

AGRITURISMO LE SELVOLE AGRITURISMO LE SELVOLE tries to guarantee its guests a peaceful holiday, by implementing a procedure with transparent measures to combat the Covid-19 infection. For the effectiveness of the measures, the collaboration of the guests is required, with a sense of reciprocity and responsibility, with the aim of ensuring the safety of everyone's health.

The Agriturismo Le Selvole has large spaces, both internal and external, capable of guaranteeing hosted families / friends to enjoy their holiday safely, in healthy environments and respecting distances. Each apartment, about 70 square meters large, has its own independent entrance, distinct from the others and used only by the family / friend housed. Each room inside the apartments has a large window, to guarantee constant and total ventilation.

An outdoor area in the garden with table and chairs is guaranteed for each family or friend, for their exclusive use for the duration of the stay, as well as an exclusive space in the solarium area of the pool. Even in the case of breakfast / tasting, its own table is assigned for exclusive use. The garden area is particularly large, able to offer spaces for relaxation, for children to play, for movement, etc Walks and excursions are possible in the company area, in solitude and in contact with nature.

Agriturismo Le Selvole has no employees and the activities are carried out by family members. Everyone is informed about the prevention measures to be put in place for the conduct of the reception activity as reported in this procedure in the individual sections and in general:

- ban on carrying out activities with feverish symptoms (temperature over 37.5 °) or other flu symptoms;
- use of the mask always in the presence of customers;
- use of regular Individual Safety Devices for carrying out the various activities.

During their stay, guests are required to:

- respect the social distance;
- prohibition of gathering people;
- always use the mask, indoors and outdoors when continuous isolation is not guaranteed;
- respect any information signs and / or space delimitation and / or route differentiation;
- respect the recommendations provided by the property upon arrival and present in the apartment;
- keep a correct behavior in terms of hygiene of frequented environments and continuous hand hygiene.

NORMATIVE REQUIREMENTS

This procedure has been drawn up taking into account the following documents and publications:

- Order of the President of the Regional Council n. 60 of May 27, 2020;
- Order of the President of the Regional Council n. 57 of 17 May 2020;
- Prime Ministerial Decree of 17/05/2020 containing the technical sheets with specific operational guidelines valid for the individual sectors of activity;
- “Safe Welcome” protocol section 1 (introduction) release 1.0 of 27 April 2020 drawn up by Federalberghi;

- Resolution of the Council of Ministers of 31 January 2020, which declared a state of emergency as a result of the health risk associated with the onset of diseases resulting from transmissible viral agents until 31 July 2020;
- "Operational considerations for COVID - 19 management in the accommodation sector" drawn up by the World Health Organization on March 31, 2020;
- ISS COVID-19 Report No. 19/2020 "Interim recommendations on disinfectants in the current COVID-19 emergency: medical surgical aids and biocides";
- ISS COVID-19 Report No. 5/2020 "Interim indications for the prevention and management of indoor environments in relation to the transmission of the SARS-CoV-2 virus infection";
- ISS COVID-19 Report No. 3/2020 "Interim indication for the management of urban waste in relation to the transmission of the SARS-CoV-2 virus infection";
- ISS COVID-19 Report No. 21/2020 "Guide for the prevention of Legionella contamination in the water systems of tourist accommodation facilities and other buildings for civil and industrial use not used during the COVID-19 pandemic";
- ISS COVID-19 Report No. 25/2020 "Interim recommendations on the sanitation of non-health facilities in the current COVID 19 emergency: surfaces, interiors and clothing";
- ISS COVID-19 Report No. 17/2020 "Interim indications on food hygiene during the SARS-CoV-2 virus epidemic" Veterinary Public Health and Food Safety Group;
- **Dpcm of 13 October 2020 on measures to combat and contain the Covid-19 emergency.**

All the prescriptive rules on food hygiene and safety and on health and safety in the workplace are also taken into consideration, as well as the national and regional regulations for combating SARS-COV-2 infection that will subsequently be approved.

