



COVID-19 OPERATION HEALTH & SAFETY PROTOCOLS

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I. Background

In January 2020, the World Health Organization (WHO) declared the emergence of a new coronavirus disease in Hubei province, China, an international public health emergency. It became a global pandemic on the 11th of March, 2020. The scientific name SARS CoV-2 has been assigned to the virus, and the disease is known as COVID-19.

Symptoms

COVID-19 affects different people in different ways. Most infected people will develop mild to moderate illness and recover without hospitalization. Most common symptoms are fever, dry cough and tiredness while less common symptoms include aches and pains, sore throat, diarrhea, conjunctivitis, headache, loss of taste and smell, a rash on skin, or discoloration of fingers and toes. Serious symptoms include difficulty breathing or shortness of breath, chest pain or pressure, and loss of speech or movement. On average it takes 5-6 days from when someone is infected with the virus to become symptomatic, however it can take up to 14 days.

Spread

COVID-19 spreads similarly to the flu, primarily through droplets of saliva or discharge from the nose when an infected person coughs or sneezes.

- a. If others are within three feet, they can contract the virus by contact with the fluids expelled by the carrier.
- b. Furthermore, people can come into contact with the virus by touching contaminated surfaces or objects and then touching their eyes, nose, or mouth.

Impacts on workplaces

At this time, there are no specific vaccines or treatments for COVID-19 and therefore it is being considered an extended event. As a result, workplaces may experience:

1. Absenteeism: workers could be absent because they are sick; are caretakers of sick relatives; caregivers of their children; if schools or nurseries are closed, they have people at risk at home or if authorities implement quarantines and suspension of activities.
2. Change in trading patterns: Consumers may try to shop during off-peak hours to reduce contact with others, show greater interest in in-home delivery services, or prefer other options to minimize person contact to person.
3. Discontinued Supply: Shipments of items from geographic areas severely affected by COVID-19 may be delayed or canceled with or without notice.

II. Preventative Measures

The measures provided below are for best practice in the control and management of bacterial and viral outbreaks that may interrupt or affect the normal operational conditions of transport service providers as outlined by the World Health Organization (WHO) and Jamaica's Ministry of Health and Wellness (MOH). These measures are not intended to eliminate the possibility of infection or transmission of airborne pathogens, but serves to minimize and avoid contamination in the most effective manner possible.

A. General Preventive Measures

- 1.** El Sol Vida shall formulate and publish a COVID-19 Response Protocol based on the WHO Guidelines and local Ministry of Health and Wellness which addresses all operational aspects of the business and treatment of an incident or outbreak at the establishment.
- 2.** All personnel must undergo a symptomatic evaluation before and after every shift. Where personnel are found to display – or are suspected of having any symptoms associated with COVID-19, they will be quarantined and assisted in reporting to the nearest healthcare facility for treatment and evaluation.
- 3.** Where a passenger displays – or is suspected of having any symptom associated with COVID- 19, steps will be taken to quarantine the passenger and to notify the appropriate authority.
- 4.** Appropriate signage and messaging to raise awareness by passengers of measures taken to ensure their safety by the El Sol Vida must be visible.
- 5.** All personnel will be provided with appropriate PPE which shall include:
 - A washable linen/cloth-based facemask or a face guard in high risk areas
 - Protective eyewear for close-contact personnel
 - Protective latex disposable gloves
 - Hand sanitizer at their workstation or work areas
- 6.** All personnel will be provided with appropriate training and awareness of the Response Protocol and on the use of PPE and measures that have been taken to ensure their safety and that of passengers.
- 7.** All PPE must be regarded as medical waste when discarded and will be treated, stored and disposed-of accordingly.
- 8.** All contact surfaces including doors, tables, handles and others will be sanitized on a continual basis throughout the day.
- 9.** El Sol Vida will ensure that all passengers complete a COVID-19 Statement before boarding the vehicle (can be completed online between 24 hrs. and 4 hrs. prior to service delivery). This will:
 1. Specifically enquire as to knowledge of the existence of any symptoms associated with the virus;
 2. Details of recent travel activities
- 10.** El Sol Vida will record contact details for all passengers or the tour leader (in the case of a tour) including cell phone number, onward destination and home address to assist with official tracing activities in the event that an outbreak of COVID-19 takes place.

