

COVID-19 ACTION PLAN

PREMISE

The company has adopted this COVID-19 ANTI-CONTAGION PLAN which is valid in all workplaces in which it carries out its activities.

REGULATORY REFERENCE

For the preparation of the ANTI CONTAGIO PLAN COVID-19 (subsequently referred to as the "PLAN"), account was taken of the provisions of the legislation in force at the time of preparation.

- SHARED REGULATORY PROTOCOL of 24 April 2020.
- D.L. 33 of 16.05.2020.
- Prime Ministerial Decree of 17.05.2020 and subsequent amendments

UPDATE

Based on the evolution of the epidemiological scenario, the measures can be reshaped and integrated in compliance with any new regulatory provisions.

Exemptions

This PLAN does not concern compliance with:

- occupational safety and health (Legislative Decree 81/2008)
- privacy
- food hygiene.

COMMITTEE

Given the size and organization of the company, it is not possible to set up the Committee envisaged by point 13 of the National Protocol of 26.04.2020.

This function is performed by the COVID MANAGER, who corresponds with the legal representative, who is responsible for:

- the implementation of this PLAN,
- training and information for employees,
- checks on compliance and application of the reported measures,
- the provision of adequate information in this regard.

The COVID MANAGER may delegate all or part of its functions to employees duly instructed by the same, by formal proxy (see attached facsimile).

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CHECK IN

- Guests are given the opportunity to pre-check in online before arrival, by sending a copy of their identity document (to be verified upon registration).
- The guest is asked to complete a SELF-CERTIFICATION in which he certifies his state of good health (attached facsimile); to speed up the check-in, the document can be sent to the guest together with the booking confirmation.
- We welcome the guest by keeping at the correct distance and avoiding any type of physical contact.
- The safety distance is also respected thanks to written communications (signs, stickers and path markers).
- In the case of a group or family, invite guests to let only one of them enter to act as an intermediary for all.
- The usual check-in procedures are carried out by inviting the guest to show the identity document, possibly without touching it.
- The card / key (including the key ring) is sanitized before giving it to the guest.
- The desk is sanitized between one guest and another.

CHECK-OUT

- Self check-out and priority check-out operations are encouraged (subject to the signing of the appropriate authorizations).
- We prefer payment by contactless cards, bank transfer or advance payment by credit card charge.
- If the guest has not already paid the bill, carry out the usual check-out procedures.
- Greet the guest by keeping at the correct distance and avoiding any type of physical contact.

ACCESS FOR VISITORS WHO ARE NOT ACCOMMODATION

- Record visitor names and contacts and keep them for at least 14 days.
- Have the self-certification completed and signed.

ORGANIZATION

- An ANOMALY REGISTER is kept (see attached facsimile) in which anomalous situations should be noted (for example, people who have respiratory symptoms or who require a doctor's intervention).
- The availability of magazines and informative material of mixed use has been eliminated.

MEDICAL KIT

A kit is available which contains:

- body temperature measuring instrument
- hand sanitizer
- disinfectant for surfaces
- face-eye masks (separate or combined)
- disposable gloves

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- disposable protective apron
- disposable protective suit
- disposable bags for the disposal of biohazardous wa

CLEANING AND SANITIZATION

Reception staff sanitizes:

- Magnetic cards / keys and key rings of the rooms.
- Chancellery.
- Staplers.
- Reception desk (between one guest and another).
- Telephone (at each shift change or before use by another collaborator).
- Terminals pos.
- Computer keyboard and mouse.
- Touch screens.
- Protective barriers.

USEFUL TELEPHONE NUMBERS (TO BE INTEGRATED WITH THE USEFUL NUMBERS OF THE REGION WHERE THE STRUCTURE IS FOUND)

- Veneto 800 462 340
- Public utility number of the Ministry of Health 1500
- Single emergency number 112 or 118 only if strictly necessary.

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AUTOCERTIFICAZIONE – SELF CERTIFICATION - SELBSZERTIFIZIERUNG

Dichiaro sotto la mia responsabilità che le seguenti affermazioni si applicano per tutti i componenti del mio nucleo familiare / gruppo come sopra identificato:

EN: I declare under my responsibility that the following statements apply to all members of my family / group as identified above:

DE: Ich erkläre unter meiner Verantwortung dass die folgenden Aussagen für alle Mitglieder meiner Familie / Gruppe wie oben angegeben Wahrheitsgemäß sind:

- Ho/abbiamo effettuato oggi la misurazione della mia/nostra temperatura corporea la quale è risultata inferiore a 37.5°C.
- I have measured my body temperature today and it is below 37.5°C.
- Ich/wir habe/n heute unsere Körpertemperatur gemessen UND sie ist unter 37.5°C.

