

SECURITY MEASUREMENTS COVID-19

MEASUREMENTS IN PLACE AT "Rome Cavalieri, A Waldorf Astoria Hotel":

1. Before the re-opening of the hotel, on July 1st 2020, the employees of the Rome Cavalieri have been invited, on behalf of the management, to undergo the serological test for Covid-19;
2. Before the re-opening, all the hotel employees have been trained and have been informed about all the prevention measurements that the management of the hotel has put in place for Covid-19, in accordance with the rules in force
3. All the hotel employees have been trained on the use and disposal for the individual protective devices provided for the prevention of Covid-19 and on the rules of social distancing
4. Upon return, all employees and non-employees have read and signed a self-certification attesting that they have not had Covid-19 Symptoms (including but limited to, body temperature > 37,5° C, cough, dyspnoea, myalgia, diarrhea, anosmia, ageusia) in the previous 14 days and that they have not been in direct contact, in the last 14 days, with a person who has experienced Covid-19 symptoms (including, but not limited to, body temperature > 37,5° C, cough, dyspnoea, myalgia, diarrhea, anosmia, ageusia)
5. The Management of the Rome Cavalieri has set up a Covid-19 Coordination Committee which includes, besides the General Manager, all the persons to whom he delegates, based on their roles, functions and skills they will have to collaborate with the employer to make sure that all points in the company protocol are shared, learned and adopted by all the people, for any reason, have access to our property;
6. Body temperature is measured to all people who have access to the hotel, whether they are employees or non-employees, suppliers, occasional visitors, guests and non-resident guests (by means of Termoscanner located at the main entrance of the Hall) and the processing of the data collected is carried out exclusively by personnel in charge and authorized pursuant to art. 29 of the GDPR which acts on the basis of specific instructions provided in relation to the purposes and methods of treatment on paper through the registration of identification data and body temperature only where the latter is above 37.5 ° C. The processing of personal data is aimed solely at preventing contagion from COVID-19. Legal basis: articles 6 and 9 of EU Reg. No. 679/16), implementation of the anti-contagion protocols pursuant to art 1, c.7 lett. d) of the Prime Ministerial Decree of 11 March 2020 and subsequent amendments and additions; regional sector ordinances where compatible with the relevant national legislation;
7. In the event that the body temperature is higher than 37.5 degrees to an incoming client / accommodation provider, the personnel in charge and trained will adopt all the necessary contrast measures, implementing a specific isolation procedure as required by current legislation; "See Annex I";
8. In all public and service areas of the hotel, sanitizing dispensers and columns are available; sanitizing wipes are also supplied to customers;
9. The air conditioning is working, the air exchange is guaranteed, the sanitisations comply with the current legislation
10. A SanitiBox will be used to sanitize the luggage of the Guests (only Guests arriving or as needed);



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11. Daily cleaning and sanitization will be carried out using products such as ethanol at concentrations equal to 70% or chlorine-based products at a concentration of 0.1% (for all surfaces) and 0.5% (especially for sanitary) of active chlorine (bleach) or other disinfectant products with virucidal activity. The procedures provided by the Hilton CleanStay program will be implemented, according to which daily cleaning and sanitization of all surfaces that are most in contact with guests will be carried out in all rooms (the 10 areas most touched in the room by the customer). All common areas including Outlets and Grand SPA Club and public restrooms subject to the greater transit and stationing of both Guests and employees, will be subjected to intensified daily cleaning and sanitization. In addition, a seal will be placed on the bedroom door to indicate that no one has accessed it after sanitation;
12. New digital information service systems will be introduced, to be used during the booking and during the guests' stay such as personalized digital Pre Arrival Letter, KIPSU, Digital key, Express check-out, QR code (through which information will be available on Hilton CleanStay procedures, Menù, Grand Spa Club, Kids Club, culinary offers, hotel facilities etc.)

Services upon guest request

13. Upon request prior to arrival, entrances, paths, floors of customer rooms, meeting rooms, dining rooms, indoor and outdoor areas and common spaces, parking lots; can be prepared for the exclusive use of the customer
14. To the Customer who submits a request prior, dedicated and exclusive employees will be appointed for cleaning and catering service.
15. Security staff armed and not is available for: security planning of the stay, arrival and departure assistance, movements within the property, halls / customer floors / routes, fire, access control and more. Security staff are part of the High Risk Crisis and Firefighting Team and are all qualified for First Aid and the use of the Defibrillator on adults and children;
16. The Customer upon prior request, may reserve the exclusive use of the elevators, with assistance of our Security staff.
17. Upon specific request, an entire stay can be planned, ensuring maximum confidentiality and privacy, so that the customer never comes into contact with other customers staying, both in the entrance and exit phases of the structure and in the common areas; reserving and delimiting spaces for refreshment, meetings or any other activity, in order to avoid gatherings and contacts also with the hotel staff;
18. Rooms for single occupancy will be guaranteed.
19. No type of event will be organized near the reserved areas and / or in conjunction with the stay deemed sensitive.



