



UNAsafe PROTOCOL

Gruppo UNA hotels' operating rules



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NEW HOSPITALITY

The COVID -19 pandemic is changing the hospitality industry. It changes the way you work, changes the way you socialise and changes the way you go on holiday.

These changes also extend to our guests and how they decide to use our hotel facilities, how they interact with each other and with **Gruppo UNA** staff, how they manage their activities and use any available services. Today, Gruppo UNA offers safe hospitality that's "clean, sanitised and guaranteed".

We have identified three macro areas where we have planned operations for our hotels, apart-hotels and resorts:

- cleaning and implementation of medical health aids;
- physical and social distancing;
- behavioural and safety practices.

For each macro area, we have set out specific protocols and rules of conduct, maintaining both high hotel standards and clear safety procedures. For this reason, we believe that it's important to be transparent with our guests, sharing details of cleanliness and sanitation standards, social distancing and consequently reinforcing our workers' behaviour. This will help us to guarantee the implementation of the right health and safety measures, minimising exposure to viruses and especially limiting exposure to COVID-19.





GRUPPO UNA OPERATING MANUAL

Coronavirus belongs to a large virus family that is known to cause a range of illnesses, ranging from the common cold to more serious diseases such as the Middle East Respiratory Syndrome (MERS) and Severe Acute Respiratory Syndrome (SARS). COVID-19 is a respiratory virus that mainly spreads through vapour droplets that infected people breathe out. According to WHO, currently available data shows the main route of transmission of the virus is through close contact with symptomatic people. It is believed possible that people in the prodromal stages of the disease, and therefore with absent or very mild symptoms, can still transmit the virus.

Gruppo UNA has adopted the following protocols to combat the virus and reduce the risk of infection by protecting themselves and others. It means following key hygiene rules, supporting the implementation of isolation and quarantine measures in the case that the disease spreads, and following international and national health authority indications.

In addition to regular and occasional activities (environment and equipment cleaning and maintenance, breakdowns, system reactivation, etc.), that follow guidelines from the World Health Organization, the Italian Ministry of Health, the Higher Institute of Healthcare and the national "Safe Hospitality" protocol by Federalberghi, the Italian Association of Confindustria Hotels and Asshotel (associations that mainly represent national tourism companies), Gruppo UNA has also decided to set out its own procedures and verify their implementation.

The above guidelines concern the following areas:

WELCOME

area used to receive guests.

ROOMS

areas prepared for guests' overnight stays.

PUBLIC AREAS

areas available for guests to access and parking areas.

RESTAURANT AREAS

areas that offer bar services as well as Breakfast, Lunch and Dinner.



GENERAL PROTECTIVE MEASURES

All Guests and all staff are required to strictly comply with anti Covid-19 general protection measures recommended by WHO and by government guidelines such as:

- social distancing, hand cleaning and respiratory hygiene, including the recommendation to stay at home and seek medical attention in case of respiratory symptoms (e.g. cough and shortness of breath). Although it is likely that both guests and staff are already familiar with these measures, Gruppo UNA would like to reiterate them as part of the welcome process and in terms of protecting their health;
- social distancing includes refraining from hugging, kissing or shaking hands with guests and staff. It means keeping a distance of at least one meter and avoiding anyone who coughs or sneezes;
- hand hygiene involves frequent and thorough cleaning with an alcohol-based product or soap and water. It also means avoiding touching the eyes, nose and mouth. Hand disinfection is recommended after exchanging objects (e.g. documents, money, credit cards, luggage) with guests. For this to be effective, it is important to use disinfectant gels that allow adequate protection;
- respiratory hygiene involves covering the mouth and nose with the crook of your arm or handkerchief when coughing or sneezing. The dirty tissue must be immediately disposed of in a container, ideally one that has a lid.

Social distancing

Social distancing is the cardinal rule when dealing with the Covid 19 pandemic within Gruppo UNA hotels and offering services to guests. Gruppo UNA has established protocols to support guests in safely planning their stays in our hotels, apart-hotels and resorts.

1. Gruppo UNA has set up plexiglass screens on welcome desks to ensure optimum physical and social distancing. There is a panel and horizontal signs that remind guests to maintain the distances set out through government guidelines and to minimize contact with other guests and employees.
2. In all common areas, including the Front Office, Bars, Restaurants, corridors, rooms, lifts and every landing the point of contact with guests is given maximum visibility in terms of maintaining a safe distance through dedicated forms.



