



ICT-P-10.2

Specific protocol for

Tourism Transport Activities

TOURISM SECTOR

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FOREWORD

Within the framework of the declaration of national state 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 contagion 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 a contagion in a workplace.

OBJECTIVE AND FIELD OF APPLICATION



The objective of this document is to establish the minimum requirements that allow the reactivation of the tourism sector under the COVID-19 alert. This protocol is designed to allow the subsector of land transport of tourists to gradually provide their services to clients, taking into account the provisions established to avoid chains of contagion. However, organizations may implement more efficient and effective additional measures to address the pandemic.

HYGIENE AND DISINFECTION

CLEANING, HYGIENE AND DISINFECTION MEASURES.



The company must maintain daily records of cleaning carried out, as well as a record of the products used.

They should be placed in visible areas, both for the knowledge of the tourist, as well as the collaborators. Protocols for sneezing and coughing, hand washing, alternative forms of greeting, not touching the face and populations at risk, must be displayed in a visible area and in the most common languages used by tourists. (See annexes).

Establish a daily control of the health status of workers and document it. No employee can remain in the workplace if they present symptoms and it is the employee's duty to report it. Establish a list of surfaces that are frequently handled by collaborators, visitors, suppliers among others; that will be priority for the cleaning and disinfection process, or areas that are high risk due to their construction complexity that require greater care in the cleaning process and disinfection such as: railings, doors, handles, desks, toilet and sink handles.

It is recommended that the company make a list of the products and their use for the disinfection of each equipment to be disinfected (telephones, screens, keyboards, mice, cell phones, printers, equipment in the treatment rooms, items to perform the treatments (creams, exfoliating, among others) Avoid as much as possible that this equipment is shared and if it is shared, each time it is used it must be disinfected.

The cleaning of objects used in the attention of the public such as: showcases or windows, bells, microphones, dataphones, pens, switches, among others must be done periodically, it is recommended every hour. Avoid as much as possible that many people make use of them and create a disinfection culture after using them.

Thoroughly clean the heads of the tables between each user / client. In addition, only use sheets and headrest covers to cover the massage tables. Avoid using wool covers, etc.

The company should evaluate the convenience of carrying out deep disinfection in front of the client / user, to generate greater security in them.

The company must define those responsible for carrying out cleaning and disinfection measures, so that these are clear to all collaborators

Have a cleaning plan (that includes constant basic and deep cleaning) that includes the frequency, and that involves measures for both employees and customers. In the event that it already exists, it should be reinforced more regularly and with special articles against COVID-19. It is recommended that this process include deep procedures for opening and closing the SPA.

The company must communicate this cleaning plan to the collaborators, and it is desirable that the visitors / clients are aware of the minimum cleaning actions that the spa is carrying out, in order to provide greater peace of mind to the users.

Avoid having the cleaning carried out by an external company since the SPA employees will be able to have a better knowledge of the high risk areas to emphasize the deep cleaning and disinfection protocols.

The company must have a disinfection log (it may be in conjunction with cleaning) with those responsible and periodicity, in this control items commonly used in the spa such as stretchers, textiles, products, floors, bathtubs, among others, must be included.

The company must ensure the continuous disinfection and cleaning of the electronic equipment used by employees. For specific cleaning restrictions for each device, the review of user manuals is recommended.

THE CUSTOMER SHOULD NOT REPORT TO THE SITE OR ACTIVITY IF THEY PRESENT VIRUS SYMPTOMS INCLUDING COUGHING, SORE THROAT, FEVER, OR SHORTNESS OF BREATH.

A The establishment must inform the customer of the options they have in case of presenting symptoms and options for rescheduling or canceling their visit.

B In the event that the client must carry any type personal protection equipment, this must be previously communicated when the reservation confirmation is sent.

AS MUCH AS POSSIBLE, A SERVICE SCHEDULE FOR PROVIDERS MUST BE ESTABLISHED BASED ON THE REQUIREMENTS OF THE PHYSICAL SPACE, SO AS NOT TO COINCIDE WITH THE PUBLIC SERVICE HOURS.

A The reception of merchandise or providers should, preferably, be carried out in separate areas from where tourist activities take place.

B Provider access should be different from those used by visitors and collaborators, if possible

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 compliance and understanding of all employees and clients.

PROCEDURE FOR CLEANING AND DISINFECTION OF THE WORKPLACE AND TRANSPORT UNITS

THE PROCEDURES TO BE CARRIED OUT FOR THE CLEANING AND DISINFECTION OF THE WORKPLACE ARE DETAILED BELOW:



A

Procedure for washing your hands.

•The establishment must promote hand washing in accordance with the protocol established by the Ministry of Health for this purpose. See annex 1.

In addition, the company must display the hand washing protocol in areas visible to employees.



