

COVID'19 | INTERNAL PROTOCOL

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GENERAL PROCEDURES

During the pandemic period of COVID-19, Trans Serrano - Aventura, Lazer e Turismo, Lda, commits itself to minimize the risks of Covid-19 spreading, taking several measures of information, hygiene and social distancing.

Thus:

1. Each employee of this entity has, since May 11th, 2020, a specific working schedule that allows him to work alone in a room. In case of impossibility, the distance between working points is over 2 meters.
2. Each employee has, at his disposal, information on all the procedures recommended by the General Health Directorate.
3. Trans Serrano, provides individual protection material and various products for personal and surface hygiene, reinforcing its cleaning routines.

EMPLOYEES - PERSONAL HYGIENIZATION

1. Upon entering the working facilities, hand hygiene with an alcohol solution is required. Then, each employee shall put on a face mask for the working period.
2. Hands hygiene: it is recommended to wash the hands frequently with soap and water for at least 20 seconds or use a hand sanitizer composed with at least 70% alcohol.
3. Respiratory etiquette: cough or sneeze into the flexed forearm or use a tissue, which should then be immediately disposed of in the trash; always wash your hands after coughing or sneezing and after blowing the nose.
4. Avoid touching the eyes, nose, and mouth.
5. Social behaviour: Avoid close contact, handshakes, kisses, shared jobs, face-to-face meetings, and sharing objects and utensils.
6. Comply with daily self-monitoring: evaluation of fever (measuring body temperature twice a day and registering the results - temperature and hour of the evaluation), and check for a cough or difficulty breathing.
7. Any symptoms associated with the virus must be immediately communicated to the person in charge, co-workers, and health services. In addition, the necessary safety, cleaning and disinfection procedures must be taken.
8. When leaving the premises, wash the hands thoroughly or sanitize them with an alcohol solution.

SURFACES HYGIENIZATION

1. Each employee is responsible for cleaning their workspace. Several cleaning products, cloths, and disposable wipes are available.
2. Cleaning must be done several times a day, namely surfaces and objects in common use (tables, light switches, door handles, cabinet handles, and coffee area, after use); and surfaces and objects for own use (keyboards, monitors, desk and other objects). Thus, it is recommended the cleaning in the morning, at lunchtime, and in the afternoon. The floor must be cleaned at the end of the working day.
3. The Workplace must be ventilated daily.

ACTIVITIES AND TRAVELLING ORGANIZATION

The following information is provided to all participants:

1. How to comply with the rules for infection prevention and control;
2. The established internal protocol regarding the COVID-19 outbreak.

The internal cleaning and sanitation protocol must guarantee:

1. For the participants who request it, individual protection kits (face mask and disposable gloves), in accordance with the prices practiced in the market and without any further profit for the company.
2. Alcohol solution hand sanitizers for use on-site.
3. The measurement and registration of all participants' temperature, at the beginning of the activity/trip. The procedure will be done at each activity meeting point.
4. The cleaning and disinfection of the equipment used during every single activity, according to the rules applicable to each type of equipment and, if possible, with an alcohol solution disinfectant.
5. The cleaning or disinfection of the means of transport used after each activity, and in accordance with the rules applicable to each type of transport.
6. Employees and customers must be responsible for washing at high temperatures (around 60°C) the clothing used and all other accessories which were made available for the activities performed.



7. During the activities, the following conditions must always be ensured:
- The maximum occupancy per m2 recommended by the General Health Directorate, if the activities take place in closed spaces.
 - Maintaining the social safety distance between participants in activities/trips, according to the recommendations of the General Health Directorate.
 - The maximum occupation of the means of transportation used in the activities, according to the recommendations of the General Health Directorate.
 - The distribution of information regarding the activity preferably in digital/online support. If not possible, the initial briefing/presentation, which is common to all activities/trips, will be performed by the employee in charge, who will wear a face mask and maintain the social safety distance of all participants.
 - The compliance with the internal hygiene and safety protocols by all business partners involved in the activities/travel.
 - An employee in charge of triggering the procedures in case of suspected infection (accompanying the person with symptoms to the isolation space, providing the necessary assistance, and contacting the health services).

Góis, May 11th, 2020.

