



# Health charter

related to the Covid-19 epidemic

Version 14 / 4<sup>th</sup> August 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](mailto:opsite@lourdes-france.com) / Tel.: 05 62 42 78 04).

The increase in COVID-19 contaminations means we need to be more vigilant.

We are all concerned about the arrival of pilgrims and we must work together to maintain the best possible sanitary conditions.

The Health Charter of the Sanctuary of Lourdes is our reference and aims to protect, in particular, the most vulnerable.

This is why in the Accueils, for those aged 12 and above, vaccination is still an obligatory requirement for hospitaliers, both caregivers AND non-caregivers who are in contact with the sick, just as it is for the staff in these establishments.

Together, we need to make the following recommendations:

- Remind pilgrims of the basic hygiene measures  
use of alcohol-based hand gel, hand washing, sensible social distancing, etc.).
- Wear a facemask in enclosed places (churches, meeting rooms, etc.) where there are a lot of people.
- In enclosed and covered areas, leave doors and windows open as much as possible.

In addition, the Sanctuary strongly advises everyone to carry out an antigen test before travelling.

It is part of our responsibility to reiterate the importance of recommending all these measures, in the hope that they will be reassuring and understood.

# Vaccination requirement

In the Accueils, for those aged of 12 and above, vaccination (2 doses + booster dose\*) is still an obligatory requirement for hospitaliers, both caregivers AND non-caregivers who are in contact with the sick, just as it is for the staff in these establishments.

Wearing a facemask remains compulsory.

Each director or head of service is responsible for checking his or her own pilgrims who will be given a wristband, verifying their vaccination status, valid for the length of their stay.

\* for numbers of doses in specific cases (Janssen vaccine, covid positivity, etc.), refer to Article 2 of Decree No. 2022-1097 of 30th July 2022 relating to monitoring and security measures retained in the fight against Covid-19.

# Wearing a mask

Wearing a facemask is obligatory in:

- \* in the Accueils Notre Dame and Saint Frai
- \* at the first aid station
- \* inside the Baths

In the rest of the site, the sanctuary strongly advises wearing a facemask in enclosed spaces when there are a lot of people.

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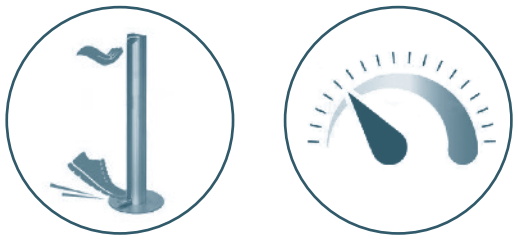


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### COVID MANAGEMENT

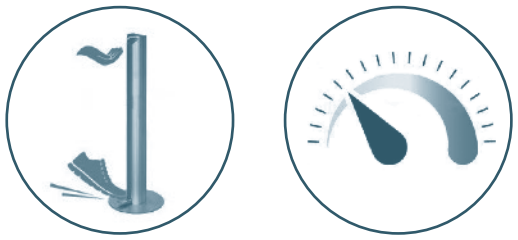

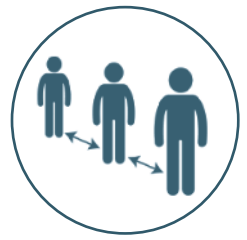
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## Moving around the Sanctuary