Furthermore, the aforementioned Procedure integrates, by constituting an additional annex, the self-control documents relating to the Swimming Pool, the Swimming Pool Regulations and the HACCP METHODOLOGY SELF-CHECK PLAN, as it tries to implement all the measures to combat the SARS-CoV infection. -2.

HOSPITALITY

The guest is contacted shortly before arrival by email to implement preventive measures such as:

- remember that to stay you must:
 - o have not been diagnosed with COVID 19 infection in the past two weeks;
 - o not having had risky contact with people who have been affected by COVID 19 in the past two weeks;
 - o not having had symptoms related to COVID 19 infection (including body temperature > 37.5 °, cough, fatigue, breathing difficulties, muscle pain, diarrhea, changes in taste and smell);
 - o not currently exhibiting symptoms referable to COVID 19 infection (including body temperature > 37.5 °, cough, fatigue, breathing difficulties, muscle pain, diarrhea, changes in taste and smell).

The fact of being in the structure for the stay, is equivalent to an acceptance of the conditions listed above.

- send **recommendations** relating to correct behavior that the guest is required to respect during their stay (**ANNEX 1**). Make up the recommendations: 1. List of recommendations; vademecum on how to behave in case of suspected infections of the Ministry of Health; behavioral recommendations to contain the infection from the Ministry of Health; correct behaviors to be

kept in schematic form; 2. Swimming pool regulations; 3. Separate collection; 4. Summary of the procedure. This documentation is written in both Italian and English.

- send, before arrival, the form with the information necessary for registration, as well as a copy of the identity document; the information on the processing of personal data is provided to guests.
- in the case of multiple bookings (groups, family groups, etc.), invite the group leader or the head of the family to act as the sole intermediary for the check-in procedure.
- connection on payment methods, preferring the bank transfer.

The communication regarding the presence to the public security authority will be made with the utmost timeliness.

These are the main prevention measures implemented in the **reception phase**:

- upon arrival of the guest, **taking advantage of the open space both in summer and in winter (veranda area)**, measures are taken to avoid gatherings and reduce the time spent staying. Therefore, it should be noted that there is no physical location dedicated to the reception;
- body temperature can be measured, preventing access to those over 37.5 ° C;
- while maintaining the tone of cordiality connected to the reception activity, physical contact is avoided (shaking hands, hugging or kissing); the minimum distance maintained; hands are washed frequently and carefully;
- at the time of reception, hand contact with guests' objects is avoided or limited to strictly necessary: guests find the key properly sanitized in the door and keep it for the duration of their stay; guests are required to leave the key at the door when checking out; identity documents are viewed and are not touched; each object provided in use by the structure to the guest is disinfected before and after each use;

Guests will find important information for their stay at the Agriturismo Le Selvole upon arrival at their apartment:

- **service card**, with all the information relating to your stay; the guest must pay particular attention to the indications for separate waste collection, the swimming pool regulations and the emergency numbers to contact in case of need;
- **recommendations** provided by the structure, relating to correct behavior that the guest is required to respect during the stay **(ANNEX 1)**.
- additional information signs for correct behavior are posted in the veranda area.
- at least n. 2 telephone numbers to contact 24 hours a day for all needs, in order to connect in advance for any need and / or emergency, including check out operations.
- the guest, in case of need, can ask the facility for the availability of devices such as masks, disinfectant gel, disposable gloves, for a fee.

THE POOL

In particular, this part of the document constitutes a specific supplement to the self-control document relating to the swimming pool and swimming pool regulations.

