



## **COVID-19 Emergency Management Action Plan**

The health, well-being and safety of our guests has always been our primary goal. Due to the Covid-2019 pandemic, we implemented the ordinary cleaning and sanitization procedures. This action plan intends to respect the needs of our guests and the limitations that may derive from it serve to guarantee the safety of our guests, that of our employees and the community.

To achieve these goals we have identified and adjusted the following:

### **Hotel Staff**

- An extraordinary medical examination has been yearly scheduled for all employees
- Upon entering the building, body temperature is checked with a laser thermometer.
- Anyone with suspicious symptoms is not admitted to the building.
- The necessary PPE such as masks, gloves and disinfectant gel have been supplied.
- The staff is trained on the risks of Coronavirus and on the behaviors to be followed, in particular the reception staff in case of people with suspicious symptoms.

### **Customer arrival. Reception area.**

- A plexiglass barrier has been installed on the reception desk between customer and employees
- Protected path to ensure spacing has been implemented; entrance and exit have different paths
- Reception employees are provided with masks and gloves
- Stations with disinfectant gel dispensers have been installed for guests
- The whole area and objects are continuously disinfected (reception desk, credit card pos etc.)

### **Hall, elevators, common areas**

- The common areas and elevators are continuously cleaned and disinfected. We pay particular attention to points of greatest contact such as handles, lift buttons, handrails, switches etc.
- The use of elevators is allowed one person at a time or by members of the same family / group of travelers.
- In any case it is necessary to wear the mask.
- The public toilets sanitation has been reinforced and we recommend that guests use the ones in the rooms.

### **Room cleaning**

The ordinary cleaning procedures of the rooms, already of a high standard, have been further improved. In particular:

- Use of specific products useful for the containment of the pandemic
- The overall number of rooms assigned to each operator has been reduced in order to obtain a more

punctual cleaning and to respect necessary delay for the products to sanitize the surfaces (contact time)

- Use of disposable products, non-absorbent cloths etc.
- Used linen is placed in separate bags for each room and sent to the external laundry.
- The industrial laundry that takes care of cleaning and sanitizing the linen has provided us with a certificate attesting compliance with the rules.

### **Air-conditioning. Water disinfection**

The hotel complies with the rules for cleaning and sanitizing the air conditioning system and is equipped with an automatic water chlorination system for the control of Legionellosis.

These ordinary procedures have been intensified while we implemented the operations according to the Order of the President of the Lazio Region 19 May 2020, n. Z00042.

### **Breakfast / Food**

Our Restaurant, in full compliance with current regulations and our standard of service, has reduced the number of guests to observe the prescribed distance of at least 1 meter between the tables.

Table are set outdoor on the terrace whenever possible and, in case of guests not staying in the hotel, we keep their data for eventual tracking.

At the Restaurant entrance disinfectant gel dispensers are available.

The internal spaces of the restaurant and breakfast room are exclusively dedicated to hotel guests, external guests cannot access them neither with a green pass.

The buffet breakfast is served by our staff; tables respect the prescribed distance of at least 1 meter.

Room service is carried out in compliance with the prescriptions leaving the order outside the room.

### **Meetings / Events**

As per recent regulations we require the mandatory green pass – or equivalent for foreigners - to all the attendants to meetings, events and ceremonies.

The prescribed distance of at least 1 meter applies to rooms set up; stations with disinfectant gel dispensers have been installed for attendants. Rooms are regularly cleaned and disinfected.

The actions and procedures indicated will be updated in accordance with the subsequent directives of the authorities.

SAVOY  
ROMA

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Hotel Manager

