



Health charter

related to the Covid-19 epidemic

Version 10 / 15 March 2022

PREAMBLE:

This charter is a global vision of the instructions and means to protect people and limit the spread of the SARS-CoV-2 virus. It is a tool for adapting to the health requirements linked to the epidemic. However, it must be systematically linked to the legal and regulatory requirements specified by the French government. These requirements are constantly being updated, which is why we invite you to contact the Site Operations department to get the most up-to-date information (opsite@lourdes-france.com / Tel.: 05 62 42 78 04).

Version 10

Changes to the following page:

4: vaccination pass suspended

5: wearing a mask

7: wearing a mask

8: wearing a mask, removal of social distancing and markings on the ground

9: wearing a mask, removal of social distancing and markings on the ground

10: wearing a mask

11: wearing a mask, removal of social distancing and markings on the ground

12: wearing a mask, removal of social distancing and markings on the ground

13: wearing a mask

14: wearing a mask

15: wearing a mask

17: wearing a mask

18: wearing a mask

19: wearing a mask

20: wearing a mask

21: wearing a mask and removal of the vaccination pass

22: obligatory vaccination

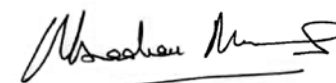
25: wearing a mask

26: removal of social distancing

27: removal of social distancing

For months that have felt like years, we have been living with this health crisis that has thrown the world into a state of anxiety and made us take a long hard look at not only our vulnerability but also the need for solidarity and charity. Very quickly, the Sanctuary of Lourdes, with the deep conviction that it has a duty to never stop welcoming people, especially the most vulnerable, adopted a health charter. It was worked on in conjunction with the prefectural and regional health authorities. It owes much to the teams of the sanctuary, to its permanent doctor, the President of the AMIL and to those in charge of our Accueils, both the Accueil Notre-Dame and the Accueil Marie Saint-Frai. From the start, we have tried to adapt to the imposed changes so that we can guarantee the greatest possible safety for all pilgrims, especially the sick. It also seemed essential to us to be reassuring for pilgrimage directors and hospitality presidents. The regulations are complex; the standards implemented at

the sanctuary are also unavoidable. Here we are at the 10th version of the charter. Our desire was to simplify it to make it more accessible without sacrificing anything of its seriousness. We picked up in particular the questions which seemed essential to us. While everyone is thinking about the 2022 season, I hope that what we have done, rather than being a constraint, will help you and prove that it is possible to bring sick people safely to Lourdes. This is where Our Lady is waiting for us. Thank you to everyone involved in this edition. Thank you to everyone who will be putting it into action for the good of all.



Mgr Olivier RIBADEAU DUMAS

Recteur du Sanctuaire Notre-Dame de Lourdes

Health pass

The vaccination pass is suspended; however, the Sanctuary of Our Lady of Lourdes still recommends vaccination. In the Accueils, obligatory vaccination continues for hospitality carers AND non-caregivers who have contact with the sick, as is the case for the personnel of these establishments. For anyone aged 12 or over, access to the Accueils is only authorised on presentation of a valid health pass.

As a reminder, the health pass is valid where it provides proof of either:

- * complete vaccination
- * or a negative LFT/PCR test <24h
- * or a positive test 11 days <test< 4 months.

These measures can be adjusted, as required by the changing health situation.

For organized groups, **the Sanctuary empowers pilgrimage directors and/or hospitality presidents to check the health passes.** They must provide the Sanctuary with a list of the persons that have assured the control.

Each directorate must check its own pilgrims who need to show a valid health pass on the day of their arrival and will receive an authentication bracelet valid until the end of their stay.

Wearing a mask is no longer compulsory in the sanctuary, except:

- * in the Accueils Notre Dame and Saint Frai
- * at the first aid station
- * in the Basilica of Saint Pius X where the number of persons exceeds 5,000
- * inside the Baths

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Moving around the Sanctuary

BEFORE	DURING	AFTER
<div data-bbox="215 539 721 769"> </div> <p>INSTRUCTIONS:</p> <ul style="list-style-type: none"> • Read and respect the displayed instructions. • Sanitise your hands. • Your entry is registered. <p>REQUIREMENTS:</p> <p><i>Digital occupancy control system.</i> <i>Digital information screens.</i> <i>Hand gel dispensers.</i></p>	<div data-bbox="864 539 1370 769"> </div> <p>INSTRUCTIONS:</p> <ul style="list-style-type: none"> • Respect hygiene measures and social distancing. • Do not drop anything on the floor or pick up anything that is not yours. • Use the bins provided. <p>REQUIREMENTS:</p> <p><i>Requisite instructions</i></p>	<div data-bbox="1653 539 1883 769"> </div> <p>INSTRUCTIONS:</p> <ul style="list-style-type: none"> • Your exit from the sanctuary is registered. <p>REQUIREMENTS:</p> <p><i>Digital occupancy control system.</i> <i>Digital information screens.</i></p>