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Congress Centre

19. The tables will be arranged in such a way that the seats guarantee interpersonal distancing of at least 1 meter and a half between people and in any case not less than one meter, except for the case of people who, according to the current provisions, are not subject to interpersonal distancing. (said last aspect pertains to individual responsibility);
20. When possible, a fixed numbered seat will be assigned to each participant to be used for the duration of the event. In order to allow intervention without wearing the mask, any speakers sitting at the table must maintain a minimum distance of 1 meter from each other
21. In the event that access to the Convention Center takes place via the external stairs, a point dedicated to the measurement of body temperature will be set up at the customer's request and the processing of the collected data will be carried out exclusively by authorized personnel (pursuant to art. 29 of the GDPR) which will act on the basis of specific instructions regarding the purposes and methods of processing identification data and body temperature (only where the latter is above 37.5 ° C);
22. Near the entrances to the structure, the toilets and the meeting / conference rooms, hand sanitizing columns are available; sanitizing wipes will be made available to Guests. The use of common hangers and a cloakroom service will not be allowed;
23. In the toilets and meeting rooms, the maximum capacities indicated must be respected; both the entrances and the exits must be well marked as well as the entry and exit flows;
24. The entrances must be manned to avoid access to visitors / customers unrelated to the conference / event;
25. A Register will be created where all the participants of the Conference will be indicated who will have access to the area intended for it; this register must be kept for thirty days;
26. Inside the Congress Center, guests must wear the masks provided (except during the consumption of meals or drinks), while maintaining the social distance provided; these masks cannot be placed, even temporarily, on tables and surfaces for common use
27. Dedicated trash bins will be available for the disposal of the protective devices used (gloves and masks);
28. Pens, folders, candies, glasses and coasters, flipcharts and markers will not be used to set up all the Meeting rooms; only canned water will be used;
29. The cleaning and sanitization of the Meeting & Events rooms will take place several times a day, cleaning, sanitizing and / or disinfecting the spaces; all doors and handles, tables, furniture and knobs, telephones, projectors, flipcharts and all switches and electrical controls will also be cleaned and sanitized;
30. At the end of their use or when necessary, all conference chairs will be cleaned and disinfected (with electrostatic sprayers with hospital level disinfectant);



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31. Conference table covers and chair covers will be washed and sanitized after each use. All the linen used will have a certification regarding the treatment process which ensures the control of the hygienic quality, in compliance with UNI EN 14.065 standards;
32. For restaurant services, disposable (cloth) tablecloths, placemats and napkins will be used, replaced after each service or use by the Guests

The hotel management will encourage continuous updating of the procedures based on the evolution of the protocols and current legislation, always favoring the adoption of all measures of social distancing, the hygiene of the hands of the hotel guests and all the behaviors which are the main measures to prevent the transmission of COVID-19.

APPENDIX– TREATMENT SUSPECT CASE OF COVID-19 HOTEL GUEST

At the entrance of the hotel, in the main Hall, a thermoscanner was installed with a camera that detects the body temperature of incoming customers. This detection is reported on a monitor at a location located near the same camera, constantly viewed by a Receptionist / Concierge, equipped with FFP2 mask and gloves, trained and formally entrusted with the processing of personal identification and health data of the subjects who access inside the hotel, pursuant to art. 29 of "Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of individuals with regard to the processing of personal data, as well as on the free movement of such data and which repeals Directive 95/46 / CE (" GDPR ").

If the measured body temperature is higher than or equal to 37.5 ° C, the Employee will contact the Security Center with the initials "Alfa" via radio equipment to request the intervention of an Emergency Team Operator.

In the meantime, the employee will ask the customer if he is staying in a hotel. If so, the employee will provide the same Self-declaration form in accordance with current legislation, while explaining to him the procedure that will be adopted in these cases.

The intervening Security Operator will carry out a second measurement using a different thermometer (portable infrared), but before carrying it out, the customer will be indicated to the area specifically marked outside the structure (area under the shelter near the right side fountain), guaranteeing the social distancing.

The second measurement will be performed with the same method, 5 minutes apart. If even these readings are found to have temperature values higher than 37.5 ° C, a last measurement will also be carried out also with the portable thermometer, 5 minutes after the previous one.

During the whole period in which the three measurements will be made, the person will not have to wear the mask and will have to stay in the area previously indicated (however in the shade)

If the temperature found is still higher than 37.5 ° C and the guest is not a in-house customer, he will not be allowed access to the hotel, but invited to contact his doctor, activating the procedure provided for by the current legislation.

