



## Guidelines

### Introduction

At the time of writing this guideline (mid-April 2020) there are basically two currents of thought, the first arguing that it is better to wait until the virus has almost disappeared in order to be harmless to resume normal work; and the second who claims that we must and can learn to live with the virus by adopting, in advance, all those measures that allow us to have a life of relationship and to work in safety.

For the reopening of the hotel after a period of closure, not forced by the DPM but by choice, we made reference to the indications issued by the WHO for the accommodation facilities by adopting guidelines so that the safety of those who work and those who frequent the hotel were guaranteed.

### THE MAIN MEASURES RECOMMENDED BY WHO ARE:

#### Social distancing, hand cleaning and respiratory hygiene

Although it is likely that guests are already familiar with these measures, it is advisable to remind customers of them as a form of hospitality and care for their health.

Social estrangement includes refraining from hugging, kissing or shaking hands with guests and staff. He plans to keep a distance of at least one meter and avoid anyone who coughs or sneezes.

Hand hygiene involves regular and thorough cleaning with an alcohol-based product or soap and water. You should also avoid touching the eyes, nose and mouth. Hand disinfection is indicated after the exchange of objects (e.g. documents, money, credit cards) with guests. To make this measure effective, it is necessary to use gloves and disinfectant gels or insulating hand creams that allow adequate protection.

**Respiratory hygiene** involves covering the mouth and nose with an elbow or a folded handkerchief when coughing or sneezing. The used tissue must be immediately disposed of in a container with a lid. The customer and hotel employees are required to use the masks.



## SAFETY MEASURES ADOPTED

### Uprights

4 stands were placed with disinfectant gel and disposable gloves inviting guests to use them. The floor lamps, according to the position where they are placed, (hotel entrance, elevator entrance, restaurant, bar and swimming pool) have applied a reassuring message to the customer at the top

The following have been divided into the common areas:

- 1 floor lamp at the entrance of the hotel
- 4 lift compartment accesses on each floor
- 1 floor lamp in the restaurant hall
- 1 bar entrance stand
- 1 pool stand

### Workstations of hand disinfectant gel

Always in the common areas, in the areas of greatest passage and / or waiting, hand sanitizer gel dispensers were positioned, namely:

- on the reception desk
- inside the service rooms of the various departments
- common bathrooms at the entrance

### Warnings to keep your distance

From the entrance, and where necessary, messages are placed that remind the guest of the social distancing with the message "let's protect ourselves respect the distance".

### Front office

A plexiglass barrier has been placed on the counter with windows at the base from which objects or documents can be passed. This structure covers 80% of the entire length of the bench and ensures high safety for the operator who is also equipped with personal protections as better specified below.

### Restaurant

For the moment, the breakfast from the buffet as we know it is being replaced by a breakfast served at the table. The customer therefore, once accompanied to the table, will NOT be able to get up from the table as in the past but will be served by the dining room staff. In order to maintain the minimum safety distance.

the distance between one customer and another is quantified in 1 meter



### **Security communications**

We have created a flyer through which we invite our guests to respect those rules that guarantee your and our safety and in which we communicate what the measures we have taken are. This leaflet will be placed in the common areas.

## **PROTECTION INSTRUMENTS**

### **Personal safety equipment for the staff**

Each employee will be given a kit consisting of:

- 2 disinfectable face masks
- disinfectable protective glasses and / or visors
- disposable latex gloves

Gel to disinfect the hands adjacent to each work station and surgical soaps in the bathrooms reserved for the staff.

The operator in charge of rearranging and cleaning the common areas, including the shared toilets, will have additionally disposable non-woven overalls / coveralls.

### **Safety equipment for customers**

Each customer in the room will find in addition to the flyer with the rules to be respected a kit consisting of

- Disposable wrapped surgical mask
- Wet wipe for sanitization

In addition, the remote control will be sanitized and wrapped in each room

## **ADJUSTMENT TOOLS ADOPTED**

### **Cleaning products used for rooms and common areas**

The cleaning of the rooms and their rearrangement are the responsibility of the adequately trained staff. Washable cloths will be used for cleaning and will clean thoroughly without leaving streaks. They have a proven bacterial removal if well wrung up to 99.9%; and disposable cloths with the same characteristics that will be replaced with each change of room.



All healthy environments treated with a machine that produces steam at 180 °

### **Cleaning and sanitizing procedures**

1. Clean all surfaces with disinfectants registered with the Ministry of Health as a Medical Surgical Device based on chlorine, alcohol, quaternary ammonium salts or sodium hypochlorite with particular attention to the contact surfaces (reception desk, keyboards, internet point, buttons elevator, vending machines, handles, switches, telephones, baskets, pens, mechanical or electronic keys, flushes, taps, etc.) at least every four hours or more frequently depending on the number of customers, staff and suppliers.
2. The reception desk (including tablets and pos and keys) must be cleaned with disinfectant wipes after each use of the customer at each start and end of shift each receptionist must take care of cleaning keyboards and screens every 30 minutes the bellboy cleans all the recep

## **OPERATIONAL PROCEDURES**

### **Information and obligations for collaborators**

1. the obligation to stay at home in the presence of fever (over 37.5 °) or other flu symptoms and to call your family doctor and the health authority
2. the awareness and acceptance of the fact of not being able to enter or being able to stay in the company and of having to promptly declare it where, even after entry, there are dangerous conditions (symptoms of flu, temperature, origin from areas in risk or contact with people positive to the virus in the previous 14 days, etc.) in which the Authority's provisions require the family doctor and the Health Authority to be informed and to remain at home
3. the commitment to respect all the provisions of the Authorities and the employer in accessing the company (in particular, maintaining the safety distance, observing the rules of hand hygiene and maintaining correct hygiene behaviors)
4. the commitment to promptly and responsibly inform the employer of the presence of any flu symptoms during the performance of the work performance, taking care to remain at an adequate distance from the people present

