



Operating rules for the Duomo Hotel & Apartments

Safety first!

A NEW HOSPITALITY

Due to the COVID -19 pandemic, the world of hospitality is no longer the same. Change the way of working, change the way of socializing, change the way to go on vacation.

These changes extend to the way in which our guests decide to stay in hotel facilities, interact with each other and with Duomo H&A collaborators, manage their activities and take advantage of the services offered. Today the hospitality of the Duomo H&A is not only safe, but also "clean, sanitized and guaranteed". We have identified three macro areas of intervention on which we have planned the operation of our hotel, aparthotel:

- cleaning and implementation of medical health devices;
- physical and social distancing;
- behavioral and safety practices.

For each macro area, specific protocols and rules of conduct have been activated, maintaining high hotel standards and careful safety procedures. For this reason we have decided to be transparent, sharing with our Guests the standards of cleanliness and sanitation, of social distancing and strengthening, consequently the behaviors of our collaborators, to ensure the correct health and safety actions in order to minimize exposure to viruses and in particular to COVID -19



DUOMO H&A OPERATING MANUAL

Coronaviruses are a large family of viruses known to cause diseases that go away

from the common cold to more serious diseases such as Middle East Respiratory Syndrome (MERS) and severe acute respiratory syndrome (SARS). COVID -19 is a respiratory virus that mainly spreads through contact with the breath droplets of infected people. The main route of transmission of the virus, according to WHO and based on currently available data, 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, could transmit the virus. The Duomo H&A has adopted the following protocols to combat the virus in order to reduce the risk of infection by protecting themselves and others, following the main rules

hygiene, collaborating in the implementation of isolation and quarantine measures in case of contagion, following the indications of the international and national health authorities.

In addition to the ordinary and occasional activities (cleaning and maintenance of environments and equipment, breakdowns, reactivation of systems, etc.), the indications contained in the guidelines of the World Health Organization, the Italian Ministry of Health, the Higher Institute of Health and the national protocol "Safe Reception" drawn up by Federalberghi, the Italian Association of Confindustria Hotels and Asshotels (the associations that mostly represent national tourism companies), Duomo H&A has also decided to adopt its own procedures with consequent verification of its implementation.

The areas regulated by the above guidelines are:

WELCOME area used for the reception of guests.

ROOMS areas equipped for the overnight stay of Guests.

COMMON AREAS areas for the accessibility and parking of Guests.

GENERAL PROTECTION MEASURES

All Guests and all staff are required to strictly comply with the measures

-19 general protection measures recommended by WHO and by the Decrees of the President of the Council of Ministers 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 (eg cough and shortness of breath). It is likely that both guests and staff are already familiar with these measures. Duomo H&A still wishes to remember them as a form of hospitality and protection of their health;
- social estrangement includes abstention from hugging, kissing or shaking hands with guests and staff. He plans to keep a distance of at least one meter and avoid anyone who coughs or sneezes;
- hand hygiene requires frequent and thorough cleaning with an alcohol-based product or with soap and water. You should also avoid touching the eyes, nose and mouth. Hand disinfection is indicated after the exchange of objects (such as documents, money, credit cards, luggage) with guests. To make this measure effective, it is necessary to use gloves and disinfectant gels that allow adequate protection;
- Respiratory hygiene involves covering the mouth and nose with a bent elbow or tissue when coughing or sneezing. The used tissue must be immediately disposed of in a container, possibly with a lid.



Social distancing Social distancing is the cardinal rule for dealing with the pandemic of COVID -19 within the hotel structure, Il Duomo H&A and in offering the related ancillary services to its Guests.

The Duomo H&A has structured protocols to support guests in planning, safely, their stay at the hotel, aparthotel

. 1. On the reception desk, the Duomo H&A has set up plexiglass screens to ensure correct physical and social distancing. There is a panel and columns to mark the path to maintain the interpersonal distance required by the reference legislation and to reduce contact with other Guests and employees to the bare minimum.

2. In all the common areas, Front Office, corridors, lifts, landings and every point of contact with Guests, maximum visibility is given to respect the safety distance through dedicated forms and disinfectant gel.

GENERAL PROTECTION MEASURES

Plumbing systems

Duomo H&A periodically carries out checks on hydraulic systems and ventilation and air conditioning systems.

