



## **PROTOCOL FOR GUESTS CONTAINING THE REGULATION OF THE PREVENTION AND PROTECTION MEASURES FOR THE CONTRAST AND CONTAINMENT OF THE DISSEMINATION OF THE VIRUS COVID-19.**

Following the declaration of the COVID-19 coronavirus pandemic by the World Health Organization, the Italian government has implemented a series of measures to contain the infection throughout the country. The objective of this document is to describe the prevention measures adopted by Su Corittu Affittacamere in response to government regulations to protect the health of customers, employees and that of the general population.

Therefore, in light of the guidelines contained in the "Shared protocol for the regulation of measures to combat and contain the spread of the COVID-19 virus in the workplace" signed by the Government and the social partners on 14 March and then integrated on 24 April 2020, Su Corittu Affittacamere, with the primary objective of combining the continuation of the activity, with the guarantee of health and safety conditions in the workplace and working methods, has developed this safety protocol.

COVID-19 represents a generic biological risk, for which equal measures must be taken for the whole population. This protocol therefore contains measures that follow the precautionary logic and implement the prescriptions of the legislator and the indications of the Health Authority.

In this document we will evaluate the risks of contagion from COVID-19 and the preventive measures adopted to avoid the spread of the contagion within the company. The situation is however rapidly evolving and therefore, the following indications may be updated on the basis of the epidemiological trend of the disease, the most recent scientific knowledge and what, consequently, will be established at national level.

### **COVID-19**

The transmission of the SARS-CoV-2 virus occurs mainly through inter-human contact between person and person, through the inhalation of micro-droplets (droplets) of a size equal to or greater than 5  $\mu\text{m}$  in diameter generated by coughing or sneezing of a infected subject. It can also occur by indirect contact if objects and surfaces are contaminated by droplets or directly by secretions.

Transmission by air (with droplets of size  $<5 \mu\text{m}$ ) is considered less relevant and can occur in healthcare environments, in relation to the generation of aerosols following specific procedures, such as, for example, intubation or forced ventilation.

Therefore, in order to prevent and reduce the risk of exposure to the SARS CoV-2 virus in our guest house, we adopt an adequate operating practice of cleaning, disinfection and sanitization activities.

## **THE SYMPTOMS OF CORONAVIRUS**

SARS-CoV-2 infection manifests itself with a wide variety of symptoms: it can be totally asymptomatic, paucisymptomatic or present with serious symptoms. In Italy, currently among the countries with the highest daily incidence of new cases, about 67% of COVID-19 patients have mild symptoms, while about 30% have symptoms that require hospitalization.

Among the most common symptoms of coronavirus are reported:

- temperature,
- dry cough,
- sore throat,
- respiratory difficulties.
- Other associated symptoms may be headache, conjunctivitis, general malaise, pharyngodynia, rhinorrhea. A small percentage of cases report gastrointestinal symptoms before the onset of respiratory symptoms.

In more serious cases, the subject may face:

- pneumonia,
- severe acute respiratory syndrome
- kidney failure.

These listed symptoms can lead to a more severe course or even death to the patient. Having said that, experts say that some asymptomatic patients could still risk infecting other people.

The incubation period of the coronavirus would be around 10-14 days, and the infection can occur from person to person, through direct contact with infected patients.

## **OUR SU CORITTU GUEST HOUSE**

Affittacamere has prepared adequate information on prevention measures, including through the posting of infographics and the use of special signs, which can also be understood by customers of other nationalities.

Respect for interpersonal distancing of at least one meter in all common areas is guaranteed and the differentiation of entry and exit routes is encouraged by signposting the routes to follow.

Interpersonal distancing does not apply to members of the same family group or cohabitants, nor to people who occupy the same room or the same room for overnight stays, nor to people who, according to the provisions in force, are not subject to interpersonal distancing (said last aspect pertains to individual responsibility).

A wide availability and accessibility to hand hygiene systems with hydro-alcoholic solutions has been provided in various locations within the structure, promoting frequent use by customers and employees.

Our desks dedicated to the Reception and the Cashier allow the interpersonal distance of 1 meter between the employees and customers.

At the time of check-in, a self-certification is expected in which customers declare their body temperature and undertake not to access or not stay in the structure, if the same is equal to or greater than  $> 37.5^{\circ} \text{C}$ .

The online concierge procedures are active for all the various operations, in order to avoid gatherings. The payment method is electronic and / or in cash.

As for the microclimate, natural ventilation is guaranteed periodically throughout the day in all environments with openings to the outside.

