

Internal Hygiene Protocol

Adaptation to the COVID-19 outbreak



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1. PREVENTION PROCEDURES

1.1 INFORMATION

- This Internal Protocol for the COVID-19 coronavirus outbreak and other applicable codes of conduct are available on the website www.keentours.pt/covid-19/, as well as the information is sent to the costumers when booking activities;
- The guides transmit information on how to comply with the basic precautions for infection prevention and control in relation to the COVID-19 coronavirus outbreak is transmitted, as well as this information is available in digital format at www.keentours.pt/covid-19/ and sent to the customer when booking activities;
- A Questions & Answers section is available on the website with simplified information on the most relevant procedures.

1.2 HYGIENIZATION PLAN

- The clothing used in activities and other accessories made available to employees and customers are washed at high temperatures using detergent with disinfectant, namely SKIP Disinfectant Pro Formula, and according to the instructions on the label;
- The equipment and accessories used during an activity are collected and sprayed with a disinfectant solution, namely Sanitol, being closed in plastic bags until the moment of cleaning;
- The used equipment is sanitized after each activity, according to the rules applicable to each type of equipment, using appropriate detergents and disinfectants, namely: Beal Rope Cleaner, Sanytol, Zoono, etc.;
- Equipment that cannot be disinfected using traditional methods is subject to ozone disinfection or subject to a minimum quarantine period of 48 hours, with guaranteed ventilation;
- The vehicles are sanitized by means of an Ozone cannon and application of Zoono virucide, after each use;
- Surfaces with greater contact, such as handles, glass controls and handles, are cleaned at least twice a day, during activities;
- Garbage bags for waste collection are available in each vehicle;
- In each vehicle, a “dirty area” is designated for placing waste and objects used during the activity;
- All equipment and media hygiene actions are recorded in a specific form, in digital format, which collects information about the equipment, the methods and materials used and the responsible person for cleaning.

1.3 FOR EMPLOYEES

1.3.1 Training

- Keen Tours provides specific training for all Employees on:
 - this Internal Protocol on the COVID-19 outbreak.
 - how to comply with basic infection prevention and control precautions for the COVID-19 outbreak, including the following procedures:
 - hand hygiene: washing hands frequently with soap and water for at least 20 seconds or using hand sanitizer that has at least 70% of alcohol, covering all surfaces of the hands and rubbing them until they are dry;
 - respiratory etiquette: coughing and sneezing into the flexed forearm, or use a tissue, which should then be immediately thrown away; hand hygiene always after coughing or sneezing and after blowing; avoiding touching eyes, nose and mouth;
 - social conduct: changing the frequency and form of contact between workers and between them and customers, avoiding (when possible) close contact, handshakes, kisses, shared working stations, face-to-face meetings and sharing food, utensils, glasses and towels.
 - how to perform daily self-monitoring to assess fever, check for cough and difficulty breathing;
 - how to comply with the guidelines of the Direção Geral de Saúde (DGS) - the Portuguese Health Authority – for cleaning surfaces and treating clothes.
- Current employees carried out the Clean and Safe training, provided by Turismo de Portugal, IP, on 27 and 29 May 2020; in the advent of new employees, a record of the training provided to them will be made;
- Employees receive continuous training on the guidelines issued by the DGS and the best practices applicable to the sector.
- Employees know the characteristics of the products they use (detergents and disinfectants), the precautions to be taken with their handling, dilution and application in safe conditions, and how to protect themselves during the cleaning procedures of the equipment.

1.3.2 Personal protective equipment

- The necessary PPE is available to each employee in a number adjusted to each activity, namely masks and gloves;
- All vehicles have additional stock of this material, which can be used whenever it is necessary.

1.3.3 Designation of those responsible

- The guide allocated to the activity, as stated in the activity manifesto, is responsible for triggering the procedures in case of suspected infection (providing the necessary assistance and contacting the national health service); any incidents that occur are coordinated by Pedro Casinhas and/or Rita Barros.

