

Preparing for the
Future of Tourism in a
Post-COVID-19 World

BE HEALTHY, BE CLEAN



CLEAN & DISINFECT



SOCIAL DISTANCE



PICK-UP & DELIVERY



Covid-19 Prevention and Control Protocols

AVIA CARIBBEAN S.A.S.

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INTRODUCTION

Considering, the Public Health Emergency declaration for COVID-19 pandemic made by the WHO, we have developed the following document in order to prevent, control and mitigate its effects.

The guidelines of this protocol are complementary to Resolution 666 of April 24, 2020 where biosafety guidelines were adapted to travel agencies, tour operators and reservation services and other related activities

CIUU	Activities
7911	Travel Agency Activities
7912	Tour Operator Activities
7990	Other booking services and related activities

1. OBJECTIVE

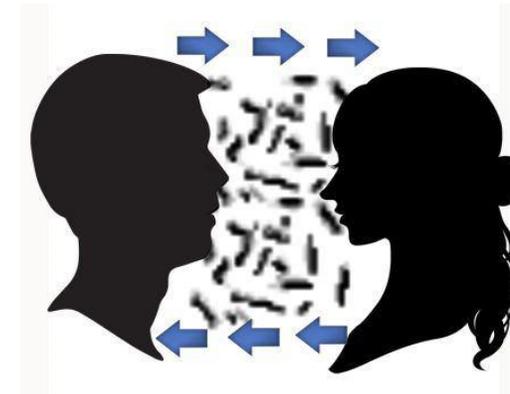
Provide guidance in the context of the COVID-19 pandemic for general biosafety measures to be adopted in order to reduce the risk of person to person viral transmission throughout all our activities. As this guide adapts and evolves, the travel industry will continue to seek to generate confidence in our travelers by demonstrating our commitment to their health and safety. "We are confident that there will be travel, that there will be a sustainable reopening of our business and that there will be a rebound in our economy."

2. GENERAL BIOSAFETY MEASURES

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How does it spread?

- There is currently no vaccine to prevent coronavirus disease 2019 (COVID-19).
- The best way to prevent the disease is to avoid exposure to this virus.
- It is believed that the virus spreads mainly from person to person..
- Between people who are in close contact (up to about 6 feet apart).
- Through respiratory droplets that occur when an infected person coughs, sneezes, or speaks
- These droplets can end up in the mouth or nose of those nearby or possibly be inhaled and reach the lungs.
- Some recent studies suggest that COVID-19 can be spread by people who are asymptomatic.



How does it spread?



You can spread germs or get them from other people or surfaces, when

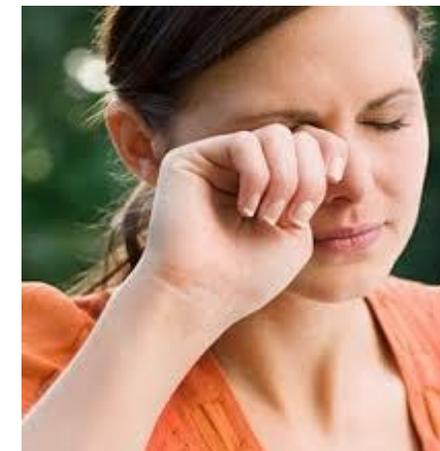
-You touch your eyes, nose and mouth with your unwashed hands.

-You prepare or consume food or drink with your unwashed hands.

-You touch a contaminated surface or object.

-You blow your nose or covers your nose and mouth with your hands when you cough or sneeze and then touch another person's hands or touches commonly used objects.

Avoid touching your eyes, nose and mouth without washing your hands.



All People Should...

Wash their hands frequently

- Hand washing can keep you healthy and prevent the spread of respiratory and diarrheal infections from one person to another.
- Wash your hands often (every 3 hours or as needed) with soap and water for at least 20 seconds, especially after being in a public place, or after blowing your nose, coughing, or sneezing.
- If soap and water are not available, use a hand sanitizer that contains at least 60% alcohol. Cover all hand surfaces and rub them until you feel they are dry.



When and how to wash your hands

Hand washing is one of the best ways to protect yourself and your family from getting sick. Know when and how to wash your hands to stay healthy.

During the coronavirus 19 (COVID-19) pandemic, it is particularly important to keep your hands clean to help prevent the spread of the virus.