GENERAL PROTECTIVE MEASURES

Plumbing and air conditioning systems

Gruppo UNA periodically checks plumbing, ventilation and air conditioning systems.

Plumbing systems:

- legionella containment systems, to ensure functionality and efficiency;
- thermal shock cycles on all boilers and related flushes;
- complete flushing and sanitising of all the tap aerators (as well as those on showers) present in the building, including those in changing rooms, staff toilets and shared areas, gyms and spas, technical rooms, kitchens and dining halls.

Ventilation and air conditioning systems:

- cleaning and sanitising of the various system components, from the external units to the units in individual rooms and various shared areas and technical rooms, including the ducts, plenums, humidifiers, heat exchange batteries, any heat recovery;
- replacement or suitable sanitisation of all filters inside the AHU and on the individual fan-coils;
- cleaning and disinfection of the condensation collection trays;
- activating systems that exclude the recirculation of pre-treated air, meaning that the systems will only operate using untreated air.





CLEANING AND SANITISING

Each Gruppo UNA hotel is subject to careful and thorough cleaning and sanitisation (and potentially additional sanitisation measures in line with the below guidelines).

1. For clarity, the term “cleaning” refers to: a sequence of procedures and operations that aim to remove dirt and unwanted materials that are present on surfaces and objects, inside closed spaces and relevant areas. These activities may be carried out on a daily or periodic basis according to standard company practices, using detergents suitable for the various surfaces that are treated and complying with the manufacturer’s instructions for use.
2. The term “sanitisation” refers to: the sequence of procedures and operations that aim to improve the health of an environment through cleaning and subsequent disinfection, for example with a sodium hypochlorite solution diluted to 0.1% (or with 70% ethyl alcohol) in compliance with the manufacturer’s instructions for use.
3. Finally, the term “extraordinary sanitisation” refers to: the sequence of procedures and operations that aim to sanitise closed spaces and relevant areas through cleaning, disinfection and sanitisation if there is a confirmed case of COVID-19 - or there is a real risk that a suspected case may be confirmed shortly. The Gruppo UNA protocol for this type of sanitisation requires the use of atomisation of stabilised and biodegradable hydrogen peroxide.

In reference to chapter 4 of the Protocol dated 24/04/2020, we highlight that in terms of reopening in the most affected geographic areas, it’s essential to provide special environment sanitisation of workstations, workplaces and common areas in addition to regular cleaning activities, in line with regulation 5443 dated 22nd February 2020. Our Group’s facilities in the Lombardy, Piedmont, Emilia-Romagna and Veneto regions fall within the most-affected geographical areas and are subject to extraordinary sanitisation. Only disposable paper cloths will be used to clean washable surfaces. Alternatively, different coloured microfibre cloths can be used for the different surfaces that need to be treated. Every clean surface must be sanitised with approved disinfectant product available, using only and exclusively disposable paper cloths in this case.