B

Procedures for hand rinsing and drying

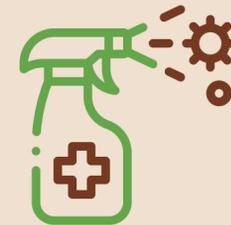
The establishment must promote hand washing in accordance with the protocol established by the Ministry of Health for this purpose. See annex 1.

In addition, the company must display the hand washing and drying protocol in areas visible to employees.

Disposable towels for hand drying must be available in all areas intended for hand washing.

The administration must ensure that the soap used for hand washing is antibacterial.

There must be a trash can or container for the disposal of paper towels. It must have a non-manually operated lid to avoid contact with hands.



C

Procedures for disinfection with effective anti-virus products

The company must use effective cleaning products against the virus, ensuring the greatest disinfection of all areas, which must be duly authorized by the Ministry of Health.

Cleaning personnel shall use only products supplied by the company, with the understanding that they must be effective against the virus and its spread.

THE ACTIVITIES TO BE CARRIED OUT FOR THE CLEANING AND DISINFECTION OF TRANSPORT UNITS:

Clean vehicle surfaces before and after use, the company shall ensure personal protective equipment according to the activity to be carried out (non-surgical gloves, mask or acrylic mask, glasses) to the personnel, maintenance, cleaning and safety, as well as ensure their correct use in the performance of their tasks. (For cleaning tasks make use of vinyl/acrylonitrile gloves. In case of use of latex gloves, it is recommended that it be on a cotton glove).

The vehicle must carry hand cleaning gel alcohol, paper towels, trash can and liquid soap when needed.

The company must have alcohol in its transport units, with a concentration of at least 60%.

Once your duties are complete, you must dispose of the gloves safely and apply the hand washing protocol.

There must be a trash can or container for the disposal of paper towels. It must have a non-manually operated lid to avoid contact with hands.

The company shall disinfect tourist's luggage, with a sprayer containing an alcohol-based solution of at least 70°, disinfectant or any other cleaning product that demonstrates its effectiveness against the virus, before introducing it into the means of transport.

All tourist transport units must undergo a general cleaning, and proper disinfection, before and after a service.

The company must establish a cleaning role for the disinfection of the restrooms found in the transport units, which will be determined by the administration. Said cleaning role should not exceed a maximum of three hours between each cleaning (taking into account the maximum distance between the two main

airports in the country).

The company will establish cleaning and disinfection schedules according to personnel movements.

The disinfection of common areas for clients, suppliers and collaborators should be increased.

A cleaning role should be established for the disinfection of restrooms according to that of the administrative offices, which will be determined by the administration. This cleaning role must not exceed two hours between each cleaning.

Cleaning staff must constantly check the supply of water, antibacterial soap, alcohol gel solution with a composition of at least 60%, as well as paper towels. In addition, the overflow of garbage cans should be avoided.

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 hold weekly meetings with the cleaning, maintenance, administrative and operational personnel, for the dissemination of the cleaning plans and their schedule.

The company must establish an official list with constant updates of the personnel in charge of cleaning, disinfection, waste management, as well as the personnel who must have personal protective equipment.

The company must carry out constant training processes on issues such as disinfection, handling of cleaning products, handling of personal protective equipment, waste management, etc. In addition, you must keep records of these trainings as well as the registry of the participating personnel, guaranteeing the updating of 100% of the personnel.

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.

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

To reuse a personal hygiene item, it must be washed with the solution recommended for this purpose by the Ministry of Health.

For greater safety, it is recommended to leave them in a sanitizing and disinfectant dissolution, recommended by the Ministry of Health.



IDENTIFICATION OF CRITICAL POINTS FOR DISINFECTION



All commonly touched surfaces used to access and control the vehicle should be cleaned; common surfaces include, but are not limited to:

Outer Handles

Interior Handles

Instrument Panel, steering wheel, gear shift, seatbelts
Seats
Vehicle roofs
Armrests
Handrails
Luggage racks
USB Ports

Electronic devices inside the vehicle:
Mobile
Tablets
(Microphone)

Radio
A/C

The company must ensure continuous disinfection and cleaning of all surfaces and areas, as well as those considered necessary for proper sanitation of all transport units in general and the administrative offices.

The company must ensure the continuous disinfection and cleaning of the electronic equipment used by employees in the administrative offices, therefore it is recommended that the user manuals be reviewed to know the specific cleaning restrictions for each equipment.

THE COMPANY IS ENCOURAGED TO IMPLEMENT THE FOLLOWING STEPS THAT APPLY TO ELECTRONIC DEVICES:

- A** Turn off the computer.
- B** Disconnect power cables, devices, and external cables.
- C** Use only a soft, lint-free cloth.
- D** Keep liquids away from the item, unless otherwise indicated for specific products.
- E** Do not let moisture enter through any opening.
- F** Do not use sprays, bleaches or abrasive substances.
- G** Do not spray any type of cleaner directly onto the device.
- H** Do not use products containing acetone, as it may damage your equipment.
- I** Finally, wash your hands frequently with soap and water, following the proper protocols.