In places of worship

Coming to pray

BEFORE	DURING	AFTER
<div data-bbox="212 539 448 769" data-label="Image"> </div> <div data-bbox="490 539 725 769" data-label="Image"> </div> <p data-bbox="203 842 434 874">INSTRUCTIONS:</p> <ul data-bbox="203 890 470 922" style="list-style-type: none"> • Sanitise your hands. <p data-bbox="203 1098 443 1129">REQUIREMENTS:</p> <p data-bbox="203 1137 649 1169"><i>1 hand gel dispenser at the entrance.</i></p>	<div data-bbox="810 515 958 662" data-label="Image"> </div> <div data-bbox="965 515 1113 662" data-label="Image"> </div> <div data-bbox="1120 515 1267 662" data-label="Image"> </div> <div data-bbox="1274 515 1422 662" data-label="Image"> </div> <p data-bbox="853 742 1084 774">INSTRUCTIONS:</p> <ul data-bbox="853 782 1377 1061" style="list-style-type: none"> • Do not exchange handshakes or hugs as a sign of peace. • Wait for instructions from the sacristan or hospitality volunteer for communion. • Receive communion in the hand. • During the offertory, do not take the box, the person who doing the offertory collection will pass it among the faithful. <p data-bbox="853 1201 1093 1233">REQUIREMENTS:</p> <p data-bbox="853 1241 1355 1345"><i>The priest gives a reminder of hygiene regulations at the start of the celebration. The holy water stoops are emptied.</i></p>	<div data-bbox="1653 539 1888 769" data-label="Image"> </div> <p data-bbox="1503 826 1733 858">INSTRUCTIONS:</p> <ul data-bbox="1503 866 1971 930" style="list-style-type: none"> • Maintain social distancing on leaving the church.

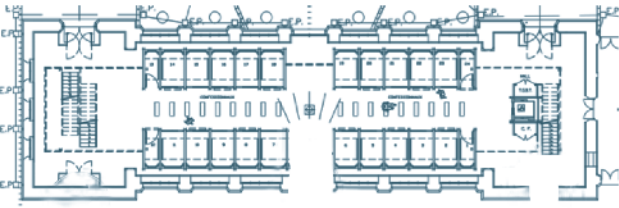
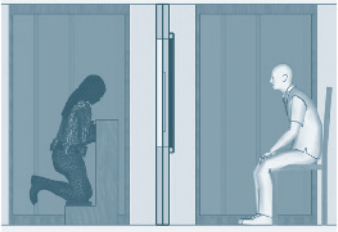
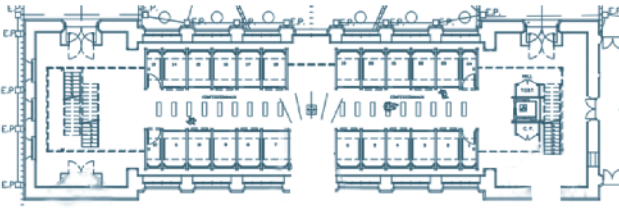
In places of worship

Coming to celebrate

BEFORE	DURING	AFTER
<div data-bbox="331 539 562 770" data-label="Image"> </div> <p>INSTRUCTIONS:</p> <ul style="list-style-type: none"> • Bring your own alb; a chasuble and the stole will be lent to you by the sanctuary. • When you arrive in the church, sanitise your hands. • Make your way to the sacristy. <p>REQUIREMENTS: 1 hand gel dispenser per entrance.</p>	<div data-bbox="824 512 1413 651" data-label="Image"> </div> <p>INSTRUCTIONS:</p> <ul style="list-style-type: none"> • Maintain social distancing. • If you are concelebrating, take Communion by intinction after sanitising your hands. The hosts are prepared by the sacristan. • Communion takes place at several different places, the faithful are guided by the priest, the sacristan, or the hospitality. • Before giving Communion, sanitise your hands; do not give Communion by mouth but in the hand. • Place used liturgical vessels on the credenza. <p>REQUIREMENTS: The priest gives a reminder of hygiene regulations at the start of the celebration. The stools are empty. Bottle of hand gel in the choir.</p>	<div data-bbox="1653 539 1883 770" data-label="Image"> </div> <p>INSTRUCTIONS:</p> <ul style="list-style-type: none"> • Go back to the sacristy. • Sanitise your hands. <p>REQUIREMENTS: Rack for chasubles. 1 hand gel dispenser. Waste bin.</p>

Confession

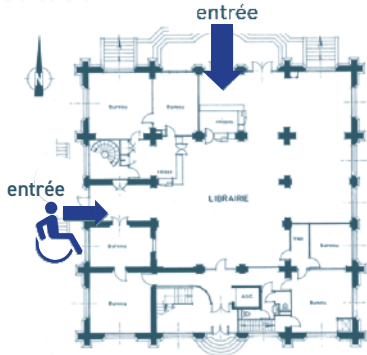


at the Chapel of Reconciliation

BEFORE	DURING	AFTER
 <p>INSTRUCTIONS:</p> <ul style="list-style-type: none"> • Enter by the central doors. • Sanitise your hands with anti-bacterial hand gel. • Sit down on a free bench (one person per bench). • Wait for a priest to come and get you. • Priests must bring their own albs. <p>REQUIREMENTS:</p> <p><i>Regulations clearly displayed.</i> <i>1 hand gel dispenser at the entrance.</i> <i>Premises are ventilated by opening doors.</i> <i>Permanent mechanical ventilation.</i></p>	 <p>INSTRUCTIONS:</p> <ul style="list-style-type: none"> • Sanitise your hands. • Enter the confessional, close the door, and sit down. • Disinfect surfaces with the available wipes • A screen separates you from the priest. • On leaving the confessional, wipe down the areas you have touched. <p>REQUIREMENTS:</p> <p><i>Regulations clearly displayed.</i> <i>1 hand gel dispenser at the entrance to each confessional.</i> <i>Permanent mechanical ventilation of confessionals.</i> <i>Glass partition between the priest and the penitent.</i> <i>Anti-bacterial wipes in each confessional.</i></p>	 <p>INSTRUCTIONS:</p> <ul style="list-style-type: none"> • Leave the chapel by the end doors. <p>REQUIREMENTS:</p> <p><i>Regulations clearly displayed.</i> <i>Premises are ventilated by opening doors.</i></p>