Hydraulic systems:

- Legionella containment plants, if anything off or inefficient;
- thermal shock cycles on all boilers and related flushes;
- complete flushing and sanitizing of all the aerators of all the taps (and showers) present in the structure.

Ventilation and air conditioning systems:

- cleaning and sanitizing of the various components of the systems, starting from the external units to get to the individual speakers inside the individual rooms and the various common areas and technical rooms, including the ducts, the plenums, the humidifiers, the heat exchange batteries, any heat recovery units;
- replacement or sanitization with suitable products of all the filters inside the AHU and on the individual fan-coils;
- cleaning and disinfection of the condensate collection trays;

The Duomo H&A is subject to thorough cleaning and sanitization (and possibly extraordinary sanitization according to the cases declined below).

1. By uniformity, the term "cleaning" means: sequence of procedures and operations whose purpose is the removal of dirt and unwanted materials, present on surfaces and objects, inside closed spaces and pertinent areas. They are those that are carried out daily or periodically according to normal company practices using detergents suitable for the different types of materials treated, in compliance with the instructions for use provided by the respective manufacturers.

2. The term "sanitization" means: the complex of procedures and operations aimed at making a certain environment healthy by means of cleaning and subsequent disinfection, for example with a sodium hypochlorite solution diluted to 0.1% (or with 70% ethyl alcohol) in compliance with the indications provided by the manufacturers and use of the Ozone machines.

3. Finally, the term "extraordinary sanitization" means: sequence of procedures and operations whose purpose is the sanitization of closed spaces and pertinent areas through cleaning, disinfection and sanitization if a confirmed case of COVID -19 is ascertained or there is a real risk that a suspect case can be confirmed in the short term. The protocol adopted by the Duomo H&A for this type of sanitization requires that it be implemented through the atomization of stabilized and biodegradable hydrogen peroxide.

It is expected that only disposable paper cloths will be used for cleaning the washable surfaces. Alternatively, different colors of microfibre cloths can be used for the different surfaces to be treated (HACCP System) which will then be washed at 90 °. Each clean surface must be sanitized with the available and approved disinfectant product, using in this case only and exclusively disposable paper cloths.

COLLABORATORS AND STAFF

Duomo H&A ensures adequate information to all staff through a manual that contains:

- information on the preventive measures to be applied;
- the correct methods for washing hands;
- individual cleaning of one's work surfaces;
- the method of use of PPE (gloves and masks);
- the correct management of possible cases of assistance to customers or colleagues with COVID -19 symptoms.

All employees of the Duomo H & A are informed of the measures to be taken to protect their own health and that of the guests, even if they should provide first aid on symptomatic subjects.

The Management carries out daily information and training briefings to monitor the application of the directives and make the necessary improvements. In addition to the equipment recommended by WHO and the Ministry of Health, Duomo H&A has taken the following actions:

- wear the mask and gloves supplied and the other PPE distinguished by role;
- temperature measurement at each start of shift;
- to remain at home in the presence of fever (over 37.5 ° C) or other flu symptoms, informing the Employer, the competent doctor and calling your family doctor and the health authority;
- where, after entering, during the performance of the work, the dangerous conditions (symptoms of flu, temperature, contact with people positive to the virus, etc.) should occur, promptly declare it to the Hotel Management and retire to a room in waiting for medical services to intervene;
- commitment to comply with all the provisions of the Authorities in accessing the company (in particular, maintaining the safety distance, observing the rules of hand hygiene and maintaining correct hygiene behaviors);
- disinfect frequently and always at the beginning and end of the shift all the work surfaces and surfaces with which they came into contact, eg. telephone, keyboard, mouse, knobs, pos device, pens, pencils, staplers, etc .;
- avoid the exchange of telephone devices and sanitize them after use;
- sanitize the key cards before handing them over to the guest;
- avoid gatherings and reduce the time spent in the reception area.

