

STANDARDS FOR OPERATIONAL PROTOCOL IN THE COVID-19 AGE

Objective

This document is intended to provide information on the measures taken by our hotels. The document outlines a set of minimum standards that we are defining in terms of safety and hygiene to protect the well-being of our guests, business partners and colleagues during the COVID-19 age. This document has been prepared based on currently available evidence of COVID-19.

Application

This document is valid for Lungolivigno Hotels. The standard decided will be applied and maintained until the publication of new guidelines by the World Health Organization and / or the availability of a vaccine on the market.

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PRE-ARRIVAL

Online check-in: For guests who have booked in advance, all check-in procedures will be carried out online, where possible, in order to reduce contact and time at the reception desk.

TRANSPORT OF GUESTS (applicable only for our internal service)

PPE: Our drivers will wear protective equipment in line with local health guidelines.

Disinfection of the main vehicle contact points: The internal and external areas of the vehicle, that are frequently touched by the passenger, are disinfected at each arrival. For example, the door handles (internal / external), the safety belt buckle, the armrests, the charging cables for devices, the trunk handle, etc.

Hand disinfection: Drivers will wash their hands before and after disinfection of the main vehicle contact points, after leaving guests and after loading and unloading luggage.

Luggage transport: We will always wear gloves when transporting guests' luggage. The gloves will be immediately disposed of and the hands disinfected immediately.

ARRIVAL AT THE HOTEL

Hand disinfection: We encourage the obligation to disinfect hands on arrival and we will provide hand disinfectant.

Disinfection Baggage trolleys: We will disinfect the baggage trolleys with a sanitary antibacterial agent at each use.

Supply of PPE to the guest upon arrival: We will provide masks where required by local health guidelines (in case that the guests don't wear it)

RECEPTION (CHECK-IN / OUT), CONCIERGE, GUEST SERVICES

PPE for receptionist: Where required by local health guidelines, colleagues will wear the protective equipment.

Social distancing: We will place visible signs as reminder to maintain social distance; our colleagues will observe the social distance during check-in and guests accommodation.

Hand disinfection: The hand sanitizer will be available to guests at the entrance and to employees behind the reception desk.

Hygienic-Sanitary Regulations of the Hotel: The guidelines will be displayed at the Reception.

Disinfection of tools: The tools frequently touched will be disinfected regularly, for example telephones, payment terminals, pens, counter and plexiglas protections.

Contactless interactions: Touchless payment options and email receipts will be encouraged; payment terminals will be disinfected before and after each transaction.

Keys: We will disinfect the keys with an antibacterial agent.

LIFTS

Social distancing: Clear sign will be placed to avoid overcrowding in elevators.

Disinfection: We will disinfect areas of high contact point, like control buttons, with an antibacterial sanitary agent.

GUEST ROOMS

PPE for housekeeping staff: All our employees will wear protective equipment as required by local health guidelines.

Cleaning Service: the cleaning service will be daily (as usual) and will be flexible on schedules times in order to minimize exposure from person to person. Guests cannot stay in the room during the cleaning service.

Bed linen and towels: Our linen will be handled with extreme care to avoid raising dust and potential contamination; the used laundry will be washed by our support laundry (high temperature washing with the addition of a disinfectant additive)

In-room sanitation: Frequently touched areas will be disinfected regularly with a specific product, like telephone, remote control, door / window / wardrobe handles, toilets, taps, shower controls, kettles, light switches, thermostat, shoehorn, hairdryer, minibar door, bottle opener, safe etc. We will use a clean microfiber cloth for each room in order to avoid risks of contamination.

Crockery: Dirty glasses, plates and cutlery will be removed from the rooms and washed in a high temperature dishwasher.

Vacuum cleaner: We will replace the bag in the vacuum cleaner every four days.

Baskets: the bins will be disinfected with an antibacterial detergent.

Ventilation: Whenever a room is cleaned, we will ensure adequate ventilation by opening the windows. At each guest departure, the room will be disinfected with an ozone treatment.

Fabric furnitures: We will periodically clean with steam.

COMMON AREAS (LOBBY, TOILET SERVICES, BIKE ROOM, ETC.)

PPE for operators in common areas: collaborators will wear protective equipment as required by local health guidelines; these guidelines will be applied by management; our department heads will check the correct use of PPE; PPE will be replaced and disinfected as needed.

Hotel Sanitary Regulations: We will display signs in the common areas to remind guests and visitors to observe social distancing and hand washing

Social distancing: We will reorganize the furnishings in order to allow the correct social distancing.

Cleaning: We will disinfect all highly sensitive points, such as telephones, chargers, armrests, tables, handrails, door handles, toilet seat and drain, baby changing tables.

Toilets: We will provide paper towels, or non-contact electric towels.

Outdoor furniture: We will periodically clean with a specific disinfectant product.

