



# SAFETY PLUS COVID-19 PREVENTIVE MEASURES

MAY 2020



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## FOREWORD

Within the framework of the declaration of national state of emergency in the entire territory of the Republic of Costa Rica, made official by Executive Decree 42227-MP-S as a product of COVID-19 and given the characteristics of the pandemic and the various forms of virus contagion, preventive sanitary measures have been defined by the Ministry of Health, as the governing body in the context of this response phase and in the event of contagion in a workplace.

This document has been prepared in accordance with the protocols that implement established health guidelines by the Ministry of Health, and contains the basic prevention requirements and additional measures that Grupo Valverde companies will establish in its operations to efficiently attend the pandemic caused by COVID-19 disease.

This document is subject to be permanently updated in order to respond at all times to current health needs and guidelines.





## 1. GOALS AND FIELD OF APPLICATION

The goal of this document is to establish the preventive measures to be implemented in every Valverde Group company, according to the Guidelines issued by the Presidential House and sanitary Guidelines issued by the Ministry of Health of Costa Rica to address the COVID-19 pandemic.

This protocol aims to establish the way to provide a safely customer service in order to avoid chains of contagion.

These guidelines will be reviewed periodically, and the current version will be published on the Ministry of Health's website, as well as the Costa Rican Tourism Institute website, in the same way our organization will update the internal protocols when necessary.

It applies to the following business units:

- Costa Rica Sky Adventures Arenal
- Costa Rica Sky Adventures Monteverde
- Monteverde Herpetarium
- Costa Rica Sky Adventures Vandar 
- Fonda Vela Hotel Boutique
- Estukur  Chocolate



## 2. GENERAL PREVENTIVE MEASURES

### 2.1 General preventive measures for the administrative personnel of the companies:

Administrative staff must:

- Ensure compliance with the measures defined for the prevention and containment of COVID-19, of employees and guests.

The department managers will be in charge of ensuring daily compliance with these measures by the staff and the visitors who circulate in their areas, they will send a weekly report to the operations managers where compliance or problems that have occurred during the week will be recorded, the operations manager will call a meeting of department managers, safety promoter and occupational

health officer to analyze the findings of these reports and will be recorded in a log along with the new measures applicable during the next week.

- Establish a daily control of the health status of employees and document it.

The HR manager will be responsible for documenting the employees' health status weekly, the departments managers will fill out a daily digital control and pass this information on to the operations managers of each park, the operations managers will send this information weekly to the HR manager to analyze the data and execute new strategies if necessary.





- Intensify cleaning and hygiene measures, mainly on those surfaces that are frequently touched, such as: handles, reception furniture, doorknobs, computer equipment, dataphones, among others.

Those responsible for cleaning each area will be trained on the correct protocol to apply for disinfecting frequent contact surfaces.

We will apply the recommendations on disinfection products authorized by the Ministry of Health and how to use them according to the surface to be disinfected mentioned in point 4 of this document.

- Place sneezing and coughing protocols, hand washing, other ways of greeting, not touching their faces and populations at risk signs, in the most popular languages on visible areas.

We will design and place infographics with this information in our facilities (reception, common areas, restaurants, bathrooms and lavatories).

- Ensure access to toilet paper, antibacterial soap, disposable towels for drying hands and alcohol gel in the facilities bathrooms.

We will guarantee these elements in the sanitary and lavatory services of all the facilities daily in the morning.

- Guarantee personal protection equipment (non-surgical gloves, acrylic mask / face shield, glasses) to kitchen, maintenance, operations, cleaning, transportation and security personnel, as well as ensuring its correct use in the performance of their tasks.

The necessary disposable equipment will be acquired.

Personnel will be trained in the correct use of the equipment.

Staff will be supervised to ensure correct use of the equipment.

- Keep their staff informed about the national situation by COVID-19 from official sources such as the Ministry of Health.

The official information channels will be followed to keep up with the situation and new guidelines.

