



COVID-19 measures and PROTECTION STRATEGY

Aletsch Arena AG – Entire company

Introduction

This document describes the protective measures that are to be adopted to provide the best possible protection for staff, guests and everyone else against infection with the COVID-19 virus. The measures are based on the Ordinance issued by the Swiss Federal Council, the recommendations of the Federal Office of Public Health (FOPH) and the directives of the Canton of Valais. This document and the directives replace version 2.0 and are valid for as long as necessary, but no later than 30 November 2020.

General rules as issued by the FOPH

The company's protection strategy must ensure compliance with the following requirements. Adequate and appropriate measures must be put in place for each of these requirements. The employer and company managers are responsible for the selection and implementation of these measures.

1. All persons in the company wash their hands regularly.
2. Staff and other persons maintain a distance of 1.5m from each other.
3. Surfaces and objects are cleaned regularly after use as required, especially if touched by several people.
4. Particularly vulnerable persons are given adequate protection.
5. Sick people in the company are sent home and instructed to (self-)isolate as defined by the FOPH.
6. Specific aspects of work practices and situations are factored in, to ensure sufficient protection.
7. Staff and other relevant persons are informed about the requirements and measures.
8. Implementing the requirements at management level ensures the protective measures are implemented and adapted efficiently.

General rules as outlined in press release of the Canton Valais of 21 October 2020

1. The wearing of a mask at all times is mandatory in enclosed workspaces (vehicles included), especially in the offices of public administration and private companies, except where this is impossible for health or safety reasons (in which case the necessary social distance must be maintained); persons working alone are not subject to this obligation;



2. Children under 12 years of age and persons who cannot wear a face mask for special reasons, especially for medical reasons, are exempt from this obligation.

The above measures are detailed below and applied by Aletsch Arena AG.

1. Hand hygiene

- Staff wash their hands with soap and water on arrival at their place of work, and before and after breaks. They use hand sanitisers after serving each customer.
- A hand sanitiser dispenser is provided for customer use on entering the premises. Signs are placed to draw customers' attention to this.
- Items belonging to customers are not touched.
- Contactless payment is preferred.

2. Observe social distancing

- Zones are clearly marked. No more than one person at a time in the information centres and the Contact and Reservation Centre of the Aletsch Arena. Exception: they belong to the same social group (families). Additional waiting areas are marked with at least 1.5m distance. A clearly legible notice to this effect in multiple languages is posted at the entrance.
- A plexiglass screen is mounted at the counter to avoid too-close contact.
- The distance between workplaces is at least 1.5 metres. At the time of reopening, one person works in the counter area, the second person in the back office.
- Floor markings are also placed 1.5m apart in front of the entrance door.
- As of 31 August 2020, guests and visitors on the premises of the Aletsch Arena AG are subject to a general obligation to wear masks, in accordance with the media release issued by the Canton on 26 August 2020 and 21 October 2020.

3. Cleaning

- Work surfaces, keyboards, screens and the plexiglass screens are cleaned regularly with normal cleaning agents.
- Door handles, stair railings, lift buttons and other surfaces are cleaned regularly with normal cleaning agents.
- The toilet facilities are cleaned regularly by the room attendant.



- Work clothes are regularly washed at home.
- Daily airing (2x 10 minutes in the morning and 2x 10 minutes in the afternoon) ensures a good exchange of air.
- Do not use air conditioning systems (virus breeding ground).

4. Particularly vulnerable persons

- Anyone with COVID-19 symptoms must stay away from the workplace.

5. Special work situations

- Special attention must be paid to hand hygiene as described in Point 1. Cover wounds on fingers or wear protective gloves.
- Avoid unnecessary physical contact (e.g. shaking hands).
- Customers and staff are kept separate using plexiglass screens.
- Do not leave any items lying around that the customers might use (e.g. ballpoint pens).
- Regularly disinfect reusable objects.
- Masks must be worn at all times in meetings and discussions in rooms of the Aletsch Arena AG that are not open to the public, in accordance with the Canton's directives.
- No more than 10 persons may be physically present at internal meetings and training sessions. When implementing meetings and training sessions, the following measures are mandatory: masks, social distance and hygiene measures. Organiser and participants are equally responsible for compliance.
- Until the end of November 2020 at the latest, training and information for third parties will take place in virtual form only.

6. Information

- Notice of Protective Measures as recommended by the FOPH.
- Notice of Mandatory Mask Requirement by Canton of Valais of 31 August 2020 & 21 October 2020.
- Inform customers that cashless payment is preferred.



- Inform customers that hand sanitisers should be used.
- Inform customers about the maximum number of customers in the counter area.
- Inform staff about the protective measures and their associated rights in the company.

7. Management

- Regular instruction of employees on hygiene measures, handling protective materials and safe contact with customers.
- Provide soap, hand sanitiser and cleaning agent for surfaces.
- Inform particularly at-risk staff about protective measures and their associated rights in the company.
- Regular monitoring of the measures by the management and heads of departments.
- This document was presented and explained to all relevant staff on 22 October 2020.

8. Joint and individual responsibility

The company management and department heads stress the personal responsibility of each co-worker and ask them to observe and enforce the protective measures without compromise. Should this not be possible – for whatever reason – an ‘escalation’ via the line manager is mandatory.

Deputy Director Aletsch Arena AG
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Aletsch Arena, 22 October 2020

Supplementary documents:

- > R:\05-Destinationsmanagement\00-Destinationsmanagement\Corona-Virus-Schutzmassnahmen-Empfehlungen\Aletsch Arena AG\2020-10-13-Weisung-Covid19-Grippe-Erkältungssymptome.pdf
- > R:\01-Organisationshandbuch\16-Weisungen\20201020_AAA_Weisung_Home_Office_v2.0