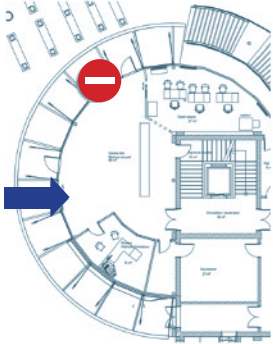

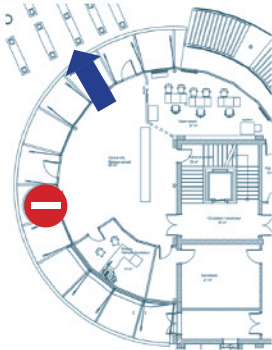
Meeting in enclosed and covered places *all meeting rooms*

BEFORE	DURING	AFTER
<div data-bbox="356 539 589 770" data-label="Image"> </div> <p>INSTRUCTIONS:</p> <ul style="list-style-type: none"> • Bring your own stationery supplies if required. • Sanitise your hands. <p>REQUIREMENTS: <i>1 hand gel dispenser at the entrance, attached to the wall if possible. Antibacterial wipes.</i></p>	<div data-bbox="1001 539 1234 770" data-label="Image"> </div> <p>INSTRUCTIONS:</p> <ul style="list-style-type: none"> • If possible, avoid sharing your things. • Air the room as often as possible (minimum 10 mins every hours). <p>REQUIREMENTS: <i>Ensure the mechanical ventilation is on and working. Ventilate as much as possible.</i></p>	<div data-bbox="1644 539 1877 770" data-label="Image"> </div> <p>INSTRUCTIONS:</p> <ul style="list-style-type: none"> • Sanitise your space and the equipment used. • Dispose of any rubbish in the bin. • Air the room. <p>REQUIREMENTS: <i>Anti-bacterial wipes. Rubbish bins. 1 hand gel dispenser at the exit, fixed to the wall if possible. Room ventilation by opening windows and doors.</i></p>

Going to the bookshop

BEFORE	DURING	AFTER
 <p>INSTRUCTIONS:</p> <ul style="list-style-type: none"> • Sanitise your hands. • Disabled access is available through the West door (on the permanence side) with the ramp. <p>REQUIREMENTS: <i>Regulations clearly displayed. 1 hand gel dispenser at the entrance.</i></p>	 <p>INSTRUCTIONS:</p> <ul style="list-style-type: none"> • Avoid browsing through books and touching objects unless you intend to make a purchase. • Ask the staff to help you find what you require. • There will be screens between customers and the checkout assistant. • Use contactless payment where possible. <p>REQUIREMENTS: <i>Glass screens at each checkout. Anti-bacterial wipes.</i></p>	 <p>INSTRUCTIONS:</p> <ul style="list-style-type: none"> • Sanitise your hands. • Exit the bookshop through the North door (on the permanence side) or adjacent to the permanences. <p>REQUIREMENTS: <i>Regulations clearly displayed . 1 hand gel dispenser at the exit.</i></p>

Going to the information centre

BEFORE	DURING	AFTER
 <p>INSTRUCTIONS:</p> <ul style="list-style-type: none"> • Enter through the automatic doors. • Sanitise your hands. • Follow the markings on the floor. <p>REQUIREMENTS: <i>Regulations clearly displayed. 1 hand gel dispenser at the entrance. Floor markings.</i></p>	 <p>INSTRUCTIONS:</p> <ul style="list-style-type: none"> • Respect the 1-metre spacing and the markings on the floor. • At the reception desk, a screen separates customers from the staff. <p>REQUIREMENTS: <i>Glass screens at the counter</i></p>	 <p>INSTRUCTIONS:</p> <ul style="list-style-type: none"> • Follow the floor markings. • Sanitise your hands. • Exit the Information Centre via the door indicated. <p>REQUIREMENTS: <i>Regulations clearly displayed. 1 hand gel dispenser at the exit.</i></p>

Getting water from the taps

BEFORE	DURING	AFTER
<div data-bbox="203 564 696 799"> </div> <p>INSTRUCTIONS:</p> <ul style="list-style-type: none"> • Join the queue. • Respect the markings on the floor. • Sanitise your hands. • Do not touch the taps. <p>REQUIREMENTS:</p> <p><i>Queuing system.</i> <i>Non-contact water distribution.</i> <i>Hand gel dispenser.</i></p>	<div data-bbox="819 564 1420 762"> </div> <p>INSTRUCTIONS:</p> <ul style="list-style-type: none"> • Open your container and put the cap down upside-down. • Fill your container by holding or placing it directly below the automatic tap. Do not touch the tap. • Replace the cap. <p>REQUIREMENTS:</p> <p><i>Taps cleaned according to established protocol.</i> <i>Instructions clearly displayed.</i></p>	<div data-bbox="1648 564 1883 799"> </div> <p>INSTRUCTIONS:</p> <ul style="list-style-type: none"> • Sanitise your hands. <p>REQUIREMENTS:</p> <p><i>Hand gel dispenser.</i></p>

Passing through the Grotto



BEFORE



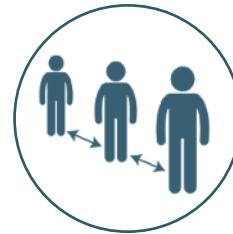
INSTRUCTIONS:

- Wait for the person in charge at the Grotto to beckon you forward.
- The person in charge reminds each person of the instructions and ensures that they are followed.
- Sanitise your hands.
- Move forward.

RESOURCES:

*1 hand-gel dispenser at the entrance
A member of the hospitality HNDL
or a volunteer from the Sanctuary*

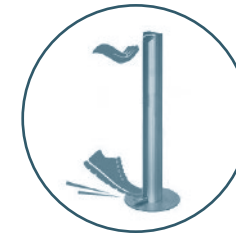
DURING



INSTRUCTIONS:

- Respect all the hygiene measures and social distancing.
- You may touch the rock (but not kiss it).
- Move forward and exit.

AFTERWARDS



INSTRUCTIONS:

- Sanitise your hands if desired.