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




## In places of worship

### Coming to pray

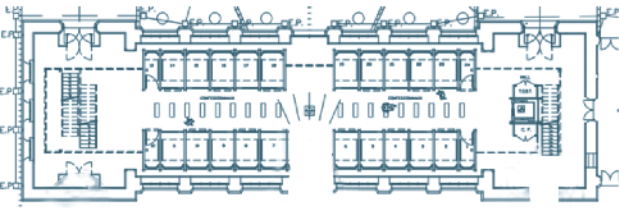
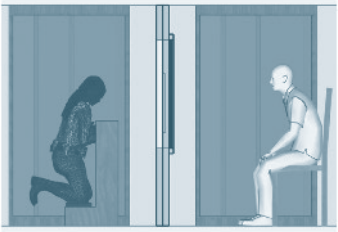
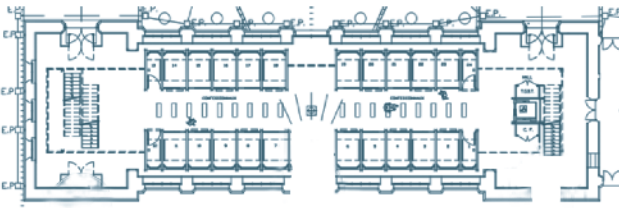
BEFORE	DURING	AFTER
 <p><b>INSTRUCTIONS:</b></p> <ul style="list-style-type: none"> <li>• Sanitise your hands.</li> </ul> <p><b>REQUIREMENTS:</b></p> <p><i>1 hand gel dispenser at the entrance.</i></p>	 <p><b>INSTRUCTIONS:</b></p> <ul style="list-style-type: none"> <li>• Do not exchange handshakes or hugs as a sign of peace.</li> <li>• Receive communion in the hand.</li> </ul> <p><b>REQUIREMENTS:</b></p> <p><i>The holy water stoops are emptied.</i></p>	 <p><b>INSTRUCTIONS:</b></p> <ul style="list-style-type: none"> <li>• Maintain social distancing on leaving the church.</li> </ul>

## In places of worship



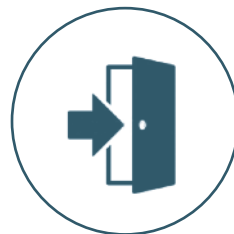
### Coming to celebrate

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

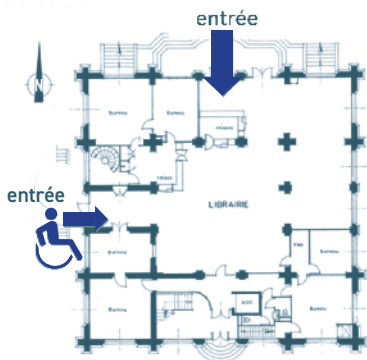

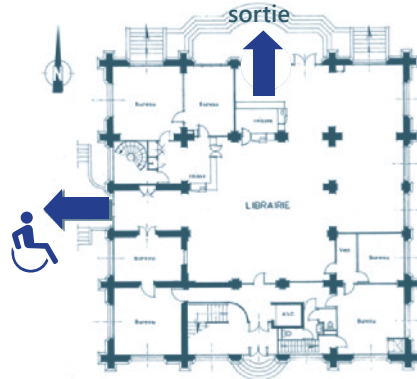
## Confession *at the Chapel of Reconciliation*

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

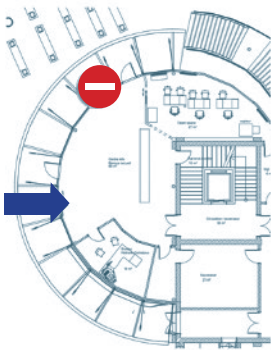

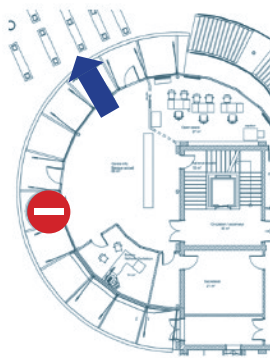
## Meeting in enclosed and covered places *all meeting rooms*

BEFORE	DURING	AFTER
 <p><b>INSTRUCTIONS:</b></p> <ul style="list-style-type: none"> <li>• Bring your own stationery supplies if required.</li> <li>• Sanitise your hands.</li> </ul> <p><b>REQUIREMENTS:</b> <i>1 hand gel dispenser at the entrance, attached to the wall if possible. Antibacterial wipes.</i></p>	 <p><b>INSTRUCTIONS:</b></p> <ul style="list-style-type: none"> <li>• If possible, avoid sharing your things.</li> <li>• Air the room as often as possible (minimum 10 mins every hours).</li> </ul> <p><b>REQUIREMENTS:</b> <i>Ensure the mechanical ventilation is on and working. Ventilate as much as possible.</i></p>	 <p><b>INSTRUCTIONS:</b></p> <ul style="list-style-type: none"> <li>• Sanitise your space and the equipment used.</li> <li>• Dispose of any rubbish in the bin.</li> <li>• Air the room.</li> </ul> <p><b>REQUIREMENTS:</b> <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>