The ventilation systems are regularly sanitized and filters are replaced and sanitized at each customer change.

Guests must wear masks in common areas.

Our staff is always required to use the mask in the presence of customers.

It is expected that the use of the elevators is such as to allow respect for interpersonal distance, providing for any exceptions in the case of members of the same family, cohabitants and people who occupy the same room or the same room for overnight stays, and for people which according to the current provisions are not subject to interpersonal distancing (said last aspect pertains to individual responsibility).

Frequent cleaning and disinfection of all rooms and rooms is guaranteed, with particular attention to common areas and surfaces touched more frequently (handrails, elevator buttons, door and window handles, etc.).

Each object supplied for use by the facility to the guest is disinfected before and after each use.

The rooms are sanitized at each customer change with a special sanitizing appliance and specific products.

## **BREAKFAST SERVICE**

Following the legislation aimed at preventing the spread of Covid-19 it is not possible to carry out the breakfast buffet service therefore we will make available to our guests a menu, including everything that we have proposed in the buffet, where you can choose the various proposals.

This choice must be made and communicated the day before in order to be able to prepare breakfast for everyone the following morning.

Breakfast will be eaten outside on the terrace and each customer will have a reserved table for the duration of their stay.

The tables will be arranged in such a way as to ensure the maintenance of at least one meter of separation between customers, with the exception of people who, according to the provisions in force, are not subject to interpersonal distancing.

At the end of each service, all the usual measures of cleaning and disinfection of the surfaces will be adopted first with common detergents and then with **FOR-OXY READY**, a sanitizing detergent with hydrogen peroxide specifically for cleaning and sanitizing contaminated surfaces. It cleans and sanitizes surfaces in a few minutes making the environment healthy and safe for both the operator and guests.

All the dishes will be washed in the dishwasher with programs at a suitable temperature and the use of the Allegrini product **STOVIMATIC CLORO**, sanitizing detergent for washing machines and small dishwashers. It is an alkaline liquid detergent with controlled foam that guarantees the complete and hygienic washing of dishes, glasses, cups and cutlery without leaving residues and halos. The presence of chlorine sanitizes and removes any food residue and helps to eliminate the bad smells typical of the dishwasher.

## **CLEANING OPERATIONAL PROTOCOL**

Therefore, in order to prevent and reduce the risk of exposure to the SARS CoV-2 virus in our guest house, we adopt an adequate operating practice of cleaning, disinfection and sanitization activities:

1. **Ventilation** of the rooms by opening the windows for at least 20 minutes in order to circulate the air before cleaning the rooms. The windows will remain open during the entire cleaning procedure.
2. **Thorough hand washing** before and after each cleaning and use of disposable gloves which will be changed for cleaning each room.
3. **Removal** of the laundry which will be stored in closed bags.
4. **Cleaning** that will allow the removal of visible dirt (eg organic and inorganic material) from objects and surfaces, confined spaces and areas of relevance, performed with water and common detergents.

Thorough cleaning is essential before disinfection since the inorganic and organic materials that remain on the surfaces interfere with the effectiveness of these processes.