CLEANING AND SANITISING

CONTACT POINTS



Switches and buttons



Health



Surfaces



Dispensers



Telephone



Armchairs and chairs



Handles



Electronic components

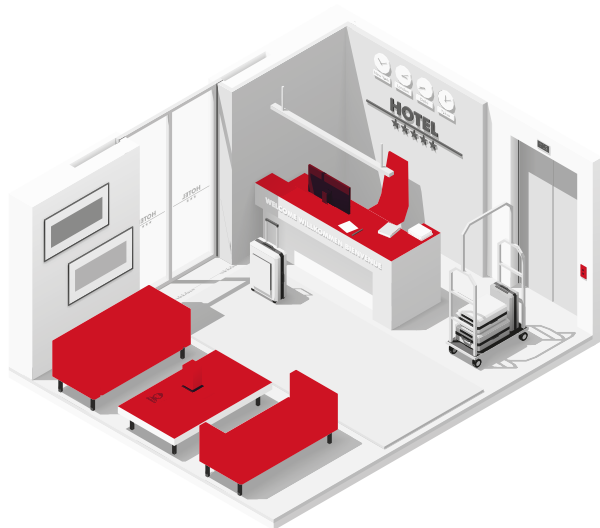


Washbasins

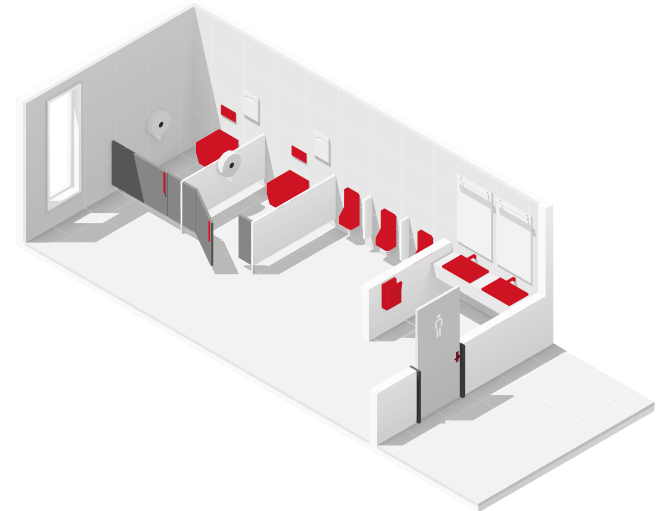
ROOMS



PUBLIC AREAS



BATHROOMS





STAFF

Gruppo UNA will ensure that all staff receive adequate information in a manual that contains:

- information regarding the preventive measures that need to be applied;
- correct hand-washing techniques;
- cleaning individual work surfaces;
- using PPE (gloves and masks);
- proper handling of potential cases where customers or co-workers have COVID-19 symptoms.

All Gruppo UNA employees are to be informed of the measures that need to be taken to protect their own and guests' health, even if they need to provide first aid to symptomatic individuals.



The hotel management carry out daily briefings with information and training to monitor that indications are being followed and allow them to make any necessary improvements. In addition to the equipment recommended by WHO and the Ministry of Health, Gruppo UNA has added the below measures:

- the supplied masks, gloves and additional PPE depending on the role must be worn at all times;
- temperatures will be measured at the beginning of each shift;
- staff member with fever (over 37.5 ° C) or other flu symptoms must stay at home, informing the Employer, company physician, family doctor and health authority;
- if such symptoms develop (symptoms of flu, temperature, coming into contact with those who have tested positive to the virus, etc.) once the person has already started work, the staff member with fever must inform the hotel management immediately and stay in a separate room while they wait for further instruction from the medical services;
- committed to respecting all the Authorities' measures within our facilities (especially maintaining social distancing, observing hand hygiene and maintaining optimum hygiene behaviours);
- frequently disinfect all work surfaces and contact surfaces, including at the beginning and end of every work shift. This includes telephones, keyboards, mouse, knobs, pos device, pens, pencils, staplers ...;
- avoid sharing telephones and sanitise them after use;
- sanitise key cards and insert them in the appropriate sealed plastic bag before handing over to the customer;
- avoid gatherings and reduce time spent in the reception area.



