



UNAsafe Protocol

Version 2.0

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 also "sanitised and guaranteed".

We have identified **three macro areas** where we have planned operations for our hotels, aparthotels 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**.





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.

This is in addition to regular and less frequent activities (environment and equipment cleaning and maintenance, breakdowns, system reactivation, etc.), that follow **guidelines from the World Health Organisation**, the **Italian Ministry of Health**, the **Higher Institute of Healthcare** and the **national "Safe Hospitality" protocol**, as drafted by the major Italian tourism associations (Federalberghi, Associazione Italiana Confindustria Alberghi and Asshotel). Moreover, Gruppo UNA decided to adopt **extra procedures to verify the compliance of such measures** from DNV-GL, as an external verification body, which attested all hotels as **"INFECTION RISK MANAGEMENT" Verified by DNV-GL**.

The above guidelines concern the following areas:

WELCOME	welcome area used to receive Guests.
ROOMS	rooms areas prepared for Guests' overnight stays.
PUBLIC AREAS	public areas accessible to all Guests and parking areas.
DINING AREAS	areas equipped for drinks and the service of Breakfast, Lunch and Dinner.
MEETING SPACES AND EVENTS	areas intended for the holding of MICE events such as meetings, incentives, conferences and exhibitions.
WELLNESS CENTRES AND GYMS	areas intended for the psychophysical well-being of the Guests.
BEACHES AND SWIMMING POOLS	areas intended for Guest relaxation in the summer.
MINICLUB E PLAY AREAS	areas to occupy younger visitors.



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). It is likely that both Guests and staff are already familiar with these measures. Whilst we appreciate people may be aware of the measures, Gruppo UNA would like to reiterate them as part of the welcome process so that we may protect the health of Guests and staff;
- **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 alcoholbased 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. To effectively clean your hands use a sanitising gel;
- **respiratory hygiene** involves covering the mouth and nose with the crook of your arm or handkerchief when coughing or sneezing. The handkerchief used should be immediately disposed of in a container, preferably equipped with 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 are panels and horizontal signs that remind Guests to maintain the distances set out through government guidelines and to minimise 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**.



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;
- The complete flushing and sanitisation of the breakers of all taps (and showers) present in the structure is implemented, including those in toilets in common areas, gyms and SPA, kitchens and restaurants.

Ventilation and air conditioning systems:

The hotel implement:

- cleaning and sanitisation of the various components of the systems, starting from the external units through to individual speakers inside the rooms and the various common areas and technical premises;
- 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.

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. **Each clean surface is sanitised** with specialised products.



CLEANING AND SANITISING

CONTACT POINTS



Switches and buttons



Health



Surfaces



Dispensers



Telephone



Armchairs and chairs



Handles



Electronic components



Washbasins

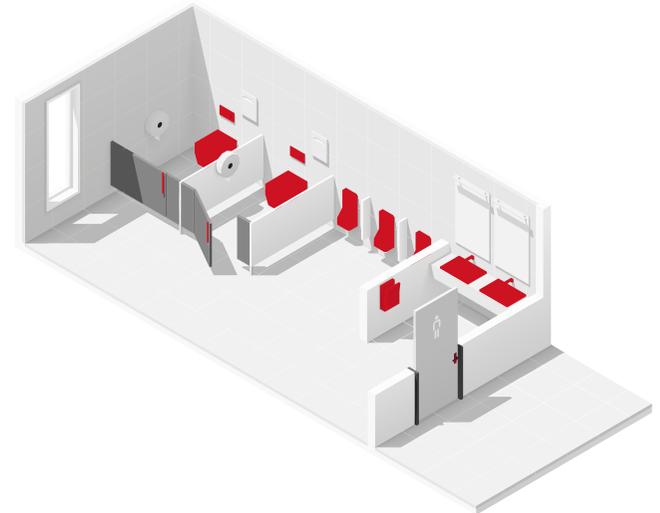
ROOMS



PUBLIC AREAS



TOILETS





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 members with fever (over 37.5°C) or other flu symptoms must stay at home, and inform their employer, company physician, family doctor and health authority;
- if such symptoms develop (flu-like symptoms, 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;
- Gruppo UNA are committed to respecting all the measures set out by the authorities within our facilities (especially maintaining social distancing, observing hand hygiene and maintaining optimum hygiene behaviours);
- frequently disinfecting 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;
- avoid gatherings and reduce time spent in the reception area.



