarding protective devices (wearing a mask) and spacing (at least one meter between one person and another from a different unit / room) must be respected. The TVs are set on a channel by the organization and the remote control is not delivered to customers but managed only upon request by the reception staff.

## 8 CLEANING AND SANITIZING

### **8.1 In general**

The SARS-CoV-2 virus, responsible for COVID-19, a disease that mainly affects the respiratory tract, is transmitted from person to person through microscopic droplets of saliva and mucus emitted mainly by coughing, sneezing but also by speaking. According to current knowledge, the virus can remain vital and infectious on surfaces for several hours but fortunately it is inactivated with the use of commonly used disinfectants, as specified by the Circular n.5443 of the Ministry of Health of 22 February 2020: ethyl alcohol 70%, 0.5% hydrogen peroxide, 0.1% sodium hypochlorite (active chlorine for at least one minute). Ordinance no. 48 of the Tuscany Region requests cleaning and sanitization of the work premises on a daily basis.

### **8.2 PPE and Chemical Agents**

The organization makes use of external suppliers for cleaning and sanitization of the entire structure, including the guest's room. In ordinary conditions, the company's employees when using specific chemical agents follow the indications of the Safety Data Sheets on the use and protection through ventilation of the environment and possible PPE (latex gloves, protective glasses, face masks, where required from the SDS).

The workstations are also kept constantly clean and sanitized by the operators who use disposable cloths and suitable chemical agents, as reported above, being careful to protect themselves as indicated in the Safety Data Sheets.

### **8.3 Workstation cleaning methods**

Each worker must necessarily keep his position in suitable hygienic conditions by cleaning and sanitizing desks, monitors, PCs and all work equipment at least once a day and in any case at every shift change. In particular, those who work in the office take care of their desk, armchair, PC (with attention to the tools most frequently used with their hands such as mouse and keyboard), etc. Similarly, receptionists keep the front desk and all work equipment clean and sanitized.

### **8.4 Common areas cleaning methods**

The common areas (corridors, landings, stairs, lounges) are cleaned and sanitized daily by the staff in charge (floors and surfaces) with particular reference to surfaces frequently handled by guests: elevator push-button panels, stairs handrails, door handles. In particular, the internal and external push-button panels of the elevators, equipped with disinfectant gel at the entrance and rules for access (one person at a time except for guests belonging to the same unit / room), are sanitized several times during the day with disposable cloths and chemical agents as previously reported.



### **8.5 Room cleaning methods**

The rooms are cleaned and sanitized daily by specialized personnel (external supplier). The staff accesses the rooms equipped with suitable PPE: surgical mask and disposable gloves, gloves have to be replaced after each room and whenever they are damaged/worn out. Cleaning is preferably carried out by only one operator per room and the operations are obligatory carried out in the absence of guests inside.

The first step is to open the windows to ensure ventilation of the areas.

As is standard practice, the cleaning is carried out using detergents suitable for various surfaces present, respecting the manufacturer's instructions for the usage and safety. The sanitization requires that disinfectants such as 70% ethyl alcohol, 0.1% sodium hypochlorite or products with the same activity on the virus are used after cleaning. All surfaces that have come into contact with the guest must be cleaned and sanitized: bedside tables, desks, chairs, tables, telephone, handles, etc. The cleaning material is disposable (cloths, wipes, etc.) and treated with previously reported chemical agents.

Used linen is stored in closed containers and it never comes into contact with clean linen or clean surfaces.

The customer can request that the room is not being cleaned during his stay.

At each guest change, sanitisation is carried out with even greater attention, including also the minibar (internal and external surfaces) and all the food / drinks packets contained. In the same way, the protective envelope of the TV remote control is replaced, as well as the coffee, the facilities and all single-use products available to guests that are unused (detergents, glasses, shampoo, etc).

The organization also provides for the use of ozonators, taking advantage of the ozone power to kill bacteria, moulds and to inactivate viral particles. After use, according to the manufacturer's instructions, the rooms are aired.

### **8.6 Sanitation of ventilation systems**

The ventilation systems are periodically sanitized. The general system is maintained according to what reported in the use and maintenance handbook, the filters are replaced as frequently as necessary.

As for individual appliances, while the system is off, the recirculating air filters are cleaned to maintain adequate filtration / removal levels as indicated by the manufacturer. The sockets and ventilation grills are cleaned with clean microfibre cloths moistened with soap and water, or with 75% ethyl alcohol.

