

ICT-P-4.2

Specific protocol for

The tourism sector Meetings, Congresses and Conventions activity, subsector organizing companies exclusive for micro events and medium events.

TOURISM SECTOR

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Every new document must indicate that it is the "first edition" and according to its updates this number increases consecutively

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FOREWORD

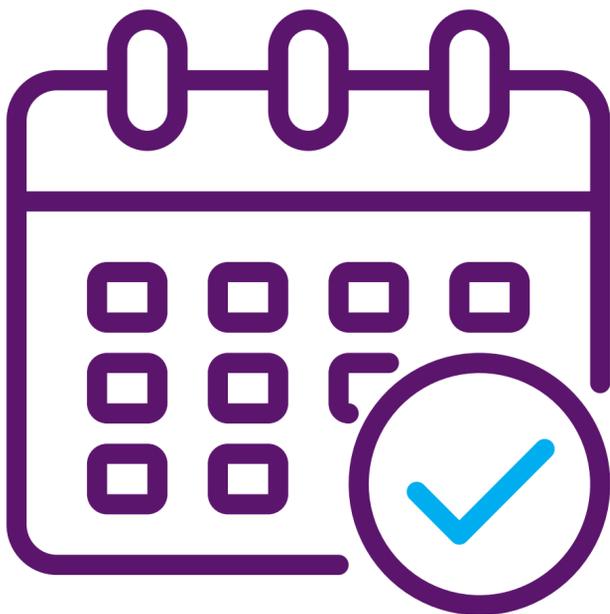
This prevention protocol is designed to provide the event and meeting industry with a number of recommended measures to help reduce the maximum exposure to COVID-19 virus in the Congresses and Conventions sector, whose activity is to develop events such as congresses, conventions, fairs, and programs. incentives and any other related to meeting tourism (MICE) throughout the national territory.

OBJECTIVE AND FIELD OF APPLICATION

The application of this document is aimed at events, congresses, conventions and incentive programs throughout the national territory, as part of the preventive and mitigation actions dictated by the Ministry of Health, to address the COVID-19 pandemic.

The scope of this protocol shall be for all activities related to or correlated to the aforementioned sector:

- Event organizers.



HYGIENE AND DISINFECTION

GENERAL

THIS VERSION 003 OF THE VENUE PROTOCOLS APPLIES ONLY FOR: MICRO EVENTS AND MEDIUM EVENTS.

TYPE OF EVENT AND NUMBER OF ATTENDEES:



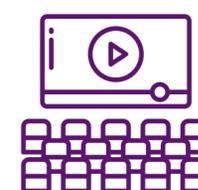
TYPE MEETINGS:

corporate, educational and commercial for up to 150 attendees*.
(Category: **Medium events**).



TYPE MEETINGS:

social for up to 30 attendees*.(Category: **Micro Events**)



*Note:

1. The total number between attendees and staff within the same event room may not exceed 50% of the capacity established for that room.
2. Number of people respecting the physical distancing established in this protocol and by the Ministry of Health.

MEETING TRACEABILITY:

In case of a direct or subcontracted employee of the provider turns out positive for COVID-19 the same must provide the Ministry of Health with:



The name and identification number of the person.



The names of the event (s) in which the contributor participated over the last 15 days.



Information pertaining to the organizer (s) of said events.



In addition, the provider must notify the venue and the organizer that there was a person who tested positive for COVID-19 at their event, maintaining the confidentiality of the case.

The supplier and its collaborators must comply with the protocols established by the venue and by the organizer who hired them for the operation of events.

The organizer must ensure that all attendees comply with the disinfection and control protocols before entering the event. This includes suppliers contracted by the organizer.

The organizer must coordinate with the venue to have disinfection stations in the space where the event takes place, for example, at the registration stations, entrances to salons and food areas. The organizer may add their own disinfection stations where it deems necessary depending on the dynamics of the event.

The organizer must provide its collaborators with the PPE and promote its use, as well as promote it with the suppliers that it contracts for the event.

The organizer will be responsible for taking the temperature of all attendees at the entrance of the premises. In the event of a temperature above the accepted, you will not be allowed to enter, and you will have to coordinate with the venue the handling of the situation according to the protocol established by each place.

The organizer will not be able to place areas for dancing or physical contact. Any activity leading to failure to comply with the distance of 1.8 meters established by the Ministry of Health shall be prohibited.

