



ICT-P-003

Protocol for Aquatic

Recreational Activities.

TOURISM SECTOR

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**PREPARED BY:
JOHANA ARGUELLO MENDEZ
VICTOR ARCE NUNEZ
DANA OROZCO ALVARADO
YEIMY GARRO TORRES
JORGE RETANA NAVARRO**



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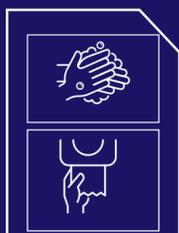
FOREWORD

As part of the declaration of a national state of emergency throughout the territory of the Republic of Costa Rica, made official by Executive Decree 42227-MP-S, as a result of COVID-19, and, given the characteristics of the pandemic and the various forms of infection of the virus, **preventive health measures have been defined by the Ministry of Health**, as the governing body in the context of this response phase and in the event of contagion in a workplace.

OBJECTIVE AND FIELD OF APPLICATION

The objective of this document is to establish the requirements that allow the reactivation of the tourism sector under the COVID-19 alert. **This protocol provides the hotel subsector with guidelines so that they may gradually provide clients with their services**, at least at 50% of their capacity, while avoiding chains of contagion.

HYGIENE AND DISINFECTION CLEANING, HYGIENE AND DISINFECTION MEASURES



The establishment must ensure access to antibacterial soap, gel alcohol with a composition of at least 60% and disposable towels for drying hands, in common areas.

Verify that all the cleaning utensils to be used in the process are in good condition of use, if not, they should be replaced. This is to guarantee the work to be done and, above all, the protection of the physical integrity of the cleaning personnel.

Cleaning personnel should not touch their face during the cleaning and disinfection process, whether or not personal protective equipment (PPE) is being used.

Cleaning personnel should wear gloves for cleaning and wash their hands immediately after removing them.

Waste collection and disposal must be carried out in accordance with the procedure established by the tourism company.

Perform cleaning and disinfection of facilities, utensils and work equipment, in accordance with the procedure established by each tourist company.

Guarantee supplies for cleaning and disinfection of work areas, as well as user care.

Provide employees with information about the prevention and containment measures established by the administration for the emergency of COVID-19.

Provide the time and means for proper hand hygiene.

Disinfect frequently, throughout the working day, objects of use, as well as elements of the workplace.

ment provided by the administration to carry out your duties.

Do not share work teams or other employees' devices. If there is alternation in the use of certain equipment or devices, the establishment should establish guidelines for cleaning and disinfection between use and use to reduce the risk of contagion.

Wear clean workwear daily, and use personal protective equipment provided by the administration to carry out your duties.

Be sure to disinfect reusable equipment with an alcohol-based solution of at least 70% and disinfectant or any other cleaning product that proves its effectiveness against the virus.

The company must generate documents with the protocols indicated by the Ministry of Health, which must be in the official language and at least one foreign language, for the observance and understanding of all employees and customers.

CLEANING AND DISINFECTION PROCEDURE



The activities to be carried out for the cleaning and disinfection of the workplace are detailed below:

A ACTIVITIES FOR HAND WASHING.

- The protocols established by the Ministry of Health and which are attached in Annex 1 will be followed, which must be placed in a visible place, both for employees and for users of the services offered.
- Access to a supply of drinking water, antibacterial soap, alcohol gel, for the use of employees and the public must be guaranteed.

B ACTIVITIES FOR RINSING AND DRYING.

- The protocols established by the Ministry of Health and which are attached in Annex 1 will be followed, which must be placed in a visible place, both for employees and for users of the services offered.
- Access to a supply of drinking water, antibacterial soap, alcohol gel, disposable towels for drying hands and their respective trash can, in common spaces, as well as their replacement and cleaning, must be guaranteed.

C ACTIVITIES FOR DISINFECTION WITH EFFECTIVE ANTI-VIRUS PRODUCTS.

- Cleaning and hygiene measures should be intensified, mainly on those surfaces that are frequently handled such as: handles, reception furniture, counters, display cabinets, shelves, chairs, tables, computer equipment, dataphones, among others.

The company will establish cleaning and disinfection schedules according to the movements of the personnel and the attention of visitors. At a minimum, all objects (furniture, utensils, equipment, etc.) that one person has come in contact with should be disinfected before being used by another person.

The company must keep track of all the roles established for cleaning and disinfection of the different work areas and public access through logs.