STAFF



SURGICAL MASK
disposable



GLOVES
disposable



OVERSHOES
single use



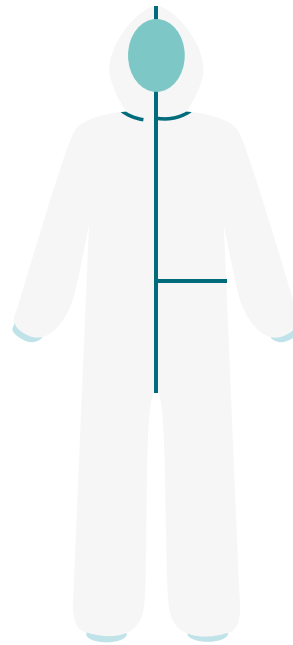
CAP
single use



FFP2 MASK
not reusable



PROTECTIVE GLASSES
sanitizable



LAB COAT OR APRON
single use

PROTEGGI TE STESSO E CHI TI STA VICINO

PROTECT YOURSELF AND OTHERS

-  **Lavati spesso le mani con acqua e sapone o con gel a base alcolica**
Wash your hands frequently with water and soap or with an alcohol-based gel
-  **Evita il contatto ravvicinato con persone che soffrono di infezioni respiratorie acute**
Avoid close contact with people who are suffering from acute respiratory infections
-  **Evita abbracci e strette di mano**
Avoid handshaking and hugging
-  **Mantieni in ogni contatto sociale una distanza personale di almeno un metro**
Keep a safe distance (at least one meter) in any social contact
-  **Igiene respiratoria (starnutisci o tossisci in un fazzoletto evitando il contatto delle mani con le secrezioni respiratorie)**
Respiratory hygiene (cough or sneeze in a tissue and avoid touching your respiratory secretions with your hands)
-  **Evita l'uso promiscuo di bottiglie e bicchieri, in particolare durante l'attività sportiva**
Avoid sharing bottles and glasses, especially when training
-  **Non toccarti occhi, naso e bocca con le mani**
Avoid touching your eyes, nose and mouth
-  **Copri bocca e naso quando starnutisci o tossisci**
Cover your mouth and nose when coughing or sneezing
-  **Non prendere farmaci antivirali nè antibiotici a meno che non siano prescritti da un medico**
Don't take any antiviral or antibiotics medication unless they have been prescribed by a doctor
-  **Pulisci le superfici con disinfettanti a base di cloro o alcol**
Clean off surfaces with alcohol or chlorine-based disinfectants
-  **Indossa la mascherina**
Wear a mask



WELCOME

We continue to share the security measures that we have implemented through communicating them verbally and physical panels and horizontal signs:

1. Gruppo UNA is in the process of changing the way that Guests book in by filling in an online form to manage registration and payment activities remotely to reduce contact times upon arrival;
2. all customers will be asked to have their temperature taken;
3. each Guest has available on request a sanitized bag, containing a disposable surgical mask;
4. guests are invited to respect social distancing measures and rules that guarantee safety through panels positioned in the common areas, in the lift and floor stickers, inviting them to maintain their distance;
5. at the hotel entrance and reception, in the bar and restaurant areas, in shared areas and toilets, on floor landings surrounding the elevators (as well as on the beach, swimming pool, gyms, SPA - if present and operational) hand disinfectant gel dispensers are available; all guests are invited to wear their mask within the facilities;
6. access to lifts: until further notice, Gruppo UNA has banned the use of lifts with more than two people at a time. Stickers have been placed inside the lifts to ensure "Social distancing" (for small elevators where a metre's distance can't be guaranteed those lifts will only be able to carry one person). The cabin and allwashable surfaces, including push-button panels, are subject to regular cleaning and disinfection;
7. all the high-traffic elements for guests (handles, handrails) will be frequently sanitised according to their level of use;
8. sanitation of common areas: the reception and hall floors are to be washed and sanitised with medical surgical products (PMC) and frequently enough to counteract high use during the course of the day;
9. the furniture in common areas and all surfaces are sanitized frequently;
10. in terms of cleaning sofas, armchairs and seats, we recommend following cleaning best-practices, using suitable detergents and disinfectants;
11. it will still be possible to use shared toilets, but to avoid the potential spread of the virus we advise guests to use only the bathrooms located in their rooms; any toilets that can be accessed from common areas will be subject to extraordinary cleaning and sanitizing of all washable surfaces. Inside the room, there will be a hand sanitizer gel dispenser and sign that indicates the correct method of use;
12. all cleaning and sanitising products and equipment are certified and product data sheets are available at the reception of each Gruppo UNA facility.



ROOMS

- Until further notice, Gruppo UNA recommends that cleaning operations are carried out with one person per area to avoid contact.
- The cleaning staff have been instructed on the use of PPE and on hand hygiene.
- All mixed use objects such as information folders and / or pens have been removed from the rooms. The internal Directory is available at the Reception (soon all information will be accessible via QR Code, to decrease demand to come into contact with such objects). Guests will be able to access it upon request by contacting reception.
- The minibar in each room has been emptied (and is sanitised for each stay) and room service delivery minibar items (snacks, drinks etc.) is guaranteed.
- Bed and bath linen and washed and sanitised by a professional laundry service.
- Keys and TV remote controls are sanitised and placed in a special sealed bag.
- Guests are entitled to request that cleaning staff do not enter the room during their stay.
- The air conditioning systems are cleaned by specialised and certified firms.
- Once rooms have been cleaned and sanitised, the appropriate “hanger” must be placed on the external handle. This means that service providers certify the that their specific activities have been carefully and properly carried out and assumes co-responsibility for this.





RESTAURANT AND BARS

Gruppo UNA has developed the following technical and operational guidelines for each hotel facility.