Key moments to wash your hands

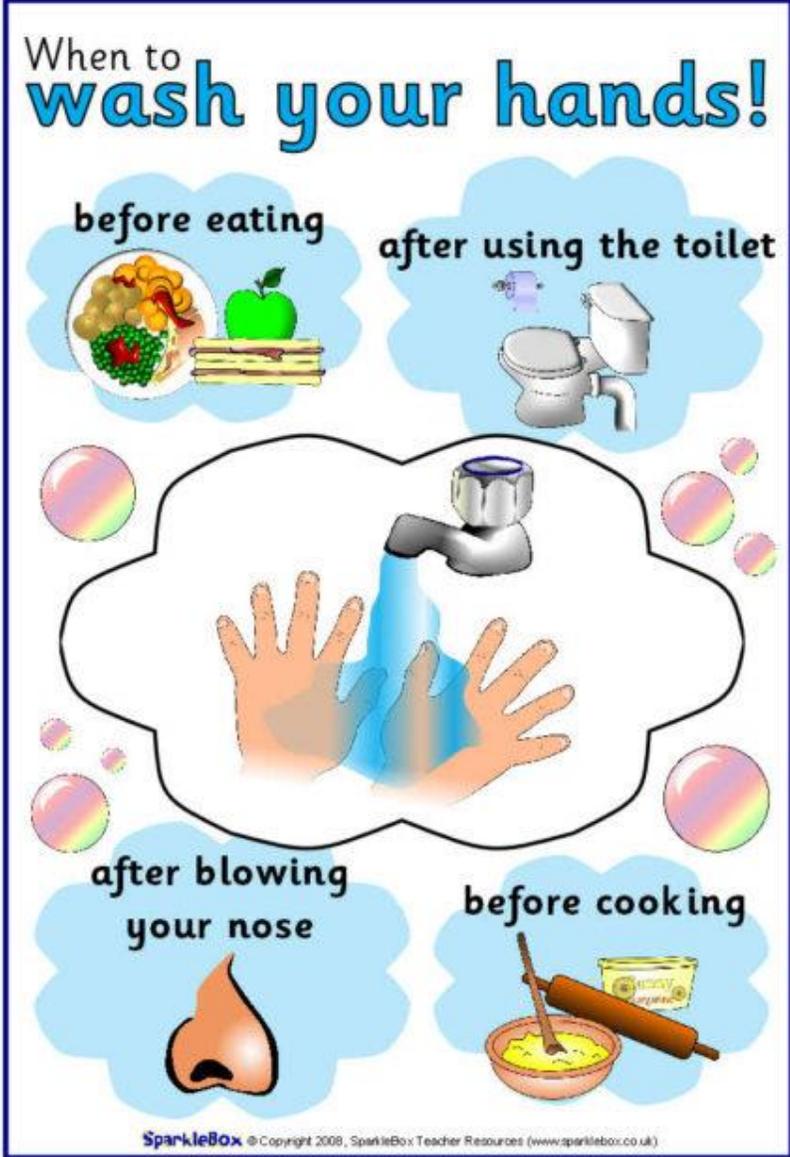
You can help keep yourself and your loved ones healthy by washing your hands often, especially during the next few key times when you are most likely to catch and spread germs:

Before:

- Putting your hand in your mouth, as in eating and drinking, smoking.
- Brush your teeth.
- Before, during and after preparing food.
- Putting on the mouthpiece.

After:

- Being in a public place, touching surfaces such as: doorknobs, elevator buttons and handrails, shopping carts, cash registers.
- Going to the bathroom.
- Blowing your nose, coughing or sneezing.
- Remove your mask and throw it away.
- Touch or throw away the garbage.



Follow these steps to wash your hands Properly

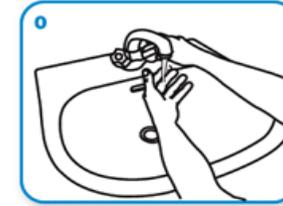
Hand washing is easy, and it is one of the most effective ways to prevent the spread of germs. Clean hands can stop the spread of germs from one person to another and within an entire community; this includes your home, workplace, and public facilities.

1. Wet your hands with clean running water (warm or cold), turn off the faucet, and soap your hands.

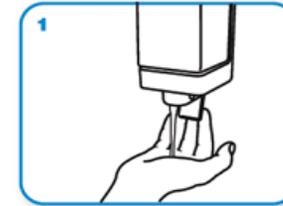
2. Rub your hands together with the soap until they lather. Rub the lather on the back of your hands, between your fingers and under your nails.

