



Health charter

related to the Covid-19 epidemic

Release 15 / 1st November 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).

Dear friends,

We all share concerns over bringing pilgrims to Lourdes, and it is important that we work together to maintain the best possible sanitary conditions. As a result, the Sanctuary of Lourdes' health charter is changing as of 1st November this year, allowing it to become the reference for the 2023 pilgrimage season.

If no negative or serious development occurs concerning Covid and its spread, the mandatory status of the Vaccination Pass for those staying and serving in the Accueils is lifted. Only mask-wearing will remain obligatory. The Accueils will continue to make vaccination compulsory for its staff and will continue to apply disinfection protocols.

It is up to each pilgrimage director and hospitality president, in collaboration with their medical team, to determine the criteria for the registration of their sick, and their hospitality members who come on pilgrimage and who, if necessary, will be staying in our establishments.

Together, for all areas of the sanctuary, we need to make the following recommendations:

Remind pilgrims of basic measures:

- use of alcohol-based hand gel, washing of hands, reasonable social distancing, etc.).
- wear a mask in enclosed places (churches, meeting places, etc.).
- in enclosed and covered places, leave the doors and windows open as much as possible.

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

It is our responsibility to again recommend all these measures, hoping that they will be reassuring and understood. Exceptional circumstances may cause changes. We will be sure to let everyone know as soon as possible.

I would like to thank you very much for the sense of responsibility you have demonstrated in this season which is coming to an end. Thank you more widely for your collaboration in the service of this mission which we all share.



Father Michel Daubanes

Rector of the Sanctuary of Our Lady of Lourdes

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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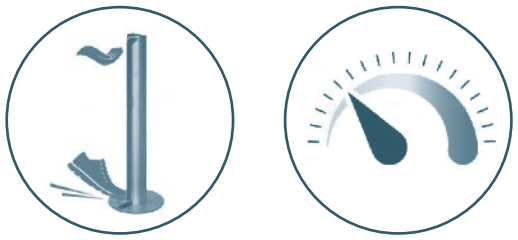


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COVID MANAGEMENT

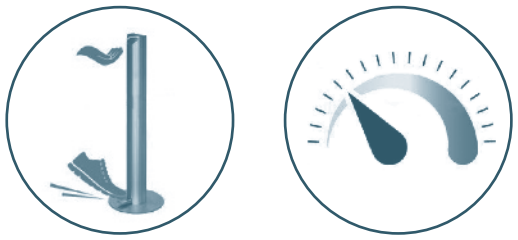

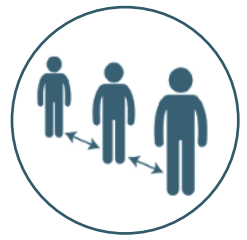
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Moving around the Sanctuary

BEFORE	DURING	AFTER
 <p>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>	 <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>	 <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

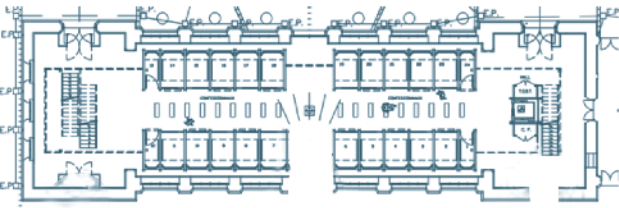
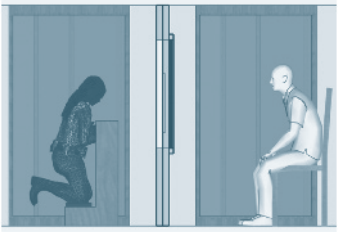
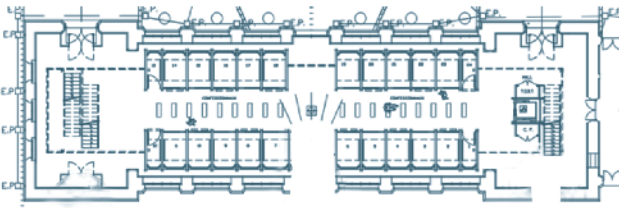
BEFORE	DURING	AFTER
 <p>INSTRUCTIONS:</p> <ul style="list-style-type: none"> • Sanitise your hands. <p>REQUIREMENTS:</p> <p><i>1 hand gel dispenser at the entrance.</i></p>	 <p>INSTRUCTIONS:</p> <ul style="list-style-type: none"> • Do not exchange handshakes or hugs as a sign of peace. • Receive communion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