STAFF

(images are offered by way of example and are not exhaustive)



SURGICAL MASK
disposable



GLOVES
disposable



OVERSHOES
single use



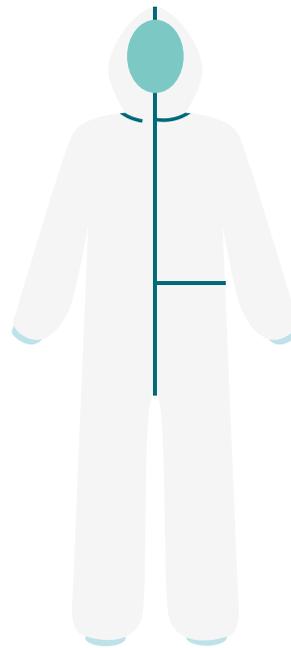
CAP
single use



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 all washable surfaces, including pushbutton panels, are subject to regular cleaning and disinfecting;
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 toilets 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 sanitiser 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 and contact with such objects). Guests can request access 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.) are guaranteed.
- Bed and bath linen is 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 Breakfast buffet might be replaced by a breakfast that's served at
- Once the cleaning and sanitising step of each room have been completed, an adhesive seal is placed on the external handle which ensures that the room has been cleaned and sanitised according to the procedure indicated in the UNASAFE Operating Protocol version 1.1.
- To give more security to Guests, Gruppo UNA has created a special sanitising kit for the "Bath Amenities".





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.

- Placemats on every table will ensure social distancing as outlined in current legislation.
- The Buffet is however present with a layout that guarantees maximum hygiene of all the foods on display, with plexiglass dividers, protective bells and limited access to 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 sanitising 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, ecc...).
- 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.

Under recent legislative provisions, the maximum number of diners at the table may be limited, ensuring social distancing in any case.



PUBLIC AREAS

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.

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;
- removal of tables and chairs that do not allow the social distance provided by the regulations.



MEETINGS AND EVENTS, GUIDELINES

Gruppo UNA provides:

- respect for social distancing, even in activities relating to events and conferences, persons must be at least 1 metre apart from each other;
- Guests are required to wear protective masks;
- the availability of sanitising gel at the entrance to the meeting room;
- body temperature control checks with thermometer or digital scanner at each input, compatible with regional legislation;
- the cleaning and sanitisation of the meeting venue in compliance with the legal requirements;
- an emergency plan aimed at managing the presence of a Host experiencing a fever above 37.5°C and COVID-19 symptoms;
- separate routes for entry and exit where possible;
- adequate information on prevention measures in several languages, either by the aid of special signage and/or audio-video systems, or by the use of any personnel in charge to monitor and promote compliance with preventive measures. Both solutions provide a clear appeal to the sense of responsibility of the Guests themselves;
- the storage of clothing and personal items in the wardrobe in special clothes bags, subject to agreement with the event organiser;
- the availability of hand hygiene products in several areas of the hotel (e.g. rooms, classrooms, toilets, etc.) and related references to frequent use of the same;
- sanitisation of all devices and equipment available to Speakers, Moderators and Auditors (e.g. microphones, keyboards, mice, laser pointers, etc.) before use;
- the reorganisation of spaces in the exhibition areas, with reference to the sectors

occupied by the individual exhibitors, in order to promote the respect of social distancing and evaluating the quota access to individual stands;

- support to the Event Organiser in making available (at any surcharge) paper or digital information media, as well as promotional materials and gadgets to be distributed preferably in exhibitors with self-service mode, which the visitor may access after sanitising their hands;
- the regular cleaning and sanitisation of the rooms, carried out at the end of every Guest activity, with particular attention given to the most frequently touched surfaces, toilets and common areas (e.g. refreshment areas, keyboards of vending machines for drinks and snacks).

Obligations and Information

Both at the meeting room entrance and inside it:

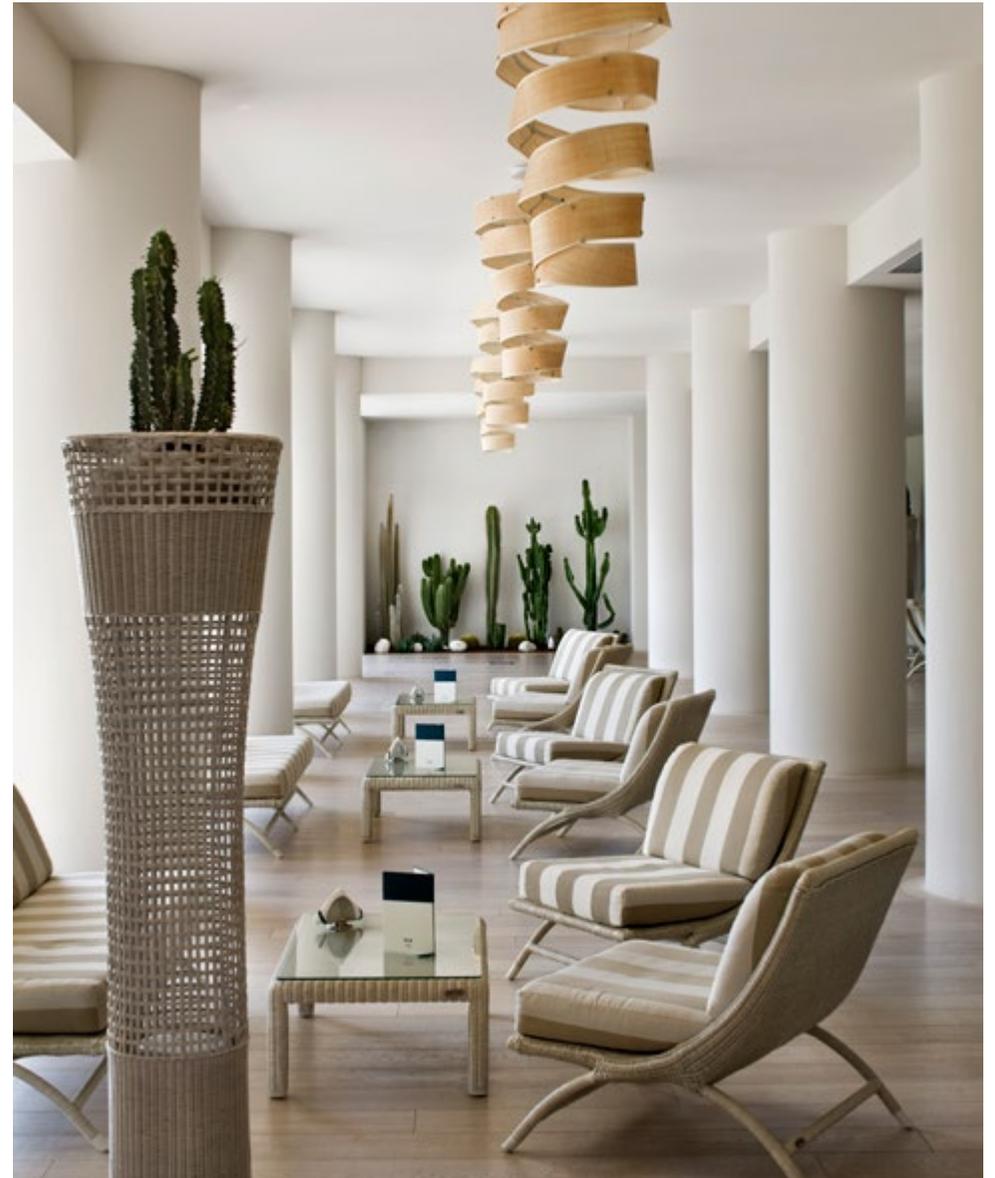
- the information on sanitary rules adopted by Gruppo UNA are outlined;
- it is compulsory to respect the principle of social distancing as per the national directive;
- any possibility of setting up spaces is assessed in advance, guaranteeing access and exit routes;
- the frequency of air flow is increased;
- cleaning and sanitisation of all washable surfaces with particular attention to seats, tables, handles, doors, light switches, ambient thermostats and audio diffusion systems and voice amplification;
- objects prone to contamination such as sweet jars, wine coolers, water, pens, pencils, markers will be removed in common areas;
- only disposable water bottles of 50cl are provided;
- at the end of the meeting/event the hotel guarantees a thorough clean and sanitisation, removing any equipment or rubbish left by the Guests;



- the availability of sanitising gel is guaranteed at the entrance and exit of the conference venue;
- it is mandatory to wear the mask during the event and while transferring venues;
- special refuse areas are prepared with pedal closure to dispose of Personal Protective Equipment;
- it is necessary that all participants attending the event provide their personal data in advance in collaboration with guidelines outlined the Congressional Organization (PCO, M.P.). This data will be stored for a duration of at least 30 days;
- it is recommended, on behalf of Gruppo UNA, that all participants and organisational staff wear a name tag;
- access to the event area is not allowed to Guests that have not been correctly identified in advance;
- to encourage the maintenance of social distancing and the ban on large gatherings, staff may be provided to assist in front of the meeting room or in foyers;
- Registration and reception desks must be equipped with Plexiglass protection and positioned to ensure social distancing. A station with hand sanitising gel must also be laid;
- Where payments must be taken at the event, it is advisable to use contactless POS for credit card or e-banking;
- the POS keyboard for typing codes must be sanitised frequently;
- the doors should be left open, where possible, taking into consideration the temperature both inside and outside.

Exhibition Area

- In the exhibition areas, social distancing and the use of Personal Protective Equipment for both Exhibitors and Participants and Visitors must be worn.
- Gruppo UNA provides corridors with ample space to maintain social distancing.
- Gruppo UNA recommends exhibitors avoid setting up stands with open sides in close proximity to other nearby stands.