### **8.7 Fabric washing**

All fabrics (linen, tablecloths, etc.) are subjected to a washing cycle at 90 °C with classic detergents or at lower temperatures with the addition of bleach, as indicated by Circular 5443 of the Ministry of Health.



### **8.8 Registrations**

All cleaning and sanitizing operations are registered in order to have evidence of what has been done in all areas. For each room there is a registration form where the employee records the date, time of cleaning and implemented sanitization.



## 9 RESTAURANT MANAGEMENT

### 9.1 General measures

The staff has received a training related to food hygiene in compliance with current legislation. There are also specific indications at the entrance of the areas intended for food and drinks serving.

At the entrance of the restaurant area, as in other common areas, the regulations regarding protection devices (wearing the mask) and spacing (at least one meter between one person and another from a different unit/room) must be respected.

To facilitate keeping the distance, information signs are displayed and / or spaces are delimited.

Before entering, customers are invited to sanitize their hands using the gel dispenser.

The use of common clothes hangers has to be avoided. The cloakroom service is provided only if it is possible to avoid contact between various guests' objects (for example by keeping adequate distances or by using disposable clothes covers and disposable umbrella bags).

The names and phone contacts of the subjects who made a reservation are kept for 14 days as requested by the Prime Ministerial Decree of 17/05/2020.

### 9.2 Areas intended for serving

Consumption is only allowed at the tables, arranged inside the room so that the interpersonal safety distance of one meter (between people sitting at different tables) can be guaranteed.

If the number of people staying in the structure exceeds the capacity of the dining room, it will be the organization's responsibility to request reservations in order to organize "shifts" for having safe meals.

Once the customers reach the table, they can remove the protective mask during consumption.

The restaurant staff, who is in direct contact with food and customers, wear filtering facial masks (FFP2 without valve or superior), disposable gloves using very often hydro-alcoholic sanitizer, at least before and after serving each table (in addition to replacement of gloves whenever needed).

The tables are sanitized for each use: disinfectant chemical agents are used on hard surfaces that can be sanitized as indicated in the Circular of the Ministry of Health of 22 February 2020; washable tablecloths are subjected, after each use, to a washing cycle at 90 ° C with detergent or at lower temperatures with the use of bleach. All dishes are brought to the table and removed by the restaurant operator ensuring maximum hygiene conditions before their use and allocating everything for washing as soon as the table is cleaned.

### 9.3 Service

The food administration service is provided by the staff, equipped with filtering face masks (FFP2 without valve or superior) and disposable gloves with table service and a la carte menu. The objects used for one service (bread basket, seasoning products, single-serving sugar bowl, etc.) will not be made available to new guests without adequate sanitation; alternatively, single-use products are adopted.



## **9.4 Hygiene and washing**

### **9.4.1 Dish washing**

All dishes, cutlery and glasses are washed and disinfected in the dishwasher, including the items that have not been used. If washing in the dishwasher is not possible, proceed with hand washing, disinfection and rinsing, using the highest level of precaution, drying with disposable paper.

### **9.4.2 Tablecloths and fabric washing**

Tablecloths and napkins must be washed in the usual way: machine wash cycle at 90 ° C with detergent or at lower temperatures with the addition of bleach.

## **9.5 Room service**

The food to be served in room is transferred to the floor on trays or by trolleys with closed containers or equipped with a adequate lid. During the transfer, care is taken to protect the food from accidental contamination by the staff, who will wear gloves and a mask.

Preparation and delivery times will be minimized.

## **9.6 Take-away**

In the case of a request for takeaway food, the food, prepared according to current health and hygiene standards by personnel equipped with a mask and gloves, is delivered to guests in adequate disposable containers, carefully closed in order to avoid accidental spillage of material.

## **9.7 Food preparation**

Food preparation workers have received food hygiene training in compliance with current legislation. They wear disposable masks and gloves, which are replaced with a regularity indicated by the manufacturers; the gloves are however replaced in particular after carrying out activities not related to food, such as opening / closing of the entrance and exit kitchen doors and emptying containers. When wearing gloves, workers avoid touching their eyes, mouth and nose; otherwise disposable gloves are replaced.

At each change of gloves, and when they are removed, the workers wash their hands; hand washing represents greater protective barrier to infections than wearing disposable gloves.

The workers who work in the kitchen have been adequately informed on how to sanitize their hands, with normal soap and hot running water. Hydro-alcoholic gels are used as an additional measure but do not replace hand washing.