In activities of a social nature (meals, dinners or other types of meetings), they should use assemblies where crowding of people is avoided.

The organizer is responsible for handling the factor of the total number of attendees at an event, according to current health measures.

The organizer must establish entry times for groups of attendees to avoid lines, which must maintain a distance of 1.8 m per person.

It is recommended that the organizer create groups, for the registration of attendees, of no more than 10 people per group.

The organizer must notify each group of attendees, in advance, of the time at which they should present themselves for registration.

It is recommended that the organizer not provide attendees with any physical materials for the event, only digital.

Registration to the event must be prepaid so that, when attendees arrive at the venue, the process is as smooth as possible and with the least amount of contact with objects, delivery materials, and others.

During the registration, the organizer shall provide attendees with the PPE they must use during the event. This must be contemplated within the registration costs.

The organizer must clearly demarcate entries and exits. They must be handled in an orderly fashion, demarcating the required social distancing, as established by the Ministry of Health at the time.

The organizer must be completely familiar with the type of event to be managed, even though most events share similarities in their planning and realization, these have differentiating elements to be taken into account for their operation (for example, an internal corporate event, a congress or the anniversary of a company).

The organizer must coordinate feeding areas by groups of people to avoid crowds.

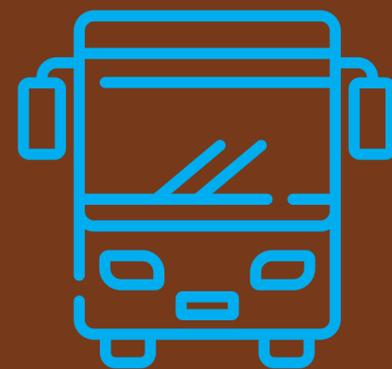
Any type of assembly to be carried out must be guaranteed that between people who are not part of the same social bubble, the physical distance of 1.8 meters is met. The organizer must respect the table of capacities established by the venue.



RECOMMENDATIONS FOR TRADE SHOWS IN “BUSINESS MEETINGS” FORMAT.

- This format consists in that only one person at a time by appointment may visit the stands of the fair. These appointments must be previously arranged.
- There can only be a maximum of 2 vendors per stand and they must respect the 1.8 m spacing.
- A cleaning and disinfection protocol must be implemented between each business appointment.
- No physical materials may be provided.
- Sales must be made via contactless payment chip card.

TRANSPORT REGISTRATION RECOMMENDATIONS



The organizer, in coordination with the transport provider, must define a maximum number of unloading passengers at the same time, that is, a bus of the largest has 55 seats, if it comes at 50%, it would be approximately 27pax; if they have to register, it would take 3 registration stations to divide them and give an average of 10 min before the next transport unloads passengers.

The organizer must take into account having at least two registration areas, one for those who arrive individually and another for those who arrive in the organizer's transport.

The organizer must conduct virtual training with collaborators to publicize the guidelines issued by the Ministry of Health. In addition, ensure that the providers contracted directly by the organizer have also trained their staff before the event.

It is recommended that there be a record of this training that includes names of the trainees and date. It must be delivered to the premises and be at hand to show it to the health authorities.

The organizer shall keep attendees and collaborators informed by means of signage or by means of constant communications regarding the handwashing protocol, the correct way to cough and sneeze, taking extreme hygiene measures.

The organizer must inform attendees of the protocols for coughing, sneezing, hand washing and other forms of greeting.

In the online information, the organizer must include a confirmation box where the participant agrees to have read and understood the health protocols.

The organizer must use the official graphic materials provided by the Ministry of Health during the event in Spanish and in the official language of the event.

Signage must be used in all areas where the event is run, in addition, consider transmitting messages on screens prior to presentations.

CLEANING AND DISINFECTION PROCEDURE

Activities to be performed for cleaning and disinfection of the workplace:



A

Activities for hand washing

- The organizer must display signage with the protocols of coughing, sneezing, hand washing and other ways of greeting for the knowledge of their employees and assistants.
- The organizer must make constant announcements to the attendees in order to ensure hand washing with soap and water and, if this is not possible, have the hydroalcoholic solution that ensures hand disinfection.



B

Activities for rinsing and drying

- The venue guarantees the organizer that disposable hand drying towels will be available, which will be in all areas intended for hand washing during the event. The organizer can place additional stations, if deemed necessary.
- The venue, within its facilities, shall ensure that the soap used for hand washing is antibacterial.
- The venue shall have in its facilities a garbage can or container for the disposal of paper towels, the same must have a lid and easy opening with the foot, within the space where the event takes place, if necessary.