The company will specify the meetings that are necessary, and will share the necessary communication material, with the cleaning, maintenance, administrative and operational personnel, for the dissemination of the cleaning plans and their schedule.

The company must designate the persons responsible for cleaning, disinfection, waste management and the use of PPE, as well as ensuring that the collaborators responsible for the activity receive the training associated with this task and declare the respective records.

CLEANING AND DISINFECTING PRODUCTS

Cleaning and disinfection products shall be those duly authorized and recommended by the Ministry of Health to fight the virus that causes COVID-19 disease.

Disposable products, equipment or utensils used in the cleaning and disinfection process could be washing machines and extractors, automatic injection washing machines, mop, sponges, brushes, buckets, wringers, ladders, extensions, cloths and waste containers.

Exclusive equipment and utensils should be used by area and preferably disposable, if not, they should be sanitized in a disinfectant solution.

Disposable residual elements must be disposed of in a container that has a foot pedal, bag and lid.

The bathroom cleaning equipment such as sponges, brushes, and others, must be duly labeled.

All equipment and materials used in cleaning and disinfection must be washed and disinfected at the end of the process.



IDENTIFICATION OF CRITICAL POINTS FOR DISINFECTION

Critical points will be all those surfaces that are frequently handled by collaborators, visitors, among others, which will be a priority for the cleaning and disinfection process.

- A** The following surfaces must be rigorously cleaned: light switches, handles, handrails, locks, restrooms, sinks, faucets, telephones, desk surfaces, drawer handles, horizontal surfaces, light and air conditioning controls.
- B** Equipment used for Aquatic Recreational Activities, such as: life jackets, paddles, helmets, kayaks, rafts, inner tubes, canoes, surfboards, paddle boards, snorkeling equipment (mask, fins, snorkeling), must be constantly cleaned and disinfected. It is recommended to evaluate the quarantine process (cleaning or disinfecting) if necessary, depending on the material of the product or surface, as well as the type of detergent to use according to the equipment. (see annex 6 to this document).
- C** In transport units, cleaning and disinfection should be maintained at the following locations: external handles, interior handles, instrument panel, steering wheel, gear shift, seatbelts, seats, vehicle roofs, electronic equipment, radio and air conditioners. In the case of cleaning and disinfection of electronic equipment (phones, screens, keyboards, mouse, cell phones, printers, transport units, etc.), each material may have specific cleaning requirements, so these should be checked in the product manual as well as on the manufacturer's website.

A THE FOLLOWING STEPS THAT APPLY TO MOST ELECTRONIC DEVICES ARE SUGGESTED:

- i. Turn off the computer.
- ii. Disconnect power supplies, devices, and external cables.
- iii. Use only a soft, lint-free cloth.
- iv. Keep liquids away from the product, unless otherwise indicated for specific products.
- v. Do not let moisture enter through any opening.
- vi. Do not use sprays, bleaches or abrasive substances.
- vii. Do not spray any cleaner directly onto the device.
- viii. Do not use products containing acetone, as it may damage your equipment.
- ix. Finally, wash your hands frequently, with soap and water, following the corresponding protocols.

Methods and products used in cleaning objects used in public attention such as: display cases or windows, electric doorbells, microphones, dataphones, pens, among others, we recommend:

- a) Intensify the frequency of cleaning and disinfection of the areas and spaces used for public service.
- b) Use an alcohol-based solution of at least 70%, as well as commercial sanitizing products, recommended by health authorities, effective for the treatment of COVID-19.
- c) Maintain gel alcohol dispensers in the areas with the greatest influx of people.

PERSONAL PROTECTIVE EQUIPMENT (EPP)

The necessary Personal Protective Equipment used to carry out the company's activities:

PERSONAL PROTECTIVE EQUIPMENT (PPE) must be snug and stable, so that it does not require constant handling.

FACE SHIELDS MUST BE STORED OR TRANSPORTED in sealed bags to prevent contamination.

WHEN PPE HAS BEEN QUARANTINED, IT SHOULD BE STORED or transported so that it does not become contaminated.

DURING MEALS, BREAKS OR VISITS TO THE RESTROOM, the mask must be removed with clean hands and stored in a sealed, clean bag and then replaced (following the proper handwashing protocol, before and after).

WHEN, DUE TO THE TYPE OF ACTIVITY, one must be in direct contact with water and the use of PPE is difficult, the company will ensure that the physical distancing recommended by the Ministry of Health is respected.

