

SAFE WELCOME PROTOCOL MAY 2021

# INTRODUCTION

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## This document aims to:

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- Indicate the main Covid-19 measures of the structure in order to defend guests and staff health carried out following current regulations.
- Indicate the variations to current service mode in order to guarantee the safety of our guests.

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## Bibliographical references

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These documents have been drawn up on the basis of information and regulations available as of 20/05/2020 by the WHO, by the Ministry of Italian Health and the Puglia Region and subsequent amendments following the procedures indicated by the dpcm of the 17th of June 2021 relating to the regulations regarding the use of the green pass.

These guidelines do not replace and / or exempt from the adoption of the protocol regulations within the workplace in accordance with the "Protocol shared regulation of measures to combat and contain the spread of the Covid-19 virus in the workplace. " signed between the Government and the Social Partners on the 24th of April 2020.

For further information, please refer to the corporate Risk assessment document and the national protocol "Safe Welcome" - measures to prevent the spread of the SARS-CoV-2 virus in tourist and accommodations facilities edited by Federalberghi, Confindustria Alberghi and Assohotel.

# OPERATING PROTOCOL

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## Covid Manager

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In order to support and assist the operator in the management of a customer who has a temperature higher than 37.5 ° or for all other particular cases related to Covid-19, the figure of the Covid Manager (CM) has been established. Specifically, the figure is identified in the person of the Room Division Manager, if this is not available, in the figure of the GM. The CM (on Duty) will be obligatorily available 24 hours a day.

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# Reception

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## Detecting the temperature

Before checking-in, the body temperature of all customer can be measured through the use of an automatic thermometer that limits the contact between operator and customer. The customer who has a body temperature higher than 37.5 ° WILL NOT BE ABLE TO ACCESS THE STRUCTURE (in accordance with the DECREE OF THE PRESIDENT OF THE COUNCIL OF MINISTERS the 26th of April, 2020 art. 1 paragraph b: subjects with symptoms of respiratory infection and fever (higher than 37.5 C°).

If the customer, who has not yet checked-in, arrives by car directly in the garage, the guest is given the possibility of autonomously detecting the temperature. Specific signs invite the customer not to use the lift in case the temperature is higher than 37.5 ° and to contact the reception going up the ramp.

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# Reception

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## Checking-in

- No physical contact must take place between customer and operators. In the preliminary phase of the arrival, the data for the registration should be taken. If this is not possible, the document will be shown to the operator by the customer himself who will show it through the protective plexiglass of the reception.
- The room key will be sanitized at each change of the customer.
- When checking-in the operator will ask to the customer if he would like the daily cleansing of the room.
- It is recommended to leave to the staff the handling of the luggages.
- Masks, disposable gloves and disinfectant are available for free for the guests if required.



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# Rooms

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## Cleaning procedures

- All the paper material in the room will be disposable or replaced by a digital version with QR code, except for coasters and block notes.
- At each room change, regardless of whether the linen appears to be used or not, it is considered in any case dirty
- The rooms are ventilated before starting the subsequent cleaning operations

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# Room

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## Room cleaning

- The waste present is thrown into the bin, equipped with a bag. The bag containing the waste is closed and placed in the waste compartment of the operator's trolley.
- Cleaning covers all surfaces that may have come into contact with the guest, such as bedside tables, desks, chairs, tables, any furnishings, amenities, telephone, remote control, handles and push-button panels, wardrobes and drawers.
- All items in the minibar as well as the internal and external surfaces of the fridge are cleaned at each departure.
- The cleaning material (cloths, wipes and all the necessary for cleaning and dusting) is disposable or previously treated with a 2% sodium hypochlorite solution for 10 minutes or with another treatment of equal effectiveness.

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## COMMON AREAS

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### Hall

- The tables in the bar area inside the hall are arranged to promote social distancing.

### Link

- The use of sanitizing gel is mandatory before using computers
- Keyboard, mouse and worktop are sanitized after each use by the customer

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# OTHER SERVICES

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## Meeting & Conferences

- The meeting spaces are always adequate for the number of participants, in order to guarantee the minimum interpersonal distance of 1 meter between users. The positions of the speakers and the podium are sufficiently spaced from each other and from the audience, to allow the interventions of the speakers without the use of the mask. If possible, separate routes for entry and exit should be arranged.
- Adequate information on prevention measures is provided, with the aid of appropriate signs and posters.
- The body temperature of the participants will be detected by a thermoscanner placed at the entrances of the meeting rooms. Access will not be allowed if the detected temperature is equal to or higher than 37.5 °.
- The control of the green pass will be required If the participants of a meeting use catering services at our restaurant.
- For fairs, conventions, congresses, competitions, shows and events, the control of the green pass will be required to access the congress area.
- It will not be possible to use wardrobes either inside the meeting rooms or in the foyers. In the wardrobe, which is managed by the staff, clothing and personal items must be placed in garment bags.
- The transmission of a register of event participants is required by the organizational secretariat / meeting manager; the green pass verification could also be delegated to the organizing secretariat to be delivered to the hotel meeting office. The green pass will be kept for the 14 days following the date of the meeting in compliance with the privacy legislation, in order to possibly be available to the competent health authority.
- Hand hygiene products are available for users at the entrance of the rooms and in the common areas of the hotel.
- The devices and equipment available to speakers, moderators and users are disinfected before use, and subsequently protected with food-grade film, which will be replaced whenever possible or alternatively sanitized with special wipes after each intervention.

