

# Safety Procedures Mice Care Protocol



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## GENERAL MEASURES

- ✓ The body temperature to be daily checked at:
  - All internal staff;
  - External vendors;
  - Visitors for inspection reasons;
  - Visitors authorized by the management;
  
- ✓ In the case of a worker, who sleeps in the hotel, shows Covid-19 symptoms, the same must be isolated in a dedicated room (isolation room or accommodation); the health authorities must be called and the close contacts identified. In the event of confirmed positivity, all close contacts must be quarantined (requested by the health authorities) and all places of residence and accommodation must be sanitized. Always communicate the situation to the relevant doctor;
- ✓ In the case of a commuter shows Covid-19 symptoms, if the symptoms occur at home, the worker must promptly notify his conditions to his general practitioner, not go to work and inform the employer that he will proceed to identify close contacts. In the event of confirmed positivity, all close contacts must be quarantined (requested by the health authorities) and all places of residence and accommodation must be sanitized. Always communicate the situation to the doctor. In case of symptoms during the working hours of the commuter, the procedure to be performed is reported in the previous point;
- ✓ In case of a client shows Covid-19 symptoms the protocol to be applied is the same as for the worker who sleeps in hotel.
- ✓ Worker masks (like all IPD) must be ISS or INAIL certified, and community IPD should not be used;
- ✓ Guests must always wear masks in closed common spaces and in any case the interpersonal distance of 1 mt cannot be respected;
- ✓ Guests will also need to be tracked in relation to the table number and the number of the umbrella, preferring (where possible) the same allocation for the duration of the stay;
- ✓ All staff must always wear the mask at least surgical in the presence of guests, and in any case of physical distance less than one meter with other individuals (colleagues, suppliers);
- ✓ Maintenance staff, spa staff, lifeguard in case of first aid on the ground will have to wear the FFP2 mask;
- ✓ Staff' used masks and gloves and guests' used masks must be collected in special containers and disposed in the undifferentiated waste;

## PROTOCOL PER AREA

### ENTRANCE SECURITY

- ✓ Always wear the mask in the presence of customers and in lack of interpersonal distance of 1 meter;
- ✓ Provide a hydro-alcohol sanitizer dispenser for pedestrian entrances;
- ✓ All incoming staff and suppliers must wear the mask;
- ✓ Maintain a physical distance with anyone of at least 1 meter;
- ✓ Invite incoming staff to maintain the interpersonal distance of 1 meter;
- ✓ Thermometer at a certain distance for each entry of employees, suppliers, inspection bodies and visits authorized by the Management;
- ✓ Sanitize surfaces and working tools at each end of the shift;
- ✓ Maintain a constant external aeration of the entrance bureau;
- ✓ Update the Covid register (sanitation and temperatures) on time with a signature at the end of the shift;
- ✓ Report any doubts/anomaly to the management/covid manager;
- ✓ External visitors are not permitted;
- ✓ Suppliers must be announced to the warehouse manager and by the same authorized, directed to the warehouse area and invited (where possible) not to leave the means of transport. A toilet dedicated to external suppliers will be identified;
- ✓ Incoming guests, after the usual checking operations, should be invited to park their car at the customer parking lot, directing the head of the household to the reception for check-in operations and inviting the rest of the family components to reach the appropriate waiting area in order to avoid gatherings at check-in area.

### RECEPTION

- ✓ The temperature can be measured to the guest arriving at the first gate manned, alternatively a self-certification will be required, which will be sent in advance to the guests and signed at the time of arrival;
- ✓ In case of group arrival, a fast check-in desk will be prepared, possibly on outdoor. Prepare the use of stations to ensure the interpersonal distance of at least 1 meter between reception staff and guests;
- ✓ The entrance will be equipped with the Covid Safety Info prevention, also in English;
- ✓ Horizontal signage will be in place on the floor under the front office desk to ensure the interpersonal distance of at least 1 meter between guests and the reception;
- ✓ Horizontal signage will be provided on the inside and outside floor of the lobby entrance to indicate entry and exit path that allows interpersonal distance of at least 1 meter;
- ✓ Prefer electronic payment methods;
- ✓ Fast check-in operations and ease the sending and then receipt of guests' personal data needed at check-in before guests arrive;
- ✓ The receptionist sanitizes the worktop and equipment used at the end of the shift.