RESOURCES:

1 hand-gel dispenser at the exit

Making the water gesture *at the Baths*



BEFORE	DURING	AFTER
<div data-bbox="206 564 694 799"> </div> <p>INSTRUCTIONS:</p> <ul style="list-style-type: none"> • Respect the 1-metre spacing and the markings on the floor. • Sanitise your hands. • You will be greeted by a hospitality volunteer. <p>REQUIREMENTS: <i>Regulations clearly displayed. A one-way system in place - no crossing over. Route signage. 1 hand gel dispenser at the entrance.</i></p>	<div data-bbox="815 603 1424 754"> </div> <p>INSTRUCTIONS:</p> <ul style="list-style-type: none"> • Hold out your hands to receive the water from the Grotto. • The Hospitality volunteer, wearing an FFP2 or FFP3 mask, pours the water from a jug. • Use your hands to wash your face. • If you wish, you can wipe your face with a paper towel. <p>REQUIREMENTS: <i>The jug is sanitised at the start and end of each shift. Paper towel dispenser. Rubbish bin emptied between each service or as many times as needed. FFP2 / FFP3 masks for each hospitality volunteer supporting during the gesture.</i></p>	<div data-bbox="1527 564 2004 799"> </div> <p>INSTRUCTIONS:</p> <ul style="list-style-type: none"> • Follow the markings on the floor. • Sanitise your hands. • Leave the Baths by the door indicated. <p>REQUIREMENTS: <i>A one-way system in place - no crossing over. Route signage. 1 hand gel dispenser at the exit.</i></p>

Lighting candles

at the chapels of light

BEFORE	DURING	AFTER
<div data-bbox="342 568 573 799" data-label="Image"> </div> <p>INSTRUCTIONS:</p> <ul style="list-style-type: none"> • Sanitise your hands. • Respect the 1-metre spacing. <p>REQUIREMENTS:</p> <p><i>Regulations clearly displayed. 1 hand gel dispenser at the entrance.</i></p>	<div data-bbox="875 568 1106 799" data-label="Image"> </div> <div data-bbox="1122 568 1352 799" data-label="Image"> </div> <p>INSTRUCTIONS:</p> <ul style="list-style-type: none"> • Use contactless payment if possible. • Take the candle of your choice. • Light your candle. • Place it in your chosen location. <p>REQUIREMENTS:</p> <p><i>Payment terminals cleaned according to the "surfaces" protocol</i></p>	<div data-bbox="1653 568 1883 799" data-label="Image"> </div> <p>INSTRUCTIONS:</p> <ul style="list-style-type: none"> • Sanitise your hands. <p>REQUIREMENTS:</p> <p><i>1 hand gel dispenser at the exit.</i></p>

Using public toilets

BEFORE	DURING	AFTER
<div data-bbox="356 539 589 767" data-label="Image"> </div> <p>INSTRUCTIONS:</p> <ul style="list-style-type: none"> • Respect the 1-metre spacing and the markings on the floor. • Sanitise your hands. <p>REQUIREMENTS:</p> <p><i>Regulations clearly displayed. 1 hand gel dispenser at the entrance. Mechanical ventilation in operation.</i></p>	<div data-bbox="916 560 1301 767" data-label="Image"> </div> <p>INSTRUCTIONS:</p> <ul style="list-style-type: none"> • Wash your hands according to the displayed regulations. • Dry your hands with the hand-dryer. <p>REQUIREMENTS:</p> <p><i>Instructions on hand washing and sanitisation displayed above sinks. Rubbish bins. Every other urinal out of action.</i></p>	<div data-bbox="1648 539 1881 767" data-label="Image"> </div> <p>INSTRUCTIONS:</p> <ul style="list-style-type: none"> • Sanitise your hands. <p>REQUIREMENTS:</p> <p><i>1 hand gel dispenser at the exit.</i></p>

Coming to stay in Sanctuary accommodation

BEFORE	DURING	AFTER
<div data-bbox="385 523 533 667" data-label="Image"> </div> <p>INSTRUCTIONS:</p> <ul style="list-style-type: none"> • Go into the building and sanitise your hands. • The receptionist will complete the necessary information with you. • Collect your keys and make your way to your room. <p>REQUIREMENTS: <i>Regulations clearly displayed. Glass screens at the counter. Hand gel dispenser.</i></p>	<div data-bbox="875 523 1023 667" data-label="Image"> </div> <div data-bbox="1037 523 1184 667" data-label="Image"> </div> <div data-bbox="1198 523 1346 667" data-label="Image"> </div> <p>INSTRUCTIONS:</p> <ul style="list-style-type: none"> • Avoid inviting other people to your room during your stay. • Ventilate your room as much as possible, at least 10 minutes twice a day. • Avoid touching all contact points as far as possible. • Ensure you follow all instructions given to you including those on display boards and signs, as well as any information passed on. <p>REQUIREMENTS: <i>Regulations clearly displayed</i></p>	<div data-bbox="1673 523 1821 667" data-label="Image"> </div> <p>REQUIREMENTS: <i>Regulations clearly displayed. Glass screens at the counter. Hand gel dispenser.</i></p>

Testing positive for Covid during your stay in Sanctuary accommodation

DURING



INSTRUCTIONS:

- Self-isolate immediately.
- Contact the doctor in charge of your pilgrimage and your pilgrimage director.
- Your director will have a direct link to the Sanctuary's first-aid post.
- If you are unable to self-isolate during your pilgrimage, you are invited to stay in Sanctuary accommodation where a protocol is already in place.
- Prepare for your return by contacting your insurer who can advise you of the conditions for your repatriation.

REQUIREMENTS:

*Application of the Accueil Notre-Dame protocol.
Link between pilgrimage's safety contact person and the first-aid post.*

AFTER



INSTRUCTIONS:

- Return home using private transport (taxi, ambulance).
- Follow your health insurance measures.

