

## Chile Hygiene and Safety Protocols – COVID-19

In order to safeguard the health of our travelers, guides, drivers and their families, we have set a Covid-19 Hygiene and Safety plan that considers measures in line with national and international standards to prevent and control the spread of this virus. A multidimensional protocol has been purposed to counter and minimize the vectors, the aim is to provide tourism services with the highest quality of safety for every person involved. Therefore, it is everyone's task to apply these guidelines to succeed. This protocol will be updated continuously so it is important to always have the latest version. This protocol is addressed to: - Guides. - Drivers. - office Staff. - Travelers. - Service providers related to the tourism activities.

### General Terms:

Since the Covid-19 virus is relatively new, the research is also new and are constantly being revised and updated. Therefore, this hygiene and safety parameters are considered the minimum measures for prevention, and it is everyone's responsibility to stay informed and to act as responsible as possible in order to protect themselves and the people around. There are some certainties about the virus and are very similar to other well-known viruses, such as:

- The main medium of infection is through the droplets of saliva in the air or any surface.
- Direct physical contact between people, is the most common form of transmission.
- Social distancing is of at least 1 meter (3 feet) and the use of implements such as face masks, hand sanitizer (alcohol gel or soap), and the constant cleaning of surfaces have proved to be effective prevention measures.

Considering the above, when providing a tourism service, this protocol must be fulfilled.

### GUIDES

- Before any service is provided, guides should be subjected to body temperature check and deliver a declaration of symptoms. If temperature higher than 37,5°C (99.5°F), difficulties for breathing or persistent cough, guides must immediately inform the central office and be exempted from the service. Afterwards they will be monitored, expecting at least 24 hours without fever. If the fever continues, it will be necessary to visit a medical center and get tested for Covid-19; if the result is negative, the guide would be able to resume his/her job.
- Guides must wear a proper face mask, at all times; when traveling, at the airport and during the service with the travelers. In areas where social distancing is possible, guides can take off their face mask temporarily.
- For every service, guides must carry a Covid-kit with at least: Face masks, Gloves, Soap or alcohol gel
- Before boarding the vehicle, guides must make sure it has been properly sanitized and registered on the relevant document, less than 24 hours previous to the service.

- At every stop, such as an excursion, guides must keep their hands clean when returning to the vehicle and make sure travelers do the same.
- For excursions in crowded locations or when waiting in queues, guides must ensure social distancing, avoiding direct contact with other people, furniture or any kind of stationery items.
- When arriving to hotels or restaurants, guides have to make sure there is a proper area with the least number of people. This could mean that a group could remain in a different area while the other group is checking in or being set on a restaurant table. If online check-in is available (Airports or Hotels), guides will carry it out, in order to avoid queues or crowds.
- Before the beginning of every trip, guides will request travelers to provide a health declaration (annex 2).
- If one of the travelers has symptoms consistent with Covid-19, guides must inform immediately to begin the isolation procedure and to take him/her to a medical center. The office team will give the guidelines for the following steps. The traveler will not be considered for the service.

**COVID-19 SYMPTOMS:** - Fever; 37, 8°C (100°F) or higher. - Cough. - Throat pain when eating or drinking. - Myalgia or muscle pain. - Breathing difficulties. - Chest pain. - Loss of sense of smell and taste. - Diarrhea. - Headache. - Chills.

**THINGS TO DO IF A TRAVELER HAS SYMPTOMS:**

1. Both the traveler and the staff, must use the protection implements available.
2. Isolate to avoid contact with other people. Keep social distancing (2 meters / 6 feet).
3. Contact the office staff to request details of the closest medical center. Direct contact with Customer Service, emergency phone number or the office.
4. Request the traveler's contact information to stay in touch.
5. Assist the traveler as needed, make him/her feel accompanied and well cared for.
6. Ask the traveler to report the situation to her/his Travel Insurance.
7. Maintain a chronological record of the steps followed.
8. Follow the instructions given by Southbound.

**DRIVERS**

- Before any service is provided, drivers should be subjected to body temperature check and deliver a declaration of symptoms. If temperature higher than 37,5°C (99.5°F), difficulties for breathing or persistent cough, drivers must immediately inform the central office and be exempted from the service. Afterwards they will be monitored, expecting at least 24 hours without fever. If the fever or other symptoms continue, it will be necessary to visit a medical center and get tested for Covid-19; if the result is negative, the driver would be able to resume his/ her job.

- Drivers must wear a proper face mask, at all times; when traveling, at the airport and during the service with the travelers. In areas where social distancing is possible, drivers can take off their face mask temporarily.

- For every service, drivers must carry a Covid-kit with at least: Face masks, for themselves and for the travelers. Gloves or Soap or alcohol gel, for themselves and for the travelers.

#### **Hygiene Protocol for vehicles:**

- After a service or working day is over, the driver (or a designated person from the team) must clean his/her hands (with soap and water), change clothes, and then sanitize the vehicle.

- Sanitization: Process whereby the amount of germs is considerably reduced, not completely though; providing a safe environment.

- The sanitization involves using products proved to be efficient (e.g. spray of an aqueous solution from 1:30 to 1:98, containing disinfecting detergent, sanitizer, viricide and WK-100 fungicide, whose active element is the fortified quaternary ammonium (Public Health Institute Reg. N° D-492/18) as well as other methods that include the use of a solution containing 1 part of 5% chloride and 5 parts of drinkable water; implement the use of this solutions using in every part of the vehicle (e.g. door handles, wheel, shift lever, trunks, tuber mats, etc.).
- In the following link there is a list of the sanitizer registered by the Public Health Institute (ISP, by its Spanish acronym): <http://registrosanitario.ispch.gob.cl/>

Fill in the check-list, time and date, and then sign the form. Consult Vehicle Check-list.

- In every stop where travelers visit a place of interest from their itinerary, remember to clean the mainly used surfaces.

- Make sure that when they get back into the vehicle all travelers have their face mask on and sanitize their hands.