3. Rub your hands together for at least 20 seconds. Do you need something to time it? Hum the "Happy Birthday" song twice from beginning to end.

4. Rinse your hands well under clean running water.



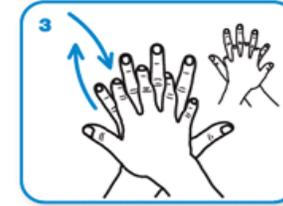
Wet hands with water



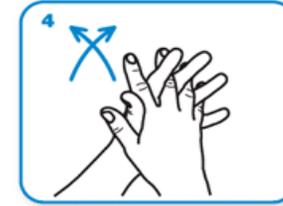
apply enough soap to cover all hand surfaces.



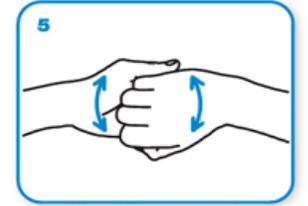
Rub hands palm to palm



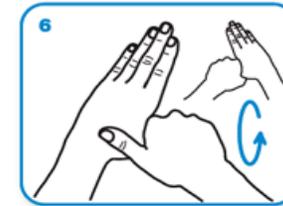
right palm over left dorsum with interlaced fingers and vice versa



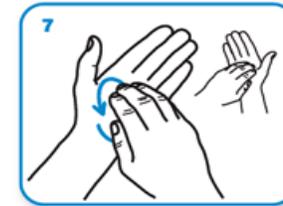
palm to palm with fingers interlaced



backs of fingers to opposing palms with fingers interlocked



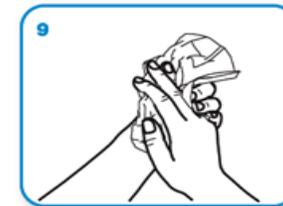
rotational rubbing of left thumb clasped in right palm and vice versa



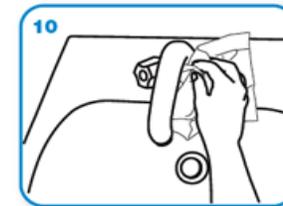
rotational rubbing, backwards and forwards with clasped fingers of right hand in left palm and vice versa.



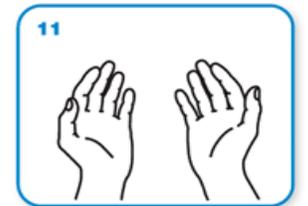
Rinse hands with water



dry thoroughly with a single use towel



use towel to turn off faucet



...and your hands are safe.

Use a hand sanitizer when you cannot use soap and water

You can use a hand sanitizer containing at least 60% alcohol if soap and water are not available.