MEETING ED EVENTI: RESTAURANT SERVICES

For the food and beverage service, Gruppo UNA refers to the specific regional standards. Staff will control and provide service from the administration area.

The meal can be served in the form of:

- ready meals;
- ready-made trays;
- buffet service.

In the event that long rectangular tables are available, arrangements will be made to ensure diners do not sit directly behind each other. Where tables of four are used, the use will be limited to 2 people. In both cases, the distance of at least 1 metre between diners will always be respected.

Where seating can not be arranged, trays or lunch boxes can be delivered to be consumed individually near the meeting areas, maintaining social distancing.

In any case, the hotel will handle the management of ordered meals, and ensure social distancing is maintained through the use of ground signage, or tools to encourage distance between Guests. In the event of a large turnout, it is possible to evaluate a turnaround for the administration of meals, following differentiated schedules.

Coffee Break

Self-service coffee stations equipped with water dispensers and disposable dishes can be set up within the room.

The distance between the water and coffee dispensers must be at least 2 metres, taking care to prepare the signs to manage queuing in compliance with safe social distancing measures.

Where requested, assisted, single-serving pastries and biscuits are available to accompany the coffee break.

Self-service for coffee breaks is also available, with products individually packaged in single-serve doses.

Public Areas

Common areas include foyers, receptions, rest areas, any free access catering areas and other areas of common use. In these areas the general rules of social distancing are employed as well as the use of PPE previously outlined.

Toilets

Toilets must be used in compliance with the intended distances and pre-scheduled cleaning services are regularly completed.

Entry and exit signs are available, in compliance with general safety rules.

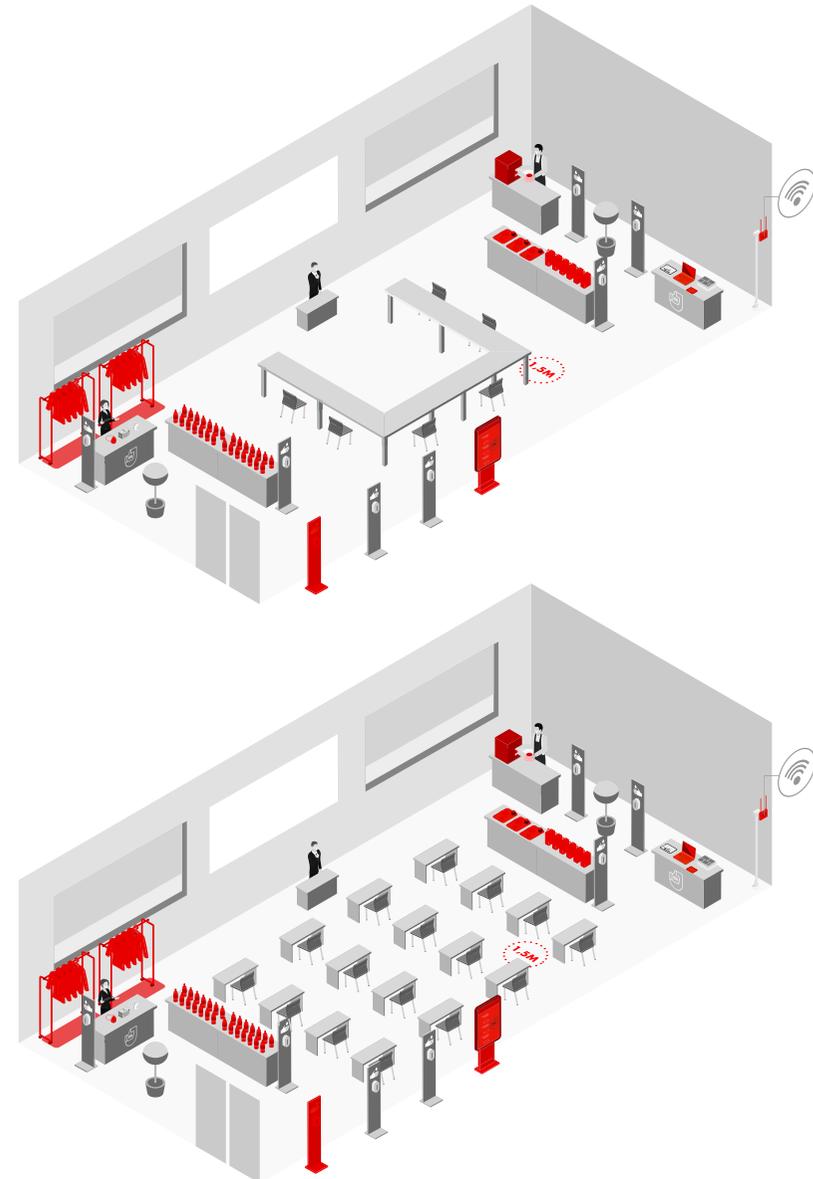


Setup Meeting

The placement of the sessions guarantees the social distancing provided for by the reference legislation and can be arranged as follows:

- in the case of fixed-seat set-up, the use of one seat in every three, in a checkerboard pattern;
- in the case of furniture seating, each seat will be at least one metre from all others, both horizontally and vertically, in a checkerboard pattern;
- non-usable seating will be well identifiable using specific signs;
- the number of seats will be adjusted according to the number of participants;
- the conference organiser is advised to assign a fixed numbered seat to each participant, to be used for the duration of the event;
- where possible, entrances and exits will be separated to manage people flow, identified by special signs;
- all speaker podiums will be placed at a distance of at least 2 metres from any other row on the stage and from the first row of the audience;
- where remote controls, laptops or other commonly used devices are needed, they will be sanitised between uses;
- moderators sitting at the table must maintain a minimum social distance of 1 metre;
- the Hotel Director may provide additional supplements for sanitisation activities and any increase equipment or activities (staff) to ensure the health and safety of the Guests to limit the risk of contagion from COVID-19.

The above is valid except for derogations, restrictions or additions defined by national, regional or local legislation.





WELLNESS CENTRES AND GYMS

Wellness Centres

These indications apply to all Wellness Centres present in Gruppo UNA hotels and related ancillary services (massage therapy, whirlpool, sauna, Turkish bath). The same must be supplemented with what is expected regarding beauty treatments and the use of swimming pools.

General Indications

- Gruppo UNA guarantees adequate information and awareness of Guests about hygienic and behavioural measures useful to contain the transmission of COVID-19, appealing to the individual's sense of responsibility and involving staff operating within the Wellness Centre.
- Before access to the Wellness Centres is permitted, a body temperature is in place, to prevent access to Guests with a temperature above 37.5°C.
- Gruppo UNA may limit the number of Guests permitted entry to the premises in order to maintain interpersonal distancing of at least 1 metre in all enclosed environments, except between those belonging to the same family, cohabitants, persons occupying the same room or who, according to the provisions in force, are not subject to interpersonal distancing.
- Gruppo UNA grants access to facilities and individual services by advanced booking and the attendance list is held for a period of 30 days.
- The Wellness Centre is equipped with clearly visible sanitising gel dispensers at the entrance and in strategic areas throughout the centre, to encourage Guests to frequently sanitise their hands.
- The use of the mask is mandatory in the internal waiting areas for all Guests and in all cases indicated within this policy.
- To avoid contamination, Guests at the entrance are provided disposable over-shoes.
- The reception and dedicated check out area can be equipped with physical barriers (e.g. plexiglass screens); alternatively the staff will wear masks and have sanitising products readily available to ensure hand hygiene.

- The spaces and activities in changing rooms and showers will be organised to ensure a safe distance of at least 1 metre (for example, only alternate workstations will be in use or special barriers will be provided). In all changing rooms or designated changing areas, clothing and personal items must be stored inside a personal bag, even if stored in the appropriate lockers; the shared use of lockers is not allowed, bags are available for Guests to store their personal belongings;
- All equipment (including deck chairs, sun loungers etc) will be arranged with dedicated routes in order to ensure the distance of at least 1.5 metres between the equipment and to promote social distancing of at least 1 metre between persons not belonging to the same family or cohabiting.
- The equipment will be sanitised at each change of person or household.
- Guests should not share linen or other personal items: they are encouraged to visit Guests Services should there be anything they require.
- Clean and sanitised bath towels or disposable paper towels will be provided for all cosmetic treatments, or other wellness treatments.

The above is valid except for derogations, restrictions or additions defined by national, regional or local legislation.

Swimming pools attached to Wellness Centres

For the swimming pools attached to Wellness Centres present in the hotel, as for Versilia Lido | UNA Esperienze and Principi di Piemonte | UNA Esperienze, the current legislation allows the use of the sauna, Turkish bath and whirlpool tubs with special limitations.

