

PROTECTION MEASURES COVID-19

GENERAL INFORMATION OF OUR CORPORATE PROTECTION POLICY

Dolomiti ClubRes has produced a very detailed action plan, that defines all measures put in action to contrast the biological risk of Covid-19. Our policy is being operated in all our properties and was supported by an accurate training of our employees and in particular of our housekeeping and maintenance teams and exterior service providers. The action plan is based on a procedure and risk analysis of every single operation and has been approved by our board after a check done by our health security and safety advisors. In order to be implemented in all our properties all evaluations, checks and decisions had been discussed within our board involving our managers and responsible employees. In order to respond your questions I will list the main aspects of our Covid-19 plan:

1. INFORMATION, RESPONSIBILITY AND TEAM TRAINING

Our management has passed a certified training and all our employees had passed a training on behalf of the correct general behavior and practice examples on how to handle different cases we will have to face. The plan is a living instrument and is in use of all our employees, upon request in all our hotels & residences accessible also to our guests. We work on involving our teams who participate actively in bettering up measures and action planning. The information is provided by following instruments:

- 1) Detailed Covid-Plan for all properties;
- 2) Plan for exterior partners;
- 3) Alignment of all risk management documents and procedures on site;
- 4) Signs in all our hotels & residences with rules and information;
- 5) Summary of behavior rules for our teams (digital guide given at our training);
- 6) Digital instrument in use of our guests where to read our measures and the house rules (you may consult it in german language at following link <https://www.siramenu.it/caddinas/de/covid-19-3/>)

2. DISINFECTION OF GUEST AREAS

Our housekeeping and cleaning services teams had passed a training for a disinfecting measure with certified disinfecting result. We implemented new cleaning systems mainly known in the cleaning of public hospitals and introduced new chemical agents with a high sanitizing effect against virus and bacteria such as chlorine and hydrogen peroxide based disinfectants.

3. ACCESS SECURITY

All our properties introduced a new employee entrance system to verify the perfect health condition and permit to disinfect perfectly before entering the hotel. An accurate registration system permits to control this procedure.

4. REDUCTION CONTACT OCCASIONS

We reduce all nearer contact risks and occasions internally in our teams and with our guests, such as embracing or shaking hands. We live the necessary social distance of min. 1m making this a strictly observed part of our corporate behavior. The working procedures have been organized in order to consider this important measure. A correct security distance is the first key prevention measure we adopt and take very seriously.

5. HYGIENE AND DISINFECTION DISPOSALS

We dispose of all instruments for a disinfection of all areas and disposals for disinfecting lotions in the use of our guests. The personnel hygiene represents one of the most important measures. Washing hands frequently with warm water and soap or hydro-alcoholic solutions is the second key to enforce perfect prevention. The cleaning and disinfecting plan comprehends particular cleaning measures of commonly used devices or disposals of common use.

6. MANAGEMENT OF COMMON AREAS, RESTRICTIONS AND HANDLING OF CRITICAL POINTS

We dispose of all instruments for a disinfection of all areas and disposals for disinfecting lotions in the use of our guests. In our common areas we plan all procedures to prevent contaminations or risks by the use of infected instruments. Critical points are checked frequently and monitored by a certified signature system in order to avoid that areas and points due to be checked are not.

Certain areas such as the fitness area is ruled with restrictions of a certain max. number of people who may accede simultaneously, this measures allow to reduce infection risks in particularly delicate areas.

7. USE OF MASKS

Our teams dispose of face masks, together with the social distance and the hygiene and disinfecting measures wearing a mask represents a cornerstone of our prevention policy. To wear a mask is compulsory for all our teams in all operations which require a closer distance to guests. For particular works (recycling, cleaning...) we have planned the use of special masks. The use of masks in common areas and in contact with others is compulsory for our guests too, the signs and rules prescript the areas which may be used only wearing a mask. Our properties dispose of an accurate sign system, that guides to a correct behavior and respect of the rules checked and supported by our trained and well prepared employees.

8. MAINTENANCE AND FACILITY MANAGEMENT

Our pools are checked four times a day on behalf of the correct chlorine action and perfect disinfection. Our air conditioning systems have all been checked by external service companies and cleaned. In single properties such as the Baia Caddinas Hotel Resort & SPA we did a special cleaning and disinfecting of all A/C tubes, instruments, filters in order to provide perfect sanitizing of the air conditioning infrastructure – also this certification is available upon request.

9. RESTAURANT SERVICE AND DELIVERY SERVICE

We operate our restaurants with assigned tables which remain at the disposal of our guests for their entire stay. Our service has been organized to an à la carte table service and we do not operate any buffets in order to avoid any contamination risks in our Food & Beverage Outlets. We introduced digital menus and reorganized the Hazard Analysis of Critical Points considering the biological risk Covid-19. For a major comfort of our guests staying in our residence or who have booked with only breakfast we introduced a take away service with a choice of meals that can be picked up at our service points and eaten at the perfectly furnished apartments. At lunchtime we serve dishes and snacks to go. Orders are done with our digital application.

10. ACTIVITIES / KINNY CLUB

All of our activities have been redesigned to accomplish law and organized in smaller groups with more attendants. In certain children activities we require the participation of parents and adopt certified sanitizing and cleaning procedures of spaces and instruments. Where possible our animation services and children activities are done outdoor.

11. LAUNDRY

The laundry washing is done with certified sanitizing methods and all mattresses, critical points and special textures are sanitized atomizing hydrogen peroxide.

Further information may be requested to my address as responsible manager for Covid-19 policy at the following e-mail contact: s.cicalo@clubres.com.