These are the main prevention measures implemented in the **management of the pool**:

- to access the pool area, you must first sanitize your hands with the use of the special gel placed near the entrance;
- in the solarium area a space dedicated to each family / friend unit is established and therefore each nucleus has at its disposal for the entire duration of the stay sunbeds and deckchairs of its own exclusive use, guaranteeing social distancing of at least 1.5 m between people not belonging to the same family or cohabiting. **Therefore, the guest cannot take other equipment than those**

adequately dedicated to him; it is possible to move your equipment in the garden area of the pool, respecting the social distance from the others and the same must be strictly placed in its original position before leaving the pool area;

- at each change of guests, beds and deck chairs are adequately sanitized;
- the crowding density in the tank is calculated with an index of 7 square meters of water surface per person and **therefore at most there can be no. 12 people. Guests are asked to respect this limit and regulate their time in the water, respecting the other guests.** The staff will carry out an adequate visual check;
- in order to ensure a level of protection from infection, the effectiveness of the water treatment chain must be ensured and the limit of the free active chlorine parameter in the tank **between 1.0 - 1.5 mg / l; combined chlorine \leq 0.40 mg / l; pH 6.5 - 7.5.** It should be noted that these limits must be strictly ensured in the presence of swimmers. In consideration of the fact that it is a swimming pool for collective use inserted in an agriturismo, with low flow, the frequency of the survey remains that established in the self-control document of the pool; in the event of a more important presence close to no. maximum number of people the frequency of parameter checks will be increased. All corrective measures will be taken promptly in the event of non-compliance, as well as when the value approaches the table limit;
- the guest must take into account the usual hygiene safety rules in pool water, as reported in the Pool Regulations in force under ordinary conditions, which the guest finds in their apartment:
 - before entering the bath water, take a thorough soapy shower all over the body;
 - the use of a cap is mandatory;
 - it is forbidden to spit, blow your nose, urinate in water;
 - very young children to wear containment diapers;
- they must also comply with the behavioral rules contained in the Swimming Pool Regulations;
- near the pool shower there are sprayers with a special sanitizing solution for foot hygiene before entering the water;
- parents / carers must take care to supervise the children in order to respect the distancing and hygiene and behavioral rules, compatibly with their degree of autonomy and their age;
- in addition to the normal cleaning / sanitizing operations reported in the Swimming Pool Self-Control document, sanitizing operations are carried out daily with 0.5% hypochlorite solution (bleach) in all areas (toilets; quay / perimeter spaces and outdoor shower), also carried out with a pressure washer.

BREAKFAST AND TASTINGS

In particular, this part of the document constitutes a specific supplement to the self-control document relating to the HACCP METHODOLOGY.

These are the main prevention measures implemented in **breakfast and tasting**:

- the activity of serving breakfast and tasting during the summer takes place in the veranda area, in the open air, guaranteeing the distance between the tables so that the seats guarantee the interpersonal distance between the guests . Each family / friend unit has its own table that they can use throughout their stay. During the aforementioned period, access to the internal areas of the common room is prohibited. During the winter period the same rules apply, using the inside of the common room within the limits allowed, favoring the exchange of air in the rooms

through the windows, and the properly closed veranda. To this end, guests are requested to respect any information and / or space delimitation signs.

- guests have to wash and disinfect their hands and a special gel is available for this.

The preparation staff:

- comply with the requirements indicated in the self-control document relating to the HACCP METHODOLOGY and the ADDITIONAL PROCEDURE "CONTRAST OF INFECTION FROM SARS-COV-2"
- have received training on the correct operating procedures
- wear a mask and gloves (gloves have changed, especially after carrying out activities not related to food, such as manually opening / closing entry and exit doors and emptying containers; when wearing gloves, you should not touch your eyes, mouth and nose; at each change of glove changes, and when the gloves are removed, you should wash your hands);
- wash their hands thoroughly and frequently, with normal soap and warm running water (hand sanitizers can be used as an additional measure but should not replace hand washing)

Service staff:

- comply with the requirements indicated in the self-control document relating to the HACCP METHODOLOGY and the ADDITIONAL PROCEDURE "CONTRAST OF INFECTION FROM SARS-COV-2"
- have received training on the correct operating procedures
- use the mask and carry out frequent hand hygiene with hydro-alcoholic solutions, before each table service

Since this is a minimal activity limited to the preparation of breakfast and / or tasting, the activities are carried out by one person only.