- Non ho/abbiamo sintomi riguardanti l'apparato respiratorio (tosse, raffreddore, in genere sintomi influenzali, etc.)
- I/We have no symptoms affecting the respiratory system (cough, cold, generally flu symptoms, etc.).
- Ich/Wir haben keine Atemweg-Symptome (Husten, Erkältung, allgemein Grippe Symptome usw).

- Non sono/siamo sottoposto/i alla misura della quarantena ovvero di non sono/siamo risultato/i positivo/i al COVID-19.
- I declare / declare that I am not subjected to the quarantine measure or that I am not tested positive for COVID-19.
- Ich/Wir wurden nicht der Quarantänemaßnahme unterzogen und ich bin/wir sind nicht positiv auf COVID-19 getestet worden.

- Non ho/abbiamo aver avuto "contatti stretti" con un soggetto positivo al Covid-19 negli ultimi 14 giorni.
- I have/ We have not had "close contacts" with a positive subject at Covid-19 in the last 14 days.
- Ich/ wir haben in den letzten 14 Tagen keine "engen Kontakte" mit Covid-19 positiven Personen gehabt.

Data

<i>Nome e cognome / Name and surname / Vorname und Nachname.</i>	<i>Firma</i>

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ACCOMMODATIONS AT THE STOP

Offer customers the possibility of not rearranging:

- Supply the laundry and the courtesy line, properly sealed, from the outside,
- Invite the guest to contact the staff for the collection of waste.
- Provide a disinfectant kit for self-sanitizing surfaces.

LINEN

Collect the dirty laundry in closed containers (bags or big bags in trolleys) by handling and shaking it as little as possible in the environment before inserting it into the container and sending it to washing and sanitizing.

Replace the bed linen and towels used with sanitized linen, according to an adequate frequency of changing the textiles, as recommended below:

<i>Article</i>	<i>Frequency</i>
BEDDING (sheets, pillowcases, duvet covers, bedspreads)	<ul style="list-style-type: none"> • At each rearrangement of room for guest change • Max three days with the same guest.
TOWELS (bathrobes, bath towels, towels, bidet towels, bath mats, etc.)	<ul style="list-style-type: none"> • At each rearrangement of room for guest change • Max three days with the same guest
CUSHION COVER, MATTRESS COVER, DUVET	<ul style="list-style-type: none"> • At each rearrangement for guest change. • Max 7 days with the same guest.

DISINFECTION

WHAT TO SANIT IN THE VERANDA

- The handrails
- The parapet
- The power outlets
- The switches
- The ashtray
- The doormat
- Furniture (tables, chairs, deck chairs, etc.)

For the choice of the most suitable sanitiser, refer to the "sanitization products and tools" section. In order not to damage the surfaces, it is recommended, however, to use a solution based on 0.5% hydrogen peroxide or 70% alcohol on the furniture and on 0.1% sodium hypochlorite floors, after checking the compatibility of the material

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WHAT TO SANITIZE IN ACCOMMODATIONS

To ensure hygienic and safe environments, in addition to proper cleaning with the normal maintenance detergent and constant ventilation, it is advisable to sanitize all surfaces and furnishings, paying particular attention to the most sensitive elements, i.e. those that are touched with greater frequency:

- The alarm
- The smart speaker
- The charging station for electronic devices
- The remote control of the air conditioning system
- The door handle and window
- The handles of the wardrobe doors
- The handles of the drawers
- The bedroom door handle
- The rod or the pull-cord
- Curtains
- The power button on the TV
- The TV remote control
- The keys on the phone
- The light switch
- The ignition switches of the lamps
- The power outlets
- The hangers
- Brochures, magazines and books (or possibly remove them)
- I carry suitcases
- The safe
- The door and the safe button
- Laundry bags

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WHAT TO SANITIZE IN THE KITCHENETTE

To ensure a safe and sanitized environment, in addition to proper cleaning with normal maintenance detergent and constant ventilation, it is advisable to sanitize all surfaces, appliances and equipment, paying particular attention to the most sensitive elements, i.e. those that are touched with higher frequency:

- the stove knobs
- the knobs and the handle of the oven
- the knobs and the handle of the microwave oven
- the handle of the dishwasher
- the knobs on the dishwasher
- the handle of the refrigerator
- the deep plates
- fruit dishes
- the glasses
- the cups and saucers
- Cutlery
- The cutlery tray
- The bread knife
- The kitchen knife
- The opener
- The opener
- The corkscrew
- The colander
- The ladle
- The skimmer
- The funnel
- The juicer
- The grater
- The salad bowl
- The cheese bowl
- The coffee maker
- The kettle
- The cutting board
- The lids
- The milk boiler
- The pots
- The casseroles
- The trivet
- The ice bucket
- Scissors
- The placemat
- The carafe of water
- The bottles of water

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- The garbage containers
- The remote control of the air conditioning system
- Switches to switch on the light
- The switches to turn on the bulbs
- The power outlets

WHAT TO SANITIZE IN THE LIVING AREA

To ensure a sanitized and safe environment, in addition to proper cleaning with the normal maintenance detergent and constant ventilation, it is appropriate to sanitize all surfaces and furnishing accessories, paying particular attention to the most sensitive elements, i.e. those that are touched with greater frequency:

- the handle and / or knob of the entrance door
- the lock on the entrance door
- the slot for the entrance door board
- the security lock
- the window handle
- the door handle
- the handles of the wardrobe doors
- the handles of the drawers
- the door handle of the bedrooms
- the rod or the pull-cord
- the TV power button
- the TV remote control
- the telephone keys
- the light switch
- the ignition switches of the lamps
- the power outlet
- the iron (handle, power button, steam button, thermostat, cable and plug)
- ironing board
- the smart speaker
- the charging station for electronic devices
- the remote control of the climate control system
- hangers
- brochures, magazines or books (or possibly remove them)

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MANAGEMENT OF TEXTILES IN RISK ENVIRONMENTS

In the event that a suspect guest has stayed in the room according to the case definition criteria (symptomatology, contact with other subjects with a confirmed diagnosis of COVID-19), it may be appropriate to isolate the environment occupied by him until the exclusion of the diagnosis (no special intervention is then necessary) or confirmation.

In this case, a procedure for removing and removing the linen from the bed and bathroom system and "bed linen" must be strictly applied, as described below. The removal of linen and bed linen is an activity at risk of aerosolization.

The staff who takes care of the linen must have been previously informed and trained to comply with the procedure and equipped with a disposable gown, a hair cap, disposable non-sterile gloves, goggles or face protection screen and a protective device respiratory type FFP2.

When taking care of the linen, do not shake the sheets or bring them closer to the body and place the linen in a water-soluble, hermetically sealed bag, clearly marked, so that the company qualified for sanitation, when it receives it, is informed and can apply suitable hygienic handling and treatment procedures.

All the linen present must be "removed" and placed in a closed water-soluble bag (including bedspreads, top sheets, sheets, pillowcases, pillow covers, mattress covers, bed rugs, bathrobes, bath towels, towels, bidet towels, bath towels, holding the duvet and particular linen in separate bags) in turn enclosed in a sealed polyethylene bag on which the type of linen contained and the suspected diagnosis must be indicated with a marker.

The staff will then proceed with the dressing and undressing of the personal protective equipment by strictly following the learned sequence and performing hand hygiene before and after removing the gloves.

The washing cycle used by the company qualified for sanitization or the laundry inside the structure must be validated and documented and provide a minimum temperature of 60 degrees for at least 30 minutes with the help of disinfectant agents.

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NORMATIVE REQUIREMENTS

The following measures have been established on the basis of the indications contained in the ISS COVID Report no. 5/2020 "Interim indications for the prevention and management of indoor environments in relation to the transmission of SARS-CoV-2 virus infection" to which the ADDRESS LINES FOR THE REOPENING OF ECONOMIC, PRODUCTION AND RECREATIONAL ACTIVITIES refer to CONFERENCE OF REGIONS AND AUTONOMOUS PROVINCES.

NATURAL AERATION

- Ensure good air exchange daily in all environments where people are present by opening doors, windows and balconies.
- It is preferable to open for a few minutes several times a day, than once for long times.
- During natural air exchange, avoid creating uncomfortable / discomfort conditions (drafts or excessive cold / heat).