In places of worship



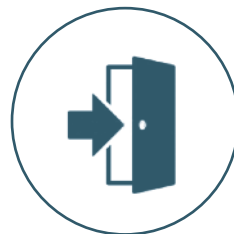
Coming to celebrate

BEFORE	DURING	AFTER
 <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: <i>1 hand gel dispenser per entrance.</i></p>	 <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: <i>The stoops are empty. Bottle of hand gel in the choir.</i></p>	 <p>INSTRUCTIONS:</p> <ul style="list-style-type: none"> • Go back to the sacristy. • Sanitise your hands. <p>REQUIREMENTS: <i>Rack for chasubles. 1 hand gel dispenser. Waste bin.</i></p>

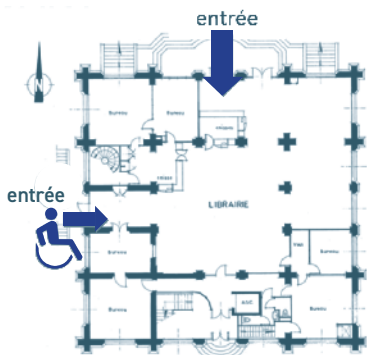

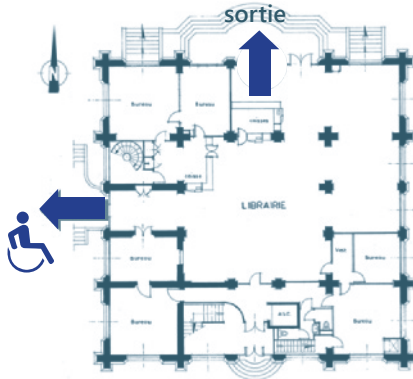
Confession *at the Chapel of Reconciliation*

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: <i>Regulations clearly displayed.</i> <i>1 hand gel dispenser at the entrance.</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: <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>REQUIREMENTS: <i>Regulations clearly displayed.</i></p>

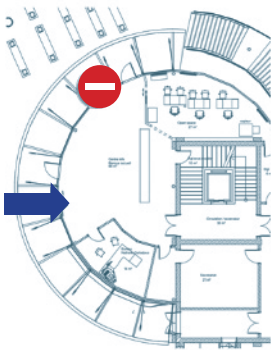

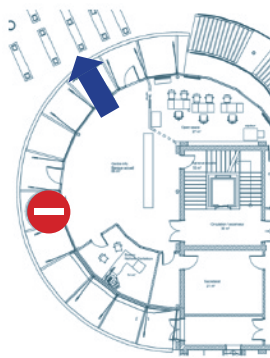
Meeting in enclosed and covered places *all meeting rooms*

BEFORE	DURING	AFTER
 <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>	 <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>	 <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>

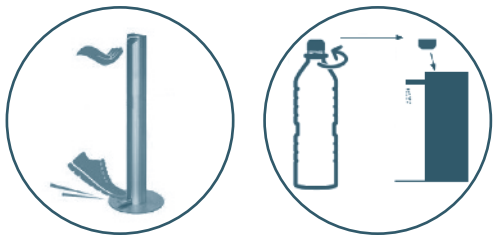


Going to the bookshop

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: Regulations clearly displayed. 1 hand gel dispenser at the entrance.</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: Glass screens at each checkout. Anti-bacterial wipes.</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: Regulations clearly displayed . 1 hand gel dispenser at the exit.</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: Regulations clearly displayed. 1 hand gel dispenser at the entrance. Floor markings.</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: Glass screens at the counter</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: Regulations clearly displayed. 1 hand gel dispenser at the exit.</p>