The guests:

- they must wear the mask whenever they are not sitting at the table;
- access to the service is prohibited in the case of precarious health conditions; body temperature can be detected, preventing access in case of temperature > 37.5 ° C.
- given the extreme proximity, they use their apartments to hang their clothes, to use the bathroom, etc ...

The company does not access any external suppliers, since all material purchases are made directly. Paper menus are not used.

CLEANING OPERATIONS

Daily cleaning is carried out according to the practice in use in the company, using detergents suitable for the different types of material treated, in compliance with the directions for use provided by the manufacturers.

The sanitation of the environment is the activity that concerns 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 alcohol 70% ethyl for surfaces that can be damaged by sodium hypochlorite, in compliance with the instructions for use provided by the manufacturers. Cleaning and sanitizing can be carried out separately or carried out with a single process using products that have dual action; it is important to remove dirt or residues of dirt that can contribute to making the entire process ineffective.

These are the main prevention measures implemented in cleaning operations:

- at the end of each table service, all the usual surface disinfection measures must be taken, avoiding as much as possible tools and containers that can be reused if not sanitized (salt shakers, cruets, etc.);
- tablecloths are replaced at each change of guest. In the case of using stain covers over the tablecloths, simply replace the latter. When the use of tablecloths covering the entire surface of the table is not envisaged, the table must be cleaned after each service;
- the objects used for a service (bread basket, condiment products, single-dose sugar bowl, etc.) are not made available to new guests without adequate sanitation;
- the adoption of alternative solutions such as disposable products is favored;
- the buffet service is not available;
- all dishes, cutlery and glasses are washed and disinfected in the dishwasher, including items that have not been used, if there is the possibility that they will be touched by guests or staff, or otherwise exposed to the infection;
- in the event that it is not possible to wash in the dishwasher, when carrying out the manual one it is necessary to proceed with washing, disinfection and rinsing, using the highest level of precaution, drying with disposable paper;
- tablecloths and napkins are washed in the usual way, at least at 60 degrees.

OPEN SPACE MANAGEMENT (TENT)

The outdoor area dedicated to the tent is spaced from the apartments, with its own access path and its own table and chairs for exclusive use. Its own exclusive space is also identified in the solarium area of the pool. The toilets are for the exclusive use of guests, with delivery of the keys.

Guests must use only and exclusively the spaces dedicated to them.

CLEANING AND DISINFECTION (SANITIZATION)

The facility uses the **Rely + On Virkon system** certified as effective against the SARS-CoV-2 virus (**ANNEX 2**). The product has been tested by the CDC (Centers for Disease Control and Prevention) in Atlanta and is approved by the EPA (US Environmental Protection Agency) which, after three years of rigorous testing, has allowed its use in hospitals, offices, food industry, schools and means of transport (ambulances, etc.).

The new efficacy tests were performed by Microbac Laboratories, Inc., in the United States, according to standards compliant with the U.S. Environmental Protection Agency (EPA). The results showed that Rely-On Virkon completely inactivated the SARS-CoV-2 virus at a dilution ratio of 1: 100 (1%) and in just 60 seconds. Tests have shown that a cheaper dilution of 1: 600 and a contact time of 10 minutes can also be used.

Agriturismo Le Selvole uses the Rely + On Virkon system independently or using a specialized company. Furthermore, a system with an OZONE machine is also used for the sanitization of air and surfaces in all environments (ANNEX 3).

Cleaning is the process by which an unwanted deposit is detached from a substrate or from within a substrate and brought into solution or dispersion. For cleaning, detergent / sanitizing products for the environment are used which remove dirt by physical or mechanical action. This operation is carried out

according to the practice in use in the company, using detergents suitable for the different types of material treated, in compliance with the directions for use provided by the manufacturers.