REQUIREMENTS:

List of up-to-date taxi and ambulance companies at the first-aid post and with the point of contact for safety.

Catering

all Sanctuary catering establishments

BEFORE	DURING	AFTER
<div data-bbox="356 507 589 738" data-label="Image"> </div> <p>INSTRUCTIONS:</p> <ul style="list-style-type: none"> • Enter the establishment. • Sanitise your hands. <p>REQUIREMENTS: <i>Antibacterial hand gel. Regulations clearly displayed.</i></p>	<div data-bbox="999 507 1232 738" data-label="Image"> </div> <p>INSTRUCTIONS:</p> <ul style="list-style-type: none"> • Avoid passing items to another guest without first sanitising your hands. <p>REQUIREMENTS: <i>Antibacterial hand gel at each table. In a self-service establishment: Instructions displayed. Protective glass screen above the dishes. Prepared trays.</i></p>	<div data-bbox="1648 507 1881 738" data-label="Image"> </div> <p>INSTRUCTIONS:</p> <ul style="list-style-type: none"> • Sanitise your hands. • Leave the establishment. <p>REQUIREMENTS: <i>Hand gel dispenser.</i></p>

Staying in the Accueils - preparing for your visit

Accueils Notre-Dame and Saint-Frai



The text below has been approved by **Dr Alessandro de FRANCISCIS** (Permanent Doctor of the Sanctuary)

General principles of organisation

- Before your arrival, you will have appointed a COVID contact person responsible for liaising with the equivalent person at the Accueil, and for preparing your accompanying hospitality volunteers in the actions and processes of caring for accompanied people during the COVID pandemic.
- Each person in the care of your hospitality will have been accepted onto the pilgrimage following a decision taken by the referring doctor of your organisation. The latter will have assessed both the potential risks to the person and the capacities of the hospitality volunteers to provide personalised care. The referring doctor will also have approved the conditions of the person's accommodation in this COVID climate.
- In the Accueils, obligatory vaccination continues for hospitality carers AND non-caregivers who have contact with the sick, as is the case for the personnel of these establishments. For anyone aged 12 or over, access to the Accueils is only authorised on presentation of a valid health pass.
- The room occupancy plans will be worked out by the managers of the Accueils, in collaboration with the presidents and hospitality doctors in order to maintain the sanitary bubble as far as possible.
- This rule applies to people aged 12 and over.
- The managers of the Accueils reserve the right to carry out unannounced checks on vaccination certificates.

General principles for protection against Covid 19

- Staff at the *Accueil* ensure that items are sanitised in the morning, at the beginning of the afternoon and at the end of the evening. This comprises the commonly touched points located in the shared areas: offices, lifts, handrails and railings in corridors and stairs (therefore excluding the bedrooms, offices, treatment rooms, and tearooms that have been assigned to you). Each sanitisation process is fully tracked.
- All bed linen is treated in an industrial laundry that meets professional standards, including in COVID prevention.
- Members of your hospitality must implement a daily protocol of biological cleaning and regular ventilation of bedrooms, tearooms, treatment rooms, shared toilets that have been allocated to you.
- When you are ready to vacate your allocated areas (bedrooms, treatment rooms, offices, tearooms, shared toilets), members of your hospitality must carry out comprehensive sanitisation for which they will have received specific training.
- It is obligatory for all dishes and utensils that have been made available for meals in the dining room to be washed at high temperature in the utility area connected to the dining room.

Staying in the Accueils - preparing for your visit *Accueils Notre-Dame and Saint-Frai*



The text below has been approved by **Dr Alessandro de FRANCISCIS** (Permanent Doctor of the Sanctuary)

In shared spaces

- At the start of your stay, you will be in contact with the COVID contact person who is part of our team, and who will give you the necessary up-to-date instructions so that the hospitality volunteers who are supporting you can carry out their service in full knowledge of all the facts.
- There is signage in all areas as a reminder of preventative measures as well as the maximum number of people allowed in each occupied area (see the charts displayed for each premises and room occupancy options).
- We provide liquid soap in all wet rooms, and alcohol-based hand gel is freely available from dispensers at all entrances and exits of our Accueil medical facility, in all high-traffic areas, in front of lift cars, and entrances / exits of dining rooms and meeting rooms.

Staying in the Accueils - preparing for your visit

Accueils Notre-Dame and Saint-Frai



The text below has been approved by **Dr Alessandro de FRANCISCIS** (Permanent Doctor of the Sanctuary)

In the restaurants

- Observe the maximum number of people per table. Each guest should be assigned a fixed place for the entire duration of the pilgrimage.
- Written evidence of your safe distancing measures must be shown to the person in charge of the dining room upon arrival.
- Ceiling fans in the dining room should be switched off.

Other measures

- The appropriate number of wheelchairs and the blue 3-wheeled HNDL "voitures" will be assigned to you.
- A hospitality volunteer will sanitise the blue wheelchairs used during transfer after each use.
- We can provide you with protective equipment such as gloves, aprons, disposable mattress pads, etc. as needed. Should you require these, we can provide you with a price list or a list of suppliers.

Testing positive for SARS-CoV-2

- Anyone who has symptoms* must be tested. In the absence of available tests, the Accueil management will direct the pilgrimage doctor towards a practical solution (for example, pharmacies, laboratories). If the test result is positive, it must be reported to the person in charge of the floor. The management will provide a room that is kept available for this eventuality if the person cannot be kept isolated in the room where they are waiting for the next steps that will be explained to you (isolation on site, hospitalisation, or repatriation).

* Most frequent symptoms: fever, dry cough, tiredness;

- Less common symptoms: body aches, sore throat, diarrhoea, conjunctivitis, headache, loss of smell or taste, rash, or discolouration of fingers or toes;

- Serious symptoms: difficulty in breathing or shortness of breath, feeling of pressure or pain in the chest, loss of speech or motor skills.