IN THE EVENT THAT THE RECOMMENDED PHYSICAL DISTANCING cannot be respected, due to the type of boat used for the Aquatic Recreational Activities and that for the enjoyment of it, requires placing people in a group, the principle of social bubble must be respected. In the case of clients traveling alone, it is recommended to locate in smaller groups or in the usual way, with the express consent of the latter.

THE COMPANY MUST ENSURE COMPLIANCE with the guidelines established for said activity during the transfer in transport units.

WHEN ACQUIRING PPE, It is recommended that the company validate their quality based on the national standards of Costa Rica and international, which can be consulted in the following. <https://www.inteco.org/juntos-en-la-prevencion>



The company will make personal protective equipment available to staff and customers, who require it, during the activity and agrees to validate that they are the equipment recommended by the health authorities.

According to Executive Decree No. 42603-S of September 07, 2020, the company must provide the mandatory mask for all users who require access to its services within its facilities, the foregoing being personal protective equipment.

In addition, when the transport service of persons is required in its different modalities, the mask must also be made mandatory.

The use of the face mask or face shield shall be optional and additional to the mandatory use of the mask as personal protective equipment.

WASTE MANAGEMENT



Waste generated during COVID-19 cleaning and disinfection must be classified and discarded according to the guidelines of the Ministry of Health.

Trash collection devices must be cleaned and disinfected. The frequency of cleaning and disinfection should be recorded.

Contagious wastes should not be mixed with normal waste produced in the establishment or during the activity.

Procedure for the manner in which waste derived from cleaning and disinfection tasks such as cleaning utensils and equipment are managed:

- A** PPE must be discarded according to its useful life and under the conditions in which it is used.
- B** Personnel in charge of this task, must wear PPE. Once the task is complete, they must thoroughly wash their hands, according to the protocol established by the Ministry of Health.

The company must identify and enable non-manually operated containers for waste derived from cleaning and disinfection tasks, collect them in a leak-proof bag of moderate thickness, to avoid breakage and / or contamination between people. The bag should preferably be red.

To remove the waste gloves will be used, the bags must be closed and should not be pressed to make more room, it is recommended to **use them at 80% capacity**. After discarding, hand washing will be carried out following the recommended protocols. Cleaning must be recorded, in a format or log and will be defined according to the area and presence of high traffic of users.

Gloves must be used to remove waste. Bags must be closed, without pressing them to make more room, at 80% of their capacity. After discarding, wash hands following the recommended protocols. Cleaning must be recorded on a form or log and will be defined according to the area and presence of high user traffic

LOGISTICS IN THE WORKPLACE

SERVICE CONTINUITY OR OPERATIONAL PLAN

The establishment, if deemed necessary, will have a Business Continuity Plan including the following sections:

- a) Threat Identification.
- b) Impact Analysis on the establishment.
- c) Crisis Management.
- d) Emergency response.
- e) Communication in the Crisis.
- f) Recovery Process

SHIFTS AND SCHEDULES

The establishment must design work schedules according to the needs of its operation in such a way that physical distancing is achieved at the time of entry, work shifts and departure of personnel; respecting the time restrictions established by the Ministry of Health.

The establishment will use staggered shifts so that the entry, break times and departures are ordered and, if applicable, alerts on the health of the employees can be identified.

Work schedules should include the time for the employee to wash their hands at least once every 60 minutes, for a minimum of approximately 40 seconds, or as deemed necessary.