B. Personnel Protective Measures

El Sol Vida's staff and other contracted personnel will be sensitized through brief meetings about the official history of COVID- 19 and the following necessary preventive measures below:

1. All personnel will interact with passengers only while wearing their PPE.
2. Personnel will maintain a minimum of 1.5 meters distance between themselves and passengers wherever possible.
3. Passengers must be provided with disposable facemask (if they currently do not have any), hand sanitizer before boarding vehicles.
4. All personnel must sanitize their hands between every passenger interaction.
5. All surface touch-points and items used by passengers must be sanitized after every disembarkation to minimize transmission potential. This shall include:
 - Countertops
 - Pens or keypads
 - Door and window handles
 - Seatbelts and restraints
 - Grip handles
6. Group check-in facilities will be configured as to ensure 1.5 meter spacing between passengers. (Optional exemptions may be applied to travelling families that live together).
7. Personnel should avoid and discourage unprotected handshakes between themselves and passengers.

Once the workday is done, all staff must wash their hands thoroughly with soap and water. Logs must be maintained to record any incident, which must be reported verbally to Management at the time and sent by email to Management the same day.

C. Standard for Vehicle Maintenance and Hygiene Activities

1. Air-handling systems, air-conditioner and other air circulation systems must be sanitized and maintained at least once between every tour and transfer booking.
2. All vehicles must be stocked with disposable facemasks and hand sanitizer for passengers. In addition,
 - a. Tour and transfer vehicles will not accommodate more than 50% of the licensed capacity at any time to maintain social distancing, for example, 15 seaters to carry 7; 29 seaters to carry 14; 5 seaters to carry 2.
 - b. Families living together and travelling together may elect to exempt themselves from vehicle social distancing protocols.
3. Where possible, passengers will be assigned a seat for the duration of their experience and encouraged to remain in their assigned space to minimize the potential transmission

- of the virus.
4. Where fitted, items such as curtaining and other soft, loose fabrics will be removed.
 5. Magazines, brochures and other printed material will be removed from the vehicle. Where these items can be safely replaced and managed between cycles, this requirement may be relaxed.
 6. On-board toilet facilities will be locked and only made available in an emergency.
 7. All vehicles must undergo a sanitization process after every use. This will include:
 - The sanitization of all interior hard surfaces that may have been touched by passengers including seatbelts; grip handles; window and door handles; glass surfaces; seatbacks and overhead safety handles.
 - Microphones
 - Exterior door-handles
 - Interior windows and glass surfaces
 - Adequate airing of the vehicle prior to re-use.
 8. After every cycle, the vehicle must be disinfected by means of an approved fogger or similar process.

D. General Preventive Measures for our guests

Call center, customer concierge agents, e-commerce, sales or check-in areas must provide pertinent information to our guests, including at least the following recommendations:

1. Sanitize your hands frequently with soap and water, or disinfect them continuously using an alcohol-based sanitizing gel. This is especially recommended after contact with commonly used surfaces and objects such as tables, railings, cell phones, computer keyboards, telephones, remote controls, etc.
2. All guest will be required to wear a face mask during their transfer or tour unless otherwise specified by their guide (for activities where a face mask may become a hazard).
3. Avoid physical contact with other guests or staff.
4. Avoid sharing personal items like towels, glasses, silverware, or other objects.
5. Cover your mouth with your forearm when you cough or sneeze, or with a disposable tissue, then throw it away and wash your hands.
6. If on the day of your activity, you have respiratory symptoms or a temperature above 38°C (100.4°F), it is recommended you stay in your hotel and seek medical evaluation immediately. Customers who display these symptoms on their tour date may be denied entry to tour activity.

III. Specific Preventive measures by area or department

Security protocols for check in

1. Staff must use facemasks and gloves at all times while attending guests.
2. It is necessary to sanitize the desk, counter, or table before and after having contact with potential guests.
3. One guest at a time. If guests come in a group, only one member of the group is to be attended to.
4. If there are more guests in the area, they will have to keep a distance of 1.5 meters or 6 feet between them from the other group while they wait for their turn.
5. Each check-in counter (airport check-in desk) must have a hand sanitizer available, so that guests can sanitize any personal items such as cell phones, credit cards, etc.
6. Constant sanitizing of office/check-in desk equipment will be carried out between each guest (cleaning of calculators, pens, staplers, bank terminals, etc.).
7. Trash cans must be cleaned daily.