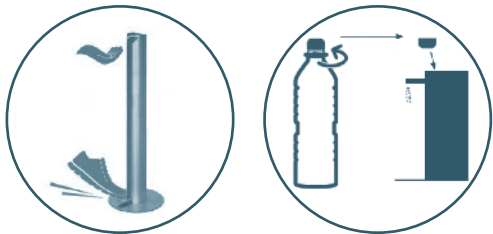


## Going to the bookshop

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

## Going to the information centre


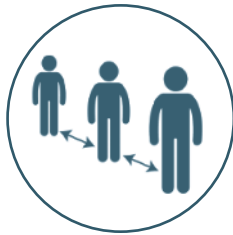

BEFORE	DURING	AFTER
 <p><b>INSTRUCTIONS:</b></p> <ul style="list-style-type: none"> <li>• Enter through the automatic doors.</li> <li>• Sanitise your hands.</li> <li>• Follow the markings on the floor.</li> </ul> <p><b>REQUIREMENTS:</b> Regulations clearly displayed. 1 hand gel dispenser at the entrance.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

## Getting water from the taps

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

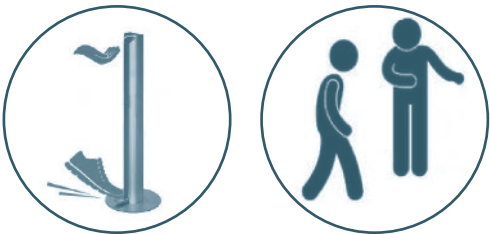

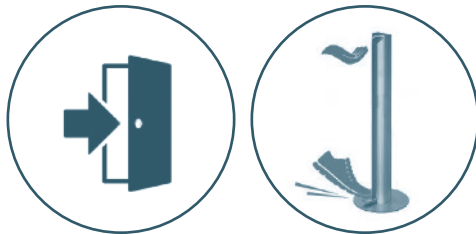


## Passing through the Grotto


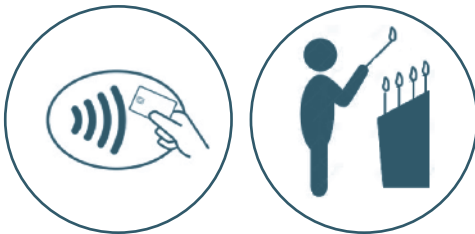

BEFORE	DURING	AFTERWARDS
 <p><b>INSTRUCTIONS:</b></p> <ul style="list-style-type: none"> <li>• Wait for the person in charge at the Grotto to beckon you forward.</li> <li>• The person in charge reminds each person of the instructions and ensures that they are followed.</li> <li>• Sanitise your hands.</li> <li>• Move forward.</li> </ul> <p><b>RESOURCES:</b> <i>1 hand-gel dispenser at the entrance</i></p>	 <p><b>INSTRUCTIONS:</b></p> <ul style="list-style-type: none"> <li>• Respect all the hygiene measures and social distancing.</li> <li>• You may touch the rock (but not kiss it).</li> <li>• Move forward and exit.</li> </ul>	 <p><b>INSTRUCTIONS:</b></p> <ul style="list-style-type: none"> <li>• Sanitise your hands if desired.</li> </ul> <p><b>RESOURCES:</b> <i>1 hand-gel dispenser at the exit</i></p>