C

Activities for disinfection with effective anti-virus products

- Companies referred to in this protocol shall use EPA approved products. For additional information about a product, they must be included on the EPA registration number, which is on the product label, not the brand. In addition, it must have the health register issued by the Ministry of Health.
- The instructions for use provided for the use of each product must be followed.
- Those responsible for carrying out these activities must change their PPE at least every 6 hours during their work shift.

CLEANING AND DISINFECTION PLAN AND SCHEDULE FOR THE DIFFERENT AREAS OF THE FACILITIES AND THEIR DISSEMINATION

The organizer must have equipment, staff and a disinfection methodology during the assembly, event and disassembly, this previously coordinated with the venue.

The organizer, together with their contracted employees and suppliers, must carry out cleaning procedures before transporting their equipment to the venue.

During assembly, and before initiating an event, the organizer must coordinate the disinfection of all equipment once installed, both its own and that of contracted suppliers.

After dismantling, the organizer's collaborators, as well as its contracted suppliers, must carry out the hand washing.

When the material is returned to the facilities of the organizer or contracted suppliers, it is recommended to disinfect it.

Staff responsible for cleaning, disinfection and waste management; use of personal protective equipment and training process

The organizer shall adopt the provisions set forth in the protocol specific to venues.



CLEANING AND DISINFECTION PRODUCTS

The companies mentioned in this protocol must use products approved by the EPA, to obtain additional information about a product, you must look at the EPA registration number, which is found on the product label, not the brand, and it must also have the sanitary registry issued by the Ministry of Health.

IDENTIFICATION OF CRITICAL POINTS FOR DISINFECTION

Since each material may have specific cleaning requirements, it is recommended to check the manual, product packaging or by consulting the product manufacturer's website.

The organizer must have equipment, staff and a disinfection methodology during the event and must carry out cleaning procedures before loading equipment.

PERSONAL PROTECTIVE EQUIPMENT (PPE).

According to Executive Decree No. 42603-S of September 07, 2020, the venue 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.

PPE (face masks, face shields, visual protection, gloves) and other contaminated items require special handling and proper disposal.

Note: At the time of the acquisition of PPE, it is recommended to validate their quality based on Costa Rica's national and international standards. <https://www.inteco.org/juntos-en-la-prevencion>.

The organizer must ensure that the supply of the required PPE is guaranteed in accordance with the protocols established by the Ministry of Health.

WASTE MANAGEMENT

The organizer shall comply with the procedure for the management and disposal of waste established by the selected site, provided that it complies with the guidelines established by the Ministry of Health.

The organizer will accept the way in which the waste derived from the selected site will be managed, as long as it complies with the guidelines established by the Ministry of Health.

The organizer will accept the type of garbage container within the selected venue, as long as it complies with the guidelines established by the Ministry of Health.

The organizer shall coordinate with the venue the frequency of cleaning the trash bins within the event.



LOGISTICS IN THE WORKPLACE

SERVICE OR OPERATIONAL CONTINUITY PLAN

The organizer, if deemed necessary, may stipulate for the event:

- Updated risk plan.
- Emergency and contingency plan, which must be aligned with the selected venue to host the event and be based on the size and duration of the event, the demographics of the attendees, the complexity of the event's operations, as well as the type of services and activities on the site.
- These plans should be renewed as the Ministry of Health issues new guidelines.

SHIFTS AND SCHEDULES

The organizer must design working hours according to the needs of its operation and coordinate with the contracted suppliers, in such a way that physical distancing is achieved at the time of entry to the area where the event will be held, work shifts and employee departure.

The organizer shall define the schedules in accordance with the provisions of the Ministry of Labor.

Work schedules should include time for the employee to wash their hands at least once every 30 minutes, for a minimum of approximately 40 seconds or as deemed necessary.

SOCIAL DISTANCING IN THE WORKPLACE



The organizer shall establish schedules/roles at food sites for collaborators or subcontracted personnel who are providing services, in order to avoid agglomeration and thus maintain physical distancing of at least 1.8 m in the designated areas for these activities.