The operations manager will pass down the information on to the department managers and the department managers on to their staff.

- Establish a verbal and written communication channel with tourists, in the event that any have any symptoms related to a respiratory disease or have been close to a suspicious contact, coordinate with the corresponding health services and contact the 1322 line.

This information will be designed and presented on signs or screens at the main building.

Tourists will be informed about these measures verbally at the reception and before starting each tour.





- Serve providers through channels that avoid contact, such as by appointment, e-mail or video call.

Suppliers will be informed about this measure, this way we will avoid unnecessary visits by suppliers, and we will organize the visits that are necessary in order to avoid crowds and comply with the established guidelines.

## 2.2 General preventive measures for non-administrative personnel of the companies:

Non-administrative staff must:

- Notify their headquarters, or whoever they designate in case of presenting symptoms related to COVID-19.

Staff will be trained and made aware of this measure.

This information will be displayed on signs and screens of the main building.

- Make mandatory use of personal protective equipment provided by the administration.

Staff will be informed and supervised to ensure compliance with this measure:

·**Guides and photographers:**  
Mask and glasses

·**Reception staff:**  
Mask and face shield

·**Maintenance personnel:**  
Mask and glasses

·**Cleaning staff:**  
Face shield, mask and gloves

·**Kitchen staff:**  
Mask and gloves

·**Drivers, waiters and cable car operator:**

Mask

- Intensify cleaning and hygiene measures, especially on those surfaces that are frequently touched in the course of their work.

Personnel in each area will be trained on the correct protocol to apply for disinfection of frequent contact surfaces included in point 4 of this document.

- Apply protocols for handwashing, sneezing and coughing, not touching your face and other ways of greeting.

Staff will be trained in the correct application of these protocols. The correct application of these protocols will be supervised.

## 2.3 Domestic and international travel protocol for employees:

- Domestic or international trips should be made only if they are strictly necessary, the heads of operations should make their employees aware of this point and try to minimize these trips, especially in seasons of high influx of visitors.

- All employees who need to make a domestic or international trip must inform the head of operations of their respective business unit before it, and then confirm





the places they visited during the trip so that the company can take the measures it deems appropriate.

- It is the employee's obligation to keep all the anti-contagion prevention measures during the trip:

Wear a mask at all times during the trip.

Ensure social distancing during travel (especially during trips in public transport units such as buses and airplanes).

Apply personal hygiene measures before, during and after using public transport (wash hands and use alcohol gel frequently).

- In case of international trips, the collaborator must submit to the updated guidelines of the Ministry of Health

regarding the need to present or not a negative test of COVID 19 to enter the country and regarding the necessary quarantine time that the Ministry designates for the employee.

### **3. MEASURES ON THE USE OF SPACES WITH A HIGH INFLUX OF STAFF AND VISITORS**

For the use of areas in general, we will maintain an occupancy level equal to or less than 50% of the capacity of people who share these spaces in accordance with social distancing, and we will guarantee a distance of 1.8 meters between social bubbles.

#### **3.1 General restaurants:**

- The limit of people allowed will be defined, and the tables will be separated by at least 3 meters between them, 2 meters in the case of the bar chairs.



- Restaurant managers should ensure that the correct distribution of chairs and tables is maintained to guarantee proper distance.

### **3.2 General transportation units:**

- Social bubbles in transport units will be placed in different rows of seats.
- Users will be placed first in the back seats and later in the front seats to encourage distance when entering and leaving the units.
- Drivers will ensure that visitors maintain the stipulated distance between social bubbles during the journey.
- It is not allowed under any point of view that the users of the transport units stand during the tour.
- Transport logistics will be organized according to the number of social bubbles and number of seats in the transport unit, it is not allowed to take passengers who are not previously included in the transport log for the day.

### **3.3 General receptions and shops:**

- Floor marks will be installed on the waiting lines at a distance of 1.8 meters between them.
- Receptionists, store managers and showroom managers will ensure that the social distance between people who are in the waiting line is maintained.
- People will not be allowed to enter the space if its capacity limit is reached.