## Making the water gesture at the Baths



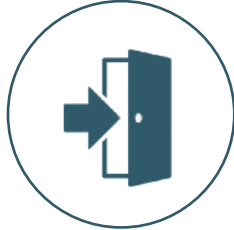


BEFORE	DURING	AFTER
 <p><b>INSTRUCTIONS:</b></p> <ul style="list-style-type: none"> <li>• Respect the 1-metre spacing and the markings on the floor.</li> <li>• Sanitise your hands.</li> <li>• You will be greeted by a hospitality volunteer.</li> </ul> <p><b>REQUIREMENTS:</b>  <i>Regulations clearly displayed.  A one-way system in place - no crossing over.  Route signage.  1 hand gel dispenser at the entrance.</i></p>	 <p><b>INSTRUCTIONS:</b></p> <ul style="list-style-type: none"> <li>• Hold out your hands to receive the water from the Grotto.</li> <li>• The Hospitality volunteer, wearing an FFP2 or FFP3 mask, pours the water from a jug.</li> <li>• Use your hands to wash your face.</li> <li>• If you wish, you can wipe your face with a paper towel.</li> </ul> <p><b>REQUIREMENTS:</b>  <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>	 <p><b>INSTRUCTIONS:</b></p> <ul style="list-style-type: none"> <li>• Follow the markings on the floor.</li> <li>• Sanitise your hands.</li> <li>• Leave the Baths by the door indicated.</li> </ul> <p><b>REQUIREMENTS:</b>  <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
 <p><b>INSTRUCTIONS:</b></p> <ul style="list-style-type: none"> <li>• Sanitise your hands.</li> <li>• Respect the 1-metre spacing.</li> </ul> <p><b>REQUIREMENTS:</b> <i>Regulations clearly displayed. 1 hand gel dispenser at the entrance.</i></p>	 <p><b>INSTRUCTIONS:</b></p> <ul style="list-style-type: none"> <li>• Use contactless payment if possible.</li> <li>• Take the candle of your choice.</li> <li>• Light your candle.</li> <li>• Place it in your chosen location.</li> </ul> <p><b>REQUIREMENTS:</b> <i>Payment terminals cleaned according to the "surfaces" protocol</i></p>	 <p><b>INSTRUCTIONS:</b></p> <ul style="list-style-type: none"> <li>• Sanitise your hands.</li> </ul> <p><b>REQUIREMENTS:</b> <i>1 hand gel dispenser at the exit.</i></p>

## Using public toilets

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

## Coming to stay in Sanctuary accommodation

BEFORE	DURING	AFTER
 <p><b>INSTRUCTIONS:</b></p> <ul style="list-style-type: none"> <li>• Go into the building and sanitise your hands.</li> <li>• The receptionist will complete the necessary information with you.</li> <li>• Collect your keys and make your way to your room.</li> </ul> <p><b>REQUIREMENTS:</b> <i>Regulations clearly displayed. Glass screens at the counter. Hand gel dispenser.</i></p>	 <p><b>INSTRUCTIONS:</b></p> <ul style="list-style-type: none"> <li>• Avoid inviting other people to your room during your stay.</li> <li>• Ventilate your room as much as possible, at least 10 minutes twice a day.</li> <li>• Avoid touching all contact points as far as possible.</li> <li>• Ensure you follow all instructions given to you including those on display boards and signs, as well as any information passed on.</li> </ul> <p><b>REQUIREMENTS:</b> <i>Regulations clearly displayed</i></p>	 <p><b>REQUIREMENTS:</b> <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
 <p><b>INSTRUCTIONS:</b></p> <ul style="list-style-type: none"> <li>• Enter the establishment.</li> <li>• Sanitise your hands.</li> </ul> <p><b>REQUIREMENTS:</b> <i>Antibacterial hand gel. Regulations clearly displayed.</i></p>	 <p><b>INSTRUCTIONS:</b></p> <ul style="list-style-type: none"> <li>• Avoid passing items to another guest without first sanitising your hands.</li> </ul> <p><b>REQUIREMENTS:</b> <i>Antibacterial hand gel at each table. In a self-service establishment: Instructions displayed. Protective glass screen above the dishes. Prepared trays.</i></p>	 <p><b>INSTRUCTIONS:</b></p> <ul style="list-style-type: none"> <li>• Sanitise your hands.</li> <li>• Leave the establishment.</li> </ul> <p><b>REQUIREMENTS:</b> <i>Hand gel dispenser.</i></p>



## Staying at and serving 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, for those aged of 12 and above, vaccination (2 doses + booster dose\*) is still an obligatory requirement for hospitaliers, both caregivers AND non-caregivers who are in contact with the sick, just as it is for the staff in these establishments.
- Wearing a facemask remains compulsory.
- 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 at and serving 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