Getting water from the taps

BEFORE	DURING	AFTER
<div data-bbox="203 563 694 798">  </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="819 563 1417 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="1646 563 1877 798">  </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



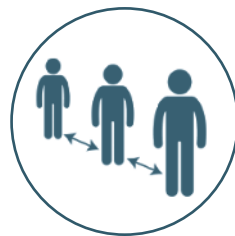
INSTRUCTIONS:

- 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

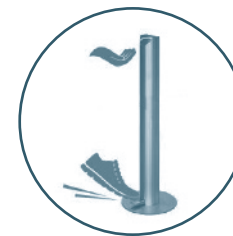
DURING



INSTRUCTIONS:

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

AFTERWARDS



INSTRUCTIONS:







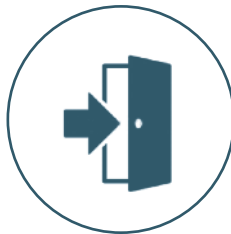

- Sanitise your hands if desired.

RESOURCES:


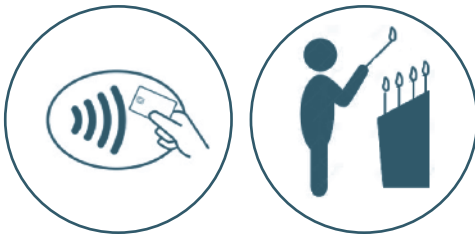

1 hand-gel dispenser at the exit

Making the water gesture at the Baths



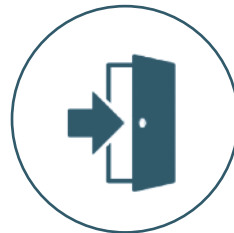


BEFORE	DURING	AFTER
<div data-bbox="203 564 694 798">   </div> <p>INSTRUCTIONS:</p> <ul style="list-style-type: none"> • Respect the 1-metre spacing and the markings on the floor. • Sanitise your hands. • You will be greeted by a hospitality volunteer. <p>REQUIREMENTS:</p> <p><i>Regulations clearly displayed.</i></p> <p><i>A one-way system in place - no crossing over.</i></p> <p><i>Route signage.</i></p> <p><i>1 hand gel dispenser at the entrance.</i></p>	<div data-bbox="817 564 1422 715">     </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 a 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:</p> <p><i>The jug is sanitised at the start and end of each shift.</i></p> <p><i>Paper towel dispenser.</i></p> <p><i>Rubbish bin emptied between each service or as many times as needed.</i></p> <p><i>Masks for each hospitality volunteer supporting during the gesture.</i></p> <p><i>The Hospitality of Our Lady of Lourdes requests that all serving members of the hospitality be vaccinated.</i></p>	<div data-bbox="1529 564 2004 798">   </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:</p> <p><i>A one-way system in place - no crossing over.</i></p> <p><i>Route signage.</i></p> <p><i>1 hand gel dispenser at the exit.</i></p>




Lighting candles *at the chapels of light*

BEFORE	DURING	AFTER
 <p>INSTRUCTIONS:</p> <ul style="list-style-type: none"> • Sanitise your hands. • Respect the 1-metre spacing. <p>REQUIREMENTS: <i>Regulations clearly displayed. 1 hand gel dispenser at the entrance.</i></p>	 <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: <i>Payment terminals cleaned according to the "surfaces" protocol</i></p>	 <p>INSTRUCTIONS:</p> <ul style="list-style-type: none"> • Sanitise your hands. <p>REQUIREMENTS: <i>1 hand gel dispenser at the exit.</i></p>

Using public toilets

BEFORE	DURING	AFTER
 <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: <i>Regulations clearly displayed. 1 hand gel dispenser at the entrance. Mechanical ventilation in operation.</i></p>	 <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: <i>Instructions on hand washing and sanitisation displayed above sinks. Rubbish bins. Every other urinal out of action.</i></p>	 <p>INSTRUCTIONS:</p> <ul style="list-style-type: none"> • Sanitise your hands. <p>REQUIREMENTS: <i>1 hand gel dispenser at the exit.</i></p>