If the customer is staying in the hotel, an FFP2 / 3 mask will be delivered to him and the Security Operator will guide the person in one of the "isolation" rooms assigned for this purpose (rooms 300, 302, 304, 306, 308). In the event that the customer is "arriving", he / she must check-in directly to the assigned room. If he is already a in-house guest, he will be assigned to one of the above "isolation rooms", by transferring his personal items to the new room.

In the event that the customer was staying with other family members in the same room, they will be offered accommodation in one of the "isolation" rooms adjacent to his and also they will be measured body temperature. They as well will be provided with FFP2 / FFP3 masks and gloves.



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The Security Operator will communicate the client's data via PEC to the SISP RM 1 Hygiene Service and to the Civil Protection, by sending a copy of the questionnaire he / she filled out and details of the person and family / people with whom he / she has declared to have had contacts, also reporting the values of the various body temperature measurements carried out.

In the event that the customer refuses the intervention of the Receptionist / Security Operator and / or assignment of isolation room, the sending of the PEC must also be made to the Police or Carabinieri.

In any case, the customer will be asked to notify his own Doctor.

After completing what has been said so far, the Security Operator will contact the Laboratory with which the structure has signed a commercial agreement (the telephone numbers of the Laboratory will be provided directly at the Security Center, which will expose them among the numbers of Covid Emergency-19), which will send a nurse as soon as possible for an urgent serological / microbiological collection of Anti-Sars-CoV-2 (COVID 19) and Coronavirus, Igm and IgG (Qualitative with chromatographic method and quantitative with method Clia), in addition to a Covid-19 nasopharyngeal swab that will be used in the case of a positive serological test. The serological test reports will be available within the next 24 hours while the swab reports will be available within 36 hours of collection. During this time, the customer will be able to benefit from a Medical Consultation by telephone or through a dedicated Webinar platform, also in English. Once received the results of the exams, according to the results emerged, the envisaged measures will be taken

It is summarized that the Attendant and the Operator must:

- observe the organizational and operational provisions received;
- to process personal data in a lawful, correct and transparent way towards the interested party, in implementation of the principle of "lawfulness, correctness and transparency (pursuant to art. 5 paragraph 1 letter a) of the GDPR);
- collect personal data for the sole determined and legitimate purpose of preventing contagion from COVID - 19, in implementation of the principle of "purpose limitation" (pursuant to art. 5 paragraph 1 letter b) of the GDPR);
- access only personal data whose knowledge is strictly necessary for the fulfillment of the assigned task which consists in measuring body temperature in order to regulate access to the Rome Cavalieri premises; specifically, in implementation of the principle of "data minimization" (pursuant to art. 5 paragraph 1 letter c) of the GDPR, only the circumstance of failure to enter the headquarters will be recorded;
- process personal data in order to guarantee adequate security, in implementation of the principle of "integrity and confidentiality" (pursuant to art. 5 paragraph 1 letter, f) of the GDPR): in particular, the data must in no case be communicated externally and since they are also particular data, i.e. health data, maximum confidentiality must be guaranteed;



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- to provide, pursuant to art. 13 of the GDPR, the information to the interested parties making the person who accesses the premises aware that will be made available at the main access in paper format, as well as published on the company website www.romecavalieri.com and posted in the places of access to the company headquarters; he must also know the content.

In any case, the identification of contacts by completing the questionnaire will take place immediately, defines as "contact" any person exposed during the period from 2 days before to 14 days after the appearance of symptoms from a probable or ascertained case, in the following cases:

- "face to face" contact with a probable or ascertained case within one meter and for more than 15 minutes;
- Direct physical contact;
- Assistance to an affected patient, probable or ascertained, without the use of appropriate protections.
- Other risk situations, based on the specific context.

Therefore within the hotel, a "contact" must be considered at risk in the following cases:

- Accompanying persons or people who assist the guest;
- Staff members who have been in direct contact with the sick person, or with the environments frequented by the person (such as the bathroom) or with objects and other used items (sheets, clothes and more).

If any number of cases indicate a generalized exposure of the structure, an evaluation by the local authorities will be required, in order to undertake all the necessary measures to protect the health of guests and workers.

Guests who are not directly involved, will maintain a low risk profile, and will be informed on the specific case, as well as on preventive and control measures. Guests will be asked to monitor any suspicious symptoms for 14 days from departure from facilities in which there have been probable or ascertained cases, and to contact the health authorities in case of symptoms indicative of Covid-19.

In the event that the procedures described are activated, the Alfa operator will take care of informing the Head of the Security Service, the General Manager and the Chief of Staff by telephone. For all that will happen, however, a detailed Confidential Service Report must be drawn up.



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