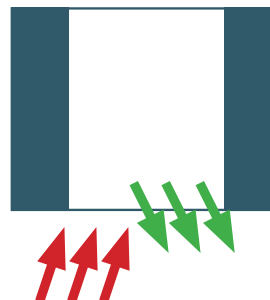
- Anyone who has symptoms\* must be tested. In the absence of available tests, the Accueil management will direct the pilgrimage doctor towards a practical solution (for example, pharmacies, laboratories). If the test result is positive, it must be reported to the person in charge of the floor. The management 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
 <p><b>INSTRUCTIONS:</b></p> <ul style="list-style-type: none"> <li>• Sanitise your hands.</li> <li>• Unless you are in a family group, there should only be one person per car.</li> <li>• Give priority to the elderly and disabled.</li> </ul> <p><b>REQUIREMENTS:</b> <i>Antibacterial hand gel dispenser per set of cars.</i></p>	<p><b>INSTRUCTIONS:</b></p> <ul style="list-style-type: none"> <li>• Allow people out of the lift before entering.</li> <li>• Where possible, keep your distance from those travelling with you.</li> <li>• Do not touch anything except in the event of a force majeure.</li> </ul>	 <p><b>INSTRUCTIONS:</b></p> <ul style="list-style-type: none"> <li>• Leave the lift car immediately.</li> </ul>

## Getting off the train at Lourdes station




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

## Getting off the plane at the airport




### Tarbes and Lourdes Airport

BEFORE	DURING	AFTER
 <p>Pour la protection de tous, le port du masque est obligatoire à l'aéroport. To protect each other, everyone must wear a mask in the airport.</p> <p><b>INSTRUCTIONS:</b></p> <ul style="list-style-type: none"> <li>• Read and follow the instructions given to you by the hospitality volunteers of your pilgrimage.</li> <li>• Wait for someone to collect you before getting off the plane.</li> <li>• Sanitise your hands.</li> </ul> <p><b>REQUIREMENTS:</b></p> <p>A hand gel dispenser at the exit of the plane. Wearing of facemasks.</p>	 <p><b>INSTRUCTIONS:</b></p> <ul style="list-style-type: none"> <li>• Follow the instructions from the hospitality volunteers to get off the plane safely and without rushing.</li> <li>• Allow the hospitality volunteers to settle you into a transfer chair or onto a stretcher.</li> </ul> <p><b>REQUIREMENTS:</b></p> <p>Regulations clearly displayed. Blue transfer wheelchairs sanitised and ready for leaving the plane.</p>	  <p><b>INSTRUCTIONS:</b></p> <ul style="list-style-type: none"> <li>• Board a specially equipped bus following all health and safety instructions.</li> </ul> <p><b>REQUIREMENTS:</b></p> <p>Regulations clearly displayed. Wearing of facemasks.</p>

## Arriving at the Sanctuary on an HNDL bus

BEFORE	DURING	AFTER
 <p><b>INSTRUCTIONS:</b></p> <ul style="list-style-type: none"> <li>• 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.</li> <li>• Your luggage will be taken care of by your pilgrimage.</li> <li>• If possible, sanitise your hands before boarding the bus.</li> <li>• 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.</li> <li>• Settle yourself on board safely and without rushing.</li> <li>• Keep your facemask on.</li> </ul> <p><b>REQUIREMENTS:</b>  <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>	 <p><b>INSTRUCTIONS:</b></p> <ul style="list-style-type: none"> <li>• During the journey, you can ask the hospitality volunteer responsible for the bus for help at any time.</li> <li>• Wait patiently for the bus to arrive at its destination (one of the <i>Accueils</i>).</li> </ul> <p><b>REQUIREMENTS:</b>  <i>Regulations clearly displayed:          wearing a facemask and social distancing</i></p>	 <p><b>INSTRUCTIONS:</b></p> <ul style="list-style-type: none"> <li>• On arrival at your destination, wait patiently for the bus driver to come and release your chair.</li> <li>• The hospitality volunteer responsible for the bus will help you off the bus.</li> <li>• If possible, sanitise your hands after getting off the bus.</li> <li>• Keep your facemask on.</li> <li>• A hospitality volunteer will come to collect you and accompany you to your room.</li> </ul> <p><b>REQUIREMENTS:</b>  <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><b>INSTRUCTIONS:</b></p> <ul style="list-style-type: none"> <li>• Enter through the central door.</li> <li>• Respect the markings on the floor if you have to wait.</li> <li>• Sanitise your hands.</li> <li>• If taking the stairs, follow the markings on the floor, (one staircase to go up - one staircase to go down).</li> </ul> <p><b>REQUIREMENTS:</b>  <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><b>INSTRUCTIONS:</b></p> <ul style="list-style-type: none"> <li>• Respect the 1.5-metre spacing and the markings on the floor.</li> <li>• At the HNDL secretarial office, staff are protected by glass screens.</li> <li>• Wait in the corridor if there are already two people in the office.</li> </ul> <p><b>REQUIREMENTS:</b>  <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><b>INSTRUCTIONS:</b></p> <ul style="list-style-type: none"> <li>• Follow the markings on the floor.</li> <li>• Sanitise your hands.</li> <li>• Exit through the door indicated.</li> </ul> <p><b>REQUIREMENTS:</b>  <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>



