



## BIOSECURITY PROTOCOL



**TOURIST TRANSPORT  
AND RENT A CAR**

## **GENERAL GUIDELINES**

### **CLEANING AND DISINFECTION MEASURES:**

Intensify personal hygiene measures.

Train staff in biosafety measures being implemented.

Provide the necessary means for hand washing (water, soap, and disposable towels -optional).

Ensure the proper use of cleaning supplies (water diluted chlorine solution).

Continuously, responsibly, and rigorously clean the entire premises.

Constantly cleaning of common use areas.

Supervise constantly the cleaning on the building.

Supervise the staff responsible of cleaning.

Set posters in visible places indicating the appropriate behavior of tourists when sneezing, coughing and interacting with others.

Mark the cleaning supply containers.

Classify and organize chemical cleaning supplies in appropriate areas, based on their composition, to prevent chemical interactions (example: alcohol and sodium hypochlorite).

### **OFFICE SPACE OR CUSTOMER SERVICE AREA:**

Encourage social distancing between clients and workers during their visit to the establishment (1.5m).

Create a roll call system for customer service and a programmed schedule for groups to avoid overcrowding.

Implement protective physical barriers (glass, vinyl, etc.) on the windows or public spaces, and provide face

shields to workers mandatory (this does not exclude the use of a mask).

Disinfect constantly all counters, pens, telephones, handrails or any other area of common use.

Guarantee the availability of adequate containers to collect and dispose solid waste.

Have and place in a visible area a telephone directory of healthcare centers, private and public hospitals, as well as emergency numbers (for example, line # 132) to request assistance or information in case of emergencies.

Implement digital transaction whenever is possible.

#### Guidelines for entry into the establishment

**To enter the establishment, the following guidelines must be complied:**

Take the temperature of clients and staff before entering to the establishment using a digital thermometer. People with temperature higher than 37.8 ° will not be allowed to enter.

Allow people to entry into the establishment guaranteeing social distancing of at least one and a half meters.

The entry of families or groups that request joint services will be allowed if the maximum capacity of the establishment is not exceeded.

Provide an area and the necessary means for hand washing (water, soap, and disposable towels -optional) if not, provide alcohol sanitizing of 70%.

## **TOURISM TRANSPORTATION:**

Before entering to a tourism transportation vehicle take the temperature of passengers, using a digital thermometer. Temperature monitoring should be done at least twice a day, the personal designated for this must follow the procedure properly.

### **The following recommendations should be followed within each category of transportation:**

Before and after each use, clean and disinfect the transportation.

Disinfect frequently surfaces and common use equipment such as: handles, railings, belts, seats, keys, life jackets etc., utilizing quaternary ammonium.

Use alcohol-based solution of at least 70% grade, disinfecting solutions or any other cleaning solution that has been proven effective against the virus.

Provide personal protective equipment for the staff responsible of cleaning and disinfecting the transportation (non-surgical gloves, mask or face shields, glasses).

Ensure the correct use of personal protective equipment during working hours. All protective equipment must be provided free of charge by the employer.

Provide the necessary means for hand washing (water, soap, and disposable towels -optional).

When boarding the mode of transportation ensure social distancing (1.5m) between passengers, if this is not possible, face masks should be mandatory during the trip.

Avoid greetings that include physical contact.

Fumigate and disinfect suitcases and packages with a 70% alcohol-based solution.

Ensure natural air circulation while transporting tourists on land.

Ensure proper maintenance of air conditioners (filter cleaning).

Practice preventive measures when loading and unloading suitcases.

Consuming food and beverages during the trip should be avoided except for water bottled. The container should be disinfected before the trip.

Provide personal protection equipment for the staff operating the transportation, (face mask, face shield - optional).

Have and place in a visible area a telephone directory of healthcare centers, private and public hospitals on the route of the trip, as well as emergency numbers (for example, line # 132) to request assistance or health information in case of emergencies.

**The following guidelines are recommended for each category of vehicle transportation that have restrooms on board:**

Verify that the restroom is working well before beginning the trip.

Provide the necessary means for hand washing (water, soap, and disposable towels -optional) and ensure they will last for the duration of the trip.

Rigorously clean restroom areas, before, during and after each trip.

Guarantee garbage disposal cans with a foot lever to avoid contact with the surface.

Remove garbage after each trip.

Assign a person to oversee communication and verify compliance with the biosafety protocol.

Post guidelines from the Ministry of Health in a visible part of your mode of transportation.

Schedule staggered work shifts in compliance with national labor legislations.

The administrator or manager will communicate with the staff, ensure their health, and guarantee compliance with the biosafety rules and measures being implemented.

Establish special biosafety protocols for workers who are within at-the risk groups.

#### **RECOMMENDATIONS FOR SUPPLIERS:**

Suppliers with a temperature above the 37.8 ° range will not be allowed into the premises.

Schedule the arrival of suppliers or supplies in a staggered manner.

Facilitate, different access points for providers of services and supplies, as well as loading and unloading areas.

Explain the safety protocols that the company is implementing, so the suppliers and service providers can act accordingly.

Request to comply the safety measures (hand washing and mask usage) as well as use of personal protective equipment to enter the establishment.

Keep a registry of the suppliers that visit the establishment (company, employee, day, time).

Avoid staying inside the premises for longer than necessary.

Carry out transactions digitally whenever possible.

**RECOMMENDATIONS FOR CUSTOMERS:**

Provide a web site that allows the client to make reservations online, review biosafety protocols and know any other important information.

From the moment a reservation is made, inform the client of the biosafety protocols that are in place within the establishment.

Guarantee compliance with hygiene measures.

Post in visible places the recommendations issued by the Ministry of Health in relation to the pandemic.

Recommend that clients use face masks or personal protective equipment while on the premises (optional).

Provide to the client a brief introduction indicating the safety recommendations and protocols to follow while providing the service.

Encourage payment by card or bank transfers, to avoid handling cash.