- ✓ Guests must wear the mask indoors and in any circumstance where it is not possible to guarantee the interpersonal distance of at least 1 meter;
- ✓ The front office operator must always wear the mask in the presence of guests and in any case where it is not possible to guarantee the interpersonal distance of at least 1 meter;
- ✓ Place at the entrance of the lobby and at the entrances of the elevators, hydro-alcoholic solution dispensers for the hygiene of the hands of guests and employees;
- ✓ Each item delivered to the guest (magnetic cards, iron keys, etc.) must be disinfected before and after each use;
- ✓ Guarantee frequent cleaning and disinfection of all environments and premises, with a focus on common environments;
- ✓ The guest will be able to request that during the stay no cleaners enter the room;
- ✓ The natural ventilation of all rooms with external openings, both for the use of employees and those for the use of guests, will be guaranteed periodically throughout the day;
- ✓ Update the Covid register on time with a signature at the end of the shift;
- ✓ Report any doubts/anomaly to the management/covid manager;
- ✓ There will be cases on the front office desk with safety info for Covid prevention;
- ✓ Reduce any paper media for info services, brochures, in favour of pdf, photo and video submissions, through WhatsApp with the guest's consent;
- ✓ Sanitize the bike knobs and brakes at every shift change, at every guest return, and at each delivery;
- ✓ Remind to guests of a 24-hour availability of the reception/WhatsApp service with a maximum response time of 15';
- ✓ Covid information images will be sent, where possible, to screens of common environments and rooms.

## MEETING ROOM

- ✓ Guest temperature could be measured at the meeting entrance, in the other hand a self-declaration will be asked, shared by the hotel before the arrival and signed the day of arrival;
- ✓ A full guests list must be shared before the event;
- ✓ Walking way of entrance and exit must be guaranteed with 1-meter gap;
- ✓ Hydro-alcoholic solution dispensers will be placed at the entrance and in the meeting room, with the usage guidelines;
- ✓ Cases with safety guidelines will be placed at the entrance;
- ✓ Frequent cleaning and disinfection of all the rooms, with attention to the shared equipment;
- ✓ Natural ventilation must be guaranteed during all day;
- ✓ Useful seats will be highlighted with stickers of "please seat here", with 1 meter gap from each other
- ✓ All the guests must wear at least a surgical mask;
- ✓ The speakers must wear at least a surgical mask during their speech;
- ✓ Microphones and all electronic equipment must be sanitized often with single use materials;

- ✓ Will be favourite use of single use or personal material;
- ✓ The venue will provide all the technical equipments to ease conference calls.

## GUEST ROOMS

- ✓ The room will be cleaned daily with 0.1% sodium hypochlorite or 70% ethanol products;
- ✓ The room will be cleaned daily with 0.1% sodium hypochlorite or 70% ethanol products;
- ✓ The rooms will be lightened of any unnecessary accessories (furniture cushions, bedspreads, brochures, printed matter, etc.), organize the rooms so as to reduce the number of linen as much as possible, preferring as much as possible single-use solutions;
- ✓ Remove non-essential items from the room;
- ✓ Total replacement of all courtesy products at every departure;
- ✓ No availability of laundry service for guest cloths;
- ✓ Emptying the minibar (only set-up at the customer's request);
- ✓ It is the right of the guest to request that during the stay the cleaning staff do not enter the housing unit and reduce access;
- ✓ At the end of the shift, proceed to the thorough cleaning and disinfection of the trolley so that they are ready for the next shift;
- ✓ Prioritize the allocation of equipment, working tools and personal cart for activities (avoid promiscuity);
- ✓ Make sure that each cart will also contains:
  - Disinfectant gel solution;
  - Appropriate IPD number (masks, gloves);
- ✓ Limit the amount of linen on trolleys;
- ✓ Proceed to clean the hands with sanitizing gel at the end of each room;
- ✓ All operators must wear individual protective equipment:
  - Proximity masks (surgical);
  - Disposable gloves (biological risk);
  - Safety glasses (if necessary);
- ✓ Proceed with the organization of the work in order to avoid as much as possible intersections and contacts;
- ✓ Immediately open the windows and ventilate the rooms properly. It is recommended to ventilate the rooms in advance at the entrance for activities and at least 10 minutes in advance;
- ✓ Limit "couple" transactions to exceptional cases and use the proximity masks;
- ✓ Use extreme caution when handling sheets and towels, avoiding shaking and bringing them near the face;
- ✓ Clean the vacuum cleaners daily and thoroughly at the end of each shift;
- ✓ **CLEAN LINEN:** carefully manage clean laundry by systematically separating it from dirty linen, keeping it inside the plastic protection and distributing it daily to avoid storage on trolleys;

- ✓ **DIRTY LINEN:** immediately insert dirty linen into the appropriate basket by taking care and distance it from the clean one, limit the storage of dirty laundry carts in rooms with prohibited access, marked and properly aired;
- ✓ Carefully clean handles, remote controls, phone, switches, taps, air conditioning panel, and all accessories that usually have contact with guests' hands.