5. **Disinfection** that will allow the elimination of most microorganisms on objects and surfaces, through the use of specific germicidal products. The products we use are certified products of the ALLEGRINI company that meet the requirements indicated by the Ministry of Health for the prevention of COVID-19:
  - a. **FOR-OXY READY**: sanitizing detergent with hydrogen peroxide specific for cleaning and sanitizing contaminated surfaces. Cleans and sanitizes surfaces in minutes, making the environment healthy and safe for both the operator and guests.
  - b. **GEMINI CLEANER**: foaming disinfectant detergent specifically formulated for the cleaning and disinfection of floors and surfaces in general. The disinfectant action is carried out by the active chlorine which eliminates bacteria, fungi, yeasts and viruses and its use is particularly recommended in all environments subject to cross-contamination.
  - c. **HYGIENE BOMB**: Multifunction spray, for fabrics and surfaces, with a special sanitizing formula and with over 80% alcohol.
6. **Sanitization with OZOBOX DI PURISAN**: Sanitization of the rooms at every customer change with OZOBOX, multifunction sanitizer with ozone, UV rays and negative ions which produces and diffuses in the room a quantity of oxygen - ozone suitable for removing odors and drastically reducing the microbial load (bacteria, viruses, fungi, spores, molds, pollen from plants and dust mites) and does not harm people, animals, things and objects thanks to the controlled production system of the quantity of oxygen-ozone.
7. **Cleaning water**: For cleaning, disinfectant water will be produced with **OZOBOX DI PURISAN** capable of sanitizing washable surfaces, glass, mirrors, crystals and any type of floor from microorganisms and polluting agents. The treated water also acquires a good degreasing / detergent power which makes it suitable for washing even without the use of chemical detergents. We will still use detergents since ozone is able to amplify their degreasing properties.
8. **Linen washing**: the linen is washed at the maximum possible temperature with the use of **3 LAV OXI**, detergent and bleaching aid for the oxygen-based washing (**Allegrini**). Its chlorine-free ecological formulation is respectful of sensitive skin and allows you to remove all stains and sanitize linen. We also turn to the specialized industrial laundry for washing and disinfecting the sheets.
9. **Linen Sanitization**: The clean linen will be further subjected to a sanitizing treatment with PURISAN OZOBOX which produces a small amount of oxygen-ozone which sanitizes and deodorizes the tissues, reducing the microbial and viral load present on their surface.
10. **Air conditioning**: In addition to the general sanitation of the system, we will replace and sanitize the filters with HYGIENE BOMB, multifunction spray, for fabrics and surfaces, with a special sanitizing formula and with more than 80 Alcohol%.
11. **Hand sanitizer**: in every room and in the common areas available to our customers **PRIMAGEL PLUS**, transparent hand disinfectant gel without dermatologically tested rinsing. Medical surgical device (Ministry of Health Regulation n. 18761) for immediate hand hygiene, its bactericidal action ensures safe disinfection against viruses and bacteria that can easily be transmitted through contact with people and objects of all kinds. Its effectiveness has been confirmed by the numerous certifications obtained including: EN 1650 disinfectant activity, EN 1500 bactericidal activity, EN 14476 virucidal activity, HIV and SARS Coronavirus activity, HYGIENIC HANDRUB EN 1499 approval. It has also obtained

SURGICAL approval HAND DISINFECTION EN-12791, which makes it suitable for use in operating rooms as required by the guidelines of the World Health Organization.

## **HOW TO BEHAVE IN THE HYPOTHESIS IN WHICH A SUSPECTED CASE OCCURS**

In the event that a client experiences fever and symptoms of respiratory infection such as cough, fatigue, sore throat, etc., he must declare it immediately.

It will be necessary to proceed promptly with his isolation according to the provisions of the health authority.

The structure will proceed simultaneously to notify the competent health authorities and the emergency numbers provided for COVID-19, active from 8 to 20:

- Civil Protection toll-free number: 800 894 530
- Healthcare toll free number: 800 311 377
- Public utility number of the Ministry of Health: 1500

Use the following emergency numbers only in case of worsening symptoms or breathing difficulties and in case of urgent need:

- Carabinieri: 112
- Emergency general medicine operations center: 118

In anticipation of their arrival, it is necessary to:

- Avoid close contact with the person who may have contracted the virus; - pay attention to the surfaces with which it came into contact;
- Have the used paper tissues disposed of by the person concerned, placing them in a waterproof bag which must be disposed of with the materials produced during the health activities of the rescue personnel.
- The structure collaborates with the Health Authorities for the definition of any "close contacts" of a customer who has been tested positive for the swab. This is to allow the Authorities to apply the necessary and appropriate quarantine measures.