Using the lifts

BEFORE	DURING	AFTER
<div data-bbox="342 568 573 799" data-label="Image"> </div> <p>INSTRUCTIONS:</p> <ul style="list-style-type: none"> • Sanitise your hands. • Unless you are in a family group, there should only be one person per car. • Give priority to the elderly and disabled. <p>REQUIREMENTS: <i>Antibacterial hand gel dispenser per set of cars.</i></p>	<p>INSTRUCTIONS:</p> <ul style="list-style-type: none"> • Allow people out of the lift before entering. • Where possible, keep your distance from those travelling with you. • Do not touch anything except in the event of a force majeure. 	<div data-bbox="1630 577 1904 874" data-label="Image"> </div> <p>INSTRUCTIONS:</p> <ul style="list-style-type: none"> • Leave the lift car immediately.

Getting off the train at Lourdes station

BEFORE	DURING	AFTER
<div data-bbox="340 564 573 799" data-label="Image"> </div> <p>INSTRUCTIONS:</p> <ul style="list-style-type: none"> • Read and follow the instructions given to by the hospitality volunteers on my pilgrimage. • Wait for someone to collect you before getting off the train. • Sanitise your hands. <p>REQUIREMENTS:</p> <p><i>Wearing of facemasks and social distancing Several hand gel dispensers per carriage put in place by the pilgrimage hospitality volunteers.</i></p>	<div data-bbox="999 564 1232 799" data-label="Image"> </div> <p>INSTRUCTIONS:</p> <ul style="list-style-type: none"> • Follow the instructions from the hospitality volunteers to get off the train safely and without rushing. <p>REQUIREMENTS:</p> <p><i>Regulations clearly displayed in the "pavilion des malades" at the station Disinfected transfer chairs set up on the platforms.</i></p>	<div data-bbox="1644 564 1877 799" data-label="Image"> </div> <p>INSTRUCTIONS:</p> <ul style="list-style-type: none"> • Allow the hospitality volunteers to settle you into a transfer chair or onto a stretcher. • Board a specially equipped bus respecting all health and safety instructions. <p>REQUIREMENTS:</p> <p><i>Regulations clearly displayed: Wearing of facemasks</i></p>

Getting off the plane at the airport




Tarbes and Lourdes Airport

BEFORE	DURING	AFTER
<div data-bbox="351 564 584 798" data-label="Image"> <p>Pour la protection de tous, le port du masque est obligatoire à l'aéroport.</p> </div> <p>INSTRUCTIONS:</p> <ul style="list-style-type: none"> • Read and follow the instructions given to you by the hospitality volunteers of your pilgrimage. • Wait for someone to collect you before getting off the plane. • Sanitise your hands. <p>REQUIREMENTS:</p> <p><i>A hand gel dispenser at the exit of the plane.</i> <i>Wearing of facemasks.</i></p>	<div data-bbox="1001 564 1234 798" data-label="Image"> </div> <p>INSTRUCTIONS:</p> <ul style="list-style-type: none"> • Follow the instructions from the hospitality volunteers to get off the plane safely and without rushing. • Allow the hospitality volunteers to settle you into a transfer chair or onto a stretcher. <p>REQUIREMENTS:</p> <p><i>Regulations clearly displayed.</i> <i>Blue transfer wheelchairs sanitised and ready for leaving the plane.</i></p>	<div data-bbox="1503 564 1736 798" data-label="Image"> </div> <div data-bbox="1778 564 2011 798" data-label="Image"> </div> <p>INSTRUCTIONS:</p> <ul style="list-style-type: none"> • Board a specially equipped bus following all health and safety instructions. <p>REQUIREMENTS:</p> <p><i>Regulations clearly displayed.</i> <i>Wearing of facemasks.</i></p>

Arriving at the Sanctuary on an HNDL bus

BEFORE	DURING	AFTER
<div data-bbox="389 507 544 667" data-label="Image"> </div> <p>INSTRUCTIONS:</p> <ul style="list-style-type: none"> • After getting off the train or plane, you will be accompanied by a hospitality volunteer to a bus equipped to transport pilgrims with reduced mobility. • Your luggage will be taken care of by your pilgrimage. • If possible, sanitise your hands before boarding the bus. • The hospitality volunteer responsible for the bus will greet you at the door of the bus and help you to board and get settled inside. • Settle yourself on board safely and without rushing. • Keep your facemask on. <p>REQUIREMENTS: <i>Signs reminding people to wear facemasks and to maintain social distancing. Hospitality volunteers have bottles of alcohol-based hand gel. Individual wheelchairs are secured to the floor by the bus driver.</i></p>	<div data-bbox="1003 564 1234 799" data-label="Image"> </div> <p>INSTRUCTIONS:</p> <ul style="list-style-type: none"> • During the journey, you can ask the hospitality volunteer responsible for the bus for help at any time. • Wait patiently for the bus to arrive at its destination (one of the <i>Accueils</i>). <p>REQUIREMENTS: <i>Regulations clearly displayed: wearing a facemask and social distancing</i></p>	<div data-bbox="1644 564 1874 799" data-label="Image"> </div> <p>INSTRUCTIONS:</p> <ul style="list-style-type: none"> • On arrival at your destination, wait patiently for the bus driver to come and release your chair. • The hospitality volunteer responsible for the bus will help you off the bus. • If possible, sanitise your hands after getting off the bus. • Keep your facemask on. • A hospitality volunteer will come to collect you and accompany you to your room. <p>REQUIREMENTS: <i>Upon arrival at the destination, the driver releases the wheelchairs.</i></p>

Going to the *Accueil Jean-Paul II* (Services of the Hospitality of Our Lady of Lourdes)

