

For a safe heli-skiing: Covid-19 preventive measures

Dear customers,

Heli Guides welcomes you to the Heliski Season 2021! We are happy to let you experience the unique emotions of heli-skiing with us although we have to pay a bit more attention than in previous years due to Corona.

Covid-19 preventive measures:

We have adopted all necessary and required measures to prevent the infection and spread of COVID-19. We kindly ask for your entire cooperation in adopting and respecting these measures.

Current situation report dated 17/01/2021:

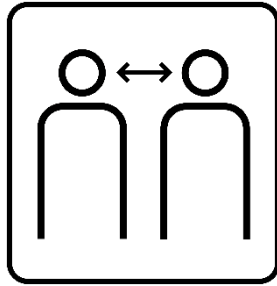
Heli-skiing operation has started on 07/01/2021. Based on latest Covid-19 regulations, we are happy to continue heli-skiing operations in the Aosta Valley! Ski areas remain closed until at least 15/02/2021. Provision of Corona-Heliski mouth-nose protections free of charge.

Please consider the following preventive measures:



Mandatory mask-wearing:

- At the heliport
- Inside the reception
- Inside the helicopter



Respect interpersonal distance of min. 1m outdoors and in enclosed spaces.



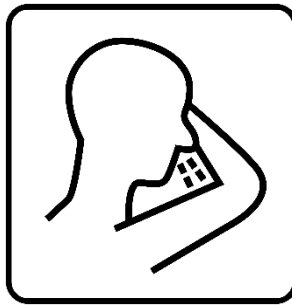
Do not shake hands.



Spontaneous gatherings in public spaces not permitted.



Wash and sanitize your hands thoroughly



Cough and sneeze into your elbow



If you experience symptoms, get tested immediately and stay at home.

Further information on our guidelines and measures to protect against the Corona Virus can be found in the attached COVID-19 protective measures document of the Heli-Guides Group which is also published in all our offices. Please note that in case of disregarding these provisions, we may be forced to refuse providing our services (in particular heli-skiing). Please refer to our general business and travel conditions as well. The preventive measures get permanently updated based on the current pandemic situation and legal regulations. Latest version: 20/12/2020.

Guidemonterosa s.r.l., without prejudice to the **obligation to comply with**

- ✓ the standards referred to in the **Measures of the President of the Council of Ministers and Regional ordinances on contrasting and containing the spread of the COVID-19 virus**, as well as
- ✓ the provisions of the **Shared Protocol regulating measures to contrast and contain the spread of the COVID-19 virus in the workplace**, signed on 24th April 2020 between the Government and the social partners, as set out in Annex 6 of the DPCM 26th April 2020,
- ✓ the **protocols stipulated at INAIL headquarter and at territorial level by the Regions, individually or with trade associations**, in which case it reserves the right to update this document,

adapts on 13th October 2020,

for the safety and health of business owners, staff, customers, third parties, the following

ANTI-COVID-19 SAFETY GUIDELINES

In order to contain the risks arising from the spread of COVID-19 infection, the agency

1. ensures compliance with the rules defined in the decrees of the President of the Council of Ministers on the containment of the Covid-19 virus and, in particular:

- ❖ Ensuring interpersonal distancing through all activities.
- ❖ Guarantee of cleanliness and environmental hygiene.
- ❖ Guarantee of adequate natural aeration and indoor air exchange.
- ❖ Wide availability and accessibility to hand sanitation systems.
- ❖ Use by employees and workers of masks in indoor or enclosed places, in all outdoor places and in any case when it is not possible to guarantee interpersonal distancing due to de facto circumstances, if the condition of isolation with respect to non-cohabiting persons is not guaranteed continuously.
- ❖ Regulated and staggered access to business premises.
- ❖ Information billboards to ensure the interpersonal distancing of customers waiting for entry to business premises.