### **3.4 General administrative offices:**

- Entrance to the office will be controlled to avoid exceeding its maximum capacity.
- Employees will ensure the right social distance is kept.
- The workspaces within the office will be organized to respect the social distance measure of 1.8 meters.

### **3.5 Theme parks zip lines:**

- Floor marks will be installed on the platforms at a distance of 1.8 meters between them.
- Floor marks will be installed in the waiting lines towards the platforms and towards the waiver signature line at a distance of 1.8 meters between them.
- The guides will ensure that the social distance is maintained by locating each social bubble in the different floor marks during the development of the tour, and never exceeding the limit of social bubbles allowed by platform, if the social bubble is equal to or greater than 4 people, they will use one floor mark and will leave another one free in between them and the next social bubble.
- When gearing up, connecting and disconnecting visitors from the systems, the greatest possible distance will be maintained, and this activity will always be carried out using protective equipment.



- The logistics of each tour will be organized depending on the number of guides available and the number of social bubbles to always respect this measure.

### **3.6 Theme parks trails and bridges:**

- Floor marks will be installed in the viewpoints and resting points at a distance of 1.8 meters between them (these will be small cones or flags).
- The guide will ensure that the social distance is maintained by locating the social bubbles in the different floor marks in the viewpoints and resting points. If the social bubble is equal to or greater than 4 people, a floor mark will be left free to locate the next social bubble.
- During the crossing of the bridges and walks on the trails, the guide will ensure that visitors respect this measure.
- The logistics of each tour will be organized depending on the number of guides available and the number of social bubbles to always respect this measure.

### **3.7 Theme parks cable cars:**

- During the ride in the cable cars, the use of masks will be mandatory for people who do not belong to the same social bubble.
- Floor markings will be installed at a distance of 1.8 meters in the waiting lines of the cable car in both directions and it will be ensured that this measure of social distancing is respected.

### **3.8 Estukurú cocoa tour area:**

- The maximum amount of social bubbles per tour will be 2, this is in order to allow the guide to easily control the group during

the tour and guarantee social distance in all areas.

- The guide will ensure that the distance of 1.8 meters is maintained between the social bubbles that attend the tour.
- In the cocoa drying area, entry will be restricted to one social bubble at a time.

### **3.9 Fonda Vela Hotel pool and jacuzzi areas:**

- A reservation method for the use of facilities will be applied, the time of use will be defined each day depending on the occupation.
- The limit of allowed social bubbles will be defined.





## 4. HYGIENE AND DISINFECTION MEASURES

### 4.1 General Measures:

- The company will guarantee access to antibacterial soap, alcohol gel with a composition of at least 70% and disposable towels for drying hands in common spaces.
- The company will intensify cleaning and hygiene measures, mainly on surfaces where there is greater contact, in the main building areas (reception, common areas, shops, etc.) and in tour structures (cable cars, platforms, hanging bridges, etc).

The frequency of disinfection of the spaces will be subject to the flow of daily visitation, the following policy will be applied in all spaces.

Frequent contact points will be disinfected at least every hour if the flow of visitors is constant or after the use of each space by a group of visitors if the flow is periodic.

- The company will have daily records of the cleaning carried out, as well as records of the products used.
- The payment process will be implemented by electronic means or contactless credit / debit cards.
- There will be garbage cans or containers for disposing of paper towels, it will have a lid and a non-manually operated opening, avoiding contact with hands.
- Cleaning products effective against the virus and authorized by the Ministry of

Health will be used to guarantee the highest disinfection in all areas.

- Cleaning and disinfection schedules will be established according to the staff Schedule and the visitors flow, at a minimum, all objects (furniture, utensils, equipment, etc.) with which a person has made contact will be disinfected before being used by another person.
- A alcohol gel solution with a composition of at least 70% will be available in all the workstations linked to tourist care.
- All equipment and materials used in cleaning and disinfection will be washed and disinfected at the end of the process.