BEFORE	DURING	AFTER
 <p>INSTRUCTIONS:</p> <ul style="list-style-type: none"> • Enter through the central door. • Respect the markings on the floor if you have to wait. • Sanitise your hands. • If taking the stairs, follow the markings on the floor, (one staircase to go up - one staircase to go down). <p>REQUIREMENTS: <i>Regulations clearly displayed. 1 hand gel dispenser at the entrance and exit. Establishment of a signposted and well-communicated one-way system to ensure the flow of people is safe and to limit cross over. Information and updates every Monday morning on the health protocol.</i></p>	 <p>INSTRUCTIONS:</p> <ul style="list-style-type: none"> • Respect the 1.5-metre spacing and the markings on the floor. • At the HNDL secretarial office, staff are protected by glass screens. • Wait in the corridor if there are already two people in the office. <p>REQUIREMENTS: <i>Regulations clearly displayed. 1 hand gel dispenser at the entrance and exit. Establishment of a signposted and well-communicated one-way system to ensure the flow of people is safe and to limit cross over. Screens at the desk.</i></p>	 <p>INSTRUCTIONS:</p> <ul style="list-style-type: none"> • Follow the markings on the floor. • Sanitise your hands. • Exit through the door indicated. <p>REQUIREMENTS: <i>Regulations clearly displayed. 1 hand gel dispenser at the entrance and exit. Establishment of a signposted and well-communicated one-way system to ensure the flow of people is safe and to limit cross over.</i></p>



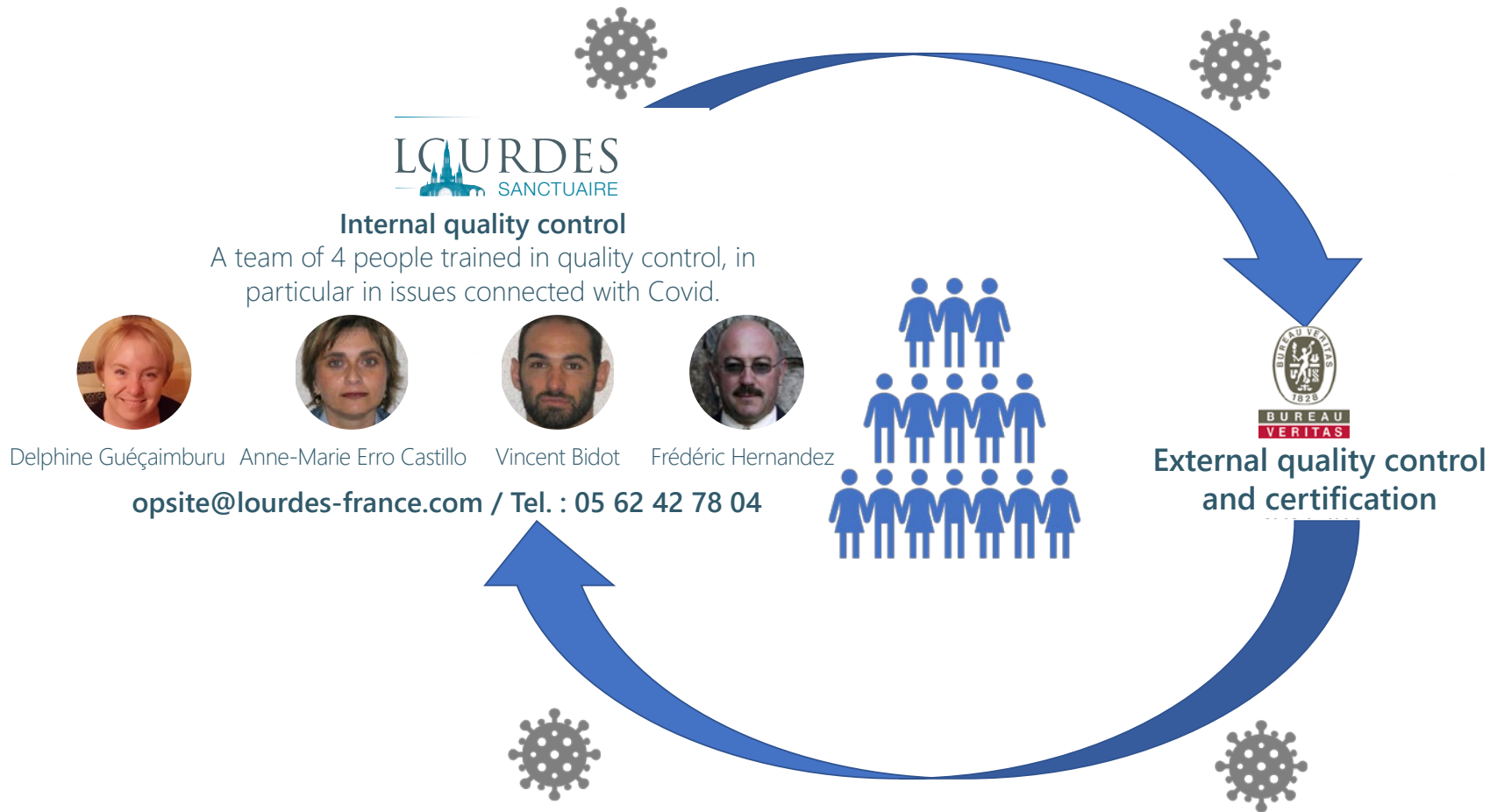
Cleaning protocols

Available on request from the Site Operations department
opsite@lourdes-france.com / Tel.: 05 62 42 78 04