Disinfection is a treatment to reduce the microbiotic charge of environments, surfaces, materials. For disinfection, disinfectant products (biocides or medical-surgical devices) authorized by the Ministry of Health are used. These products must show the registration / authorization number on the label.

The complex of procedures and cleaning and disinfection operations is defined SANITIZATION and includes maintaining good air even with the exchange of air in all environments.

The "**Product List**" tab (**ANNEX 4**) lists all the products used by Agriturismo Le Selvole for carrying out sanitization operations.

Cleaning and disinfection can be carried out separately or be carried out with a single process using products that have dual action; it is important to remove dirt or residues of dirt that can contribute to making the entire process ineffective.

Before carrying out the sanitization operations

The cleaning service staff are equipped with personal protective equipment necessary for the correct performance of the work entrusted to them (gloves; mask; suitable footwear).

Hands should be washed thoroughly before and after each sanitizing session, using soap and water, and scrubbing for at least 20 seconds. If this is not possible, use a hand sanitizer with at least 60% alcohol.

Gloves must be thrown away after each use and hands should be washed immediately after taking them off.

The employees prepare the special basket with all the products necessary for sanitization. Reusable rags are used for cleaning, always machine washed at the highest temperature allowed.

It is advisable to avoid the simultaneous presence of several employees in the same room. In any case, the guest must not be present during the cleaning of the apartment.

Air exchange

Before cleaning, air must be circulated for at least 20 minutes. If possible, leave all windows open during the entire procedure. Guests are instructed to air the rooms before departure.

Sanitation operations

Initially, dirty linen and any waste are removed (guests are instructed to clear the apartment of all waste before departure); the more evident dirt is then removed. Disinfection and cleaning operations are then carried out using the correct solutions / products. These are professional products, already dosed and ready for use. The products must not be mixed and used each for what is strictly necessary, as determined by the manufacturer.

Concentrate on the surfaces that are touched most frequently (switches, door handles, remote controls, faucet mixers, knobs, etc...).

The refrigerator, the kitchen and the dishes are completely sanitized.

Sofas, carpets, curtains and other soft and porous surfaces are not overlooked. All visible dirt is carefully removed, using the appropriate detergent to clean the fabrics or **dry steam using the Polti Steam Disinfector (ANNEX 5).**

In the case of using the vacuum cleaner, it must be emptied after each cleaning. All equipment used for cleaning must be disinfected.

Some recommendations:

- do not use dirty laundry as a support in cleaning operations;

- the cleaning material (cloths, wipes and everything needed for cleaning and dusting) must be disposable or previously treated with a 2% sodium hypochlorite solution for 10 minutes or with another treatment of equal effectiveness;
- do not use a cloth used to remove dirt to dry or polish clean surfaces.

Linen and washing management

The linen used (sheets and towels) is placed in special bags separate and distinct from the containers with clean linen; dirty and clean linen must always be separated and not come into contact. As for the laundry service, Agriturismo Le Selvole can use an external laundry or carry out the washing independently. The correct dosage of chemical disinfectants and detergents is guaranteed for washing. Laundry baskets must be disinfected; to evaluate the use of disposable or machine washable material.

Cleaning external areas

Sanitizing operations are carried out periodically with a 0.5% hypochlorite solution (bleach) in all external areas (veranda, terraces, sidewalks), also carried out with a pressure washer.

Documentation

Sanitation interventions are recorded in a special **sanitation register (ANNEX 6)**.

BEHAVIOR IN SUSPICIOUS EVENTS

In the event that a guest present in the structure presents fever and symptoms of respiratory infection (dry cough, fever, sore throat, breathing difficulties) he must promptly notify the company management.

The communication must be made by telephone.

The company management promptly informs the competent health authority (by contacting the emergency numbers for Covid-19 indicated by the Region) and the competent doctor.