Coming to stay in Sanctuary accommodation

BEFORE	DURING	AFTER
 <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: Regulations clearly displayed. Glass screens at the counter. Hand gel dispenser.</p>	 <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: Regulations clearly displayed</p>	 <p>REQUIREMENTS: Regulations clearly displayed. Glass screens at the counter. Hand gel dispenser.</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:


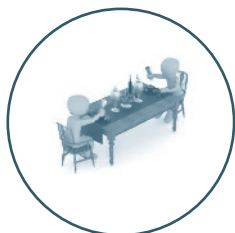

- Return home using private transport (taxi, ambulance).
- Follow your health insurance measures.

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>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>	 <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>	 <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)

Testing positive for SARS-CoV-2


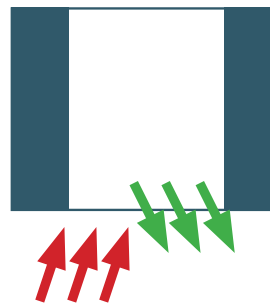
- Anyone who has symptoms* must be tested. In the absence of available tests, the Accueil management will direct the pilgrimage doctor towards a practical solution (for example, pharmacies, laboratories). If the test result is positive, it must be reported to the person in charge of the floor. The management 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>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. 	 <p>INSTRUCTIONS:</p> <ul style="list-style-type: none"> • Leave the lift car immediately.

Health charter



Current measures in operation in the Sanctuary

In accordance with government recommendations

Due to the lifting of health restrictions in France and taking into account the difficulties of bringing together the different international health systems




► The Sanctuary guarantees in the Accueils Notre-Dame and Marie Saint-Frai

- Vaccination of staff
- the respecting of preventative measures by staff
- Compliance with the cleaning and disinfection protocol

► The Sanctuary gives pilgrimage organisations the choice of whether or not to make a vaccination pass mandatory





- Strongly advises taking a Lateral Flow (antigen) test
- Recommends vaccination for the sick and frail
- Wearing a mask is highly recommended in closed places on busy days.

Getting off the train at Lourdes station




BEFORE	DURING	AFTER
 <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</i> <i>Several hand gel dispensers per carriage put in place by the pilgrimage hospitality volunteers.</i></p>	 <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</i> <i>Disinfected transfer chairs set up on the platforms.</i></p>	 <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:</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>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>A hand gel dispenser at the exit of the plane. Wearing of facemasks.</p>	 <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>Regulations clearly displayed. Blue transfer wheelchairs sanitised and ready for leaving the plane.</p>	  <p>INSTRUCTIONS:</p> <ul style="list-style-type: none"> • Board a specially equipped bus following all health and safety instructions. <p>REQUIREMENTS:</p> <p>Regulations clearly displayed. Wearing of facemasks.</p>

Arriving at the Sanctuary on an HNDL bus

BEFORE	DURING	AFTER
 <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>	 <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>	 <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>