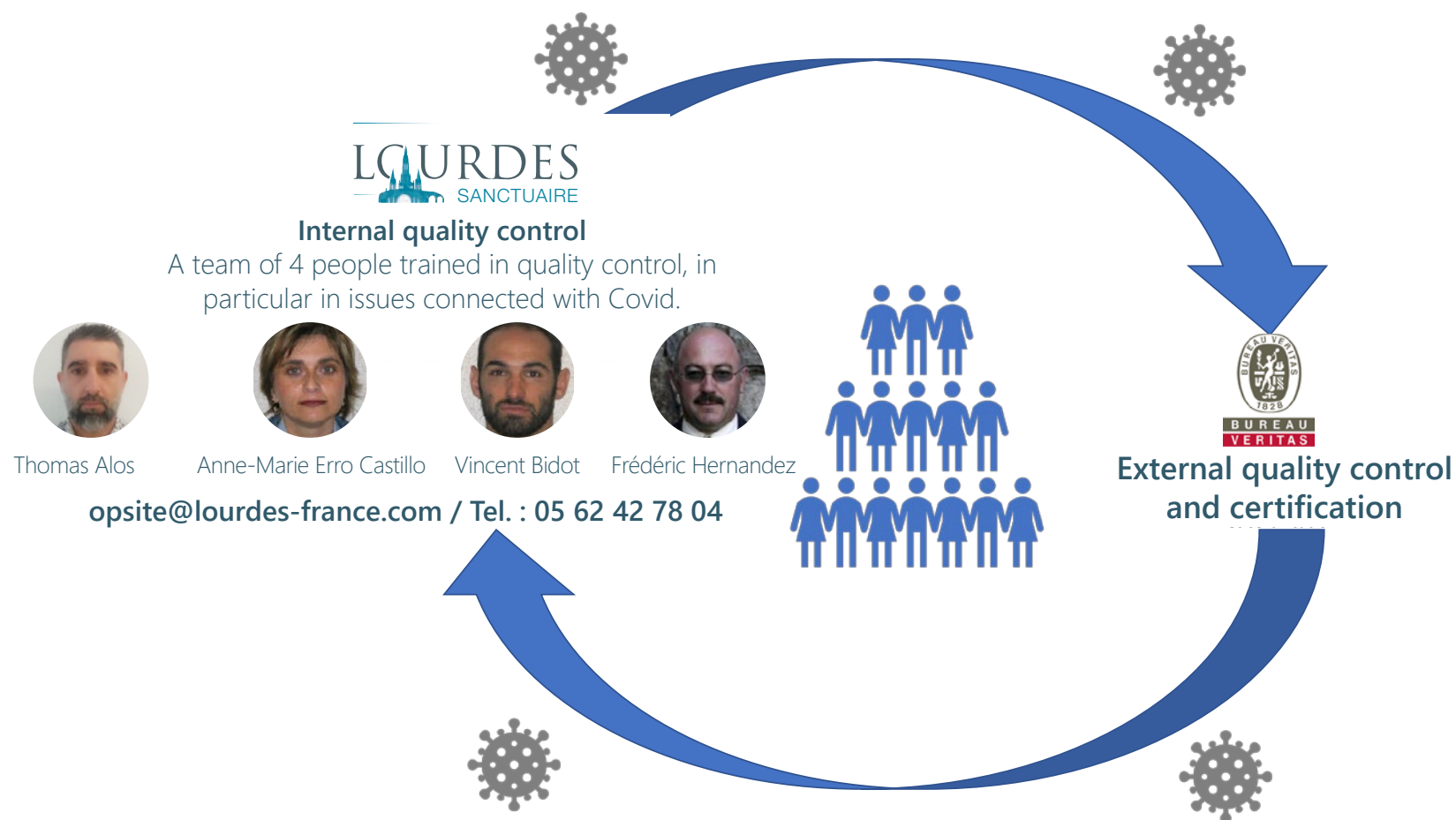
# Cleaning protocols

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