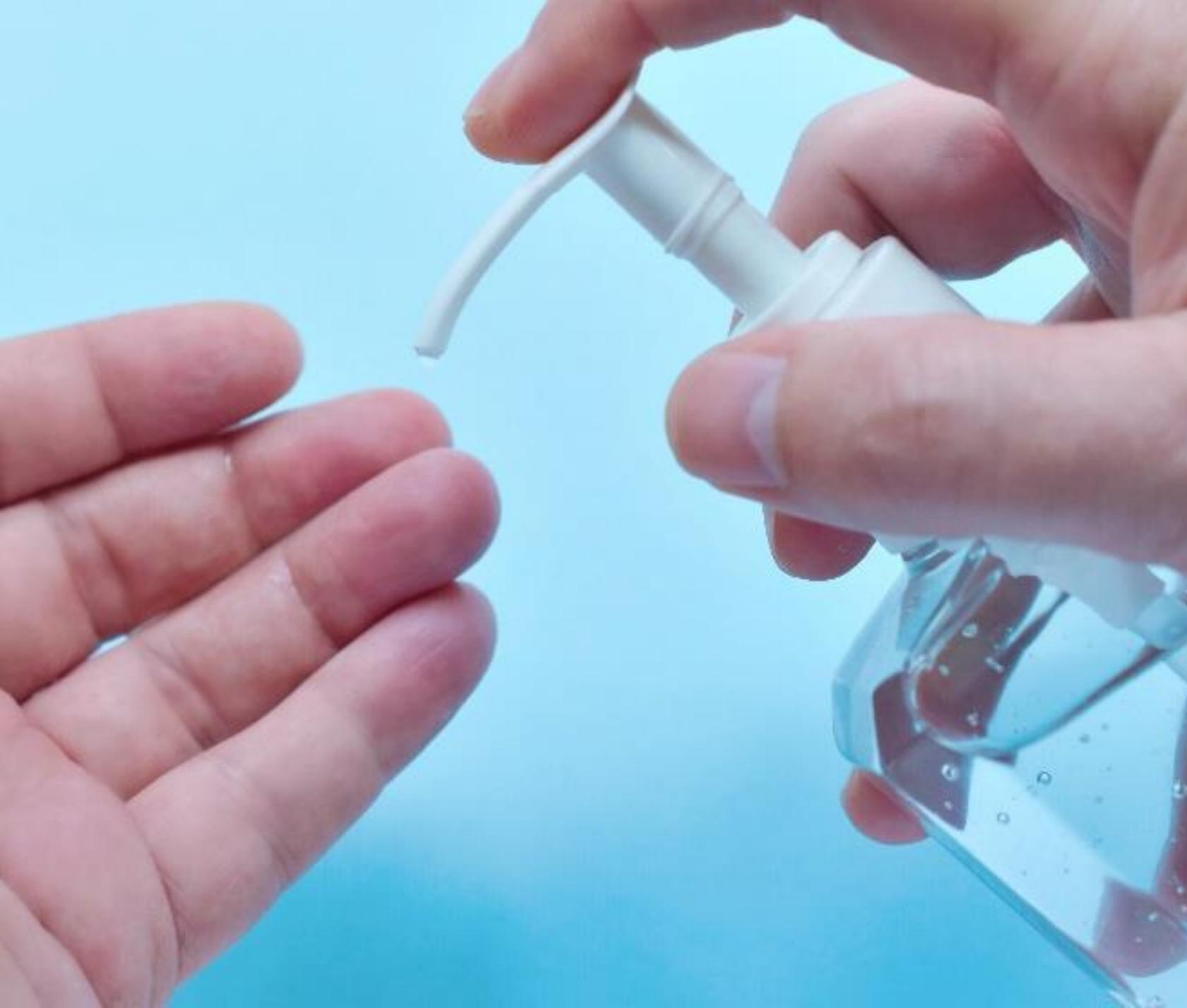
Hand washing with soap and water is the best way to kill germs in most situations. If soap and water are not immediately available, you can use a hand sanitizer that contains at least 60% alcohol. The way to tell if the hand sanitizer contains at least 60% alcohol is to read the product label.

Disinfectants can quickly reduce the number of germs on your hands in many situations. However:

- Disinfectants do not kill all types of germs.

- Hand sanitizers may not be as effective when hands are visibly dirty or oily.

Watch out! Alcohol-based hand sanitizers can cause alcohol poisoning if more than two drinks are swallowed. Keep it out of the reach of small children and supervise them when using it.

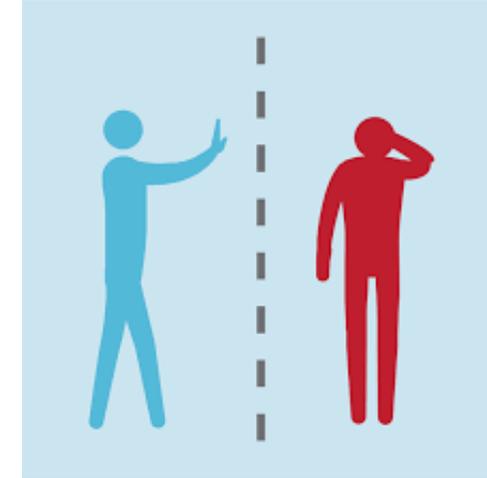


How to use a hand sanitizer?

- Apply the gel to the palm of one hand (read the label for the correct amount)
- Rub your hands together
- Rub the gel on all surfaces of your hands and fingers until dry. This should take about 20 seconds.

Avoid direct contact

- Avoid close contact with people who are sick, even inside your home.
- Keep your distance from others outside your home. Remember that some people who do not have symptoms can spread the virus.
- Keep away from crowded places and mass gatherings.
- Keeping distance from others is especially important for people who are at greater risk of becoming seriously ill.
- Maintain a distance of at least 6 feet (about the length of 2 arms) from other people.
- Do not gather in groups



Use of the face mask

- You could spread COVID-19 even if you don't feel sick.
- Everyone should wear a face mask when they leave home.
- Face shields should not be used on people with breathing problems or who are unconscious, disabled, or unable to remove them without help.
- Continue to keep a distance from other people.
- Face masks are not a substitute for social distancing measures.