#### 4.2 General transportation units measures:

- The transportation units will be disinfected after each trip with personnel on board with products authorized by the Ministry of Health, emphasis will be placed on seats, backrests, windows, door handles, seat levers, etc.
- Drivers will have in their transportation units disposable masks, disinfecting mats, laser thermometers and alcohol gel dispensers that they must apply to all visitors before entering the unit in the following order.
  - Temperature check
  - Shoe disinfection
  - Hand disinfection
- Drivers must ensure that visitors on board wear at least face masks, otherwise the driver will offer the visitor a disposable face mask.

#### 4.3 General supply process measures:

- A provider service schedule will be established according to the requirements of the physical space, so that it does not coincide with the customer service hours.
- The reception of merchandise or suppliers will be kept in separate spaces from where the tourist activity takes place.
- Access for suppliers will be different from those used by visitors and employees.
- Suppliers must go through body temperature control, hand and shoe disinfection before entering the facilities, and the use of personal protective equipment is also mandatory.
- Orders will be received until 2:30pm.
- The products will go through the disinfection process before being placed in the corresponding area.
- The person in charge of receiving the products must have personal protective equipment.
- Food rooms must go through a rigorous cleaning process frequently and have a cleaning control log.
- As far as possible, only one supplier must go down to make delivery or receive orders, only in the case of heavy items an exception will be made.





- The product download areas are demarcated.
- Suppliers are not allowed to enter the kitchen.

#### **4.4 General visitors and guests measures:**

- The customer's body temperature will be taken at the time of registering at the facilities or at the time of the "pick up" as appropriate, if the temperature is higher than 37.5 degrees Celsius, entry to the facilities will not be allowed:
- Handwashing will be mandatory when the client enters the facilities, there will be sinks in the reception areas.
- The use of alcohol gel will be mandatory when the client enters the transportation units, the drivers will have alcohol gel in their units and will provide it to the visitors.
- The use of protection equipment is not mandatory for visitors but it is recommended, they will be informed of this measure during the reservation process, the client must bring their own mask from home if they want to use it.
- Clients should report to the site if they have virus symptoms such as cough, sore throat, fever, or difficulty breathing.
- The client will be informed of the options they have in case of presenting symptoms to reschedule or cancel their visit.
- Handwashing will be mandatory when the employee enters the facilities, the employee must consider the recommended frequency according to the influx and contact with tourists.
- Employees must carry out the hand washing protocol, after contact with clients, after contact with contaminated surfaces or equipment and after removing the PPE (gloves, masks, etc.). As for the hands, the nails should be short.
- We will not allow the assistance of employees who present flu symptoms or illness with respiratory symptoms.
- Sharing of work equipment or devices of other employees is not allowed. In the event that there is an alternation in the use of certain equipment or devices, guidelines for cleaning and disinfection will be established between uses to reduce the risk of contagion.
- It is mandatory to wear clean work clothes daily, and to use the personal protection implements given by the administration for the performance of the functions.

#### **4.5 General employees measures:**

- The body temperature of all employees will be taken at the entrance of the work shift, if the temperature is higher than 37.5 degrees Celsius, entrance to the facilities will not be allowed and the HR department will be informed immediately.
- Constant training processes will be carried out in topics such as disinfection, handling of cleaning products, handling of personal protective equipment, waste management, etc. Records of these trainings will be kept to guarantee the updating of 100% of the personnel.





#### 4.6 Theme Parks personal protective equipment and other elements used during the adventure tours measures:

- Personal tourist protection equipment (harnesses, helmets, carabiners, connecting lines, pulleys, gloves, etc.) will be disinfected after each use according to its technical data sheet and manufacturer's recommendation as follows:

Harnesses, gloves and restraint lines: Handwash with water and soap of neutral pH, drying process in closed rooms with dehumidifiers and disinfection process with vaporizers will be applied before returning the equipment to the guide to equip the visitors.