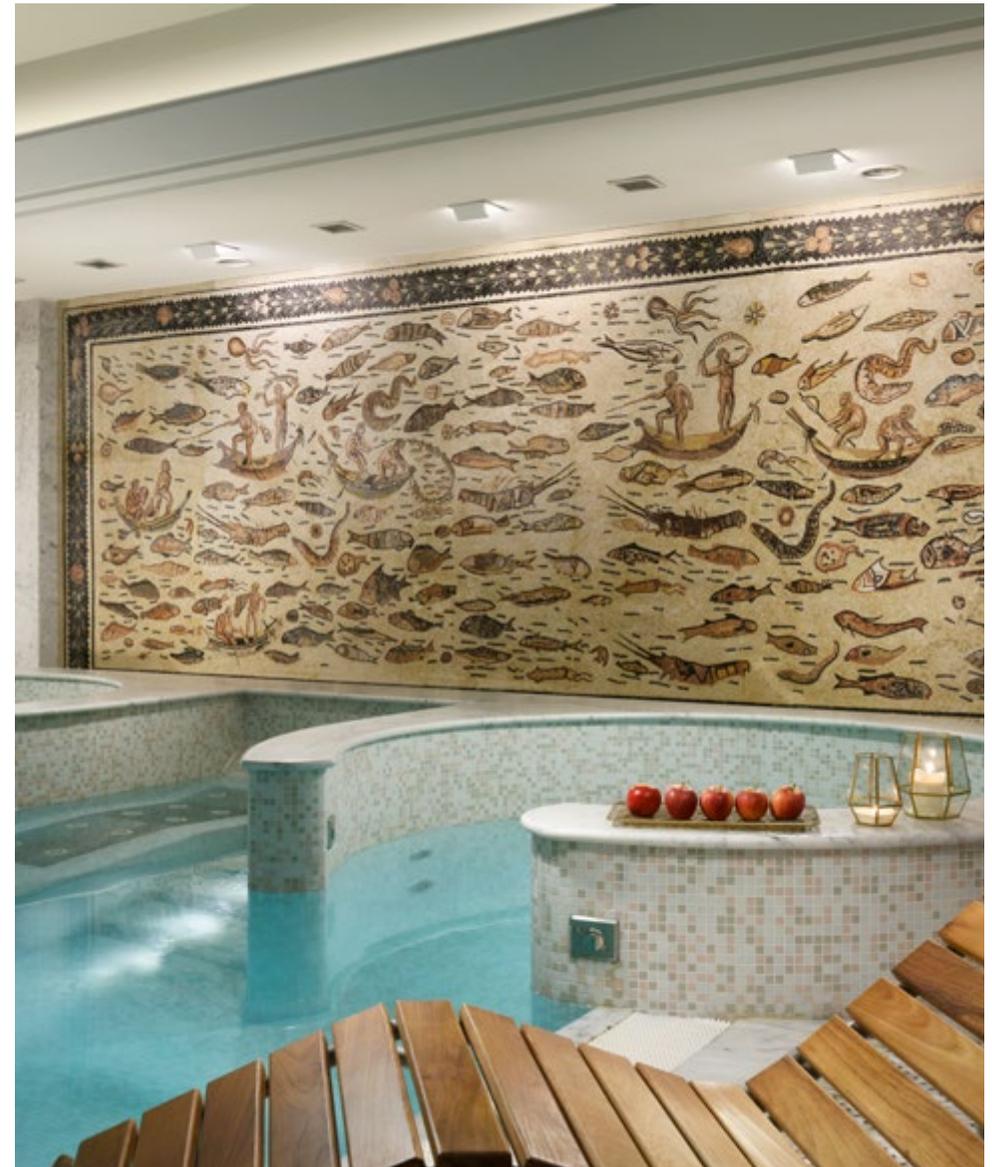
- Gruppo UNA provides a contingency plan for access to swimming pools attached to Wellness Centres with particular attention given to indoor and enclosed spaces. There are, where possible, obligated routes of access and exit from the pools to facilitate distancing.
- Where possible, the density of crowding in the pool is calculated with an index of 7 square meters of water area per person for swimming pools. If unable to accommodate the size, the activity will be not permitted.



- For indoor pools, an index of 4 square meters of water area per person is calculated. The access for visitors to the Wellness Centre will be calculated and managed depending on their size.
- Bathtubs or whirlpool areas that cannot comply with the required water surface areas per person, as previously outlined, can only be used by one Guest at a time, excepting Guests belonging to the same family or cohabitants, persons occupying the same room or who, according to the provisions in force, are not subject to interpersonal distancing.

Personal Treatments (e.g. cosmetic and massage therapy)

- For services requiring close distance in particular, the operator shall wear goggles or a protective visor and the FFP2 or KN95 mask without valve.
- The operator and host must wear the necessary PPE, in accordance with the specific service, (the host must also wear any additional personal protective equipment associated with specific risks of the job). Both before the treatment and after completion, the host should maintain a social distance of at least 1 metre. In particular for services requiring a close distance, the operator must wear goggles or a protective visor and the FFP2 or KN95 mask without valve.
- Proper cleaning and sanitisation of work surfaces are ensured before serving a new Guest and adequate sanitisation of equipment and accessories.
- Regular cleaning and sanitisation of toilets is ensured.
- It is mandatory for the operator to frequently sanitise their hands, before and after each Guest service. Where possible, disposable shirts/aprons will also be worn for each service.
- There are separate gloves used for treatment compared with those used in other areas.