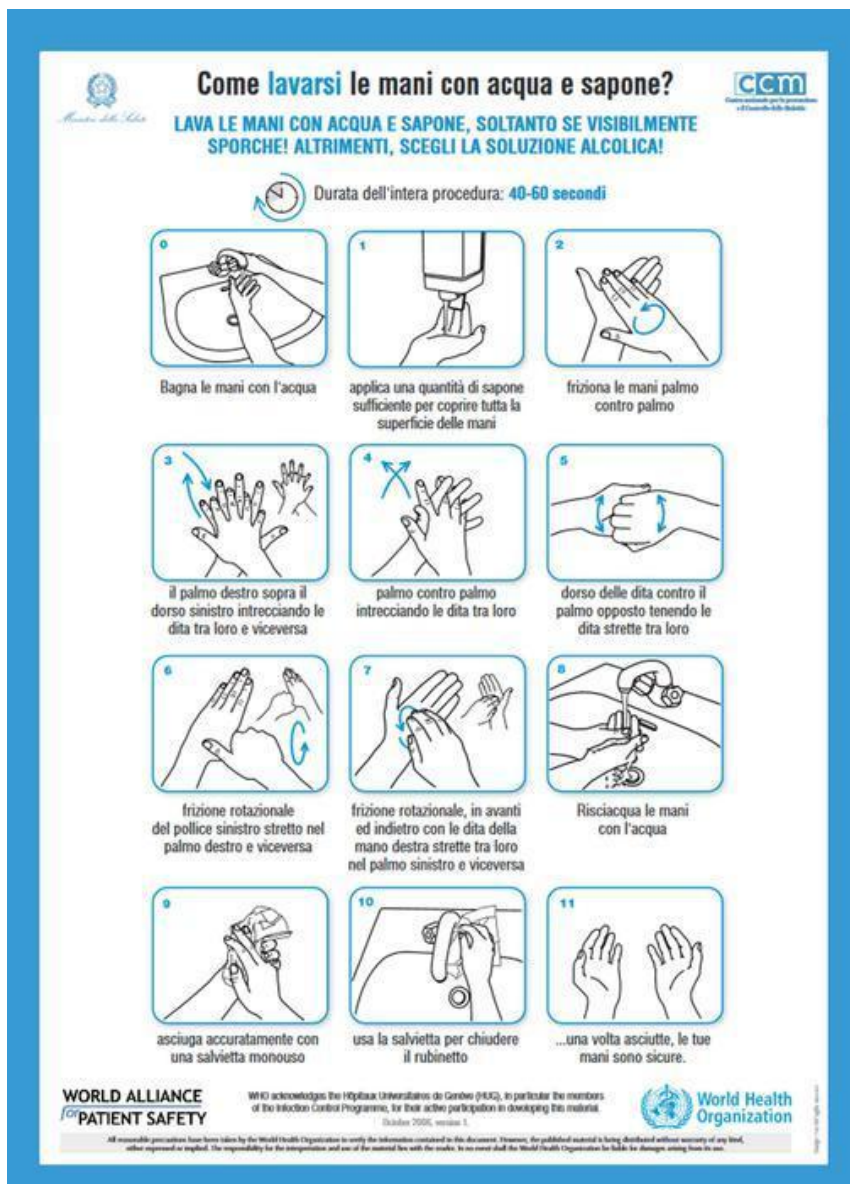
## **PROTECTIVE KIT**

A kit is available at the front desk to use for those with Covid-19 symptoms or for those who care for an affected person.

The kit includes the following elements:

- surgical masks for the sick and type FFP2 for those who provide assistance;
- face protection; gloves (disposable); protective apron (disposable);
- full-length long-sleeved suit; germicidal disinfectant / wipes for cleaning surfaces and fabrics;
- disposable bag for biohazardous waste.

## HYGIENIC MEASURES



- Wash your hands frequently and thoroughly.
- As an alternative to the careful washing of hands with water, sanitizing hydroalcoholic solutions can be used, where available.
- Avoid close contact with people who suffer, where evident, from acute respiratory infections.
- Do not touch your eyes, nose and mouth with your hands that are not subjected to thorough and prolonged washing.
- Cover your mouth and nose with a tissue, preferably paper; if you sneeze or cough and discard the handkerchief in question as soon as possible.
- Alternatively, cough or sneeze into the hollow of the bent arm elbow. - Do not take antiviral drugs or antibiotics, unless prescribed by your doctor.



In common areas and in all cases where it is not possible to maintain the safety distance, it is necessary to wear the mask correctly.

## NORMATIVE REQUIREMENTS

The main government provisions on COVID-19 in force at the date of approval of this document are shown below:

- Shared protocol for regulating measures to combat and contain the spread of the COVID-19 virus in the workplace on 14 March 2020 - Annex 6 of the D.P.C.M. of April 26, 2020 "Further implementing provisions of the law decree of February 23, 2020 n. 6, containing urgent measures regarding the containment and management of the epidemiological emergency from COVID-19, applicable on the whole national territory", published in the Official Gazette n.108 of 27 April 2020.
- Ordinance of the Umbria Region n. 321 of 30.04.2020 of approval of the "Plan for the containment of contagion and the protection of workers' health during the SARS-CoV2 virus epidemic in non-health workplaces".
- Annex 17 to the Prime Minister's Decree of 17 May 2020 ("Implementing provisions of the decree-law of 25 March 2020, no. 19, containing urgent measures to deal with the epidemiological emergency from COVID-19 and of the decree-law of 16 May 2020, no. 33, with further urgent measures to deal with the epidemiological emergency from COVID-19 ") published in the Official Gazette General Series n. 126 of 17 May 2020, concerning the Guidelines for the reopening of economic and production activities of the Conference of Regions and autonomous provinces of 16 May 2020 and 9 June 2020, and subsequent amendments.