Helmets: Disinfection will be applied to the casing with disinfectant solution authorized by the manufacturer, disinfection will be applied to textile elements by means of atomizers with disinfectant solution authorized by the manufacturer.

Carabiners and other metal elements: Disinfection will be applied using 70% alcohol solution.

- The guides' personal protection equipment will be disinfected daily according to its technical data sheet and manufacturer's recommendation following the protocol outlined above.
- The tubings used in water activities will be disinfected after each use with products authorized by the Ministry of Health.
- The horseback riding equipment will be disinfected after each use according to the manufacturer's recommendation or with products authorized by the Ministry of Health.

- The flashlights used in the serpentarium will be disinfected after each use with official products authorized by the Ministry of Health.
- Cameras, gopro cameras and other photography items will be systematically disinfected during the day according to the manufacturer's recommendation.

#### 4.7 Fonda Vela Hotel rooms cleaning process measures:

- The usual cleaning protocol is followed but emphasizing on disinfecting frequent contact spots (toilets, door handles, TV and air controls, telephone, back of the bed, handles for showers and sinks, tables, chairs, bathroom door, etc).
- It is the obligation of the cleaning staff to go through a complete disinfection area before entering the rooms.
- It is not allowed to wear any type of jewelry when cleaning (bracelets, rings, necklaces, among others).
- It is not allowed to consume food or drinks while performing cleaning operations.
- Cleaning staff must always carry personal protective equipment and each employee will have their own cleaning kit duly labeled.





- Non-essential items will be removed from the rooms such as extra cushions, magazines, books, vases, among others.
- The rooms will have alcohol dispensers and disinfectant paper towels so that guests can use and clean personal items such as cell phones, tablets, computers, cameras, whenever they like.
- At the end of the cleaning process, the windows will be left open to guarantee better air flow.

#### **4.8 Hotel Fonda Vela laundry service measures:**

- The person in charge of the laundry will always wear personal protective equipment: protective mask or glasses, high rubber gloves, mouth covers and a waterproof full apron.
- Dirty clothes will be organized in baskets with lids avoiding contact with clean clothes, large enough containers with lids and rollers will be used to easily move clothes from the rooms.
- We will separate the drying and ironing area from the washing area.
- The area will be systematically disinfected with products authorized by the Ministry of Health.

#### **4.9 Estukurú production and tour area measures:**

- The machinery of the production area and all the elements and utensils of frequent contact will be disinfected daily in the morning according to the manufacturer's recommendation or using products authorized by the Ministry of Health.

- The elements used in the tour such as pruning shears, mills, metate, pitchers, spoons, cups, flat spatula, tempered table, molding sleeve, tasting dishes will be disinfected after each use with products authorized by the Ministry of Health.



## 5. SPECIFIC MEASURES ON CRITICAL INTERACTION POINTS

### 5.1 Sky Adventures Theme Parks:

#### 5.1.1 Visitors gearing up and removing of the equipment process

When gearing up and removing equipment, the guides must use personal protective equipment and kneel to maintain the greatest possible distance from the visitor's head.

#### 5.1.2 Visitors connecting and disconnecting to the systems process

- When connecting and disconnecting tourists from the systems, the guides must reduce these time slots to the minimum possible, requesting the visitor to get on the firing platform until the cable is free and it is time to send, meaning after receiving the signal from the guide

on the next platform, likewise the greatest possible head-to-head distance will be maintained at this time.

#### 5.1.3 Zip line, abseiling, tubing and trails rescue process

- When carrying out a zip line rescue, a 2-meter connection line will be used to guarantee the appropriate distance between guide and visitor.
- When carrying out an abseiling rescue, detachable anchorage systems controlled by the guide will be used.
- When carrying out a rescue on trails, full personal protective equipment will be used, and extraction will be carried out quickly.
- When carrying out a tubing rescue, the



greatest possible distance between the guide and the visitor will be maintained without compromising the rescue process

## **5.2 Fonda Vela Hotel:**

### **5.2.1 Guests and luggage reception**

- When receiving guests and their luggage, suitcases will be disinfected before being sent to the rooms. Likewise, guests must go through a disinfection station to wash their hands, disinfect footwear and take a body temperature measurement.