1.3.4 Conduct

- All employees perform daily self-monitoring to assess fever, cough or difficulty breathing and other symptoms, by filling in a digital form created for this purpose, accessible via mobile phone or computer;
- All employees must wash their hands frequently;
- In cases of vehicle use, hand disinfection is carried out using a solution with 70% alcohol or higher, at least when entering and leaving the vehicle;
- The use of a mask is mandatory inside vehicles and/or spaces where the safety distance cannot be applied;
- Regarding the customers, employees must:
 - keep their distance, avoid physical contact and avoid sharing food and objects;
 - keep their hair up;
 - avoid excessive use of personal adornments.

1.3.5 Stock of cleaning and sanitizing materials

- Stock of cleaning materials for single use proportional to the dimensions of the service provided is guaranteed, namely the Zoono disinfectant, single use cleaning wipes moistened with disinfectant, absorbent paper and alcohol at 70% or higher;
- The stocks of each vehicle are checked at the end of each activity, with the necessary replenishment; a digital record of this procedure is maintained.

1.4 FOR CUSTOMERS

1.4.1 Personal protective equipment

- PPE is available in an appropriate number for each activity, namely single-use masks;
- Alcohol-based hand sanitizer is available in a dispenser in each vehicle;

- The guides are responsible for carrying alcohol-based sanitizer at all times, in order to be able to dispense this product to customers whenever necessary;
- Alcohol at 70% or higher is available for disinfecting mobile phones and other personal equipment is available in each vehicle.

1.4.2 Conduct

- The use of a mask is mandatory inside vehicles and spaces where the safety distance cannot be applied;
- Customers should disinfect their hands using a solution with at least 70% alcohol, at least when entering and exiting vehicles;
- Customers should disinfect their hands using a solution with at least 70% alcohol, before receiving equipment, as well as after returning it;
- Clients will be informed by the guide about the specific rules of conduct, hygiene and safety for each activity, namely safety distances, according to the recommendations of the DGS;
- Customers are prohibited from using the front seats of the vehicles.

1.5 ORGANIZATION OF THE ACTIVITIES

- Reservation procedures are unmaterialized, using vouchers and digital tickets whenever necessary;
- Financial transactions will preferably be carried out electronically, using credit cards, bank transfers, PayPal and MBway;
- The social safety distance between the participants in the activities, according to the recommendations of the DGS, is at least two meters; when this is not possible, the use of a mask is mandatory;
- The maximum occupation of the means of transport used in the activities, according to the recommendations of the DGS at the time, is:
 - Renault 4L: 1 passenger;
 - Suzuki Vitara: 2 passengers;
 - Opel Monterrey: 3 passengers.
- In view of the prohibition on the use of air conditioning and the permanent need for air renewal, vehicles circulate with at least two open windows;
- When bathing in natural areas, DGS guidelines for the beaches are observed;
- Picnic meals will be provided and served with the support of employees, reducing contacts with food, whenever individual meals are not possible;

- Information and documentation are made available in digital format;
- Keen Tours preferably chooses partners who have adhered to the Clean and Safe protocols or who have hygiene procedures comparable to this protocol;
- This protocol will be subject to changes whenever necessary, taking into account the latest guidelines issued by the DGS and best practices for the sector.

2. PROCEDURES IN CASE OF SUSPECTED INFECTION

2.1 ACTION PLAN

- The Guide will contact the health line 24: 808 24 24 24; and report the case;
- The customer will have to wear a mask permanently;
- The client will be asked for permission to measure his body temperature in order to support the decision of the health authorities;
- The guide will direct the client to the accommodation or to the health unit indicated by the health line 24, in which case he will wait to provide assistance according to his needs;
- The waste generated by the client suspected of being infected with COVID-19 will be enclosed in an appropriate plastic bag, and this in a second plastic bag, and later sent to Stericycle, an hospital waste management entity.

3. REGISTRATION OF ACTS / INCIDENTS

- Keen Tours maintains a digital record of all occurrences related to COVID-19, namely those involved, the discretion and action taken

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