2. guarantees compliance with the regulation rules of the Protocol shared between the Government and the social partners to contrast and contain the spread of the Covid-19 virus in working environments, and therefore adopts the following rules concerning:

1- INFORMATION

- **The agency informs all workers and anyone entering the business premises about the provisions of the Authorities, by mean of delivering and/or posting at the entrance and in the most visible places of the company premises, special information leaflets.**

- **In particular, the information relates to:**

- ✓ **the obligation to remain at home if fever (37.5° or higher) or other flu symptoms arise** and to call the family doctor and the Health Authority as well as **the awareness and acceptance that it is not allowed to enter or remain in the company and the need for prompt declaration if, even after entry, infection conditions are shown** (symptoms of flu, temperature, provenience from areas at risk or contact with people tested positive to the virus in the previous 14 days);
- ✓ **the commitment to inform the employer promptly and responsibly of the presence of any flu symptoms during the performance of the work**, ensuring to remain at an adequate distance from the people present in the premises;
- ✓ **all the measures taken to which staff must adhere, based on tasks and work contexts, in particular on the correct use of PPE to help prevent any possible form of spread of contagion.**

2- ACCESS TO THE COMPANY

- **Prior to the access to the workplace, staff may be subjected to body temperature control.** If temperature is above 37.5°, access to the workplace will not be allowed. Persons in this condition - in compliance with the information given in the note - will be temporarily isolated and provided with masks; they will not have to go to the Emergency and/or the infirmary, but they should contact their doctor as soon as possible and follow his/her directions.

In **compliance with the legislation on the protection of personal data**, it is possible to identify the subject and record the exceedance of the temperature threshold only if it is necessary to document the reasons that prevented access to the company premises.

- The employer informs in advance the staff and those who intend to enter the company premises, of the **foreclosure of access to those who, in the last 14 days, had contact with subjects positive for COVID-19 or come from areas at risk according to WHO indications.**
- The access to the company of **workers already tested positive for COVID 19 infection** must be preceded by the communication of the **medical certification showing the "negative result" of the swab test** according to the procedures provided and issued by the department of territorial prevention of competence.

3- PUBLIC RELATIONS

Given that the activity of travel agencies involves both contact with the public and *backoffice* operations:

- **priority is given to the organization of work through the use of digital remote tools**, in order to reduce the contact with customers; in particular, it is planned to use digital media for video and telephone contacts with customers, limiting “face to face,, interactions;
- the use of *voip* instant messaging, *email* and management *software* and *applications* is encouraged for the definitions of contracts and to submit documents;
- **the activity at the agencies takes place with meetings held by appointment and with single access of customers, in order to obey to the safety distance protocols;**
- if possible, *plexiglass barriers* are installed inside the offices and for every single location where contact with the public may occur;
- operators are equipped with masks, which will always be worn when interacting with the customer;

- customers, inside the business premises, are required to wear masks;
- at the entrance, at workstations and at the checkout, *dispensers* of hydroalcoholic sanitizing solution for the sanitization of hands are made available to operators and customers;
- the company provides customers with safety information for the Covid-19 emergency made available by the providers of the individual services (carriers, accommodation facilities, alpine guides, cable way systems, etc.).

4- ACCESS BY THIRD PARTIES

- For access by third parties (personnel in charge of carriers, accommodation facilities, museums, tourist guides, subjects with whom professional relations are still held, suppliers of materials in use for the activity) the company identifies entry, transit and exit procedures through predefined methods, routes and timings, in order to reduce opportunities for contact with staff who have no relevance to the relationships with the aforementioned subjects.
- In particular, these subjects, on every occasion of relationship/contact, must adhere to the strict interpersonal distance of one meter and are required to wear the necessary protective equipment, as well as the personnel who meet them.
- Third parties are not allowed access to workplaces frequented by the public, for no reason.
- Third parties give priority to the transmission of documentation electronically but, in the case of an exchange of documents with the staff in presence, they proceed to the preventive and subsequent sanitization of the hands while maintaining an interpersonal distance of not less than one meter to other operators.
- The detection of body temperature can also be carried out to third parties, if the company deems it appropriate.