- The room/cabin/space used for treatments are for single occupancy, or for use by a family or cohabitants who have accessed the service. The spaces for collective use are large enough to ensure the constant maintenance of social distancing of at least 1 metre between both Guests and staff during all the activities offered.
- The premises are well-ventilated, with regular cleaning and sanitising of environments and surfaces, with particular attention to those touched with greater frequency.
- The Host must use the airway protection mask during treatment and ensure proper sanitisation of the hands before and after treatment.

Gyms

In its Gyms and Fitness Centres Gruppo UNA implements the following measures:

- signs must be displayed at the entrance, requiring individuals to disinfect their hands before using any equipment;
- sanitising gel dispensers are readily available;
- the tools present are spaced together in order to ensure the required social distance which in this case is increased to 2 metres;
- 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.
- the frequent cleaning and sanitisation of the environment, tools and machines are ensured;
- Fitness Centre/Gym activities are planned; access is made by reservation keeping the attendance list for a period of 30 days;
- bottles are not permitted, glasses and bottles should not be shared and Guests must

not exchange items such as towels, or with other Guests;

- Guests must wear special footwear provided exclusively for the purpose of physical training;
- Guests are informed of the occupancy limits for the facility to allow adequate social distance;
- it is mandatory for Guests to use towels during training on the equipment;
- All clothing and items must be stored inside a personal bag, even if stored in the appropriate lockers; the shared use of lockers is not allowed, bags are available for Guests to store their personal belongings;
- participants in fitness classes must maintain a distance of 2 meters;
- the aerobics and yoga mats and equipment are sanitised after each activity.

The above is valid except for derogations, restrictions or additions defined by national, regional or local legislation.



BEACHES AND SWIMMING POOLS

Beaches

For Beaches present in its resorts, Gruppo UNA takes the following measures:

- in case of high occupancy of hotel facilities, in order to ensure social distancing, the hotel management may prefer access by reservation (the list of attendances must be held for a period of 30 days);
- according to regional legislation, non-resident Guests must undergo a body temperature check, to prevent access to the beach for Guests with a temperature above 37.5°C;
- Gruppo UNA guarantee the availability of hand sanitising gel for the Guests;
- the spaces are organised guaranteeing access to the beach in an orderly manner, in order to avoid large gatherings of people and to ensure the maintenance of at least 1 meter of separation between the Guests, to the exception of persons who are not subject to social distancing under the existing provisions (e.g. families, cohabitants, etc.);
- adequate spacing between umbrellas (or other shading systems) is maintained, ensuring an area of at least 10 square meters per station, regardless of how the beach is set up (for horizontal or checkerboard rows);
- a distance of at least 1.5 metres is guaranteed between beach equipment (sun loungers, deck chairs), when not placed under a parasol;
- the beach equipment is sanitised at every change of person or family;
- sporting activities or games that may encourage large groups are prohibited.

Pools

For swimming pools present in its hotels and resorts, Gruppo UNA takes the following measures:

- appropriate signage to facilitate flow management, social distancing and hygiene and safety rules are present throughout;
- the volume of people in waiting spaces is regulated to promote social distancing of at least 1 metre, except for persons who are not subject to social distancing measures;
- in order to ensure social distancing, the Hotel Management may choose to grant access by reservation only;
- access to the showers is organised in order to ensure social distances of at least 1 metre through special barriers;
- each pool is equipped with sanitising gel dispensers for hand sanitisation, clearly visible at the entrance and at points of high Guest frequency;
- equipment (deckchairs, sun loungers) are placed with space for dedicated routes in order to ensure the social distancing of at least 1.5 metres between people not belonging to the same family unit or cohabiting;
- the frequent cleaning and sanitisation of common areas, changing rooms, cabins, showers, toilets, equipment (deckchairs, chairs, sun loungers, including equipment, sun loungers, sun loungers, umbrellas, floats, etc.);
- parents/carers must take charge of supervising their children to ensure compliance with the distancing, hygiene and behavioural rules, compatible with their degree of autonomy and age.

The above is valid except for derogations, restrictions or additions defined by national, regional or local legislation.



KIDS' CLUB AND PLAY AREAS

Children and Teenagers

For Kids' Club and Play Areas present in its hotels and resorts Gruppo UNA adopts the following measures for children and adolescents:

- guarantees a reception area beyond which access to parents and carers will not be allowed;
- access to the club will be organised in shifts, to avoid large groups of parents assembling outside the venue during pick up, or drop off times;
- daily body temperature checks for all operators, children, parents/carers. In case of a temperature above 37.5°C, the subject must be removed. In case of a fever of the parent/carer the child will not be able to access the service;
- provides for the airway protection mask to be used by all staff and children and teenagers over 6 years of age;
- provides sanitising gel dispensers for frequent hand hygiene in all environments, especially at the points of entry and exit;
- provides games and educational materials that are exclusively used and sanitised at the end of each activity;
- guarantees a thorough daily cleaning of the rooms and sanitisation with particular attention to toilets and the most frequently touched surfaces;
- rearranges spaces to ensure easy access in an orderly manner, to avoid assembling people (including in queues of access to individual areas/attractions) and to ensure the maintenance of at least 1 metre of separation between Guests, except members of the same family, cohabitants or for persons who are not subject to social distancing measures according to the current provisions.