## RESTAURANTS

- ✓ The catering areas will be set up with a number of tables in accordance with the prescribed density parameters, and in this case, guaranteeing a minimum distance of at least 1 meter between the seats;
- ✓ Waiters must use at least surgical mask;
- ✓ Waiters should frequently sanitize their hands, before each table service, after each clearance and after each contact with dishes or cutlery used by guests;
- ✓ In the indoor restaurants, the air exchange with total exclusion of the recirculation function is kept active;
- ✓ Report any doubts/anomaly to the management/covid manager;
- ✓ 1 stand will be placed at the entrance of each room with Covid prevention safety info, also in English
- ✓ Guests must wear a mask when not seated at his table;
- ✓ The staff' toilets and changing rooms must be sanitized daily;
- ✓ Guests' toilets should be sanitized frequently throughout the day;
- ✓ In the areas in front of the guest toilets will be placed a sanitizing dispenser;
- ✓ At the entrance to the restaurant hall from the back office areas will be placed a column of sanitizer for the use of waiters;
- ✓ Update the Covid register on time with an end-of-shift signature by each room manager and the maître;
- ✓ The tablecloth must be replaced at the end of each service;
- ✓ The table, the seats and any objects to be reused must be sanitized at the end of each service;
- ✓ Guarantee an interpersonal distance of at least 1 meter of incoming and outgoing guests flow;
- ✓ At the entrance to the room(s) and inside, there must be a sanitizer column for the staff and guests;
- ✓ The type of service provided is the "served at the table" or "assisted buffet".

## BAR

- ✓ Bar operators must use the mask;
- ✓ Bar operators must frequently sanitize their hands, before each table service, after each cleaning and after each contact with dishes or cutlery used by guests;
- ✓ In the inner bar area, the air exchange with total exclusion of the recirculation function is kept active;
- ✓ Report any doubts/anomaly to the management/covid manager;
- ✓ 1 stand will be placed at the entrance of the bar area with the Covid prevention safety info, also in English;
- ✓ The staff' toilets and changing rooms must be sanitized daily;

- ✓ Update the Covid register on time with an end-of-shift signature by each bar operator and the Chief Bartender;
- ✓ The table, the seats and any objects to be reused (oil, salt, plastic menus, etc.) as well as the counter must be sanitized frequently and, in any case, at the end of each service;
- ✓ In the bar area will be placed the sanitizer dispenser for the hands for staff and guests;
- ✓ There will be cases on the counter with Covid prevention safety info;
- ✓ The sanitizing dispenser for guests and operators will be placed at bar area;
- ✓ The area of the tables will be delimited and will be guaranteed an organization of flows with the physical distance of at least 1 meter;
- ✓ On the floor at the foot of the counter, horizontal signage will be visible to ensure that at least 1 meter is spaced between guests and staff;
- ✓ Invite guests to order and consume at their table.

## WELLNESS CENTER

- ✓ The kitchen staff stations will be organized in order to ensure the safety distance of at least 1 meter;
- ✓ The kitchen staff will be equipped with surgical masks and gloves, to wear throughout the working hours;
- ✓ Put sanitizing gels at the entrance and inside the work environment.

## CENTRO BENESSERE

### Properties

- Borgobianco;
  - Aquatio;
  - Marinagri;
  - Torre Cintola.
- ✓ 1 stand will be placed at the entrance with the Covid prevention safety info, also in English;
  - ✓ Allow guests access only by booking and keep the list for at least 14 days;
  - ✓ The stay of guests inside the spa is allowed only to the time necessary to provide the service or treatment;
  - ✓ Ensure the positions at the interpersonal distance of at least 1 meter between the individual stations and among the guests;
  - ✓ Where possible, delimit the work area with physical barriers to prevent droplet infection;
  - ✓ Put at the entrance of the centre and in the room, hydro-alcoholic solution dispenser for the hygiene of the hands of guests and employees with the recommendation of frequent hand hygiene;
  - ✓ Delete brochures, handouts, magazines;
  - ✓ The staff of the spa must be equipped and wear FFP2 mask or protective visor, gloves, disposable apron, disposable shoe covers or disposable slippers;