CENTRALIZED MECHANICAL CONTROLLED VENTILATION SYSTEM (VMC)

- Acquire all the information on the operation of the VMC system (eg control of operating efficiency, pressure drops, check of the conduction register, maintenance expiration times, type of filter pack installed, scheduled interventions, etc.).
- If necessary, if you are close to replacing the filter pack (for high pressure drops, or a few weeks after scheduled maintenance, etc.), in order to improve the filtration of the incoming air, replace with filter packs more efficient (e.g. UNI EN ISO 16890: 2017: F7-F9).
- Once the replacement has been made, make sure of the air tightness in order to avoid possible air leaks.
- Keep air intake and air extraction active 24 hours a day, 7 days a week (possibly with a decrease in ventilation rates during the night when the building is not used).
- Completely eliminate the air recirculation function to avoid the possible transport of pathogens.
- If it is not possible to ventilate the rooms frequently.

MIXED HEATING / COOLING SYSTEM WITH LOCAL TERMINAL APPLIANCES

This is a system whose operation and speed regulation can be centralized or carried out by workers who occupy the environment or the room, (e.g. fan coil).

- It must be kept stationary to prevent any contaminants from spreading inside the structure with the recirculation of air, potentially including the SARS-CoV-2 virus.
- If the presence of a single employee (always the same) for each room or room is expected daily, it is still possible to keep the system in operation.
- If it is not possible to eliminate the recirculation, ventilate the rooms frequently.
- There must be no curtains, objects and plants in the vicinity of the terminals' ventilation sockets and grills, which could interfere with correct operation.
- Periodically clean, at least every four weeks, based on the indications provided by the manufacturer with the system stopped, recirculating air filters from the fan coil or fan coil unit to maintain adequate levels of filtration / removal.
- Weekly cleaning of local terminal devices (fan coils or fan coil units) in the event of

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simultaneous sharing of the same room or room by several employees. When cleaning the filters, pay attention to the heat exchange batteries and the condensate collection trays. Avoid using and spraying detergent / disinfectant spray cleaning products directly on the filter so as not to inhale polluting substances (eg VOC), during operation.

- Where possible in these environments, regularly open the windows and balconies to increase the exchange and dilution of specific pollutants (eg VOC, PM10, etc.), CO2, odors, humidity and bioaerosol which can carry bacteria, viruses, allergens, filamentous fungi (molds) accumulated in the air recirculated by the system. It is preferable to open for a few minutes several times a day, than once for long times.

AUTONOMOUS HEATING / COOLING SYSTEM

These are systems with a dual function and with an external unit (e.g. split heat pumps, convectors), or portable air conditioning systems connected with a flexible hot air discharge tube resting on or connected to the outside where the the air that is heated / cooled is always the same.

- In the case of rooms without windows (eg: toilets) but equipped with fans / extractors these must be kept running for the entire working time to reduce concentrations in the air.
- Clean regularly at least every four weeks in the case of a single person present in the room (always the same).
- If there are other people in the room, clean every week, according to the manufacturer's instructions and with the system stopped.
- Clean the recirculating air filters supplied with the system / air conditioner to maintain adequate filtration / removal levels.
- Avoid using and spraying detergent / disinfectant spray cleaning products directly on the filter so as not to inhale polluting substances (eg: VOC), during operation.
- Clean the vents and ventilation grills with clean microfibre cloths moistened with water and common soaps, or with an ethyl alcohol solution with a minimum percentage of 70% v / v, drying afterwards.

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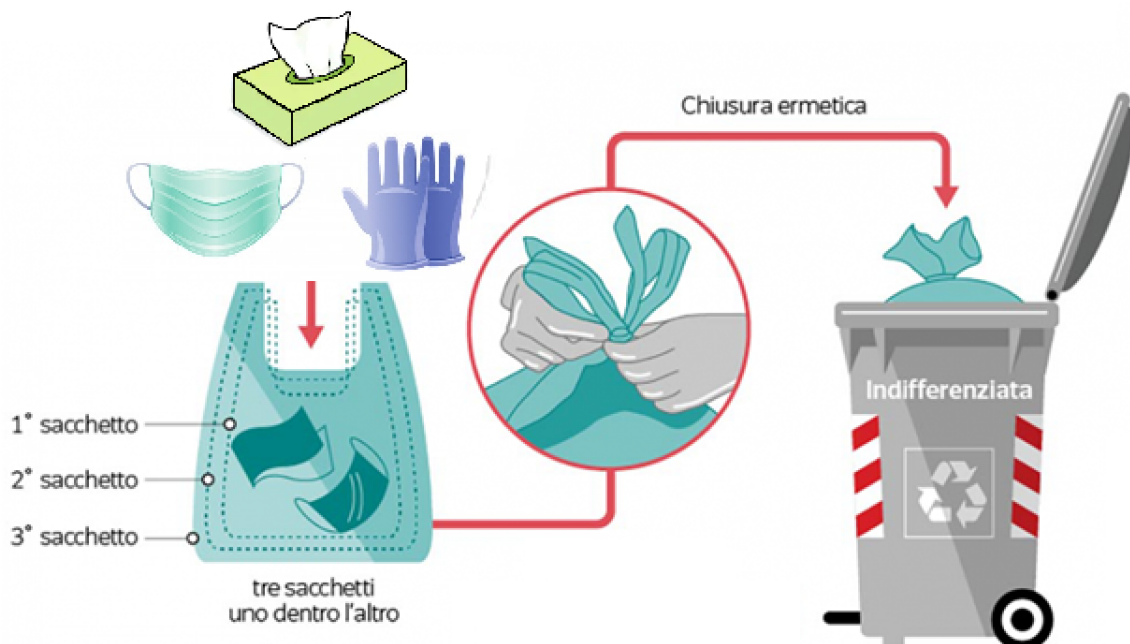
The waste represented by:

- PERSONAL PROTECTION DEVICES (MASKS, GLOVES, ETC.)
- PAPER TISSUES, ROLL PAPER, DISPOSABLE TOWELS,

It is recommended to pack waste so as not to damage and / or contaminate the bags externally using disposable gloves.

For the collection, at least two bags must be used one inside the other or in greater number depending on their mechanical strength, possibly using a pedal container.

USE THE UNDIFFERENTIATED WASTE CONTAINER



Used paper handkerchiefs, masks, gloves, should be thrown into indifference.

Use at least two resistant bags one inside the other. Close them using disposable gloves.

The bags must be closed tightly with laces or adhesive tape and placed in the undifferentiated.

¹ Rapporto ISS COVID-19 n. 3/2020

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In case a person develops fever and respiratory infection symptoms such as cough:

- its isolation proceeds.
- immediately notify the competent health authorities.
- at the time of isolation, the symptomatic person must be immediately equipped, if not already, with a surgical mask.
- during the investigation period, ask any possible close contacts to leave the company as a precaution, according to the indications of the health authority.
- collaborate with the health authorities for the definition of any "close contacts" of a person present in the company who has been tested positive for the covid-19 buffer.

USEFUL TELEPHONE NUMBERS

- Veneto 800 462 340
- Public utility number of the Ministry of Health 1500
- Single emergency number 112 or 118 only if strictly necessary.

Apri in Google Traduttore

Feedback

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PREMISE

The following measures have been established based on the indications of the O.M.S. contained in the Guidelines "Operational considerations for COVID-19 management in the accommodation sector Interim guidance - 31 March 2020".

MEASURES TO BE ADOPTED

If a guest develops symptoms of acute respiratory infection (fever, persistent cough, breathing difficulties), immediately minimize the contact of the symptomatic person with all guests and staff:

- Separate the symptomatic person from other people of at least 2 meters.
- Require the symptomatic person to wear a mask and to practice oral hygiene when coughing and sneezing.
- Contact the competent health authorities and wait for indications.
- It is not recommended that the guest continue their stay in the facility.
- The person may be temporarily isolated in a room that is not shared with other guests, (although the host structure does not have the authority to force symptomatic guests to stay temporarily in the room or to prevent them from receiving visits from other guests).
- Any visits to the doctor must be made in the room assigned to the symptomatic person.
- No visitor (except urgent needs) must be authorized to enter the room occupied by the guest concerned.
- The symptomatic person must not share the bathroom with other people, nor towels, blankets, or any type of clothing.
- Depending on the availability of rooms, accompanying people, if any, must be moved to another room.
- The staff who provides assistance to the symptomatic person must use the D.P.I. foreseen in the specific PPE operating instruction.
- Personnel involved in the cleaning and disinfection of the room occupied by the symptomatic must be instructed in advance to clean and disinfect the occupied room, following the cleaning and disinfection protocols and observing personal protection measures.

The identification of the contacts must begin immediately after the identification of a suspect case, by contact we mean:

- roommates or carers who have had close contact with the suspect case;
- staff who may have been in close contact with the symptomatic person or with the facilities they use (for example the bathroom) or their items (eg towels, used clothes, etc.).

USEFUL TELEPHONE NUMBERS

- Veneto 800 462 340
- Public utility number of the Ministry of Health 1500
- Single emergency number 112 or 118 only if strictly necessary.