When to use a mask?

- If you are healthy, you only need to wear a mask if you are taking care of a person with suspected COVID-19 infection
- Wear a mask if you are coughing or sneezing
- Masks are effective only when used in combination with frequent hand-cleaning with alcohol-based hand rub or soap and water
- If you wear a mask, then you must know how to use it and dispose of it properly

How to put on, use, take off, and dispose of a mask?

- Before putting on a mask, clean hands with alcohol-based hand rub or soap and water
- Cover mouth and nose with mask and make sure there are no gaps between your face and the mask
- Avoid touching the mask while using it; if you do, clean your hands with alcohol-based hand rub or soap and water
- Replace the mask with a new one as soon as it is damp and do not reuse single-use masks
- To take off the mask, remove it from behind (do not touch the front of mask); discard immediately in a closed bin; clean hands with alcohol-based hand rub or soap and water

(SOURCE: WORLD HEALTH ORGANIZATION)

Do's →



Wash your hands before touching the mask



Inspect the mask for tears or holes



Find the top side, where the metal piece or stiff edge is



Ensure the colored-side faces outwards



Place the metal piece or stiff edge over your nose



Cover your mouth, nose, and chin



Adjust the mask to your face without leaving gaps on the sides



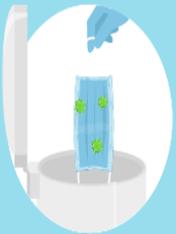
Avoid touching the mask



Remove the mask from behind the ears or head



Keep the mask away from you and surfaces while removing it



Discard the mask immediately after use preferably into a closed bin



Wash your hands after discarding the mask

Don'ts →



Do not Use a ripped or damp mask



Do not wear the mask only over mouth or nose



Do not wear a loose mask



Do not touch the front of the mask



Do not remove the mask to talk to someone or do other things that would require touching the mask



Do not leave your used mask within the reach of others



Do not re-use the mask

Remember that masks alone cannot protect you from COVID-19. Maintain at least 1 metre distance from others and wash your hands frequently and thoroughly, even while wearing a mask.

Protect yourself and your family

Cover your cough and sneeze



1 COVER your mouth and nose with a tissue when you cough or sneeze.



2 Put your used tissue in the rubbish BIN.



3 If you don't have a tissue, cough or sneeze into your upper sleeve or elbow, **NOT YOUR HANDS.**



4 WASH your hands with soap and running water. Dry your hands thoroughly with a disposable paper towel.

-If you are in a private setting and do not have your face mask on, always remember to cover your mouth and nose with a tissue or the inside of your elbow.

-Throw away used tissues.

-Wash your hands with soap and water immediately.

-If soap and water are not available, clean your hands with a hand sanitizer.

Temperature Measurement

A useful tool for measuring body temperature is the infrared thermometer, which works by means of the infrared energy and the emissions of the surface to be evaluated, that translates this into the temperature level it presents. The measurement is made at a distance, reducing the risk of direct contact with infected people with or without symptoms.

Do not measure through transparent surfaces such as glass, plastics or fabrics.

Water vapor, dust, fumes, among others, can make correct measurements difficult as they obstruct the optics of the device.

The sensors of the infrared temperature reader are sensitive to electromagnetic currents and their functions can be altered. Keep it away from any device that can emit them such as microwaves, cell phones, routers, among others.

Make sure that the area of the skin (temple area or side of the forehead) where the temperature is to be measured is not wet or with water, and is not dirty (dust, grease stains, traces of make-up, among others).

At the time of temperature measurement

Use Personal Protection Elements.

Records the worker's data in the control sheet (identity card, full name, date and time).

Stand next to the worker, maintaining a separation distance equivalent to your extended arm. Do not face the worker.

Record the value obtained on the checklist.

If the temperature is 37.8°C / 100.4°F or higher, refer the worker to medical assistance according to the instructions given in this document.

If it is evident that the worker has respiratory symptoms (sneezing, coughing or runny nose), do not take the measurement. Indicate that the worker should remain with the mask and refer him/her to medical assistance through the mechanism defined by the health insurer (EPS) to which he/she belongs (remote assessment).

This worker must isolate himself at home and comply with medical indications given by the care area handling the case. He cannot enter the office or work area.



Cleaning and disinfection

- Wet a disposable towel with 70% alcohol and clean it.
- The thermometer should be kept clean, dry and disinfected.