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## OTHER SERVICES

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- All listeners and assistance staff, because of the prolonged sharing of the same environment, must wear masks for the duration of the activities, and carry out frequent hand sanitation.
- The organizing secretariat must provide self service information materials and/ or gadgets.
- In the poster and exhibition areas all the health and hygiene regulations already mentioned, such as interpersonal distancing will be applied in order to avoid gatherings.
- Exhibitors must organize the stands in order to favor interpersonal distancing, evaluating the number of accesses to the stands.
- Any scientific information material must be available in self-service mode or using digital systems.
- The hotel guarantees regular cleaning and ventilation of the rooms at the end of each group activity.

### Wellness Centre

- To access the wellness center, swimming pool and gym it is necessary to show a valid green pass.

### Shuttle Service

- To benefit of the shuttle service, it is necessary to show a valid green pass.

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# Food & Beverage

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## Breakfast

- Breakfast is guaranteed with the reduction of the classic buffet service and the remodeling towards a breakfast format which assures the variety and quality of the Hotel's breakfast, based on fresh and homemade products
- The "take-away" formula is also proposed to the customer with a packaging that the customer collects at the restaurant and then decide to consume in the room or "take away".

## À la carte Restaurant

- "The Season" restaurant is regularly available with a new interpretation of buffet services in order to guarantee maximum safety.
- In addition to paper menus, it will be possible to use digital formats accessible from your smartphone via QR code
- Non-accommodated guests, who wish to use the hotel's restaurant services, must show a valid green pass.

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# Service Procedures

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## Meeting Food & Beverage Services

- If the number of participants does not allow the classic use of the restaurant rooms, in order to avoid any form of aggregation, fast & smart formats will be provided, with the proposal of Box lunch and Sweet packaging for business lunches and coffee break
- To avoid any form of gathering within our restaurant rooms, we are preferring the menu formula served at the table.
- **Please note: The staff assigned to the F&B must constantly wear a disposable mask and maintain, the social distancing required by this emergency.**

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# Service Procedures

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## Further general measures

- Even though staff and guests are already familiar with Covid-19 prevention measures, it is useful to remind its contents providing specific indications at the entrance of the areas dedicated to F&B administration.
- At the entrance of the areas intended for F&B administration it is necessary to respect the interpersonal distance ( at least 1 meter between one person and another)
- To facilitate the compliance with the social distancing and all the regulations, signs and directions information will be provided.
- Hydroalcoholic gels with an alcohol concentration between 60-85% for hand hygiene are available for the staff and the guests, and must be used before entering the restaurant/bar, services and common areas.
- The use of common hangers should be avoided. The cloakroom service is provided only if it is possible to avoid contact between the objects of the different guests
- In common areas, where is not possible to maintain the social distance of 1 meter, it is necessary to wear masks.



# PERSONNEL SAFETY

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# PERSONNEL SAFETY

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## Re-entry procedures

The staff is informed and trained on all safety and prevention measures adopted by the company

## Access Procedure

The staff can access the facility only from a dedicated access: Garage ramp -2.

Before taking service, personnel must do a temperature measurement.

A thermo scanner is set up in the bursary. If the temperature exceeds 37.5 degrees the resource will not be able to take service.

Every day, the employee, before taking the service, must collect the PPE required by the Documentation for the evaluation of risks for his / her job and sign special register prepared by the CM.

PPE and related register will be available in the bursary during the opening of the same: from 8.00 am until 4.00 pm. Beyond this time PPE and register will be available at the reception.

For Banqueting, it is recommended for the room manager to make a count of all the necessary PPE and collect them for all collaborators from the already defined workstation.

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# Security Protocol

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## Operative Procedures

- During the shift, it is always mandatory to respect the interpersonal distance (at least one meter between a person and another)
- Avoid shaking hands, hugging or kissing guests and co-workers
- The use of a mask is mandatory throughout your work shift
- Alcoholic hand hygiene gels must be used periodically, even when wearing gloves

# SUPPLIER SAFETY

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# Supplier Management

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## Operative Procedures

- In order to limit contact with staff and guests, suppliers of goods and services entering the hotel must preferably access from the appropriate entrance reachable from the garage ramp.
- Before entering they will have to do a body temperature check or a temperature check will be carried out by the resource assigned to the usual control of goods.
- If the only operator available is the receptionist, these will be responsible for controlling the temperature through the door for the disabled in the hall.
- The treasurer must invite all suppliers to send an electronic copy of the document of transport in order to facilitate goods control operations and limit contacts. For the same purpose the treasurers must identify and define with the suppliers the times of unloading goods in order to optimize the service.