The company must intensify the frequency of cleaning and hygiene in all spaces, with greater rigor on the support surfaces.

It is recommended to use for cleaning equipment an alcohol-based solution of at least 70%, as well other commercial products recommended by the health authorities.

PERSONAL PROTECTIVE EQUIPMENT (EPP)

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, transportation services of people, in its different modalities, also require the use of a face mask.

The use of a face shield shall be optional and in addition to the required use of a face mask as personal protective equipment.

Personal protective equipment must be snug and stable, so that it does not require constant handling.

IN THE CASE OF USING A MASK:

- Masks should be fitted so that is snug to the nose and mouth, not allowing fluid transmission
- Staff should wash their hands before and after putting on or removing the mask.
- Hospital surgical masks (type N95) should not be used, these should be reserved for health personnel.
- The mask should not be placed on the head or removed to another position.

Face shields must be stored or transported in sealed bags to prevent contamination.

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 repositioned (with proper handwashing protocol before and after).

According to the regulations of the Ministry of Health, the microphone inside the transport unit will be used exclusively by the guide who must provide it as part of his personal work equipment. The transport unit has a sound system and an emergency microphone available.

The company must encourage among employees (through the use of digital platforms, information boards, digital bulletins or by digital or physical means of preference) the proper use and management of PPE.

Before acquiring the PPE, the company is recommended to validate their quality taking into consideration the national and international standards of Costa Rica, on the website: <https://www.inteco.org/juntos-en-la-prevencion>.

The organization must agree to providing the PPE to all partners in its organization.



WASTE MANAGEMENT

The establishment must carry out waste management in accordance with the guidelines established in the National Strategy for the Separation, Recovery and Valuation of Waste (ENSRVR) 2016-2021, of the Ministry of Health.

The company must have a unique container preferably lidded, with a foot pedal, for the disposal of waste products from cleaning and disinfection, as well as disposable personal protective equipment.

The plastic bag must be closed, before being placed in the non-recoverable waste container, when it has reached 80% of its capacity.

Dustbins must be washed and disinfected daily with hygienic and chemical products registered with the Ministry of Health, ensuring their disinfection and cleaning.

The company must adopt all necessary hygienic and protection measures in the activities of prevention, reduction and separation of waste, both at the generating source, collection, storage, transport, use and final disposal of waste or hazardous waste.

A cleaning schedule for waste containers must be established and recorded in a control log.

The person who carries out the task of collecting and handling waste, must wear their PPE.

At the end of the waste collection and management process, the person responsible for this task shall carry out the handwashing according to the protocol established by the Ministry of Health.



LOGISTICS IN THE WORKPLACE

SERVICE OR OPERATIONAL CONTINUITY PLAN

The company is advised to develop a service continuity plan for the care of a disruptive event that may affect the operability and service offered.

The establishment, if deemed necessary, must have a Business Continuity Plan containing, at least, the following recommended sections:

- A** Threat Identification.
- B** Impact Analysis on the establishment.
- C** Crisis Management.
- D** Emergency response.
- E** Communication in the Crisis.
- F** Recovery Process.

In addition, the establishment must initiate the survey of the direct contacts of its employees, containing at least full name, telephone number and email, to be sent to the Ministry of Health in case they are suspected of contagion of COVID-19.

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 entry, break times and departures are ordered and, if applicable, alerts on the health of the employees can be identified.

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

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

Signs should be placed on the premises to remind employees to maintain a physical distance of 1.8 meters (entrance area to the premises, bathrooms, employee break area).

A contact payment mechanism should be used to maintain distance between the customer and the cashier.

Staff handling of cash and credit cards should be minimized.

IF THE EMPLOYEE HAS TO HANDLE MONEY (BILLS):

- He or she must not touch their face after handling money.
- Ask the customer to place the money on the counter or other surface (analyze using plastic trays for money handling), not to receive it directly into the hands. And this will have to be disinfected after use.

Applications should be used as digital services offered by the company, or failing that, in physical form and made of material that can be disinfected after each use.

People who, due to their type of function, can carry out their work from home should be sent to telework; as long as their 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 must cancel staff meetings until further notice and if they are necessary for the operation of the company, it must be adjusted to the 50% capacity of the salon where they are to be carried out, as well as the measures indicated for the physical distancing of employees. They must not exceed an hour.

Regarding staff travel outside the country 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.