### **5.2.2 Restaurant service**

- When preparing food, the establish guidelines for the food handling process will be followed, from the purchase and preparation of food until it is served at the table, both kitchen staff and waiters must maintain a reasonable distance between them and among visitors and always use personal protective equipment, utensils used in food preparation should be systematically disinfected (more information in the COVID-19 food and beverages handle prevention protocol).

## **5.3 Estukurú chocolate factory:**

### **5.3.1 Chocolate taste panel process**

- When providing chocolate samples, the spoon will be changed every time the visitor uses one to take the sample, and the sample table will be disinfected systematically throughout the day.

### **5.3.2 Chocolate tour tempered and molded process**

- At the time of the tempering and molding process, personal protective equipment (latex gloves, masks and acrylic masks) will always be used, and the utensils related to the preparation will be disinfected before and after every use.





## 6. CRITICAL POINTS FOR DISINFECTION

- The company will ensure continuous disinfection and cleaning of the following surfaces and areas.
  - Reception area
  - Visitors bathrooms
  - Staff bathrooms
  - Common areas
  - Staff dining area
  - Employees' rest area
  - Tours' structures
  - Transport units
  - Cable cars
  - Personal protective equipment
  - Personal protective equipment warehouse
  - Pool and jacuzzi areas
  - Rooms
  - Suppliers area
  - Restaurant area
  - Counters
  - Railings
  - Light switches
  - Handles
  - Handrails
  - Locks
  - Remote controls
  - Sinks
  - Water faucets
  - Phones
  - Desk surfaces
  - Lockers

## 7. CLEANING AND DISINFECTION PRODUCTS AUTHORIZED BY THE MINISTRY OF HEALTH



### 7.1 Products for Surface washing

Cleaning product	Indications of use	How to use	Approval of use
Soap and detergent	Surface washing prior to disinfection Follow the manufacturer's instructions for use.	Friction on the surface to be washed and Rinse.	Ministry of Health

### 7.2 Products for Surface disinfection

Cleaning product	Indications of use	How to use	Approval of use
Ethyl alcohol (ethanol) 70%	Disinfection of surfaces and equipment	Friction on the surface to be disinfected	Ministry of Health
0.5% Sodium Hypochlorite	Disinfection of non-metallic surfaces	Friction on the surface to be disinfected	Ministry of Health
Quaternary ammonium (fifth generation)	Disinfection of surfaces and equipment. Concentration: 450 ppm	Apply the solution with a cloth, mop, sponge, spray or by immersion.	Ministry of Health



### 7.3 Equipment and utensils used in the cleaning and disinfection process



#### Surface to be cleaned and disinfected and Recommended equipment

Floors	Washing and extracting machines Automatic solution injection washing machines Mop, buckets
Walls	Stairs, extensions, cloths
Window frames, glass and ceilings	Stairs, extensions, cloths
Furniture, equipment	Exclusive cloths by area. They must be disposable. If they are not, they should be used in disinfecting solution
Bathrooms	Exclusive equipment for cleaning bathrooms (sponges, brushes, etc). Must be identified (color code, lettering) Disposable paper towels. If they are not, they must be used in disinfectant solution
General	Recommended waste transport container with bag for waste



## 8. WASTE MANAGEMENT

- The waste generated during cleaning and disinfection by COVID-19, will be classified and disposed according to the guidelines of the Ministry of Health, General Regulations for the Classification and Management of Hazardous Waste.
- All necessary hygienic and protective measures will be adopted in the activities of prevention, reduction and separation of waste, both in the generating source, collection, storage, transport, use and final disposal of hazardous waste or residues.
- The waste will be collected for disposal in a red, leak-proof bag, of moderate thickness to avoid punctures and it will be disinfected immediately, so that accidents and contamination do not occur in transportation process.
- We will have a container with its respective lid, for the disposal of hazardous waste.
- A schedule for cleaning the waste containers will be established, and will be recorded in a control log.