“HIGH-TOUCH” SURFACE SAFETY

CLEAN & DISINFECT
THOROUGHLY & FREQUENTLY



Doorknobs



Faucets & Bathroom Fixtures



Phones



Countertops & Tabletops



Car Door Handles



Credit Card Terminals



Trash Cans



Shopping Cart Handles



[RiversideCA.gov/COVID-19](https://www.RiversideCA.gov/COVID-19)

- Clean and disinfect surfaces that are frequently touched on a daily basis. This includes tables, door handles, light switches, counters, railings, desks, phones, keyboards, toilets, faucets, sinks and dishwashers.

- If the surfaces are dirty, clean them. Wash them with water and detergent or soap before disinfecting them.

- Then use a properly approved household disinfectant.

Cleaning Up

- Wear disposable or reusable gloves for routine cleaning and disinfection.
- Clean surfaces with soap and water, then use disinfectant.
- Cleaning with soap and water reduces the amount of germs, dirt and impurities on the surface.
- Disinfection kills germs on surfaces.
- Practice routine cleaning of surfaces that are touched most often.
- Frequently touched surfaces include: Tables, door handles, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets, sinks, etc.

HIGH TOUCH SURFACES TO DISINFECT DAILY



TABLES
COUNTER TOPS
LIGHT SWITCHES
DOORKNOBS
REMOTES
DESKS
HARD-BACKED CHAIRS
COMPUTERS & KEYBOARDS
PHONES
TABLETS
TOILETS
SINKS



Disinfecting

- Diluted chlorine solutions can be used if appropriate for the surface.
- 4 teaspoons of chlorine bleach per quart of water
- Chlorine bleach solutions will be effective for disinfection for up to 24 hours.
- You can also use solutions with at least 70% alcohol.

No. Spraying alcohol or chlorine all over your body will not kill viruses that have already entered your body. Spraying such substances can be harmful to clothes or mucous membranes (i.e., eyes, mouth). Be aware that both alcohol and chlorine can be useful to disinfect surfaces, but they need to be used under appropriate recommendations.

Can spraying alcohol or chlorine all over your body kill the new coronavirus?