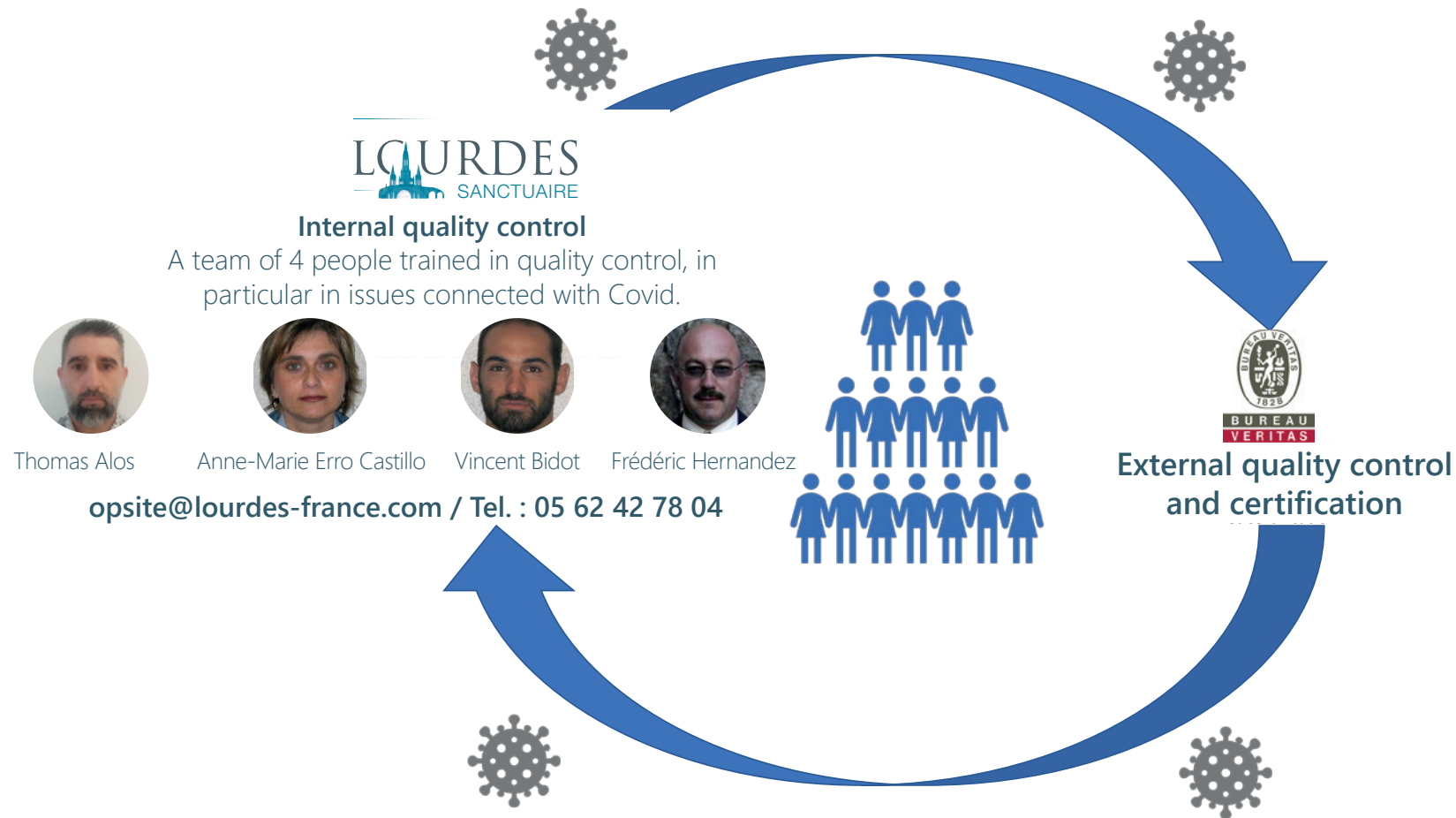
Cleaning protocols

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

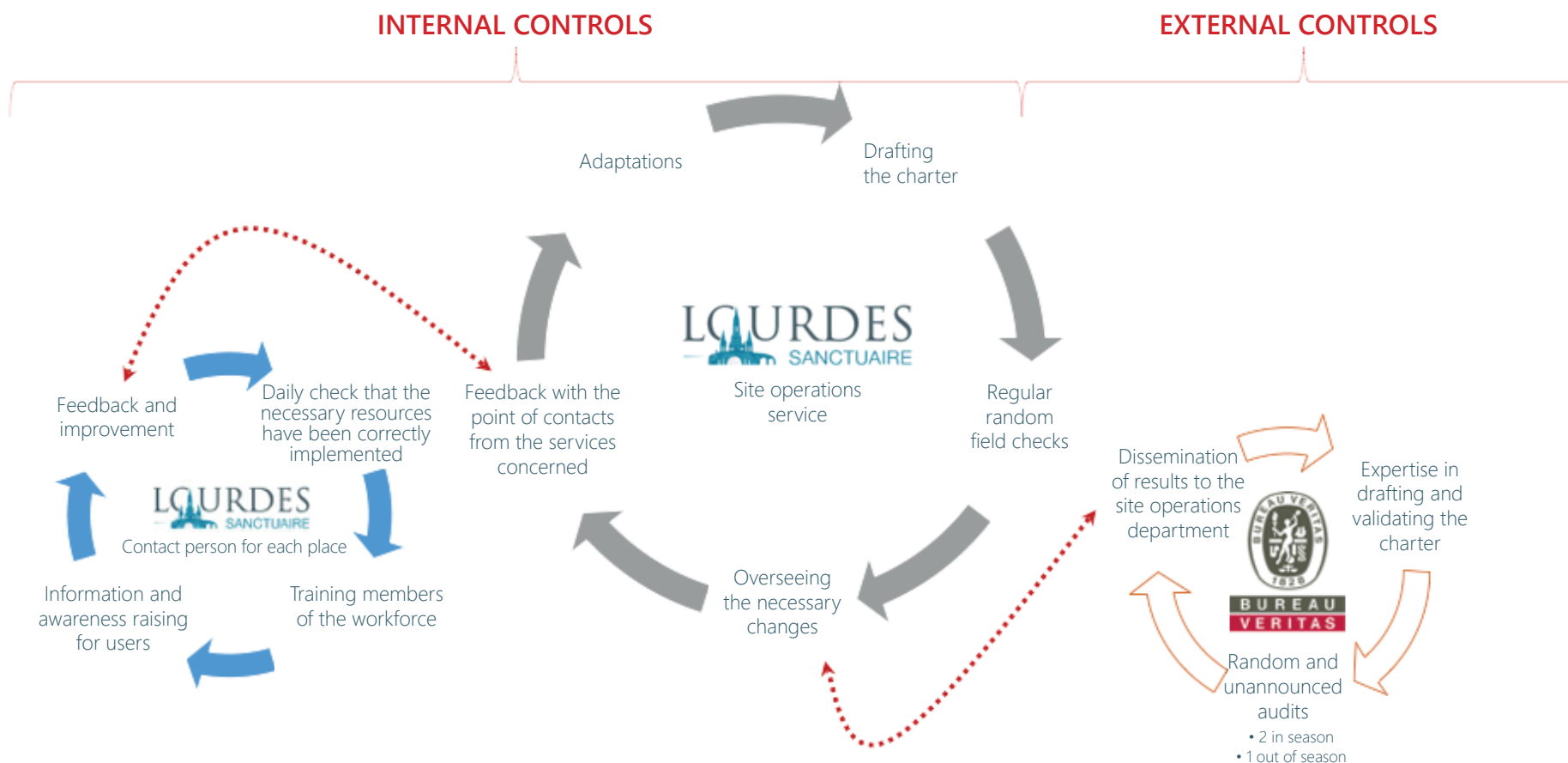


COVID Management

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



ATTESTATION

D'ADÉQUATION DES MESURES DE PRÉVENTION SANITAIRE

Le SANCTUAIRE DE LOURDES a missionné Bureau Veritas Exploitation pour vérifier l'adéquation des mesures de prévention au risque Covid-19 sur son site :

SANCTUAIRE NOTRE-DAME DE LOURDES

1 Avenue Mgr THEAS
65108 LOURDES

Cette vérification a été faite à partir des documents suivant :

- Charte Sanitaire du Sanctuaire Notre-Dame de Lourdes, Version 15 du 01/11/2022.
- Rapports Bureau Veritas référencés 13869995 - audit 1 du 30/06/2022, 13869995 - audit 2 du 16/08/2022 et 13869995 - audit 3 du 24/11/2022.

Cette vérification a été menée :

[✓] lors d'une visite sur site le 29 juin 2022, le 16 août 2022 et le 23 novembre 2022.

La vérification du **Sanctuaire Notre-Dame de Lourdes** a conclu à l'avis :

**Mesures de prévention adaptées à la maîtrise du
risque sanitaire***

Cette attestation est délivrée pour servir et valoir ce que de droit.

Fait à PESSAC, le 28/11/2022

Pour Bureau Veritas Exploitation

Frédéric LEDUC

** La mise en œuvre et le maintien dans le temps du dispositif reste de la responsabilité de l'entreprise*