## 9. WORKPLACE LOGISTICS

### 9.1 Shifts and schedules

- We will establish a plan for the distribution of schedules and shifts, taking into account the recommendations of the health authorities, the modality of operation and the distancing of employees at the time of admission.



## 9.2 Workplace social distance

- Schedules / roles will be established in the organization's dining places, in order to avoid crowding of the collaborators and to maintain a 50% capacity in these facilities.
- Teleworking will be applied as a measure to promote social distancing between people in positions considered teleworkables, that are not critical in the administrative and operational part of the organization.
- Work meetings will be held as far as possible through virtual platforms, if this is not possible, the minimum distance of 1.80 meters will be ensured and their time will be reduced to the minimum possible.

## 10. SUSPICIOUS, NEGATIVE AND CONFIRMED CASES OF EMPLOYEES AND VISITORS CASES PROCEDURE

- Suspicious cases:  
A case is considered as suspicious when the person in question has at least one of the following symptoms:
  - Fever higher than 37.5 degrees Celsius
  - Dry cough
  - Difficulty breathing
  - Pain or pressure in the chest
  - Inability to move or excessive tiredness
- Procedure for suspicious cases in employees:
  - Isolate employee immediately and send them to the CCSS health center.
  - Write down the symptoms and temperature of the employee in the internal protocol logs and carry out the investigation of the case to confirm the "Work Hazard".

Immediately disinfect the workplace and reinforce sanitary measures.

Wait for the statement from the Ministry of Health.

The employee must provide disability or health document.

- Procedure for suspicious cases in visitors.

Immediately isolate the visitor from the group and take them to an open place.

Contact the Ministry of Health through the telephone line 1322.

Follow the instructions of the Ministry of Health.

- Negative cases:  
Procedure for negative cases in employees after receiving the diagnosis.

Notify the employer immediately.

Present disability or medical discharge.

There is no "notice of accident or illness" to the INS the first 3 days of disability, the employer must take into account the payment of half a base salary.

From the 4th day of disability, it must be processed by the CCSS for the payment of the subsidy.





Given the medical discharge, the worker must return to work.

In case of presenting new symptoms, you must go to the medical center again for diagnosis and later present disability or health order.

- Positive cases:  
Procedure for positive cases in employees after receiving the diagnosis.

Notify the employer immediately.

Confirmation or dismissal of Work Hazard, if it is ruled out that the disease occurred in the workplace, NO report is made to the INS.

If Work Risk is confirmed, the employer must make the report to the INS “notice of accident or illness”

If the employee is in isolation, he must comply with the prevention measures.

If the employee is hospitalized, the disability is issued once discharge from the medical center.

To collect Disability, the Human Resources department will coordinate with the INS to pay the employee’s Disability.

If the health order is received for the employees who had contact with the positive person, a meeting will be called up to execute the contingency plan.

In any of these cases we will ensure the confidentiality of the information and we will protect the identity of the person in question.

## 11. CONTINGENCY PLAN IN CASE OF GENERAL HEALTH ORDER FOR EMPLOYEES

- If a general health order is received for all or several of the company’s employees, a board of directors meeting will be called immediately to define the specific measures that will be applied.
- The business unit in question must replace the affected positions with personnel from other shifts or with personnel from other “partner business units”. If this is not possible, temporary personnel must be hired during quarantine or health order.





## 12. COMUNICACION

- We will define a reliable and official verbal or written communication channel to share information related to COVID-19 that is truthful (information boards, posters, official signs in visible places, digital channels, etc).
  - We will provide staff, suppliers and clients with the necessary information regarding the prevention and containment measures established for the COVID-19 emergency.
  - We will place in visible spaces the protocols of sneezing and coughing, hand washing, other ways of greeting, not touching your face and populations at risk, in the most popular tourism languages.
- We will provide to all of our customers the information on available services, facilities access, operation schedules and protocols related to COVID-19.

