

Operational instruction for the safe management of visits and tastings during the Covid-19 emergency

BEFORE THE VISIT

We inform our visitors that:

- Their collaboration is fundamental in compliance with the rules of distance and hygiene to protect not only themselves, but also all the people present in the cellar, whether they are wine tourists, or employees of the cellar itself.
- It is not recommended to schedule the visit if:
 - in the 15 days prior to the visit you had manifested the typical symptoms of covid-19 (the symptoms are: fever, cough, diarrhea, shortness of breath, loss of smell).
 - in the last 15 days you had come into contact with people who have been confirmed with the diagnosis of covid-19.
- Before starting the visit:
 - the body temperature will be checked, if it is equal or higher than 37.5 C°, the visit will not be possible.
 - Hand hygiene will be requested with a special product.
 - During the visit it is necessary to wear a protective mask, and that the minimum interpersonal distance of 1 meter must always be kept.
- Reservations for visits are highly recommended.

ONCE AT THE WINERY (or at the shop)

Those who guide the visit must ensure that:

- The temperature of each visitor is measured before entering the cellar, (or at the shop if you do not pass through the cellar), using scanners.
- Personal data are recorded, if necessary based on the recommendations in force. Example: origin, places visited in the last 14 days, contact with certain people, etc. If expected, inquire about possible previous symptoms.
- Protections are used by all visitors (masks), we will provide solutions to those who need them.
- Hygiene and disinfection items such as sanitizing gels and sprays are available and used.
- The indications to follow during the visit are clear to visitors (distances, masks, do not touch anything, etc.).
- Physical contact in all phases of the guided tour is avoided.

TASTINGS

Before the tasting, the attendant will have to remind visitors:

- The need to sanitize their hands with the appropriate gel.
- Absolute prohibition of exchange of the assigned seat.
- Absolute ban on sharing wine tastings.
- Absolute prohibition of sharing food with other visitors.

And the attendant must, on his hand:

- Always wear a mask and keep at least one meter distance from the guests even during the tasting (if possible, even greater).
- Before starting the tasting, sanitize hands with a special product in the presence of visitors.

- Avoid contact between bottle and glass while pouring.
- Avoid using drop-stops.
- Avoid touching the top of the bottle with the hands when opening it, always use disposable gloves.
- Only use individual disposable spittoons.
- Food in combination with the tasting must be individual, and with products possibly packaged in single portion, and according to all specific rules.
- Before and after each tasting, clean and disinfect all surfaces with which the visitor has potentially come into contact.
- Visitors should be directed, if necessary, to the use of the toilet in the tasting room. The bathroom, in the event of a single visit, must be put out of service, informing the cleaning lady of the cleaning company, so that she can clean it the following day. If there is more than one visit, it will be sanitized between one visit and the next, by spraying a special sanitizing product, on all surfaces of possible contact (handles, switches, taps, flush button, tablet and handle of the toilet brush).
- If possible, organize outdoor tastings.

THE GUIDED TOUR

The organizer of the visit is recommended:

- To encourage private visits or in small groups.
- To follow, as far as possible, a one-way route.
- To organize the timing of the tours to keep the distance between the visiting groups.
- To prioritize outdoor and open spaces, trying to stay there for as long as possible.
- To avoid the contact of visitors with all the other employees of the winery not involved in the guided tour, keeping the distances and to enforce the prohibition to touch any instrumentation of the winery.
- To foresee the time necessary for cleaning and sanitizing the spaces between a guided tour and another.

WINE SHOP

A specific operating instruction has been prepared for the wine shop employees.

TASTINGS

Some measures taken to improve safety during tastings:

- We offer visitors hydro-alcoholic solutions at the entrance of the restaurant and at the beginning of the service.
- Distance between tables: we fully respect the rules provided by the government and the competent authorities regarding room-capacities and distances between the tables.
- We use disposable or individual reusable tablecloths instead of fabric.
- We use disposable tableware, and the glasses are properly sanitized.
- The snacks that accompany the wine tastings are served individually, and if possible, with single packaged portions.
- Use of personal protective equipment (PPE) by all service personnel.
- At the end of the tastings, we sanitize all possible common contact surfaces.