Guest Services/Tour Guides

1. Gloves must be worn when receiving guest document (vouchers and IDs)
2. Welcome the guest, but maintain the suggested distance of 1.5 meters or 6 feet.
3. Avoid coming into to contact with guest items.
4. After sharing a pen, writing board, or any other material with a guest, agent must sanitize their hand as well as recommend the guest does the same.
5. For signing waivers and release sheets, guides must instruct a single-family member to list their entire family. Pens will be given to each guest, and at the end of the filling, they will be cleaned with a 70% solution of ethanol alcohol wipe.
6. Physical contact with the guest is not allowed unless it is an emergency.
7. If necessary, for the care of minor wounds, the use of protective glasses, gloves, and disposable facemasks are mandatory, with either a guest or a staff member.

Human Resources

1. Daily control of the health status of the staff. In the minimal presence of symptoms related to COVID-19, put the person in contact with government health services to request a test.

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2. Inform, through the internet, emails, circulars, trades, posters, etc. to contribute to the training of associates on how to carry out daily tasks and to use personal protective equipment and materials more safely and effectively.

Correct use of Masks

HOW TO WEAR A MEDICAL MASK SAFELY

who.int/epi-win

Do's →



Wash your hands before touching the mask



Inspect the mask for tears or holes



Find the top side, where the metal piece or stiff edge is



Ensure the colored-side faces outwards



Place the metal piece or stiff edge over your nose



Cover your mouth, nose, and chin



Adjust the mask to your face without leaving gaps on the sides



Avoid touching the mask



Remove the mask from behind the ears or head



Keep the mask away from you and surfaces while removing it



Discard the mask immediately after use preferably into a closed bin



Wash your hands after discarding the mask

Don'ts →



Do not Use a ripped or damp mask



Do not wear the mask only over mouth or nose



Do not wear a loose mask



Do not touch the front of the mask



Do not remove the mask to talk to someone or do other things that would require touching the mask



Do not leave your used mask within the reach of others



Do not re-use the mask

Remember that masks alone cannot protect you from COVID-19. Maintain at least 1 metre distance from others and wash your hands frequently and thoroughly, even while wearing a mask.

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Appropriate	<i>Fit for the intended purpose</i>
Authority	<i>Department of Health or Local Public Health Department</i>
Close Contact Personnel	<i>Personnel who have unavoidable contact with passengers at close range – drivers, guides and depot personnel; etc</i>
COVID-19	<i>Novel Coronavirus</i>
Continual basis	<i>On purpose a regular, recorded basis according to need or use</i>
Cycle	<i>A period in which a vehicle is used by one specific group</i>
Deep Cleaned	<i>As prescribed by the WHO Guidelines</i>
Disposable	<i>An item intended for single-use</i>
Face Guard	<i>A transparent covering that protects the full face</i>
Facemask	<i>A breathable covering that provides protection to the mouth and nose</i>
Fogger	<i>A misting spray designed to minimize transmission of bacteria and virus's</i>
Guest Interaction	<i>Interaction with an individual passenger</i>
Hand Gloves	<i>A glove that covers the hand from the wrist</i>
Hand Sanitizer	<i>A product intended for hand use which contains a minimum of 70% alcohol.</i>
Hand-washing Facility	<i>A facility that provides running water, soap and hand drying equipment</i>
High Risk Area	<i>Any area where the potential for contamination is above average – such as on-board and meeting places.</i>
Sanitized	<i>Cleaned with an approved sanitizer or cleaning agent</i>
Protective eyewear	<i>Eye protection secured in the form of glasses or face protector</i>
Response Protocol	<i>Based on the WHO Guidelines and inclusive of measures to manage cases of infection that may occur</i>
Washable	<i>An item that may be washed and reused</i>
WHO	<i>World Health Organization</i>
MOH	<i>Ministry of Health and Wellness</i>