Preparation area

- It is essential that we absolutely comply with rules and related procedures as detailed in HACCP self-control manuals. Additional supplementary guidelines are provided below, which can be applied by all staff working in kitchens.
- Guarantee that hand soap and disinfectant solutions are always available to use.
- Guarantee paper towels are always available to dry hands and washable surfaces.
- Wear and frequently replace disposable gloves.
- Always wear a cap or hat.
- Always wear disposable masks (surgical or similar) while preparing food.
- Continue to constantly wash dishes, cutlery and silverware with high temperature washing cycles and suitable detergents.
- It is forbidden to touch any type of food product (even ready to serve) after being in the serving area if the hands are not thoroughly sanitised.

Serving area

Gruppo UNA guarantees compliance with the requirements outlined in the HACCP self-control manuals and related procedures. Additional guidelines have been provided below, which are valid for all staff working in the restaurant areas.

- The Breakfast buffet might be replaced by a breakfast that's served at the table by dining room staff wearing a mask and obliged to sanitize hands frequently.

- Mise en place on every table will ensure social distancing as outlined in current legislation.
- The Buffet will continue to be available, with a layout that guarantees maximum food hygiene. This includes plexiglass dividers and protective cloches for cakes and fruit, disposable packs wherever possible and limited access for staff only.
- Napkins will be used and placemats will continue to be washed at high temperatures.
- At the entrance to the breakfast room there is a panel that reminds guests to disinfect their hands with the sanitizing gel when entering and leaving the breakfast room, a gel dispenser and a basket for disposing of personal protective equipment.
- Single-portion items and / or packaged are preferred over bulk items (ie: yoghurt, biscuits etc ..). Sneeze guards or cloches are used to cover the food and protect items on display.
- Between diners, each table will be thoroughly cleaned and sanitised with authorized chemicals as well as the washable parts of the chair / armchair (even if other guests are still in the restaurant).
- Counter service will no longer be available at the bar and table service must be provided to adhere to social distancing rules outlined in current legislation.
- It is forbidden to leave any loose food on the bar counter (ie olives, peanuts, chips and pretzels in general etc.).
- Any residue must be quickly cleared away from the tables following use.
- Between diners, each table will be thoroughly cleaned and sanitised with authorized chemicals as well as the washable parts of the chair / armchair (even if other guests are still in the room).



PUBLIC AREAS

Conference rooms and meeting rooms

1. Social distancing must be guaranteed, meaning it's essential to evaluate how conference spaces can be set up to ensure adequate access and exit paths, table and seat arrangement maintaining a distance of at least two meters, as well as increasing the number of air changes per hour by excluding recirculation and by setting the AHUs to primary air only (where the systems allow it).
2. Define new maximum capacity numbers for the individual rooms within the hotel facilities so that any possible future booking request can be correctly managed.
3. Extraordinary cleaning and sanitation must be guaranteed on all washable surfaces, with particular attention to all seats and tables, door handles and light switches, room thermostats as well as audio and speaker systems.
4. Non-essential items that may come into contact with potentially contaminated people must be removed, including sweet dishes, bottle coolers, pens and pencils.

Private Transfer Service

Gruppo UNA has set out the following guidelines for private transfers organised by the hotels:

- the driver must wear protective clothing such as a mask and gloves;
- the car must be sanitised with each journey.

Gym access

Gruppo UNA adopts the following protocol:

- a sign must be displayed at the entrance, requiring individuals to disinfect their hands before using any equipment;
- a disinfectant gel dispenser must be made available to all;
- any equipment must be laid out to ensure social distancing which in this case increases to two meters;
- if this is not physically possible, entry and exit times will need to be established for guests so that social distancing is always respected;
- guests are required to comply with social distancing measures and the use of their own wipes or towels while using any of the equipment.

Access to outdoor areas, garages, terraces and rooftops

Gruppo UNA must guarantee social distancing when outdoors too. We have therefore established:

- one-way transit routes;
- extraordinary cleaning of doors, handles and windows, as well as external furnishings;
- the removal of tables and chairs that do not allow us to maintain the social distancing measures required by law.



EMERGENCY

In the event of a person within an Gruppo UNA hotel demonstrating symptoms of a respiratory infection (dry cough, fever, sore throat, breathing difficulties), the planned emergency procedure indicates that it is essential to minimise contact between the guests and staff.