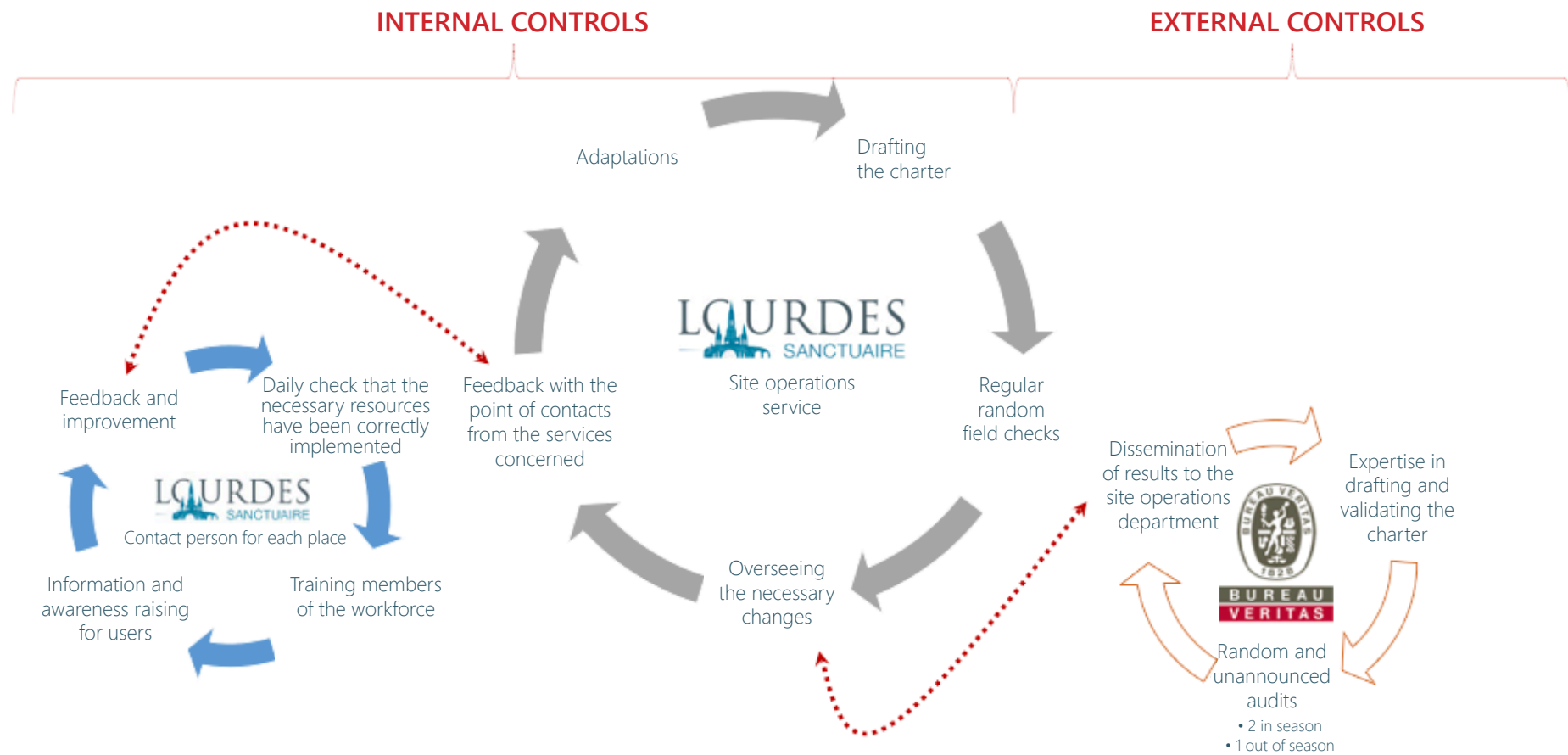


# COVID Management

## 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*