

SERVICIOS TURISTICOS ALL WAYS TRAVEL TITICACAPERU S.A.C

COVID-19 PREVENTION, CONTROL AND MANAGEMENT PROTOCOLS



(Updated according to R.M. 1275-2021 MINSA and R.M. 1171-2021-MTC)

In order to safeguard the health of our travelers and our community, we have implemented a health protocol to follow before, during and after our tourism activities so that we can prevent or minimize the possibilities to spread of COVID 19



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Contact and Reception Services

THE TOUR GUIDE OR ASSISTANT GUIDE:

BEFORE THE GROUP'S ARRIVAL

- He is present at the office the afternoon before the service for temperature measurement and to fill out the worker's symptomatology sheet. If temperature is above 37.5°C. He will be requested to go home to rest and stay in contact with the company's doctor who will give the appropriate instructions. No worker, or service provider with a temperature equal to or greater than 37.5°C will allowed to provide the service. The company will find an assistant to carry out the required service.
- He/She is informed of the preventive sanitary measures of the space (hotel, airport, train, or bus terminal) where they are going to pick up or contact the passenger.

UPON GROUP'S ARRIVAL:

- Uses the surgical mask properly, fully covering the nose and mouth, and ensure that passengers also use them properly upon arrival.
- Shows the shoe disinfection spot when boarding the bus or entering the corresponding space.
- Supervises that the reception of suitcases is done with the required EPP equipment and its respective disinfection.
- Complies with the policy of maintaining a minimum safety distance of 1.50 meters and avoids physical contact (except in emergency situations that require first aid).
- Kindly asks passengers to fill out the symptomatology sheet and collects them in a plastic bag, avoiding contact. These forms serve us to comply with preventive control and contribute to the early reporting of COVID-19 symptoms. In this way, the traceability of suspected cases or confirmation of contagion is facilitated.
- Provides in a sealed envelope a surgical mask for each day that the passenger is at our destination.
- The clinical infrared thermometer is available and in good condition to be used when needed.
- Inform the company about passenger who might be feeling sick so we can provide professional health care with accredited sanitary personnel.

Guiding services half day, full day, or overnight excursions

THE TOUR GUIDE:

BEFORE THE TOUR:

- He is present at the office the afternoon before the service for temperature measurement and to fill out the worker's symptomatology sheet. If temperature is above 37.5°C. He will be requested to go home to rest and stay in contact with the company's doctor who will give the appropriate instructions. No worker, or service provider with a temperature equal to or greater than 37.5°C will allowed to provide the service. The company will find an assistant to carry out the guiding service.



DURING THE TOUR SERVICE:

- Verifies that all providers participating in the tour services comply with the COVID-19 security protocols
- It is compulsory to use the mask properly, covering the nose and mouth, and make sure that passengers also use them properly.
- If applicable, takes traveler's body temperature as well as from driver before the tour starts. This measure has been requested by government sanitary authorities. At this moment is not mandatory.
- Temperature is measured using infrared thermometers. If any passenger presents a fever (37.5 degrees or more) , the guide will immediately communicate with to the main office so that the occupational doctor will activate the protocols established by the Peruvian Ministry of Health.
- On buses or boats, the guide shows the location of hand sanitizer dispensers, sinks and paper towels, as well as solid and/or organic waste disposal points.
- Verifies that passengers disinfect their footwear in the respective disinfection spots.
- Informs passengers about the covid 19 protocols to follow in each of the places to visit and warns of sanctions imposed by each establishment in case safety protocols are not followed.
- Informs and complies with the policy of maintaining a minimum safety distance of 1.50 meters. and avoid physical contact during service (except in emergency situations when first aid is needed)
- Respects the capacity established by the sites visited.
- Verifies that the visited places or transport are kept ventilated.

