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## WELCOME SWISS & WELCOME ITALY - INITIATIVES CONCERNING COVID19

In our time, no-one has ever experienced anything quite like the COVID-19 situation.

The lockdown will never be forgotten. We are living history as it happens, a privilege that humanity could have done without.

A lot of words have been said lately, at times pure rhetoric, more often honest sensibility that we share. We ignore when our activity will be back to some sort of normality, but without doubt, we all hope to overcome this Pandemic situation in the shortest delay.

Our thoughts go to those lost to COVID-19 and their loved ones. And a sincere thank you for the dedicated doctors, nurses and key workers that have been on the frontline for weeks. Ultimately we should spare a thought to each human being on this earth for we have all been affected one way or the other.

And yet life continues – the wheels must keep turning.

We welcome the return of life's simple actions - a hand shake, a hug, a gathering in a restaurant, a drink in a bar, holiday dreams and travel.

Travel – yes, we all need those travel wheels to turn again.

We will do all these things. In the current context, occasions where we come together may appear ephemeral but they make up an important part of our being. It was Pink Floyd who write, "Life is a short warm moment". We agree; life is made of short moments of fun and laughter, moments in which we are the protagonists.

Whilst remaining conscious of the on-going situation, Welcome Swiss & Italy wants to move forward with positive actions by implementing a series of simple gestures and protocols to minimize all risks where possible.

## HOW WE WILL OPERATE AS A RESPONSIBLE DMC

As a professional DMC we look ahead to finding some sort of normality. And when it comes, we will be there, greeting, smiling, planning, organizing and delivering amazing bespoke events.

As such, we have put together basic guidelines that we will implement throughout the process and the duration of our events, combining strict health and security regulations with a comfortable, relaxed and confident atmosphere.

Introducing our 'Welcome Angels' - teams selected and defined based on the size of the event. They will have the role of sanitizing venues and items whilst ensuring our suppliers' personal sanitization policy is in place and functioning.

Our Welcome Angels will have first aid skills and equipment; they will ensure that rules are followed and will be attentive at combatting any possible risk of contagion.

## OPERATIONAL DETAIL WITHOUT COMPROMISE

As a prerequisite and general rule, all staff, hostesses, coordinators, drivers will wear masks and gloves.

### Boarding coaches

Coaches will be sanitized after every single transfer.

On each seat we will distribute a "security kit" packaged in a personalized box (see sample below). This can be printed with logo and positive quotes.

The box will contain:

- disposal gloves
- disposal masks



- hand sanitizers
- 1 x (personalized) water bottle
- Individually sealed snacks

Quantity will be appropriate to the duration of the event and overall program contents.

## Face Masks

There has been much talk about masks. But our policy is to use them. In fact, it is likely face masks will become an important accessory for some time, so why not produce personalized and re-usable masks with a logo and a positive quote?

Always keeping those less fortunate in our minds, we will deploy our local workshops for the disabled and less privileged for the production of masks.



## Social Distancing

Vehicles will be restricted to half of their usual capacity allowing couples to travel together or singles to their own seat. Boarding and disembarking will be on a one-way system basis.

Vehicle can be hired for the duration of an event so that sanitization is better managed and cleanliness ensured. This however will be decided in collaboration with you, our client, as it will impact the budget.

For travel on smaller vehicles, precautions are similar; we will privilege the use of minivans for 1 to 4 persons maximum.

Drivers will wear masks and gloves and social distance; sanitization will always be a priority.

Custom partitions are being implemented in most of the vehicles

## Restaurants

Maximum 4 persons per table and distance between tables of at least 1 meters and where not possible the venue must implement a plastic or a wooden separation.

**Tours** – Tour guides will continue to wear radios and microphone. Guests will receive receiver and earphones duly sanitized. However, in respect of social distancing the ratio of guests for each tour guide will need to be reduced in accordance with the client and budget

## Museums

Museums are currently closed and awaiting instruction, however we anticipate that openings will work on limited access, ensuring social distancing whilst waiting in line and throughout the visit.

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**Entertainment**

Visual entertainment will be the solution. A show, a band, a DJ. Close up magicians and street artists to be avoided

**Dancing** – we are unable to say much on this one...dancing with a mask is complicated and keeping social distancing may reduce the enjoyment, thus not sure what to say here, suggestions are welcomed

**Bar Drinks**

Open bars for long hours will be avoided and the use of bio-disposal plastic glasses will be observed.

**Private Group Events**

Waiters setting up and serving the tables will be wearing mask and gloves.

**Round tables**

Will be set for maximum 4 persons but with 8 chairs so that a coat or a bag can be placed (it is likely we will not see a cloakroom for a while).

**Rectangular tables** – as per round tables, we will reduce the capacity and show special attention in keeping partners opposite each other with social distance between each person alongside.

**No Printed Menus**

An app or a PDF file sent in advance via email will be available for each guest to pre-order.

**Service Staff**

Ample sanitizers will be available and gloves and masks will be worn at all times. Where appropriate, we may suggest bio-disposal cutlery

**Personal belongings** – We will provide plastic bags so that our guests can place their purse, photo avoiding contact with other surfaces

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## OUR APPROACH TO USING HOTELS

Most of the hotels have a policy in place and precautions are indicated by the WHO as released on March 31<sup>st</sup>, here are some basic guidelines.

### Rooms:

- High standard protocols in terms of disinfection of rooms
- Staff to follow strict COVID rules of sanitation
- Screening using thermo-scanners
- Regular sanitization log books
- Multilingual leaflets on basic hygiene practice (sent in advance)
- Briefings by the management to raise awareness among the staff

### Check in:

- Staff should be in perfect health and shall take all necessary distancing precautions
- We are waiting to better understand procedures when it comes to passport and credit card guarantees

### Air Conditioning :

- There is no evidence that transmission occurred through air but only through droplets and physical contacts, however monitoring the condition of the filters is recommended.

### F&B at the Hotel:

- Sanitizers to be available in function rooms and guests should be invited to use them on entering and exiting the venue. Hotels should implement plate service as opposed to buffet even at breakfast time
- Waiters must wash hands as often as possible and always before setting up a table

### Elevators:

- These should be equipped with sanitizing dispensers and a hotel staff should operate disinfection at least once every hour. Elevators in particular where they are small, should be used by one person at a time or maximum 2 if they are part of the same family

### Public Areas:

- Social distancing procedures apply. Guests should avoid to spend time at the bar unless sufficient space is guaranteed.

### Banqueting:

- Maximum 4 persons per table and at least 2 meters apart between tables

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**Meetings:**

- Room capacity should be reduced by half so that attendees can be, at least, one meter apart. Pads and pens will be avoided and prioritize the use of multimedia and tablets
- Sanitizer dispensers to be available at the entrance. Our 'Welcome Angels' will scan the temperature
- Seating shall not be random but numbered and assigned to each delegate
- Entering and exiting the venue to be managed by host/hostesses in order to avoid queues and ensure the necessary distance.

**Spa and Wellbeing:**

- Most hotels have closed their spas. Where open however, face masks must be worn and social distancing maintained.

**IN SUMMARY**

These are some basic initiatives, far from being exhaustive because we can do more and more we will do. We look forward to the time when this will become just a memory – to be learned from and never forgotten.

We look forward to having you back very soon whether for an incentive trip, a meeting, pure pleasure, or for any reason... we look forward to getting together again soon.

Thank you.

**Dino Barile**

**Welcome Swiss & Welcome Italy**