HOSPITALITY

The objective of sharing the security measures that we have implemented is pursued by communicating all the measures envisaged both verbally and through written panels and signs:

1. Duomo H&A is in the process of adopting a procedure so that the Guest at the time of booking can fill in an online form for the management of remote registration and payment activities in order to reduce contact times on receipt;
2. all guests are asked to undergo temperature measurement;
3. Guests are invited to respect the distances and rules that guarantee safety, through forms positioned in the sanitizing common areas inside the lifts to maintain interpersonal distance;
4. at the entrance of the hotel in the Front Office area, in the common areas, at the lift landing of each floor (there are dispensers with hand sanitizer gel; all guests are invited to move inside the structure with a mask;
5. access to lifts: until further notice, the Duomo H&A has established a ban on the use of more than two people at the same time. In them are placed stickers to guarantee "social distancing" (for lifts of minimum dimensions where the interpersonal distance of one meter cannot be guaranteed, the limit of use drops to one person). The cabin and all washable surfaces, including the push-button panels, are subject to particular cleaning and sanitization frequency;
6. all elements that come into repeated contact with guests (handles, handrails) are frequently sanitized according to the level of use;
7. sanitation of the common areas: the floors of the reception and hall area are washed and sanitized with medical-surgical products (PMC) and with a frequency appropriate to crowding them during the day;
8. the furniture and all surfaces of the common areas are sanitized frequently;
9. to clean the sofas, armchairs and seats, proceed according to practice, using suitable detergents and disinfectants;
10. the use of the common toilet is not forbidden, but in order to eliminate possible contagion opportunities, we advise guests to use only the toilets attached to their room; the sanitation and extraordinary cleaning of all washable surfaces is guaranteed inside the toilet room attached to the common areas. Inside the room there is a hand sanitizer gel dispenser with its sign

ROOMS

- Until further instructions, the Duomo H&A recommends the ban on parking for cleaning operations to no more than one person.
- The cleaning staff was instructed on the use of PPE and on hand hygiene immediately.
- In the rooms, all objects of mixed use such as information folders and / or pens have been eliminated.

The internal Directory is available at the Reception (soon all information will be accessible via QR Code, in order to further decrease the need to touch promiscuous objects). It is however available to guests on request by contacting the reception.

- The material inside the minibar is removed (which is sanitized at each stay) and the out of the room delivery of any items supplied to the minibar (snacks, drinks etc.) is guaranteed.
- Bed linen and towels are washed and sanitized by the professional laundry service.
- Keys and TV remote controls are sanitized.
- It is the guest's right to request that during the stay the cleaning staff do not enter the room.
- Air conditioning systems are cleaned through specialized and certified firms.
- After completing the cleaning and sanitizing step of each room, the appropriate "hanger" in use must be exposed on the external handle. With this action, the service provider certifies the correct and accurate execution of the specific activities entrusted to him and assumes co-responsibility for this.

Private Transfer Service

Duomo H&A has defined the following service standards for private transfers organized by the hotel:

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

EMERGENCIES

In the event that a person present inside the Duomo H&A should exhibit the symptoms of a respiratory infection (dry cough, fever, sore throat, breathing difficulties), the planned emergency procedure indicates that it is necessary to minimize contact of the patient with all the guests and the staff of the structure.

The reception and all employees of the hotel are trained to follow the procedures established in the emergency plan:

Case of an infected employee If a staff member reports respiratory symptoms, the worker must immediately stop work and inform the Management that he will contact the competent health authority (by contacting the emergency numbers for COVID -19 indicated by the Region and the competent doctor).

Pending the intervention of the medical services, the person must remain isolated in a special room ensuring adequate natural ventilation. If the employee reports from home that he has symptoms, he will have to stay at home, seek immediate medical attention and follow the instructions including self-isolation at home until the symptoms are finally gone.

Case of an infected guest If a guest reports respiratory symptoms, he must immediately inform a receptionist who will call for medical assistance. Pending the intervention of the health services, the person must remain isolated in his room ensuring adequate natural ventilation and assisted by a member of the emergency team of the hotel facility equipped with full PPE.

At the end of the emergency, in both cases: in the room where a confirmed case of COVID-19 has stayed, the extraordinary cleaning and sanitation required by the health protocols of the Duomo H&A are carried out.



REFERENCES AND SIGNAGE

This protocol has been prepared in compliance with the following documents and will be subject to revision in the event of their updating and on the basis of the experiences that will be gained during the application phase:

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

The information contained in this document was collected and processed by the Duomo H&A for internal use.

They can be used by third parties only as an operating guide.