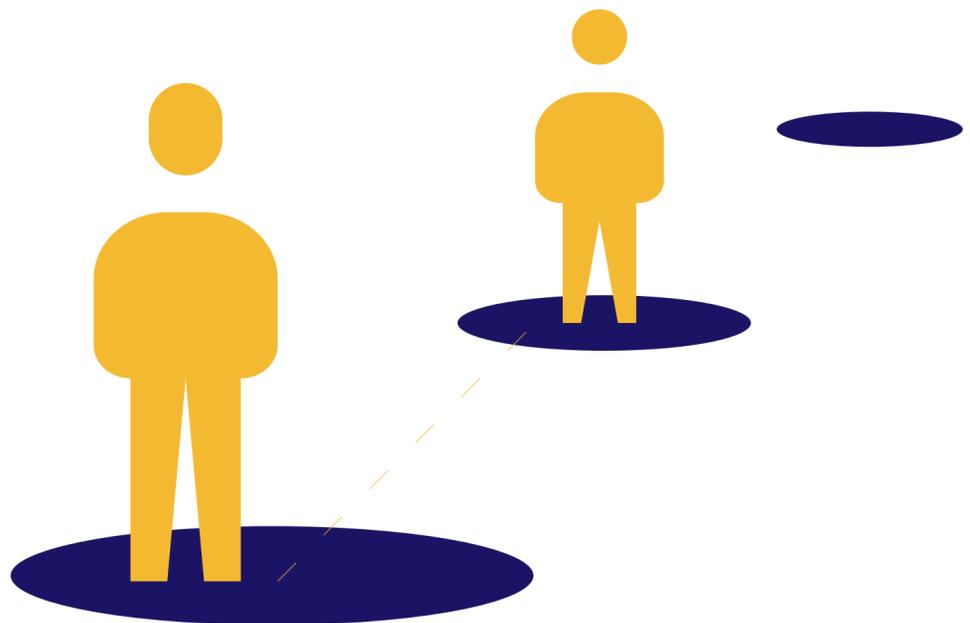
MEASURES TO MAINTAIN SOCIAL DISTANCING BETWEEN PEOPLE IN THE WORKPLACE

Markings should be placed on the floor (colored adhesive tape can be used) to indicate to customers how they should be located when they stand in line in the reception area, bathrooms, entrance of premises, waiting area in case they have to wait for their attention (internal and external zone of the premises).

Signs should be placed on the premises to remind customers and employees to maintain a physical distance of 1.8 meters (entrance area to the premises, bathrooms, rest area for employees, among others).

It is recommended to use a contactless payment mechanism, to maintain the distance between the customer and the cashier.

Handling of cash and credit cards by staff should be minimized.



IF THE EMPLOYEE HAS TO HANDLE MONEY (BILLS):

- i. You should not touch your face after manipulating it.**
- ii. It is recommended to ask the customer to place the money on the counter or other surface (analyze the use of plastic trays for handling money), not to receive it directly in their hands. In case of applying the measure, the container must be disinfected after use. As well as the counter or surface used for handling money.**

It is recommended to install a barrier (transparent plastic) between employees and customers, for example, in the check-out area.

People who, due to their type of function, can carry out their work from home, should be sent to telework; as long as its function allows it. In this case, the company will apply what is established in Legislative Decree No. 9734, Law to regulate Telework. The Management of each business unit will determine the administrative personnel that can perform their functions by applying teleworking.

The company should cancel the staff meetings until further notice and if they are necessary for the operation of the company, it should be adjusted to the measure of 50% of the capacity of the room where they are to be held, as well as the measures indicated for the physical distancing of the collaborators. They should not exceed 60 minutes.

Regarding personnel travel outside or within the country, which are not linked to the normal operation of the company, the guidelines established by the Ministry of Health must be respected.

RECEPTION OF SUPPLIERS, VISITORS AND TOUR DEVELOPMENT

RECEIVING SUPPLIERS

- A** Providers must wash their hands or disinfect with alcohol gel, with a composition between 60% - 70%, when entering the establishment, as established in the guidelines of the Ministry of Health. Including the use of health services.
- B** The supplier must comply with the cleaning and disinfection measures determined by the establishment.
- C** Coordinate delivery times and indicate by signage the product reception process. The establishment must have alcohol gel dispensers with a composition of between 60% and 70%, which must be duly labeled for identification.
- D** When entering the property, providers must make sure that their clothes are clean.
- E** Physical distancing should be maintained in order to comply with the minimum distance of 1.8 meters and it is recommended to follow the salutation protocols of the Ministry of Health.
- F** Stay only as long as needed on the premises.
- G** Deliveries of products must be made in the assigned area.
- H** Please note that staff should regularly clean and disinfect the reception area. You must use products authorized by the Ministry of Health.
- I** It is recommended to keep a log at the entrance of your facilities, where you register the suppliers and visitors, in case of possible infections the information can be provided to the health authorities.



RECEPTION OF CLIENTS

- A** Clients must be informed about the protocols for hand washing, sneezing and coughing, not touching their faces and other forms of greeting, for this information cards may be used, made of materials that allow cleaning and disinfection.
- B** In the customer reception area, there must be alcohol gel dispensers with a composition between 60% - 70%, which must be properly labeled for identification.
- C** A physical distance must be maintained in order to meet the minimum distance of 1.8 meters.
- D** Payment by electronic means, preferably contactless, should be encouraged.