THE EMPLOYEE MUST COMPLY WITH THE FOLLOWING RECOMMENDATIONS FROM THE MOMENT THEY GO TO THEIR WORKPLACE:

- Maintain good daily personal hygiene
- Use Clean Clothes
- As much as possible, change clothes for the work uniform or work clothes in the establishment, always observing the washing and disinfection of hands, as well as washing clothes.
- Keep distance between people at least 1.8 meters away.
- Do not touch your face or other parts of the body during the journey to your workplace.
- In case of presenting symptoms related to COVID-19, refrain from leaving the house, immediately notify the immediate superior and do not go to the workplace.
- Hand washing and disinfection when arriving at the workplace and when returning home

THE EMPLOYEE MUST COMPLY WITH THE FOLLOWING RECOMMENDATIONS AT THEIR WORKPLACE:

- When entering and leaving the workplace, the protocol for greeting and washing or disinfecting hands with alcohol gel with a composition between 60 ° and 70 ° must be followed.
- All workers/employees must follow the protocols for coughing and sneezing, hand washing and other forms of greeting that are included in the annex to this document.

The people in charge of cleaning must protect themselves with gloves while carrying out the cleaning and hygiene of the facilities. After cleaning, the residues must be disposed of correctly and the hand washing established in the protocol indicated in the annex must be carried out.

Efforts should be made between each employee to maintain a minimum distance of 1.8 meters to reduce the risk of infection.

You must fully comply with the protocol for hand washing and drying and the protocol for when to wash your hands.

For employees whose functions do not warrant the use of a cell phone, this must be kept in their respective locker or bag for personal use. Those who must use the cell phone must disinfect it frequently.

Employees must keep their personal items clean for use in the workplace such as: glasses, tablets, pens, agendas among others.

When the driver of the unit transfers tourists, and they go on a tour, he must close the unit and cannot allow people to enter it. .

ACTIONS FOR CONFIRMED CASES AMONG EMPLOYEES



In the event of an employee with a confirmed case of COVID-19, the Tourism Transport 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

The staff of the tourism transport company will follow the instructions of the Ministry of Health in the event of a confirmed case or a suspicious contact. They should provide whatever collaboration is within their reach to facilitate the work and research carried out by the Ministry of Health.

The company must keep a log or record of information for employees who consult for symptoms related to a respiratory disease, or with potential risks of contracting the disease: over 60 years old, hypertensive, with respiratory conditions, diabetes, or who are in treatment for cancer or other disease that compromises your immune system. Also, if you have been around a suspected case.

In the event that an employee is confirmed with COVID-19, the following must be implemented:

- Please close the establishment and carry out the cleaning and disinfection procedure throughout the premises in case of detection of confirmed COVID-19 personnel.
- Notify employees of the case so that they get tested for COVID-19 at the appropriate EBAIS or Governing Area of the Ministry of Health.
- Notify customers of the situation.
- You should open the service to the public when you confirm that no contributor is positive for a COVID-19 analysis.

In the event that a customer, which is transported by the tourist ground transport unit is confirmed with COVID-19 during the transfers of its itineraries, the following shall be implemented:

- If you have a symptomatic case of COVID-19, the driver or tour guide must coordinate with the CCSS Communications Center (Contact via telephone 2290-0513, 2290-1893, 2103-1500 or 2220-3510 or through 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.

- The driver or tour guide must inform the health authorities, places and persons with which the suspected COVID-19 customer has contacted during the itinerary.

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

- A Fever
- B Exhaustion
- C Dry cough

SOME PATIENTS MAY HAVE THE FOLLOWING SYMPTOMS:

- A Pain
- B Nasal congestion
- C Rhinorrhea (liquid mucus)
- D Sore throat
- E Diarrhea
- F Loss of taste
- G Loss of smell

- Once the client has been referred for the attention of the symptoms by COVID-19, the driver and tour guide, must report to the head of the tourism transport company, the contact he had with a suspected case of COVID -19, and must inform the health authorities, so that the health measures to be implemented can be assessed.
- 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.
- Air Conditioning filters should be changed immediately if someone has tested positive for COVID-19.
- It is recommended to use disposable protective gloves (Nitrile gloves) when touching belongings or items belonging to a passenger with symptoms.

On a bus or other mode of transport, a person who is coughing heavily should be clearly separated (preferably at a distance of 2 meters) from other passengers. Passengers must bring face masks with them as part of their personal effects, especially in long-distance transportation.

Paper towels will be available on hand so that passengers can cough or sneeze into the paper if face masks are not available or if the person is unable to wear one. If necessary, ask the passenger to cough into a tissue or their own sleeve.

COMMUNICATION



The establishment 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).

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, must be posted in visible spaces. (See annexes).

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

The person in charge of the communication during the emergency responsible for maintaining and updating the information.

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

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 and the Association of Tourism Carriers (ASOTRANSTUR) and the Costa Rican Association of Tourism Operators (ACOT).



APPROVAL, MONITORING AND EVALUATION

AUTHORIZATION

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