The reception team and all hotel employees will be trained to follow emergency plan procedures:

In case of an infected employee

If a staff member reports respiratory symptoms, the worker must immediately stop working and inform Management who will contact the relevant health authority (by contacting the emergency Covid-19 numbers indicated by the Region and the company physician). While awaiting medical intervention, the individual must remain isolated in a separate room ensuring adequate natural ventilation. If an employee calls in from home to say they are experiencing symptoms, they will have to stay home, seek medical help immediately, and self-isolate at home until the symptoms have completely cleared.

In case of an infected guest

If a guest reports respiratory symptoms, they should immediately notify a member of staff on reception who will call for medical assistance. While waiting for medical assistance, the person must remain isolated in their room ensuring adequate natural ventilation and assisted by a member of the hotel's emergency team, wearing full PPE protection. In both cases, when the emergency has ended: where a Covid-19 positive guest has stayed at the hotel, their room must be thoroughly cleaned and sanitised in line with Gruppo UNA health protocols.





REFERENCES AND SIGNAGE

This document has been prepared in compliance with the following documents. It will be subject to change if any updates are made to them, as well building on experiences reported as the guidelines start to be applied:

- Operational Considerations for COVID-19 management in the accommodation sector drawn up by the World Health Organization on 31/03/2020;
- President of the Council of Ministers' Decree outlined on 26/04/2020 and 09/06/2020;
- national safe reception protocol drawn up by the associations that best represent the national tourism companies outlined on 27/04/2020.

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Here are some examples of posters for guests.





INDOSSA LA MASCHERINA
WEAR THE MASK

The sign features a teal circular icon of a surgical mask. The text is centered below the icon. The sign has a decorative border at the top and a solid teal bar at the bottom.

**LAVA E IGIENIZZA
LE MANI**
WASH AND SANITISE
YOUR HANDS

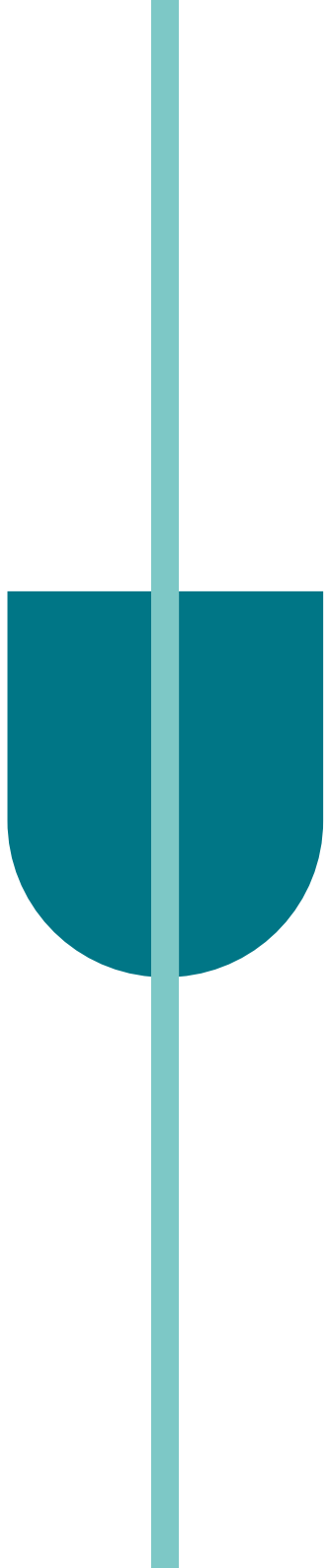
The sign features a teal circular icon of hands being washed with soap bubbles. The text is centered below the icon. The sign has a decorative border at the top and a solid teal bar at the bottom.



The signage features a decorative border at the top. At the top center is the UNA SAFE logo. Below it is a teal circle containing two white human figures with a double-headed arrow between them and the text '1m'. Below the circle, the text reads: **MANTIENI LA DISTANZA INTERPERSONALE** and **KEEP A SAFE DISTANCE**.



The signage features a decorative border at the top. At the top center is the UNA SAFE logo. Below it is a teal circle containing a white elevator door with two human figures inside and the text 'Max 2'. Below the circle, the text reads: **RISPETTA IL LIMITE DI ACCESSO** and **RESPECT THE ELEVATOR ACCESS LIMIT**.



ITALIAN HOSPITALITY IS **UNA**