The organizer must establish a schedule of entry into the premises of the venue by staff of the contracted suppliers, to maintain the order and capacity of the spaces and the physical distance required by the Ministry of Health

Suppliers must meet the same entry requirements established for registration and disinfection of attendees with the same regulations previously described: taking temperature (in case of having the temperature outside the established, entry to the establishment will not be allowed), personal disinfection and disinfection of equipment that is in contact with the assistants.

The venues must provide the organizer with the physical spaces necessary for equipment disinfection, hand washing and personal disinfection. They should be close to the activity to ensure proper management of it.

The organizer must comply in all their areas of work that employees are located within the minimum distance (1.8 meters) recommended by the Ministry of Health.

The organizer, through internal training and communications to the attendees, will promote and supervise that physical distancing is fulfilled.

The organizer must prepare and provide the venue with the break protocols for its staff during the event, which must include the standard distance of 1.8 m between the collaborators who are resting and who do not do so in groups of more than 5 people.

The organizer will define the number of people who can walk in corridors, stairs, among other places, at the same time, avoiding crowds within their organization at all times.

The venue will provide the organizer with the stipulated measures for the use of the stairs, electrical bands and corridors, for due compliance during the development of the event, in order to avoid person-to-person contact.

The organizer must identify the most important service and high-attendance areas during the development of the event, such as entry to the venue, registration and accreditation, simultaneous translation, entry to rooms, exhibition areas, entry to bathrooms, arrivals / bus departures.

In the event that the organization offers transportation for attendees, you must request the supplier to disinfect the vehicle, before and at the end of each trip.

Attendees and drivers must wear PPE during the journey.

Drivers may not extend their hands to help passengers get on and off.

Each organizer must have an informative training program for their collaborators and event attendees to learn about the symptoms of COVID-19.

The organizer should ensure that their employees inform you if they have suspicious symptoms of COVID-19, this by the means established by their employer and agree on the step to follow.

Contracted suppliers must notify the organizer if any of their employees presented suspected symptoms of COVID-19, this will be by the means established by the organizer, to agree on the step to follow.

HYGIENE HABITS OF THE EMPLOYEE IN THE WORKPLACE:

Virtual training must be carried out with employees to disseminate the guidelines issued by the Ministry of Health. A log must be kept of the training.

Signage with coughing, sneezing, hand washing, and other ways of greeting should be implemented both at the organizer's premises and on the days of the event at the venue.

ACTING ON CONFIRMED CASES OF COLLABORATORS

Any collaborator, client, organizer or provider, who presents symptoms of COVID-19 and who has been in contact with people who were diagnosed as suspected, probable or confirmed cases, must undergo a medical evaluation through the company's medical service, if there is service on the premises, or go to the corresponding medical center.

If there are suspected cases, the company should follow the following recommendations:

- Provide the person with PPE and coordinate the transfer in accordance with the guidelines of the Ministry of Health.
- In case of exposure of other workers or customers, maintain preventive isolation in the area designated by the compound, while waiting for instructions from the Ministry of Health.

If the employee has been diagnosed as a "suspected case" of COVID-19 by a doctor, he must:

- Comply with the indications of the CCSS or the Ministry of Health.

In the case of external clients, appropriate coordination should be made in accordance with the guidelines issued by the Ministry of Health or CCSS

If a collaborator, assistant, organizer or provider qualifies as a "probable" or "confirmed" case, the instructions provided by the health facility or the protocol defined by the Ministry of Health for each case should be followed and immediately communicated to those responsible for the establishment.

The organizer must ensure the confidentiality of information and protect the identity of individuals.

The reinstatement of the affected collaborator or assistant will be carried out by discharge from the doctor of the CCSS. Likewise, if any, the Department of Occupational Health will provide the appropriate surveillance.

COMMUNICATION

The organizer must define a reliable and official verbal or written communication channel to share information related to COVID-19 that is truthful and from the Ministry of Health (information boards, posters, official signage in visible places, digital channels, among others).

Signage should be implemented with the protocols for coughing, sneezing, hand washing and other ways of greeting in the Spanish language, as well as correct translations in the official language of the event.

The organizer shall be responsible for appointing the spokesperson he deems appropriate to carry out the function of maintaining and updating the information, and shall make it known to everyone (collaborators, assistants, suppliers).

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 and official website of the Costa Rica Convention Bureau.



APPROVAL, MONITORING AND EVALUATION

APPROVAL

This protocol is ratified and signed in San José, Costa Rica, by Mr. Gustavo Segura Sancho, Minister of Tourism.