

BALSAMO GUIDELINES (COVID-19) MTM ITALIA S.R.L.

We have prepared a protocol in order to fulfill the regulatory prescription in matter of prevention, documents referencing in particular the "Protocollo condiviso di regolamentazione per il contenimento della diffusione del Covid-19 nel settore del trasporto e della logistica" (DL 23 febbraio 2020, n. 6 – allegato 8) ("Shared Protocol of regulation of containment of the diffusion of Covid-19 in the field of transportation and logistics" – Decree-Law 23rd of February of 2020, n.6 – attachment n.8) and furthermore in line with the directives, the ordinances, the recommendations and the circulars of the competent authority, as well as the guidelines documents issued by WHO, ECDC, EU-OSHA, ISS and INAIL.

Besides the regulations, we have implemented different precautions aimed to the fruition and setting of our services, considering their peculiarities.

This document shows you the procedures that need to be enacted in order to prevent the risks of the pandemic, granting in the meantime the excellence of our service to our Clients and Guests.

Planning and needs evaluation

Prevention is a key part during the design of the service: we start by listening to your needs and identifying possible risks in order to suggest the safest solution.

Our proposal is the result of even more accurate evaluations of all the key-points at our disposal offering practicality, safety, efficiency and convenience, combined with all usual habits of Clients and Guests.

Variations to the vehicles' capacity and suggestions

The regulations define mandatory distances and vehicles' capacity that every operator is required to comply with. Besides what required from the related legislation Balsamo adopts greater caring measures by promoting larger vehicles and fewer passengers on board.

This does not intend in any way to limit your power of choice: we can evaluate together the most suitable solution, according to specific conditions (e.g. the track's length, Guests' target, weather conditions) so long as the aforementioned regulations' standard are respected.

In the majority of cases, law prescriptions are the following:



2 Guests



4 Guests



50% of capacity

Prevention on the vehicles

Vehicles are cleaned and sanitized according to procedures that comply with the current laws. Before every service our drivers are required to sanitize the cabin and the vehicle's majorly exposed spots (doors, handles, switches and screens at their and Guests' disposal) in compliance with a strict check-list that we have drawn up. Vehicles are subject to daily inspections in each of their parts. The frequency of the cleaning and the substitution of the air conditioner filters have been revised, the air conditioner will be switched off as much as possible in order to avoid excessive air recirculation.

Installation of partition panels in the cabins is currently being implemented.

Hand sanitizers and backup disposable protective masks can be found on board.

Driver's behaviour

Their involvement is successive and exclusively related to self-certification and a test of their health status. Our drivers will be wearing protective masks, paying attention in keeping them in perfect efficiency, and have been tutored on how to actively manage the services with the goal of the greatest possible prevention. They will provide safety solutions or suggestions in case of need (e.g. walking routes to reach or leave the vehicle, occupation of available seats, identification of the vehicle's spots that are often subject to contact, etc.).

Some courtesy gestures and habits, such as handshakes greetings and some operation in and around the vehicle have been temporarily suspended or modified.

Vehicles will constantly be aerated before, during and after the service, especially during long journeys or long lasting as directed services.

How to use the service

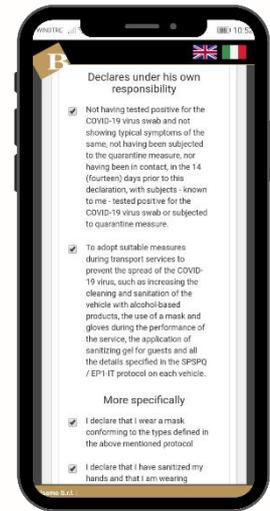
The Guests are required to wear protective masks, and to sanitize hands with the appropriate tools. They shall be sensitive about the directions that our Services Managers or drivers will provide.



Bchecked

We developed a software which allows to easily fill in and store self-declarations of good health state. BChecked platform is integrated with our services via a QR code installed on buses and minibuses: the Guest will only have to frame it with a smartphone to fill in the form.

www.bchecked.cloud



Mandatory check-list for any driver engaged in our services

Experience

Aware of the importance of the perception of the service by the Guests, we worked on the definition and refinement of specialized figures who combine different skills to safeguard the Guest's Experience.

The dedicated Services Manager is more than ever the right strategic ally with whom share the expectation and the instruction on the Guests or groups' management.

Our on-site staff is relevant also in order to grant safety: they help by tracking a safe path while reaching the driver, by avoiding dispersion or excessive gathering, and by adapting to last minute needs.

We have therefore trained Driver Coordinators, Hostesses and Greeters to ensure that they encompass the skills of many in only one operator: we reduce the exposure and the numbers involved, keeping the experience of the Guests unaltered and prioritizing safety.

The **high-end Experience** that we are used to provide extends now to this new area: once having evaluated our Guests' particular needs on this topic, we will make sure to **propose every suitable solution**, starting from supplementary materials on board, up to strict ad-hoc procedures.

Some examples of new scenarios are:

- Provide masks and sanitizing gels for the exclusive use of Guests;
- Establish dedicated and isolated work teams (drivers and ground staff);
- Avoid drivers' contact within the airport (e.g. airport staff who take care of welcoming and directing Guests, with drivers staying close to their vehicle);
- Ad-hoc groups management and first checks to ensure the eligibility of the participants through temperature measurement and other non-standard measures;
- International door-to-door service.



What has changed?

Nothing. We have always been actively committed to providing customized Mobility Management solutions with attention to details, listening to your voices and your wishes.

Balsamo continues in the same way, adopting standard measures and, above all, integrating them with new elements, always aiming for quality and maximum results, both operational and emotional.

Thanking you for your attention, we would like to remind you that Balsamo is at your side to support you in a deeper definition of tailored additional solutions and services to satisfy your needs. Do not hesitate to contact us!