5- CLEANING AND SANITIZATION ON THE COMPANY

- **given that no rule at state level obliges to contact a company specialized in sanitization, and considering the following definitions**
 - a) **cleaning - (removal of dirt/detergency) the set of processes and operations to remove dust, non-desired material or dirt from surfaces, objects, confined environments and areas of relevance;**
 - b) **disinfection - all processes and operations designed to make certain confined environments and areas of relevance healthy by the destruction or inactivation of pathogenic microorganisms;**
 - c) **sanitization – all set of processes and operations designed to make certain environments healthy by cleaning and/or disinfection,**

the company ensures the daily cleaning and periodic sanitization of the premises, environments, workstations and common and leisure areas as provided for in the following table, being understood that any personnel used in independent manner must be adequately trained and informed about chemical, biological risk and the use of specific

equipment; such personnel must also be equipped with appropriate personal protective equipment, adopted on the basis of specific risk.

With regard to these procedures, it is advisable to activate an operational protocol agreed with the competent doctor and the workers' representative for safety (RLS or RLST)

DAILY CLEANING OF WORK ENVIRONMENTS	Clean the working environment twice a day (particularly at the end of the shift), using cloths moistened with soap and water or with a 70% v/v ethanol solution (70 parts ethyl alcohol and 30 parts neutral detergent, for one liter);
DAILY SANITIZATION OF MORE FREQUENTLY USED SURFACES AND TOILETS	Proceed <u>daily</u> , for the most frequently touched surfaces (e.g., doors, handles, tables, light switches, desks, chairs, buttons and door openers, cases, keyboards, touch screens, printers) and toilets , additionally to the cleaning described above, to the disinfection with a solution of sodium hypochlorite diluted to 0.5% active chlorine for toilets and other relevant surfaces, and 0.1% active chlorine for all other surfaces (the product can be obtained by mixing 10/50 ml of bleach and 990/950 ml of water), taking into account the type of material, use and environment or other equivalent professional detergents and paying attention to the correct use for each surface to be cleaned;
PERIODIC SANITIZATION OF WORKING ENVIRONMENTS	Carry out a periodic sanitization of the rooms, and not only of the surfaces used most frequently , in relation to the type of activity and the premises and the normal or extraordinary customer flow;
SANITIZATION IN CASE OF SUSPECTED CASES OF CONTAGION	In the event of suspicious cases of people with COVID-19 within the premises, it is necessary to proceed with the extraordinary sanitization of the environment, carried out in accordance with the provisions of Circular No. 5443 of the Ministry of Health (cleaning with soap and water and subsequently with a solution of sodium hypochlorite diluted at 0.1% and with 70% ethyl alcohol for surfaces that can be damaged by sodium hypochlorite). It is valid in this case as well as mentioned above, the desirability of turning to a specialized company for extraordinary sanitization.

6- PERSONAL HYGIENE PRECAUTIONS

- **it is mandatory for the people present in the company to take all hygiene precautions, especially with regards to hands; for this purpose, the company provides suitable cleaning products;**
 - Hand cleaners must be accessible to all workers also thanks to specific *dispenser* located in places easy to identify;
- It is allowed the company's preparation of the cleaning liquid according to WHO instructions (https://www.who.int/gpsc/5may/Guide_to_Local_Production.pdf);

8- PERSONAL PROTECTIVE EQUIPMENT

- In order to contain the spread of the COVID-19 virus, **it is mandatory to use respiratory protection equipment in enclosed and open places;**
 - a. **the company provides masks that must be used in accordance with the Indications of the World Health Organization;**
 - b. **the masks to be used by the employees are at least those of a surgical type, carrying the CE mark or being approved by the Istituto Superiore di Sanità;** given the emergency situation, in case of supply difficulties and for the sole purpose of avoiding the spread of the virus, masks may be used, the typology of which corresponds to the indications of the health authority;
- For **ordinary cleaning operations**, in addition to the mask, latex gloves will be used. In case of **extraordinary sanitization**, masks of type FFP1, FFP2 and FFP3 will be used, as well as latex gloves, disposable overalls or gowns, boots or overshoes and headcaps or headgear.