Inside the kitchen, distance between operators is guaranteed; however they wear disposable mask and gloves as indicated above, in addition to what is regulated by Risk Assessment Document (DVR) and HACCP plan. Here are some precautions taken in the kitchen:

- workstations staggered so that workers are not facing each other;
- the minimal possible number of employees inside the kitchen is guaranteed.

All surfaces and utensils used and in contact with food are sanitized after use.

## 10 FITNESS AREA MANAGEMENT

Fitness and Wellness area is used according to the "Guidelines for the reopening of Economic and Productive Activities" issued following the Prime Ministerial Decree of 17 May 2020 and Ordinance of the Tuscany Region n.57.

The entire area is regulated in order to avoid gathering conditions and aggregations;

The spaces (changing rooms and showers included) are organized to ensure distances of at least 1 meter; Inside, the safety distance of at least 1 meter is guaranteed for people while not exercising, or at least 2 meters during physical activity (with particular attention to intense activity).

Due to the obligation of hand hygiene at the entrance and exit, the structure is equipped with a dispenser with hydro-alcoholic solutions for hand hygiene of the guests in well visible places.

After being used by each person, the facility manager ensures the disinfection of the used equipment or tools.

Tools and machines that cannot be disinfected, cannot be available or used.

Frequent cleaning and disinfection of the environment, tools and equipment and disinfection of changing rooms (including lockers) at the end of the day is guaranteed.

Customers are required to use appropriate footwear in the gym exclusively for this purpose.

All clothing and personal items must be stored inside the personal bag, even if stored in the lockers; Natural ventilation is guaranteed periodically throughout the day in all environments equipped with openings to the outside.

The entrance and extraction of the air is activated at least an hour before and up to one after guest access.

The management of cleaning / sanitization of the ventilation systems follows what has already been described for the accommodation facility.



## 11 MEETING / CONFERENCE ROOMS MANAGEMENT

Within the areas intended for meetings, conferences and events, the measures applied in all common areas are respected: the need to use protective masks and interpersonal distancing of at least one meter.

Meeting rooms are managed in order to avoid gatherings while entering and leaving the room, inside the seats are arranged to ensure the distance between guests.

The cloakroom service is provided only if it is possible to avoid contact between guests' items.

In case of common use of the microphone by several speakers, this (as well as the nearby station) will be cleaned and sanitized with 70% alcohol each time it is used.

## 12 THE EMERGENCY PROCEDURE

In the case that a person present within the structure (guest, collaborator, etc.) has fever and symptoms of respiratory infection (dry cough, fever, sore throat, breathing difficulties), he must promptly communicate it to the company management avoiding contacts with all other subjects, by phone, through reception (guests) or staff office (employees).

If the person experiencing the symptoms is an employee or collaborator, he has to interrupt his work activity immediately.

The company management promptly informs the competent health authority (by contacting the emergency numbers for Covid -19 indicated by the Region) and the doctor in charge.

In order to minimize the risk of infection, while waiting for the health professionals to arrive, the following measures have to be taken:

- the First Aid Officer (FAO) or alternatively other adequately trained internal staff who has to wear ffp2 mask without valve and disposable gloves;
- the FAO makes the symptomatic subject wear a surgical mask, unless he already wears it;
- contacts with other people are reduced to minimum;
- the subject is directed to his own room or to an isolated environment with the door closed, guaranteeing adequate natural ventilation;
- any other forms of assistance, if refers to immediate necessity, are carried out by people in good health, using appropriate personal protective equipment: disposable gloves and FFP2 face mask without valve;
- hands are washed thoroughly with hydro-alcoholic solution before and after the contact with the person or with the environment where he stayed;

Extraordinary sanitization operations following an event described previously established that the operators have to use specific PPE: FFP2 face mask without valve, face protection, disposable gloves, disposable clothes cover. In this case all PPE and the materials used for sanitization have to be disposed of

as potentially infected. Cleaning and sanitizing operations are carried out as described in circular 5443 of 22 February 2020 of the Ministry of Health, implementing the procedure indicated above regarding cleaning (detergents) and sanitization (sanitizers: sodium hypochlorite and ethanol).



### 13 ATTACHMENTS

- Cleaning and sanitization registration form
- Information for employees
- Methods of access for employees and suppliers
- Substitute declaration of certification for employees
- Privacy Information for employees
- Substitute declaration of certification for guests
- Privacy Information for guests
- Addendum to Protocol