DEVELOPMENT OF THE TOUR

- E** The company must designate who is in charge of delivering clean and disinfected safety equipment to each client, following the sanitation measures and correct handling of equipment that must go through a quarantine period, when applicable.
- F** The company must assign a minimum number of people responsible to make the appropriate adjustment to each client's safety equipment, prior to and at the end of the activity, following the safety and hygiene protocols. To carry out this task, it is recommended that the employee use the required PPE, limit conversations to a minimum and then carry out the correct protocol for disposing of PPE when appropriate, washing and drying hands correctly.
- G** If a safety talk must be given for the Aquatic Recreational Activity, the company must ensure that the minimum physical distancing is met, in addition and preferably, this talk should be assigned to certain people and a specific area.
- H** When carrying out the tour or activity and depending on the devices used, it is not possible to comply with the recommended physical distancing and the use of PPE, the company must ensure, the allocation of groups based on social bubbles. If the client is not accompanied, it is recommended to work smaller groups than usual, with the consent of the participants.
- I** In the event that the company carries out a rest stop during the tour, which includes some kind of snack, the company must ensure that all hygiene measures are complied with in the preparation of food, as well as ensure that visitors can carry out the correct hand washing or failing thereof, provide the dissolution of alcohol gel.
- J** During the rest time, compliance with the recommended physical distancing rules shall be ensured.
- K** At the end of the tour, the company must ensure that each customer returns the safety equipment (EPES), which must be washed and disinfected according to the recommended measures, before using it again on another tour.
- L** At the end of the activity and once the meeting point is reached, the company must encourage participants to wash their hands and ensure the availability of all necessary supplies for this purpose. In the event that hand washing cannot be guaranteed, the company must make gel-alcohol available to the customer to comply with the protocol.



Measures to be used to ensure the minimum distance (meters) between employees at the workplace include:
At least 1.8 meters distance must be maintained between employees in the work areas. Where this is not possible, other measures should be defined to protect partners, such as:

- i. Locate contributors in a way that they are not placed in front of each other.
- ii. Use of personal protective equipment (e.g. masks).
- iii. Separate workstations.
- iv. Organize staff into working groups to reduce interaction.
- v. Increase the frequency of cleaning and disinfection of surfaces.

Measures to be used to ensure that collaborators are physically distanced when taking breaks together are as follows:

- a) When possible, the employees' break and dining areas, should be adjusted to maintain physical distance.
(for example, separate tables, reduce the number of chairs per table, assign shifts to small groups).
- b) Prevent agglomerations of workers in the locker area (mainly in or out times).
- c) Frequent cleaning and disinfection of employee dining areas, break areas and other common areas should be maintained, as well as the placement of Ministry of Health signs in these areas.

For the use of stairs or the like, frequent cleaning and disinfection will have to be maintained.

The company should identify high-traffic areas to install clear acrylic screens.

If the property offers transportation for staff, the vehicle must be disinfected and sanitized before and after each trip. Staff must carry the PPE during the journey.

Inform employees about the symptoms of COVID-19, share information issued by the Ministry of Health, and make their knowledge of the provisions of this protocol.

EMPLOYEE SANITARY HABITS IN THE WORKPLACE

The collaborator should address the following recommendations from the moment he addresses his or her workplace:

- i. Maintain a good personal hygiene daily.
- ii. Wear clean clothes.
- iii. It is recommended to make the change of clothing for the uniform or work clothes on the premises of the company.
- iv. Comply with the protocols of hand washing, greeting, sneezing and coughing, recommended by the Ministry of Health, at home and upon arrival at the workplace, as well as frequent washing of clothing.
- v. Keep distance between people at least 1.8 meters.
- vi. Do not touch your face or other parts of your body during the journey to the workplace.
- vii. In case of symptoms related to COVID-19, refrain from leaving the house, immediately notify a direct supervisor and do not present yourself at the workplace.

The employee must comply with the following recommendations in the workplace:

- i. When entering and leaving the workplace, you must comply with the protocol for greeting, washing, hand disinfection, coughing, sneezing and other forms of greeting that are included in the annex to this document.
- ii. Try to maintain a minimum distance of 1.8 meters to reduce the risk of infection.
- iii. Employees must keep their personal items clean, as well as those used in the workplace.