Hygiene and sanitary measures

- 1. wash hands often with the hydroalcoholic washing solutions made available in the company**
- 2. avoid close contact with people suffering from acute respiratory infections;**
- 3. evitare abbracci e strette di mano;**
- 4. maintain, in social contacts, an interpersonal distance of at least one meter;**
- 5. practice respiratory hygiene (sneezing and/or coughing in a handkerchief avoiding contact of the hands with respiratory secretions);**
- 6. avoid the promiscuous use of bottles and glasses;**
- 7. do not touch eyes, nose and mouth with hands;**
- 8. cover mouth and nose when sneezing or coughing;**
- 9. do not take antiviral drugs and antibiotics, unless prescribed by a doctor;**
- 10. clean surfaces with chlorine or alcohol-based disinfectants;**
- 11. obligation is made in all social contacts, to use respiratory protection as an additional measure to other personal hygiene and health protection measures.**

#COVID19

LE RACCOMANDAZIONI DA SEGUIRE



Lava spesso le mani con acqua e sapone o, in assenza, frizionale con un gel a base alcolica



Non toccarti occhi, naso e bocca con le mani. Se non puoi evitarlo, lavati comunque le mani prima e dopo il contatto



Quando starnutisci copri bocca e naso con fazzoletti monouso. Se non ne hai, usa la piega del gomito



Pulisci le superfici con disinfettanti a base di cloro o alcol



Copri mento, bocca e naso possibilmente con una mascherina in tutti i luoghi affollati e ad ogni contatto sociale con distanza minore di un metro



Utilizza guanti monouso per scegliere i prodotti sugli scaffali e i banchi degli esercizi commerciali



Evita abbracci e strette di mano



Evita sempre contatti ravvicinati mantenendo la distanza di almeno un metro



Non usare bottiglie e bicchieri toccati da altri

#RESTIAMOADISTANZA



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www.salute.gov.it/nuovocoronavirus

LAVATI SPESO LE MANI CON
ACQUA E SAPONE O USA UN
GEL A BASE ALCOLICA



EVITA CONTATTI RAVVICINATI
MANTENENDO LA DISTANZA
DI ALMENO UN METRO



NON TOCCARTI
OCCHI, NASO E
BOCCA CON LE MANI



EVITA LUOGHI
AFFOLLATI



ALCUNE SEMPLICI
RACCOMANDAZIONI
PER CONTENERE
IL CONTAGIO DA
CORONAVIRUS

EVITA LE STRETTE DI
MANO E GLI ABBRACCI
FINO A QUANDO QUESTA
EMERGENZA SARÀ FINITA



COPRI BOCCA E NASO CON
FAZZOLETTI MONOUSO
QUANDO STARNUTISCI O
TOSSISCI. ALTRIMENTI USA
LA PIEGA DEL GOMITO



SE HAI SINTOMI SIMILI ALL'INFLUENZA RESTA A CASA,
NON RECARTI AL PRONTO SOCCORSO O PRESSO GLI
STUDI MEDICI, MA CONTATTA IL MEDICO DI MEDICINA
GENERALE, I PEDIATRI DI LIBERA SCELTA,
LA GUARDIA MEDICA O I NUMERI REGIONALI



[SALUTE.GOV.IT/NUOVOCORONAVIRUS](https://salute.gov.it/nuovocoronavirus)



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Come lavare le tue mani?

Per prevenire le infezioni bastano 60 secondi



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