- ✓ The guest must wear a surgical mask provided by the staff at the entrance of the centre, which he must wear during all activities;
- ✓ If the guest is unable to use the mask resulting from the particular type of treatment (e.g. a facial treatment), the operator must wear both the FFP2 mask without a valve and the protective visor;
- ✓ The operator must sanitize his hands with hydro-alcoholic gel frequently, and especially before and after each treatment;
- ✓ The operator cleans and disinfects work surfaces, equipment and accessories between guests, and at the end of the shift;
- ✓ Ensure regular cleaning and disinfection of toilets;
- ✓ Ensure regular and frequent air turnover in indoor environments, and completely exclude air recirculation function for air systems;
- ✓ The use of sauna, steam room, steam showers and hot tubs are inhibited;
- ✓ Arrange horizontal signage on the floor under the reception counter to ensure the interpersonal distance of at least 1 meter between guests and staff;
- ✓ Prefer electronic payment methods;
- ✓ Update the Covid register on time with a signature at the end of the shift;
- ✓ Report any doubts/anomaly to the management/covid manager;
- ✓ Set up a display case on the reception counter with safety info for Covid prevention;
- ✓ Reduce any paper media for info services, brochures in favour of pdf, photo and video, through WhatsApp with the guest's consent;
- ✓ In relation to the swimming pool inside the spa, the requirements for swimming pools must be applied.

## **FITNESS ROOM**

- ✓ A stand will be located at the entrance with the Covid prevention safety info, also in English;
- ✓ Allow guests access only by reservation, contingently (to avoid gatherings) and keep the list for at least 14 days;
- ✓ The changing rooms and showers will be organized in order to ensure the interpersonal distance of at least 1 meter;
- ✓ All spaces will be organized in order to ensure the distance of at least 1 meter between people who do not perform physical activity and at least 2 meters during physical activity;
- ✓ Put at the entrance of the gym and inside, hydro-alcoholic solution dispenser for the hygiene of the hands of guests and employees with the recommendation of frequent hygiene of the hands;
- ✓ The operator cleans and disinfects the surfaces of the machine, equipment and accessories after each guest, and at the end of the shift;
- ✓ Tools and machines that cannot be sanitized should not be used;
- ✓ Ensure regular and frequent cleaning and disinfection of the environment, tools, machines, changing rooms (including lockers) and toilets;
- ✓ Advise guests to do not share bottles, glasses, towels, bathrobes;
- ✓ Use shoes in the gym for this purpose only;

- ✓ All clothing and personal items must be stored inside the personal bag even if stored in the appropriate lockers;
- ✓ Make bags available to guests to store their belongings;
- ✓ Do not allow promiscuous use of lockers;
- ✓ In relation to the microclimate, all the procedures prescribed for the environments and detailed in the paragraph "MAINTENANCE AND MICROCLIMA" should be applied;
- ✓ Guests are allowed to stay in the gym only for the related activities purpose;
- ✓ Delete brochures, handouts, magazines;
- ✓ The staff of the gym must be equipped and wear the FFP2 mask;
- ✓ The guest must wear a surgical mask provided by the staff at the entrance of the fitness centre, which they must wear on the arrival and exit routes from the changing rooms;
- ✓ Encourage regular and frequent air turnover in indoor environments, and completely exclude air recirculation function for air systems;
- ✓ Arrange horizontal signage on the floor under the reception counter to ensure the interpersonal distance of at least 1 meter between guests and staff;
- ✓ Update the Covid register with a signature at the end of the shift on time;
- ✓ Report any doubts/anomaly to the management/covid manager;
- ✓ Set up a display case on the reception counter with Covid prevention safety info;
- ✓ Reduce any paper media for info services, brochures, in favour of pdf, photo and video, through WhatsApp with the guest's consent.

## **SWIMMING POOL AND BEACH**

- ✓ The swimming pool(s) and the beach will be set up with a number of umbrella stations in accordance with the prescribed density parameters:
  - Parterre pool 7sqm per guest;
  - Pool Water mirror 7 sqm per guest;
  - Beach 10 sqm per umbrella seat;
- ✓ In addition to the safety procedures of the Coast Guard order, lifeguards must be provided with:
  - The face mask with respirator to be used in water, the FFP2 type mask without exhalation valve;
  - The protective visor;
  - The gloves for interventions on dry land;
  - Silicon transparent resuscitation balloon for cardio circulatory resuscitation;
- ✓ Highlight with signage the input and exit flows in the areas in question (pools and beach), preferring the separation of the same;
- ✓ Suggest guests to use the inbound mask until they reach the area, and outbound from the area;
- ✓ A totem will be placed in each area with Covid prevention safety info and procedures to follow in case of rain in order to avoid gatherings, preferring to return to the room;