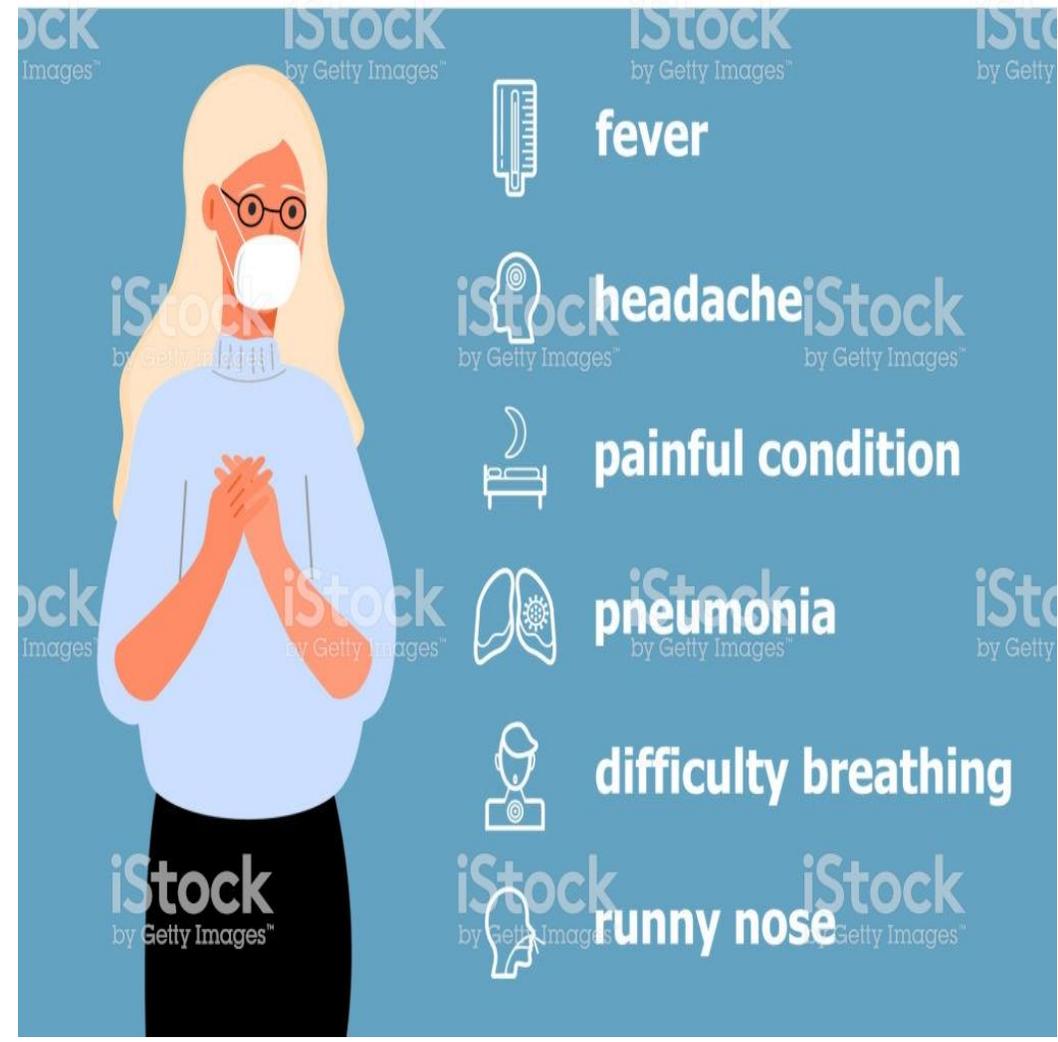
UNDERSTANDING
YOUR
SYMPTOMS



IF YOU EXPERIENCE...	COVID-19	COLD	FLU
FEVER	COMMON	RARE	COMMON
FATIGUE	SOMETIMES	SOMETIMES	COMMON
COUGH	COMMON (USUALLY DRY)	MILD	COMMON (USUALLY DRY)
SNEEZING	NO	COMMON	NO
ACHES & PAINS	SOMETIMES	COMMON	COMMON
RUNNY OR STUFFY NOSE	RARE	COMMON	SOMETIMES
SORE THROAT	SOMETIMES	COMMON	SOMETIMES
DIARRHEA	RARE	NO	COMMON (FOR CHILDREN)
HEADACHES	SOMETIMES	RARE	COMMON
SHORTNESS OF BREATH	SOMETIMES	NO	NO

CORONAVIRUS

SYMPTOMS



fever

headache

painful condition

pneumonia

difficulty breathing

runny nose

Symptom Report

- Report to the employer any alteration in your health status, especially related to symptoms of respiratory disease and report to the CoronAPP.
- Report to the employer, any case of contagion in the family or in the workplace, to adopt the corresponding measures.
- Daily monitoring of health and temperature status of workers should be done. Both office and home workers.
- When to seek emergency medical care?
- Pay careful attention to the emergency warning signs* on COVID-19. If someone has any of these signs, seek emergency medical care immediately: Difficulty breathing - Persistent chest pain or pressure - Confusion - Inability to wake up or stay awake - Bluish color to lips or face.