### **How to enter the company**

- The staff, before entering the workplace, will undergo a body temperature check. If this temperature is equal to or higher than 37.5 °, access to the workplace will not be allowed. People in this condition will be



temporarily isolated and provided with masks should not go to the emergency room, but should contact their doctor as soon as possible and follow his instructions

- The employer informs the staff in advance, and those who intend to enter the company, of the foreclosure of access to those who, in the last 14 days, have had contacts with subjects tested positive for COVID-19 or come from risk areas according to WHO indications

#### **Access modalities of external suppliers**

- For the access of external suppliers, the rear service access was identified, in order to reduce the opportunities for contact with the staff in force in the departments / offices
- Transportation drivers are not allowed to enter the hotel and offices for any reason. For the necessary preparation of loading and unloading activities, the transporter will have to stick to the strict distance of one meter and deposit the delivery in front of the access. The hotel staff will take care of the delivery of the goods.
- Access to visitors should be reduced as far as possible; they must comply with all company rules, including those for accessing company premises on and lobby areas in general



### **Front and back office staff, breakfast, restaurant , bar , pool and maintenance**

During the service hours it is MANDATORY to use all the individual protection systems that have been provided (mask, protective goggles, gloves)

The WHO directives for hospitality companies also provide that all security actions that are put into practice on a daily basis are monitored, such as:

- A register of all cleaning and sanitizing activities, which must be carried out several times a day at critical points such as handles, elevator doors and call buttons, surfaces and support surfaces, tables and chairs in common areas with indication of the operator who performed the surgery, with which product and now.
- The body temperature to which both the staff on arrival in turn, and the customers at the time of check-in and all the visiting people such as sales agents must be measured.

### **Temperature detection with front laser thermometer**

It is the duty of the receptionist in turn to reveal the body temperature detected at:

- All staff, from each department, who goes to the company to start the work shift before entering the hotel.
- Of all customers arriving BEFORE the check in operation. N.B : if a customer / guest stays for several days, the temperature must be measured every day upon his return to the hotel

In case of body temperature equal to or higher than 37.5 degrees or in any case in the presence of a situation that could lead to suspicion of physical discomfort or the contagion to Covid, the Management must be notified immediately, who will apply the measures provided by the WHO.

It is understood that, when this situation occurs, the guest will not be checked in but will be isolated in advance, in a room, pending the arrival of public health security alerted by the direction that will take charge of it

**The room and the assigned space where the possible infected has been isolated must be sealed and anyone must be prevented from entering it until it is sanitized according to the protocols.**



## Restaurant

When entering the room and in any case before being accompanied to the table, the customer must be invited to disinfect his hands.

The customer should be reminded, as already explained at the time of check-in, that he will not be able to use the buffet but will be served at the table of anything he requests.

On the table the setting will include napkin, cutlery and glass.

The cleanliness of the cutlery and dishes and what has been in contact with the customer will take place with the products and in the usual ways with the addition of chlorine-based tablets specific for dishwashers.

Between a customer and the other and at the end of the service, the chair and table with which the guest came into contact must be sanitized. Particular care must also be taken in the kitchen with the disinfection of all surfaces and work surfaces



## Cafe

The provisions for the breakfast room are respected as regards the distances between people.

The employee who will take care of the evening service will have to adopt all the self-protection measures that have been established for the restaurant, guaranteeing the distance between those who intend to use the food service.

Also in this case, in fact, the tables used will be positioned at a distance to allow at least 1 meters between one guest and another. Any client who intends to sit must be invited, first of all, to disinfect their hands.

Each table including the chairs, after service, once disposed of, must be cleaned and disinfected before being rearranged for the next customer.

The dishwashing / dishwashing machine located in the back office of the bar will be used for washing the dishes using the usual detergent with the addition of chlorine tablets specific for dishwashers.

## Pool

We have prepared adequate information on prevention measures. Attendants must strictly comply with the instructions given by the instructors and assistants to bathers. The operator must provide suitable signs

Body temperature may be detected, preventing access in the event of a temperature > 37.5 ° C.

We prioritize access to the facilities to the customers housed and any outsiders by booking and keep the list of attendances with telephone number for a period of 14 days.

We organize spaces and activities in changing rooms and showers in order to ensure distances of at least 1 meter.



All clothing and personal items must be stored inside the personal bag.

We have equipped the plant / structure with dispensers with hydroalcoholic solutions for the hand hygiene of the visitors / customers / guests in clearly visible points at the entrance, providing for the obligation to rub the hands.

Regulate the arrangement of the equipment ( sunbed and umbrellas) through dedicated paths so as to guarantee the social distancing of at least 1 m between people who do not belong to the same family or cohabitants.

In order to ensure a level of protection from infection, ensure the effectiveness of the water treatment chain and the limit of the free active chlorine parameter in the tank between 1.0 - 1.5 mg / l; combined chlorine  $\leq$  0.40 mg / l; pH 6.5 - 7.5. Please note that these limits must be strictly ensured in the presence of bathers. The frequency of on-the-spot checks of the above parameters is not less than two hours. All corrective measures must be taken promptly in case of non-compliance, as well as in approaching the value at the table limit.

Before the opening of the pool, the suitability of the water for bathing afterwards must be confirmed

## **Conclusion**

If it is necessary or on modification of the guidelines given by the competent bodies, new directives department by department can be communicated directly to the company before starting the work shift. Subsequently they will be reported on this document for its updating.