Correct way to cough and sneeze in restaurant and some main building spaces.

General preventive measures and risk populations at reception.  
When and how to wash hands in toilets and sinks areas.

## 13. ANNEXES



# COVID-19 PREVENTION PREVENCIÓN DEL COVID-19



1

**Wash your hands**

Lave sus manos



2

**Don't touch your face**

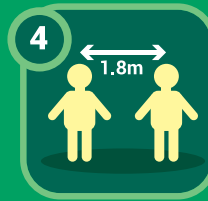
No toque su cara



3

**Cover your coughs  
and sneezes**

Cubra su tos y  
estornudos



4

**Keep social distancing**

Mantenga el  
distanciamiento social

## COVER YOUR COUGHS AND SNEEZES CUBRA SU TOS Y ESTORNUDOS



1

**Cover your nose and mouth  
with your forearm**

Cubra su nariz y boca  
con el antebrazo



2

**Or cover your nose and  
mouth with a tissue**

O cúbrase con un  
pañuelo desechable



3

**Throw the used tissue  
in a waste basket**

Tire el pañuelo  
en el basurero



4

**Wash your hands  
with water and soap**

Lave sus manos con  
agua y jabón







1

Wash your hands

Lave sus manos



2

Don't touch your face

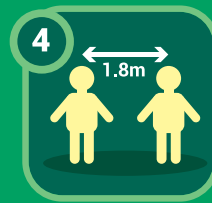
No toque su cara



3

Cover your coughs  
and sneezes

Cubra su tos y  
estornudos



4

Keep social distancing

Mantenga el  
distanciamiento social

## RISK FACTORS FOR COVID-19 FACTORES DE RIESGO PARA COVID-19

- ✓ Diabetic / Diabético
- ✓ Cardiac patient / Cardiópata
- ✓ Hypertensive patient / Hipertenso
- ✓ Senior citizen person / Persona mayor
- ✓ Have any illness / Tiene algún padecimiento

## COVER YOUR COUGHS AND SNEEZES CUBRA SU TOS Y ESTORNUDOS

1



Cover your nose and mouth with your forearm

Cubra su nariz y boca con el antebrazo

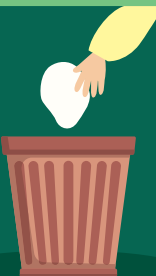
2



Or cover your nose and mouth with a tissue

O cúbrase con un pañuelo desechable

3



Throw the used tissue in a waste basket

Tire el pañuelo en el basurero

4



Wash your hands with water and soap

Lave sus manos con agua y jabón



# HOW TO WASH YOUR HANDS COMO LAVARSE LAS MANOS



**1**  
**Apply soap on wet hands**  
Aplique jabón a sus manos mojadas



**2**  
**Rub palm to palm**  
Frote palma con palma



**3**  
**Focus on the back of your hands**  
Concéntrese en el dorso de sus manos



**4**  
**Interlace your fingers**  
Entrelace sus dedos



**5**  
**Clean your thumbs**  
Limpie sus pulgares



**6**  
**Rub nails and fingertips**  
Frotar las uñas y las yemas de los dedos



**7**  
**Rinse your hands**  
Enjuague sus manos



**8**  
**Dry with a paper towel**  
Secar con una toalla desechable

## WHEN TO WASH YOUR HANDS CUANDO LAVARSE LAS MANOS

- ✓ **Before touching your face**  
Antes de tocarse la cara
- ✓ **After using the bathroom**  
Después de ir al baño
- ✓ **When you touch money or keys**  
Luego de tocar dinero o llaves
- ✓ **After sneezing or coughing**  
Después de toser o estornudar
- ✓ **After visiting public spaces**  
Luego de visitar zonas públicas
- ✓ **Before preparing or eating food**  
Antes de comer o preparar comida

