



TOURISTIC ANIMATION AGENTS

(WITH physical facilities for customer)

INTERNAL PROTOCOL



1. PREVENTION PROCEDURES

1.1. ON THE PREMISES

- 1.1.1. Signaling and Information
- 1.1.2. Hygiene Plan
- 1.1.3. Adequacy of the Isolation Place
- 1.1.4. Equipamentos de higienização

1.2. FOR EMPLOYEES

- 1.2.1. Training
- 1.2.2. Individual Protection Equipment
- 1.2.3. Appointment of those responsible
- 1.2.4. Conduct
- 1.2.5. Stock of Cleaning and Sanitizing materials
- 1.2.6. Work Schedules / Shifts

1.3. FOR CUSTOMERS

- 1.3.1. Individual Protection Equipment
- 1.3.2. Conduct

1.4. FOR THE ORGANIZATION

2. PROCEDURES IN CASE OF SUSPECTED INFECTION

2.1. ACTION PLAN

2.2. DECONTAMINATION OF THE ISOLATION PLACE

3. REGISTRATION OF ACTS / INCIDENTS



1. PREVENTION PROCEDURES

1.1. ON PREMISES

1.1.1. Signaling and Information

- Ensure that customers are aware of and have access to this Internal Protocol related to the COVID-19 coronavirus outbreak, which can be requested directly from our employees or can also be consulted through our website www.liveelectrictours.com.
- Provide information on how to comply with basic precautions for infection prevention and control in relation to the COVID-19 coronavirus outbreak.

1.1.2. Hygiene plan

- Hygiene or disinfection of the equipment used, after each activity, according to the rules applicable to each type of equipment.
- Hygiene or disinfection of the means of transport used, after each activity, and in accordance with the rules applicable to each type of transport.
- Washing and disinfection of surfaces where employees and customers circulate, ensuring control and prevention of infections and resistance to antimicrobials.
- Cleaning, several times a day, surfaces, and objects in common use (including counters, light and elevator switches, door handles, cabinet handles).
- Wet cleaning should be preferred over dry cleaning and using a vacuum cleaner.
- Renovation of air in rooms and closed spaces regularly.
- In places where any drinks or food can be distributed, if any, hygiene of utensils, equipment and surfaces should be reinforced and direct manipulation of food by employees should be avoided as much as possible.
- The bucket and mop for the floor are usually reusable, so you must ensure that these devices are cleaned and disinfected at the end of each use.
- For the floor, washing must be performed with hot water and common detergent, followed by disinfection with a bleach solution diluted in water. The cleaning frequency must be at least once a day.
- In sanitary facilities, washing should preferably be carried out with a product that contains detergent and disinfectant in its composition because it is easier to apply and disinfect. The frequency of cleaning the floor should be at least 3 times a day.
- All material used in carrying out the activities must be disinfected after each use.

1.1.3. Adequacy of the isolation site

- Place to isolate people who can be detected as suspected or confirmed cases of COVID-19.

1.1.4. Hygiene equipment

- Dispensers of alcohol-based antiseptic solution or alcohol-based solution at the points of entry / exit, and whenever applicable, in places where any drinks or food may be distributed, sanitary facilities for access to customers, if any.
- Liquid soap for hand washing and paper towels, in all sanitary facilities.

1.2. FOR EMPLOYEES

1.2.1. Training

- Specific training for all Employees on:
 - Internal protocol for the COVID-19 coronavirus outbreak.



- How to comply with basic infection prevention and control precautions for the COVID-19 coronavirus outbreak, including the procedures:
 - Hand hygiene: wash your hands frequently with soap and water for at least 20 seconds or use hand sanitizer that has at least 70% of alcohol, covering all surfaces of the hands and rubbing them until they are dry.
 - Respiratory etiquette: cough or sneeze into the forearm or use a tissue, which should then be immediately thrown away; hand hygiene always after coughing or sneezing and after blowing; avoid touching the eyes, nose, and mouth with your hands.
 - Social conduct: change the frequency and form of contact between workers and between them and customers, avoiding (when possible) close contact, handshakes, kisses, shared jobs, face-to-face meetings and food sharing, utensils, glasses, and towels.
- How to perform daily self-monitoring to assess fever, check for cough or difficulty breathing.
- How to comply with the guidelines of the Directorate-General for Health for cleaning surfaces and treating clothes in establishments.

Action Date	Action Description	Number of Trainees
1 st of June of 2020	Covid19 specific training	10

1.2.2. Individual protection equipment

- Sufficient for all employees, masks, gloves and visors.

1.2.3. Appointment of those responsible

- Have at your service a collaborator responsible for triggering the procedures in case of suspected infection (accompanying the person with symptoms to the isolation space, providing the necessary assistance and contacting the national health service).

1.2.4. Conduct

- Daily self-monitoring to assess fever, cough or difficulty breathing.
- How to act with customers, ways of presenting / complying,
 - keep the distance between employees, avoid physical contact, including handshakes
 - not entering and leaving the establishments with the establishment's uniform
 - keep your hair up
 - the excessive use of personal ornaments (bracelets, threads, rings, etc.) is not recommended
 - Scheduled meal and rest breaks to avoid encounters in staff areas
 - employees must be familiar with the products to be used (detergents and disinfectants), the precautions to be taken when handling, diluting and applying them in safe conditions, how to protect themselves during cleaning procedures and how to ensure good ventilation of the rooms. during cleaning and disinfection.

1.2.5. Stock of cleaning and sanitizing materials

- Stock of cleaning materials for single use proportional to the size of the establishment, including bleach and alcohol at 70% and bactericidal agent.
- Dispensers of alcohol-based antiseptic solution or alcohol-based solution.
- Waste container with non-manual opening and plastic bag.
- Equipment for washing hands with liquid soap and paper towels.



1.2.6. Work Schedules / Shifts

- Definition of service schedules and shifts with a reduction in the simultaneous number of employees

1.3. FOR CUSTOMERS

1.3.1. Individual protection equipment

- Personal protective equipment (mask and disinfectant gel) available to customers (maximum capacity of groups).
- Supply of alcohol-based hand sanitizers, whenever justified, to participants in activities.

1.3.2. Conduct

- Definition of rules for entry and stay in common spaces in accordance with the guidelines for social distance recommended by the Directorate-General for Health.

1.4. FOR THE ORGANIZATION

- Maximum occupancy per square meter (m2) recommended by the Directorate-General for Health, if they are activities carried out in closed spaces.
- Maintenance of the social safety distance between the participants in the activities, in accordance with the recommendations of the Directorate-General for Health.
- Maximum occupancy of the means of transport used in the activities, according to the recommendations of the Directorate-General for Health.
- Distribution of information, within the scope of the activity, preferably in digital / online support.
- Compliance with internal hygiene and safety protocols by partners involved in the activities.

2. PROCEDURES IN CASE OF SUSPECTED INFECTION

2.1. ACTION PLAN

- The responsible employee must accompany the suspect of infection to the isolation space, provide the necessary assistance and contact the National Health Service.

2.2. DECONTAMINATION OF THE ISOLATION PLACE

- The decontamination of the isolation area whenever there are positive cases of infection and reinforcement of cleaning and disinfection whenever there are suspected infections, especially on surfaces frequently handled and most used by it, as indicated by the Directorate-General for Health.
- The storage of waste produced by suspected infection in a plastic bag that, after being closed (eg with a clamp), must be segregated and sent to a licensed operator for the management of hospital waste with biological risk.

3. REGISTRATION OF ACTS / INCIDENTS

Event registration suggestion:

Event Date	Event Description	Action Measures	Obs.
------------	-------------------	-----------------	------