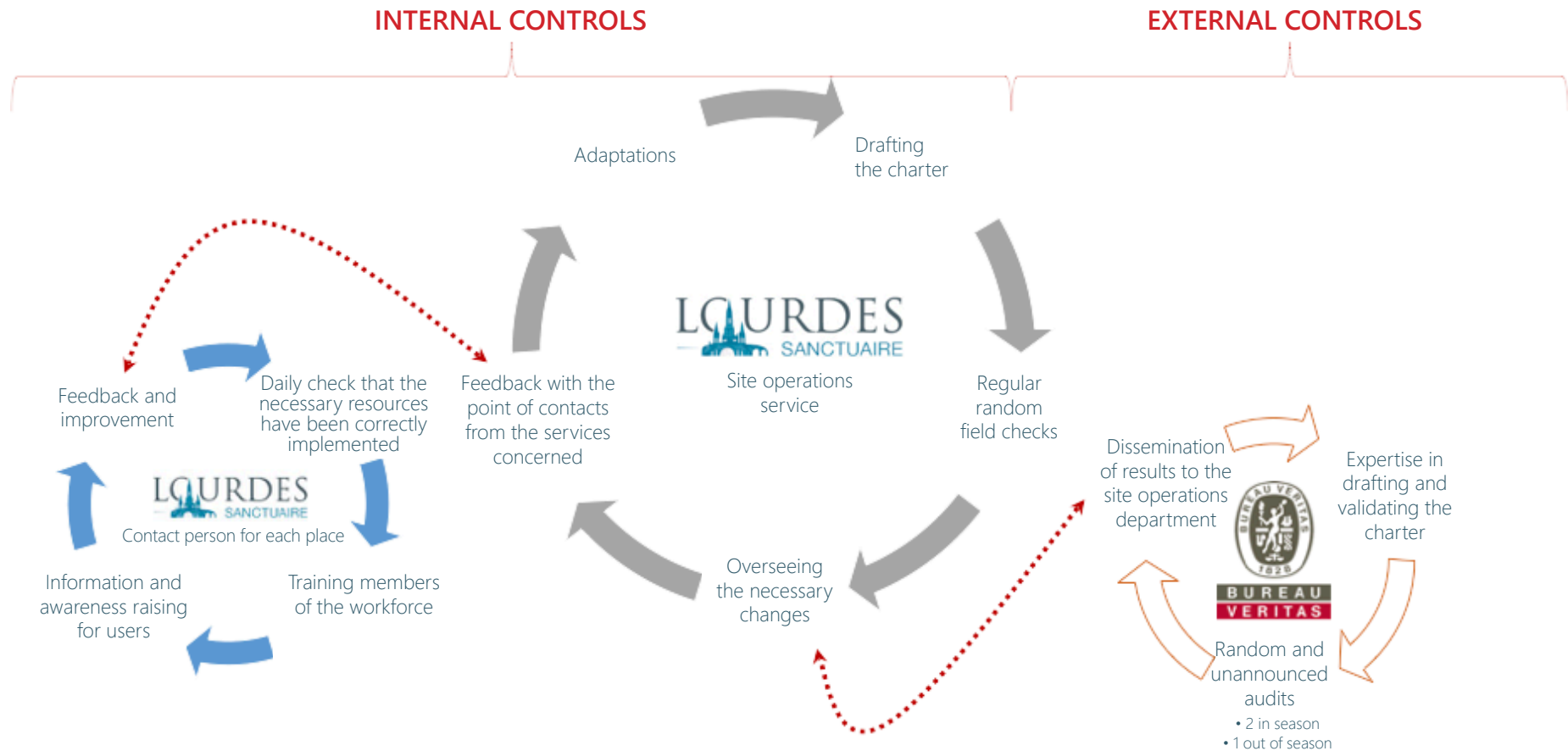


COVID Management

Protective measures



Inspection systems



Covid procedures applicable to the workforce

Numerous how-to pages have been introduced and are regularly updated so as to make members of the workforce aware of the correct behaviours to adopt in connection with the health crisis. Including:

SOME ESSENTIALS

- Washing hands properly
- Adopting everyday good practices
- When and how to properly wear a facemask
- Maintenance of premises

THE BASICS OF TIME AT WORK

- Using a shared break or meeting room
- Using a shared printer
- Using the audiovisual equipment
- Leaving your workstation
- Adopting good practices for remote working
- Activity of at-risk and vulnerable employees
- The covid 19 crisis and the psychosocial risk

MOVING TO MORE TECHNICAL ISSUES

- Wearing protective suits to combat infection
- What to do if you suspect someone of being infected

AND FINISHING WITH ISSUES SPECIFIC TO THE SANCTUARY

- Informing the pilgrims
- Adopting good practices during the celebration of mass
- Looking after the liturgical vessels and preparing for the office
- Accompanying pilgrims at the water gesture
- Lighting candles
- The taps

The LOURDES SANCTUARY has employed Bureau Veritas Exploitation to check the suitability of the Covid-19 risk prevention measures on its site:

SANCTUAIRE NOTRE-DAME DE LOURDES

1 Avenue Mgr THEAS

65108 LOURDES

This check has been carried out using the following documents:

- Decree No. 2021-699 dated 01/06/2021
- National protocol of 30/06/2021 ensuring the health and safety of employees in the workplace with regard to the COVID-19 epidemic
- May 2021 enhanced Health protocol for businesses
- The Sanctuaire Notre-Dame de Lourdes Health Charter
- The Bureau Veritas report, reference 10183830-2/V0 dated 03/08/2021

This check was carried out:

[✓] during site inspections on 16 December 2020, 28 January and 19 July 2021

The check of the **Sanctuaire Notre-Dame de Lourdes** resulted in the report:

Prevention measures taken to control the health risk*

This report was issued for all legal intents and purposes.

Drawn up in PESSAC on 16/08/2021

For Bureau Veritas Exploitation

Frédéric Leduc



** The implementation and upholding over time of the measures remain the responsibility of the company*