Kids' Play Areas

These indications apply to areas equipped with children's games, present within the accommodation facilities:

- Gruppo UNA prepares adequate information for parents, children and carers on all preventive measures to be taken;
- Gruppo UNA invites the family to monitor their own health conditions and informs Guests about the action to be taken in case of the appearance of suspicious symptoms for COVID-19;
- rearranges the spaces to ensure the maintenance of at least 1 metre of separation between the Guests, except the members of the same family, cohabitants or for persons who, according to the existing provisions, are not subject to social distancing measures;
- Please note that the airway protection mask must be used by parents, carers and any staff and children over 6 years of age.

The above is valid except for derogations, restrictions or additions defined by national, regional or local legislation.



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.

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 implemented:

- Operational Considerations for COVID-19 management in the accommodation sector drawn up by the World Health Organization on 31/03/2020;
- The Decrees of the President of the Council of Ministers of 26/04/2020, 17/05/2020, 11/06/2020 and annexes, the Guidelines for the reopening of the economic and productive activities of the Conference of Regions and of Autonomous Provinces of 22/05/2020, 25/05/2020, of 09/06/2020, of 11/06/2020, of 07/08/2020, 07/10/2020, 13/10/2020, 18/10/2020, of 24/10/2020 and 03/11/2020.
- Federalberghi, Associazione Italiana Confindustria Hotels, Assohotel, National Protocol "Safe Hospitality", 27 April 2020 and Manual for tourist accommodations "Safe hospital/Safe Hospitality" 15/06/2020.
- Ministry of Health, Circular of 22 February 2020 et seq.
- Note Ministry of the Interior of 20/10/2020 No.64576.
- Hotel Management, Housekeeping takes on new urgency in fight against spread of COVID-19.

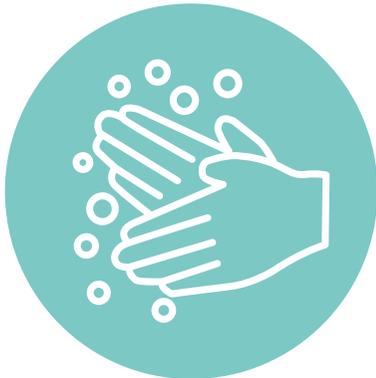
Any national, regional or local regulatory sources following the issue of this document may deviate, restrict or supplement the provisions of the UNASAFE Protocol, to which Gruppo UNA will make timely adjustments according to the evolution of the pandemic.

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

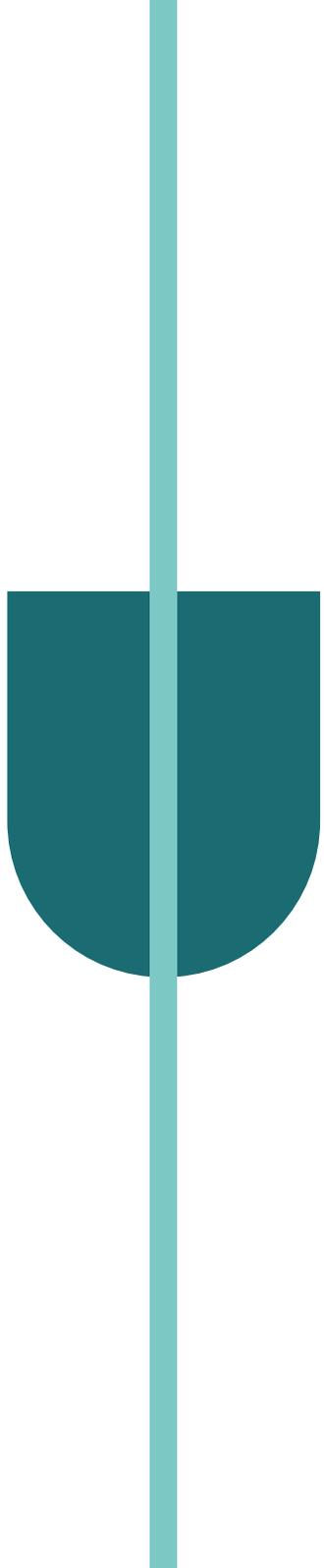
The sign features a teal circular icon of hands being washed with soap bubbles. The text is centered below the icon. The sign has a decorative border at the top and a solid teal bar at the bottom.



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**