ACTING ON CONFIRMED CASES OF COLLABORATORS

ACTIONS TO BE FOLLOWED IN THE EVENT OF MEDICAL CONFIRMATION OF PERSONS WITH THE DISEASE WITHIN THE COMPANY'S PREMISES

- a) In the event of an employee with a confirmed case of COVID-19, the Aquatic Recreational Activity Company **must notify the corresponding Governing Area of the Ministry of Health**, so that it may implement the appropriate control and monitoring actions according to the National Guidelines for the Surveillance of the COVID-19 disease
- b) **Staff must inform the immediate superior** or the person assigned by the company to control COVID-19, if they have symptoms of flu or cold, prior to entry of work, or if they have been close to a suspicious contact, so that appropriate decisions are made in accordance with the guidelines of the Ministry of Health.
- c) **The company must follow the instructions** of the Ministry of Health when a confirmed case or suspicious contact may arise. They should provide such collaboration as is available to facilitate the work and research carried out by the Ministry of Health.
- d) **The company should define the protocol of action** for the reception of visitors, ensuring the identification of confirmed persons or with possible symptoms of COVID-19.

RECORD OF CONFIRMED CASES AND DIRECT CONTACTS OF THE COLLABORATING PERSONS

- A** The establishment must initiate a list of the direct contacts of employees, containing at least full name, telephone number and e-mail, to be sent to the Ministry of Health if required, as part of the protocols established by the authorities before COVID-19.
- B** It is recommended to keep in a log or register the information of employees who consult for symptoms related to respiratory diseases, or with potential risks (over 60 years, hypertensive, respiratory conditions, diabetes, who are being treated for cancer or other disease that is compromise your immune system). Plus, if you've been close to a suspicious contact.

ACTIONS BY THE ORGANIZATION IF CONFIRMED CASES OCCUR

- A** The deep cleaning and disinfection procedure of the facilities, equipment and areas where the positive case for COVID-19 was displaced must be carried out.
- B** Employees who directly interacted with the positive case for COVID-19 must be notified so that they can take the measures established by the Ministry of Health.
- C** Clients must be notified of the situation.
 - a. Attention to Aquatic Recreational Activities will be restored, once it is confirmed that the business may continue operating safely.

ACTIONS OF THE ORGANIZATION IF CONFIRMED CASES OCCUR DURING THE TRANSFER IN THE TOURIST GROUND TRANSPORT UNIT



A If you have a symptomatic COVID-19 customer, the driver or guide, must inform the company responsible for keeping the records of the COVID-19 emergency, who will coordinate with the CCSS Communications Center (Contact via telephone 2290-0513, 2290-1893, 2103-1500 or 2220-3510 or via System 9-1-1 or 1-1-2-3). The latter shall inform the appropriate medical center for proper preparation and waiting for the patient.

B The person responsible for the company must inform the health authorities the places and persons with which the suspected

C The most common symptoms a client may have from COVID-19 infection are:

- i. Fever.
- ii. Fatigue.
- iii. Dry cough.

SOME PATIENTS MAY HAVE THE FOLLOWING SYMPTOMS:

- i. Pain.
- ii. Nasal congestion.
- iii. Rhinorrhea (liquid mucus).
- iv. Sore throat.
- v. Diarrhea.
- vi. Loss of taste.
- vii. Loss of smell.



D After the operation of the transport unit has been completed, the unit shall be disinfected in accordance with the procedures established for the disinfection of passenger transport units.



COMMUNICATION

The establishment will define a reliable and official verbal or written communication channel with information from the Ministry of Health to share data related to COVID-19. (Information boards, official signage on visible sites, digital channels, among others).

Staff, suppliers and customers will be provided with the necessary information regarding the prevention and containment measures established for the COVID-19 emergency

Protocols for sneezing and coughing, hand washing, other forms of greeting, not touching the face and high-risk populations, in the most common languages used by tourists.

The company will provide information about the services, as well as provisions on access, use of facilities and schedules, if necessary, as well as protocols related to COVID-19.

The General Manager shall be the person responsible for maintaining and updating the information in an official manner or, failing that, he shall designate the person he deems relevant to the post and shall inform everyone (collaborators and suppliers), who will be responsible for the communication from the Ministry Health.

9.7. The means of publication of the protocol, once approved by the Minister of Tourism, will be the official website of the Costa Rican Tourism Board, CANATUR, the Association Costas de Surf and Association of Adventure Operators.



APPROVAL, MONITORING AND EVALUATION

APPROVAL

The Minister who will approve this sectoral protocol is Mr. Gustavo Segura Sancho, Minister of Tourism.