- ✓ Toilets and showers are sanitized frequently during the day and at the end of the day; They will also be equipped with sanitizing products and disposable cleaning material for possible use by users;
- ✓ The changing rooms are closed and inhibited from use;
- ✓ The use of showers with mandatory routes to ensure distance will be defined with appropriate signage;
- ✓ Each lifeguard station will be equipped with sanitation for guests and operators;
- ✓ Update the Covid register on time as an integral part of this pool self-control document with the lifeguard and maintenance manager signature at the end of the shift;
- ✓ Sunbeds and saucers must be sanitized at the end of each use with disposable consumables;
- ✓ The water access handrails of the ladders must be cleaned and disinfected frequently;
- ✓ The seats must be numbered for the daily detection of the number of the occupant chamber, in order to be traced;
- ✓ Recommend, also with special multilingual information, to parents to supervise children for the respect of space and hygienic standards;
- ✓ At the entrance to the swimming pool(s) and the lido area, a sanitizer column for the hands must be placed;
- ✓ The parameters of chlorine active in the pool(s) must comply with the levels set by law and the control must take place at a frequency of no more than two hours;
- ✓ It is mandatory to use the swimming cup in the pool, as well as all the hygiene standards already customary in pool water (shower before entering the water, prohibition of spitting, blowing your nose, urinating in water; obligation for infants to use diapers);
- ✓ It is to be recommended, with special multilingual information, the use of a face mask or goggles in the pool;
- ✓ Before opening, and then on a monthly basis, proceed with the laboratory tests on the suitability of water for bathing;
- ✓ There can be no group play/sports activities that "can" result in gatherings;
- ✓ Define water entry and exit flows that guarantee interpersonal distance of at least 1 meter;
- ✓ Report any doubts/anomaly to the management/covid manager.

## **LIFTS**

- ✓ The lift must be used by one only person or by the maximum number allowed of people belonging to the same household.

## **TRANSPORTS AND HANDLING**

- ✓ The means used, if used by more than one person, will have to be sanitized every time before and after their use with a special hydro-alcoholic solution. You will need to record the cleaning operations on the appropriate log;
- ✓ The task of loading/unloading, delivering goods and materials will be done by placing them in the appropriate unloading area provided in the Layout. Such

operations should always take place by guaranteeing the distance of at least 1 mt between people, in case this is not possible it is necessary to equip themselves with suitable masks;

- ✓ Availability of hydro-alcohol solutions is recommended for drivers and staff, using company means, to allow the parts in contact with their hands to be constantly cleaned;
- ✓ During the journey, continuous air change within the cabin is recommended;
- ✓ In the case of other persons, in addition to the driver, not being able to respect the minimum distance of 1 meter, it is recommended to use suitable masks;
- ✓ On recreational vehicles is mandatory the interpersonal distance of 1 meter, if not belonging to the same household (cohabitants). On board, the use of protective masks is mandatory.

## **EXTERNAL VENDOR ACCESS MODE**

- ✓ The body temperature will be checked to all suppliers at the main entrance or at the stock office, which manager will authorise unloading/loading operations;
- ✓ If possible, the drivers of the means of transport must remain on board: access to indoor environments is not allowed for any reason. For the necessary loading and unloading activities, the transporter will have to stick to the strict distance of one meter.

## **MAINTENANCE AND MICROCLIMATE**

- ✓ In all environments with outward openings, ensure periodically throughout the day, natural ventilation;
- ✓ The frequency of maintenance/replacement of incoming air-filtering packages will be increased;
- ✓ Any hygienic inconvenience potentially resulting from the distance between the ejection point and the air intake point will be excluded;
- ✓ The air will be activated and extracted at least one hour before and one hour after access by the public;
- ✓ In environments without natural air, mechanical fans/extractors should always be kept in operation throughout working hours;
- ✓ Parking in environments without ventilation will not be allowed;
- ✓ In all those rooms, served by ventilation system with external air input, controlled by mechanical ventilation, the air recirculation function must be completely eliminated;
- ✓ Environments served by cooling systems with heat pumps, fan coils and heaters will be maintained with adequate cleaning of the recirculation air filters, according to the manufacturer's instructions;
- ✓ The sockets and ventilation grills must be cleaned with cloths moistened with soap and water, or with 75% ethyl alcohol;
- ✓ It will be avoided to use and spray cleaning products such as detergents and spray disinfectants directly on the filters, this to not inhale pollutants during operation.