RISTOURANT & BAR

PPE for waiters: Our staff will wear protective equipment as required by local health guidelines.

Hand disinfection: Hand sanitation must be done by all collaborators; hand sanitizer will always be available at the back-office stand.

Social distancing at the entrance: We will place visible signs to maintain social distancing.

Dining room and social distancing: We will reduce the number of tables to ensure social distance. The waiters will maintain an adequate distance.

Placemats: Our disposable placemats will be changed after each person gets up; the chairs will be disinfected regularly.

Service: We will provide selected 'A la carte' service for breakfast, lunch and dinner, the take-away service will be available.

Salt and pepper grinders: We will remove from the tables the grinders for sale and pepper and any other seasoning such as olive oil, tabasco, ketchup, etc. which will be served upon request directly by the waiters.

Menus: our menus will be replaced with digital menus to comply with hygiene rules.

Food safety / HACCP *: We will continue to apply the strictest HACCP hygiene standards in all areas of the hotel.

Ventilation: We will ventilate all refreshment points after each meal.

ROOM SERVICE

PPE for waiters: Our waiters will wear suitable safety devices.

Menus: We will replace our menus with digital menus to comply with hygiene rules.

Delivery: We will try to minimize the presence of staff in the guest rooms. All food will be covered during the transportation.

Hand disinfection: Mandatory hand disinfection will be carried out before and after the delivery of an order.

Food safety / HACCP: We will continue to apply the strictest and correct hygiene practices on objects such as salt and pepper grinders, flower pots, thermos, trays, etc..

MEETINGS & EVENTS

PPE for waiters and hostess: Our staff will wear protective equipment as required by local health guidelines.

Hand disinfection: mandatory hand disinfection will be guaranteed with the help of a hand sanitizer dispenser in front of sales meetings; hand sanitizer will be available to employees in the back office.

Social distancing in the dining room: We will reduce the places in compliance with the rules on social distancing.

Service: We will provide portioned food and drinks; We will enforce the social distance while guests are queuing to get hot / cold drinks / food; No self-service F&B will be offered.

Meeting Room disinfection: We will sanitize all major contact points, such as telephones, projectors, remote controls, door handles, light switches, armrests of chairs, flip charts and markers, etc., the room will be sanitized with an ozone treatment

Ventilation: whenever a room is tidied up, we will make sure it is well ventilated.

PPE for collaborators: Our collaborators will wear necessary protective equipment as required by local health guidelines.

SPA / FITNESS / CHANGING ROOMS / SWIMMINGPOOL

PPE for collaborators: They will wear suitable safety devices.

Hand disinfection: mandatory hand disinfection will be guaranteed with the help of a hand disinfectant dispenser in front of the SPA area; hand sanitizer will be available to employees in the back office.

Disinfection of furniture: We will continue to clean and disinfect the furniture with suitable disinfectant products.

Disinfection: We continue to disinfect all major contact points, e.g. telephone, remote controls, door handles and locks, floor mats, toilet seat / drain, hairdryer, taps, sterilization of beauty equipment, care of the pool and jacuzzi, etc.

Sheets for massages and towels: our linen will be handled with extreme care to avoid dusting and potential contamination; the used linen will be washed by our support laundry (high temperature washing and the addition of a disinfectant additive)

Social distancing: We will review the arrangement of furniture and equipment in such a way as to allow adequate social distancing; we will establish a maximum capacity of users allowed in the gym and in the changing rooms.

Disinfection of furniture: Our furniture will be cleaned and disinfected periodically with necessary antibacterial detergents.

Baskets: We will continue to disinfect the bins with appropriate antimicrobial detergents.

Ventilation: Every time the room is cleaned, it will be ventilated by opening one or more windows.

OUR PROCEDURES BEHIND THE SCENES

Temperature control: We will respect the obligation to check the temperature of the collaborators before the start of the shift; Employees with a temperature above 37.5 ° C, with / without symptoms will return home; Records to keep; Status to report to Management; Strictly follow the guidelines

COVID-19 symptoms: Any employee suffering from sore throat, dry cough, shortness of breath, tiredness, vomiting and / or diarrhea will be immediately sent to isolation and the public health authority will be informed.

Hand disinfection: Our employees use hand sanitizer before and after work.

PPE for personal protective equipment: collaborators will receive PPE as indicated by company policy and / or local health guidelines; the department heads will check the correct use of PPE; PPE must be changed and / or disinfected as per the procedure.

Change of uniform: Clean uniforms (e.g. items that directly touch the skin such as shirts, blouses or jackets) will be provided to all employees at the beginning of each shift.

Uniforms worn: Uniforms worn by employees will be deposited in the laundry after the shift.

Social distancing: We will stagger employee shifts to respect the social distance between departments; 15 minutes of slots will prevent overcrowding in the changing rooms and bathrooms; All collaborators will follow the rules of the social distance of 1 meter.