- Respect the scheduled times and the travel time of the tourist site to avoid crowds,
- Use the cell phone exclusively as a work tool and keeps it disinfected with alcohol. The cell phone is for personal use and avoids lending it to other people.
- Daily disinfects work tools and material used in the travel activities.
- Deliver the printed or virtual entrance tickets directly to the controller or system of the tourist sites.
- Have an extra supply of masks available for contingencies, an infrared clinical thermometer in good condition, hand sanitized alcohol, liquid soap and other cleaning supplies such as disposable towels, waste bags in case they are needed.
- Provides the passenger with hand sanitizing gel before, during, and after the activity.
- Knows how to execute the protocol established to manage suspected cases of COVID-19:
- The guide will use the contingency PPE, will kindly isolate the sick person from the rest of the group and immediately notify the company's occupational doctor who will activate the protocols established by the Ministry of Health
- Immediately report any other incident to the company to prepare the next steps to protect the passenger and other people.
- Monitors compliance of sanitary regulations during picnics or lunches in lodging houses or restaurants.
- Has access to the first aid medicine cabinet

Overland Transportation Services

THE DRIVERS:

BEFORE SERVICE:

- Shows at the office the afternoon before the service for temperature measurement and to fill out the worker's symptomatology sheet. If temperature is above 37.5°C. He will be requested to go home to rest and stay in contact with the company's doctor who will give the appropriate instructions. No worker, or service provider with a temperature equal to or greater than 37.5°C will allowed to provide the service. The company will find an assistant to carry out the driving service.
- Verifies that the driver's area is well isolated and disinfected
- Disinfects the floor, seats, handles, interior windows and seat belts with Pro14 Ecolab solution.
- Verifies the van/bus has the alcohol gel dispenser working and the trash bags are clean and well installed.
- Sprays the shoe disinfection spot with alcohol and asks passengers to rub in their shoes when boarding the bus.
- Has first aid kit and medical oxygen balloon up and operational.

DURING SERVICES

- Gets his body temperature measured by the tour guide before and at the end of the service.
- Knows it is mandatory to use a surgical mask and the mandatory PPE according to the distances of the service.
- Verifies that passengers aboard the vehicle with their masks correctly placed.
- Check that 50% of the mobility capacity is not exceeded and that the 1.5-meter distance between each

passenger is respected.

- Avoids the use of air conditioning. Instead, open the windows of the vehicle to facilitate ventilation.
- Avoids physical contact with the passengers.
- When loading the suitcases in the trunk of the vehicle, wear protective gloves and apply Pro14 Ecolab to the entire suitcase and mainly the handles.
- Collects garbage and waste from the van/bus daily

Boat Transportation

BOAT CAPTAIN AND CREW:

BEFORE SERVICE:

- Show at the office the afternoon before the service for temperature measurement and to fill out the worker's symptomatology sheet. If temperature is above 37.5°C. He will be requested to go home to rest and stay in contact with the company's doctor who will give the appropriate instructions. No worker, or service provider with a temperature equal to or greater than 37.5°C will be allowed to provide the service. The company will find an assistant to carry out the boat driving service.
- Verifies that the area reserved for the captain's maneuvers is correctly marked and disinfected.
- Disinfect the floor, seats, handles, interior windows with Pro14 Ecolab solution.
- Verifies that the boat is clean and disinfected
- Verifies that the vessel's sinks and toilets are clean and disinfected. It will be disinfected three times a day (before, during and after service)
- Verify that the boat alcohol gel dispenser is operational and waste/trash collection system is up and running.
- Verifies that unusable seats are indicated.

DURING THE SERVICE

- Gets his body temperature measured by the tour guide before and at the end of the service.
- Verifies that passengers board with their masks correctly placed.
- Kindly instructs passengers to clean their shoes when boarding the boat.
- Verifies that the group has enough space to maintain the required safety distances
- Keeps the boat ventilated as much as possible
- Avoids physical contact with the passengers and the tour guide during the development of their work.
- Disinfects any document or material received or delivered from a third party.
- Has an adequate supply of PPE for contingencies.
- Has a first aid kit and medical oxygen bottle.
- They collect the garbage generated inside the boat daily and dispose of it in the indicated waste place.

Food, Pic-nic and Restoration services

CHEF, COOKS AND ASSISTANTS:



BEFORE SERVICE

- Complies with temperature measurement when starting their activity in the kitchen and they fill out the worker's symptomatology sheet.
- They will use N95 or KN95 masks, cooking hats, protective glasses and gloves during food preparation
- They disinfect the kitchen area and the picnic area

DURING PIC NIC

- Dishes will be covered with hoods or lids to protect food.
- They will know in advance the choice of the passenger's menu. Two types of fixed menu (vegetarian and non-vegetarian) will be offered to minimize the chance of contamination
- They are obliged to wash their hands every 20 minutes with soap and water, in order to reduce chances of contagion and contamination.
- They attend strictly in shifts and at scheduled times to avoid crowds.
- They offer access to water for hand washing with soap and water or hand disinfection (before, during and after the service).
- Offer paper towels
- They offer hygienic services adequately disinfected before the arrival of the group and after the departure of the passenger.