In order to minimize the risk of contagion, while waiting for the arrival of the doctors, the guest must take the following measures:

- wear a surgical mask;
- minimize contact with other people;
- stay in your apartment and in particular in one of the 2 bedrooms, isolated with the door closed, ensuring adequate natural ventilation;

Management must:

- carry out any forms of assistance, connected to urgent needs, only by a person in good health, using the appropriate personal protective equipment (face protection, clothes covers and FFP2 mask);
- wash your hands thoroughly with a hydroalcoholic solution before and after contact with the person or with the living environment; pay particular attention to the body surfaces that may have come into contact with the fluids (respiratory secretions, urine, faeces) of the patient;
- have any used paper handkerchiefs removed in a waterproof bag directly by the guest; the infected materials produced will be disposed of by the rescue personnel.

The Company Management has a Kit available to use for those who have symptoms of Covid-19 or for those who take care of an affected person, which includes the following elements:

- FFP2 type masks;
- face protection;
- gloves (disposable);
- protective apron (disposable);
- full-length long-sleeved jumpsuit;
- shoe covers (disposable)
- disinfectant / germicidal wipes for cleaning surfaces and fabrics;
- disposable bag for biohazardous waste;

Appropriate cleaning measures will be applied in rooms and other areas of the accommodation in which confirmed cases of Covid-19 have stayed before being hospitalized, with the intervention of a specialized company.

Healthcare personnel may request information about the close contacts that the infected person has had within the facility.

The company may ask any close contacts to leave the business as a precaution, according to the indications of the Health Authority.

The company management, in agreement with the health authority, will evaluate the modalities of any information of the people not involved.

EFFECTIVE MEASURES TO PREVENT THE TRANSMISSION OF SARS - CoV - 2

Masks and correct use

The mask represents one of the cornerstones of prevention measures. Its fundamental role is represented by the ability to block the dispersion of droplets, which each person normally emits when speaking or sneezing, coughing, etc. In this phase of circulation of a virus with potential airborne transmission from droplets, wearing a mask is a civic duty for each citizen, towards the entire community. In fact, it prevents each of us from dispersing droplets into the environment. So before a defensive measure towards ourselves it is a preventive measure towards the neighbor.

There are other types of masks, equipped with greater filtering power (FP2). They are essentially worn by healthcare personnel who care for patients suffering from highly airborne transmissibility diseases such as SARS - CoV - 2. Inside the structure, they are worn only by staff who should provide assistance to a patient with suspected / ascertained disease as well as by staff responsible for sanitizing the rooms occupied by a patient with suspected / ascertained disease. Outside of these situations, the surgical mask is the best filter for effectiveness and comfort.

Hand cleaning and disinfection

Washing your hands frequently with soap and water or with hydro-alcoholic solutions is the second cornerstone of prevention. The hydroalcoholic solution is particularly effective in canceling the pathogenic action of the SARS-CoV-2 virus and therefore its indirect transmission through hands accidentally contaminated with respiratory secretions. It is therefore important to wash your hands before handling commonly used items, in order to protect others; washing them immediately after use has the purpose of protecting yourself.

Social distancing

Although difficult and sometimes painful, social distancing is a useful behavioral measure as well as hand washing and the use of masks. Respecting the social distance in all phases of common life is necessary, just as it is correct to avoid occasional close contacts. Respecting the distancing measures also serves to increase one's level of attention and concentration with respect to many usual gestures and behaviors, which could at this moment be potentially risky.

ATTACHMENTS

- **ANNEX 1: recommendations** provided by the structure, relating to correct behavior that the guest is required to respect (RECOMMENDATIONS - POOL REGULATION - SYNTHETIC PROCEDURE)
- **ANNEX 2: Rely + On Virkon system** with all the certification documentation
- **ANNEX 3: OZONE machine**
- **ANNEX 4: Product list**
- **ANNEX 5: Polti Steam Disinfector**
- **ANNEX 6: sanitation register**