Handwashing sinks: All handwashing sinks will be equipped with the necessary facilities. We will also make sure that all the bins are sanitized frequently.

Personal hygiene posters: we are displaying clear signs, posted in clearly visible areas, including notice boards, to remind employees to respect the rigorous cough protocol, hand washing and sanitation. Clothes and personal effects: These objects will be kept inside the collaborators' lockers.

Monitoring: Our staff's changing rooms will be regularly monitored to ensure that they are installed and equipped, that hand washing alcohol is always available, that the bins are emptied and that overcrowding is avoided, especially at the beginning good shifts.

OFFICES, WORKSTATIONS & MEETINGS

Hand disinfection: mandatory hand disinfection will be guaranteed with the help of a hand sanitizer dispenser in front of sales meetings; hand sanitizer will be available to employees in the offices.

Social distancing: We will reorganize our offices to apply the rules on social distance; where possible the workstations of the employees are no longer facing each other; where it is not possible to reorganize the offices, we will assign 50% of the employees to work from home or in other areas of the hotel, while the other 50% will remain in the office.

Smart working: implementing "smart working", within reasonable limits, for colleagues in the administrative field whose physical presence on the property is not essential.

High contact key points: Frequently touched surfaces will be disinfected regularly, e.g. tables and chairs, door handles, light switches, thermostats, telephones, keyboard, mouse, hot water boiler, printer / copier / scanner, etc.

Meetings: We will move furniture and chairs to apply social distance rules; alcohol for hand washing will always be available; we will ensure adequate ventilation, for example, door / window open if the meeting lasts more than 30 minutes; we will continue to disinfect the table tops and chairs after each meeting and during breaks if appropriate.

DELIVERY AND RECEPTION OF GOODS

Goods reception: Our team will continue to comply with hygiene standards, as well as guidelines for social distancing.

Goods reception: In line with the standards provided by law.

Hand disinfection: in our loading area there are disinfectants for use by both staff and suppliers.

Cleaning and hygiene: our goods reception area and our loading area will be cleaned and disinfected at regular intervals.

Cleaning of delivered goods and trolleys: Proper cleaning and disinfection will be applied before and after each delivery.

Refrigerated and frozen items: All food packaging will be sanitized with appropriate detergents before being brought into refrigerators and / or freezers; where possible the outer packaging will be removed upon unloading.

Suppliers: All our suppliers deliver according to the scheduled times and are not registered to download their products simultaneously; in order to observe social distancing; our suppliers and drivers are not registered to proceed beyond the dividing line.

Waste collection: Our waste collection is scheduled so that it does not coincide with the delivery of linen and food.

SERVICE LIFTS AND CORRIDORS

Disinfection: Sanitize the contact points, for example including the lift cabin, in particular the control buttons, with specific disinfectant.

Social distancing: we ensure that the instructions for greeting and safety, including the number of collaborators admitted at one time, are placed inside each service lift; our service lift plans listed by signs with indications, so that collaborators don't meet each other and keep social distance; Where possible, we will implement one-way traffic in the service corridors.

Hand disinfection: hand disinfection is mandatory with the help of hand disinfectant dispensers, displayed in a clearly visible manner on all service plans and in the back office.

KITCHEN

Disinfection: Our kitchens continue to be sanitized at regular intervals as dictated by the hotel's cleaning program.

Social distancing: we will limit the number of collaborators to a minimum; our employees will be organized in teams to reduce interactions between individual collaborators; the workstations will be positioned in such a way that the employees are not facing each other and maintain adequate social distance.

PPE: All our collaborators wear disposable masks and gloves, hair nets and all other safety devices, as required by the HACCP policies and by the safety data sheets for cleaning chemicals. All items will be sanitized, cleaned and replaced according to company policies.

Menu planning: We will initially run limited menus to ensure quality.

Disinfection of food equipment, dishes and utensils: We continue to clean and disinfect key points with high contact, for example, food equipment and surfaces in contact with food, including cutting boards, as dictated by HACCP.

Sterilization of knives and utensils: these objects are washed in a high temperature dishwasher to ensure disinfection.

LAUNDRY SERVICE AND LAUNDRY SERVICE FOR GUESTS

Social distancing: the workstations of our employees are located in such a way that the employees carry out adequate social distancing.

PPE: All our employees will wear disposable masks and gloves during the various washing and shaking processes of dirty laundry or guests' laundry.

Delivery / recovery of guest items: We will minimize the presence of collaborators in the guest rooms; all guest laundry items will be covered during transportation; At the time of recovery / delivery of the guest items, the collaborators will wear PPE in the common areas, as required by the health guidelines.

Washing programs: we continue to use different washing programs for each type of linen, using sanitizing products.