- Clearly signals solid and organic waste disposal bins
- They coordinate with the agency in case there is any incidence of infection for COVID-19 to help minimize spread of the virus.

Box lunch Service



STAFF RECOMMENDATIONS FOR FOOD-HANDLING

- Permanent use of personal protective equipment (PPE).
- Hair collected and covered.
- Change of clothing according to protocol and company policy.
- Trimmed nails.
- Avoid use of perfumes or aromatic deodorants.
- Use of uniform only within the facilities of the work center.
- Do not use accessories such as: cell phones, watches, earrings, rings while preparing meals

SAFETY CLOTHING FOR KITCHEN

- White cap
- Face mask
- Lenses (Optional)
- White Coat
- Apron/Apron
- Anti-slip shoe

STEPS FOR GOOD HAND WASHING

- Roll up sleeves before washing hands.
- Wet hands.
- Use soap
- Rubbing between fingers and nails for at least 1 minute
- Rinse with plenty of running water.
- Dry with a paper towel.

WHEN ENTERING THE KITCHEN:

- The use of masks will be verified.
- The symptomatology of the personnel is controlled daily.
- The body temperature of the personnel is controlled with a clinical infrared thermometer.
- Footwear is disinfected at the entrance of the kitchen
- Washing with soap and water or hand disinfection is verified.
- It is verified that the staff's clothing is clean before the start of their activities.

BEFORE BOX LUNCH PREPARATION

- Profound handwashing
- Uses EPP equipment in the kitchen
- Ensures that the work area is clean and disinfected.
- Ensures hygienic use of raw materials, supplies, packaging material

DURING THE PREPARATION OF ORDERS

- Wash hands with soap and water every 20 minutes.
- Strict use of all safety clothing for food handling
- Avoid touching mouth, nose, and eyes.
- Dispose of solid and organic waste respecting the established preventive health measures.
- Follow proper hygiene habits when coughing or sneezing.
- Verifies the hygiene and hermetic zip of all products before deliver.
- Avoid use of personal cell phones in the kitchen area
- Greeting through physical contact while in the kitchen is prohibited.

AFTER ACTIVITY IN THE KITCHEN

- Disinfect surfaces, materials, furniture, and equipment that come into contact with our hands during the preparation of orders.
- Place kitchen clothing in the designated container for subsequent washing and disinfection.
- Performs deep handwashing washing with soap and water and hand disinfection
- The body temperature of the personnel is measured when leaving the company

Our passenger is kindly requested to comply with the following safety regulations:

- Use the surgical masks that will be given to you upon arrival. A surgical mask will be delivered to you in a sealed envelope for each day of stay in our city. The use of the mask is mandatory during the trip in closed spaces such as inside a bus, boat, or a museum. In open places and in outdoor activities, the mask can be removed as long as you can maintain a safety distance of 1.5 meters with the other passengers and the guide.
- Fill out the Covid-19 symptomatology sheet. Please bring your own pens if possible.
- Communicate if you have any symptoms of a cold or COVID-19 within 15 days after the service offered.
- You will have access to body temperature measurement with an infrared clinical thermometer at the beginning and end of the service. The temperature will be taken at another time if any passenger shows discomfort in their health.
- Comply with the procedure and frequency of hand washing or disinfection (before, during and after the activity).
- Carry out the disinfection of the sole of your footwear before entering a space.
- Carry out the disinfection of your personal items, whenever necessary.
- Follow the tour guide directions concerning safety protocols
- Respect the restricted areas in the places you visit
- The tour guide is responsible of communicating of any problem following safety protocols.

"TAKING CARE OF US IS EVERYONE'S OBLIGATION"

IN CASE YOU NEED MEDICAL ATTENTION

If any passenger needs medical attention, we will immediately notify the company's assigned doctor to coordinate with the patient, travel agency and insurance company if needed. If it is a suspected case of coronavirus, the doctor will activate the protocols established by the Ministry of Health and the passenger will be asked to quarantine in the hotel room until they are recovered.

NOTES:

- All Ways Travel Titicaca Peru SAC is responsible for raising awareness and training staff before restarting activities, and supervising compliance with these.
- All Ways Travel Titicaca Peru SAC is responsible for raising awareness and training tour guides and providers aquatic and overland transportation services, rural houses and restoration services in the communities.