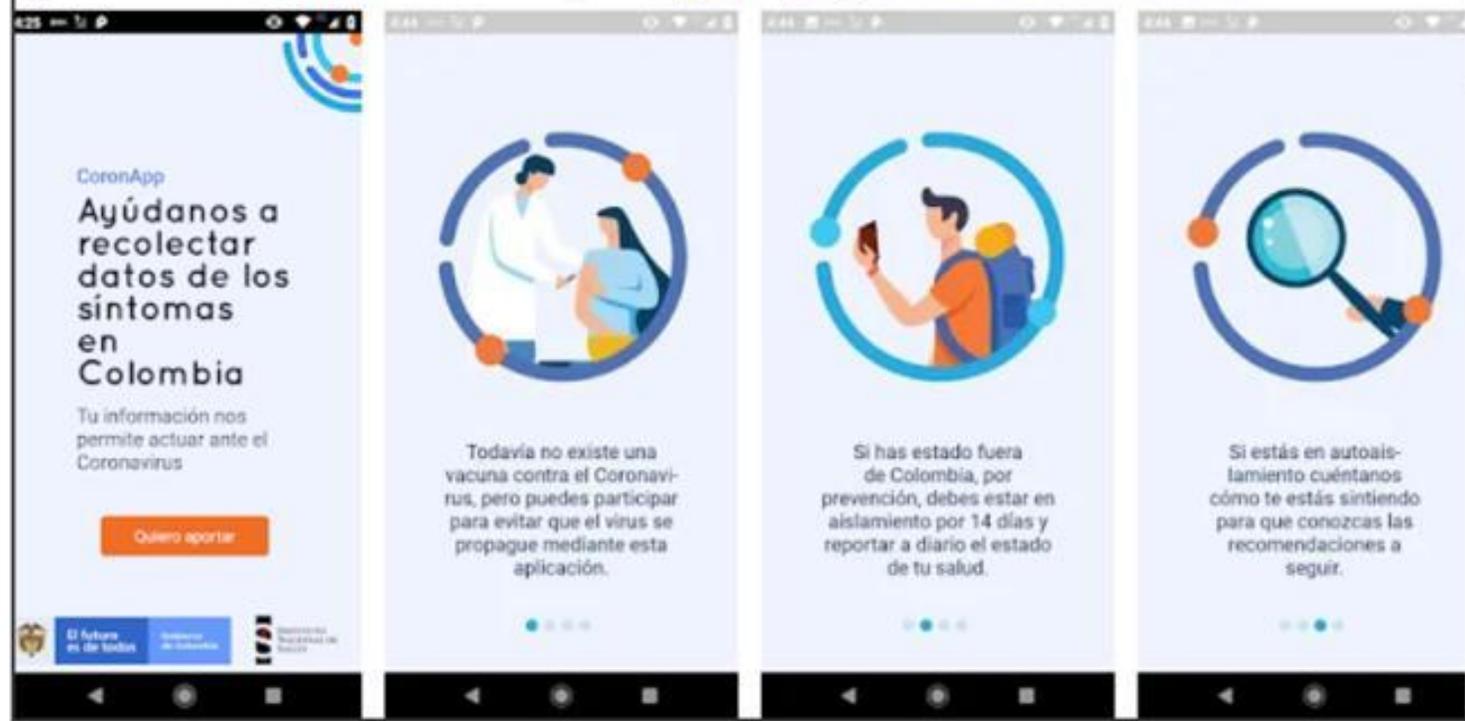
CoronApp - Colombia

INS.GOV Salud y bienestar

E Todos

 Esta app es compatible con tu dispositivo.

 Agregar a la lista de deseos



Instalar

3. TOURISM SUB-SECTOR:

Travel Agency Activities
Tour Operator Activities

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3.1 Thresholds

3.1.1 Crazy Adaptations

- Have a device for taking temperature.
- Cleaning and disinfection area for hands and shoes in the reception area.
- Have an antibacterial dispenser for clients and visitors.
- Have alcohol and paper towels available in the reception area to disinfect packages or items received at the office.
- Require the use of a face mask for both visitors and collaborators that enter the offices.
- Visual marks for social distancing.
- Drinking water and clean bathrooms equipped with soap, disposable towels and instructions for hand washing.
- Physical barriers in offices for customer service and reception of bills and correspondence.
- Place employees within a physical distance of 2 meters / 6.5 feet, each one must wear a mask and wash their hands regularly at least every 3 hours.
- Provide customer service staff with a kit containing soapy water or 60% glycerine alcohol, available throughout the service; these must disinfect the items used by tourists each time they are used or at least every 3 hours.

3.1.2 Maintenance and Disinfection

- Demand compliance with disinfection and cleaning protocols adopted by local suppliers who operate tourist packages, especially in areas where there is a concentration of people. Provide evidence of approval by the competent authority if required for the operation.
- Request a copy of the disinfection and cleaning protocol for COVID-19 from tourism service providers.
- Clean and disinfect land and sea transport before each trip according to the protocols established by the health authorities.
- Each worker is responsible for the constant cleaning and disinfection of commonly used equipment and work tools. Dry cleaning should be avoided so as not to remove dust; carry out wet dragging and do not shake.
- Before the end of the workday, clean again according to Ministry of Health and Social Protection protocol, using diluted commercial sodium hypochlorite

3.1.3 Vehicle and Means of Transport Cleaning and Disinfection



-This guide is designed for daily disinfection before, during and after each service.

-With practical, everyday measures, we can remove Coronavirus from surfaces. A household disinfectant is effective, as it dissolves the fatty membrane of the virus, eliminating it and releasing it.

-Disinfectants to use:

- Sodium hypochlorite 5% diluted in water .
- Timsen in powder form diluted in water.
- Liquid Dryquat (quaternary ammonium) diluted in water.



1. Wash your hands before entering the vehicle.



2. Clean the interior of the vehicle before and after each shift: steering wheel, seats, floors, handles, seat belts including the belt and anchors, the instrument area, parking brake, gear lever, door and window handles, guardrails, turnstiles, and all parts that you and the passengers come in contact with.

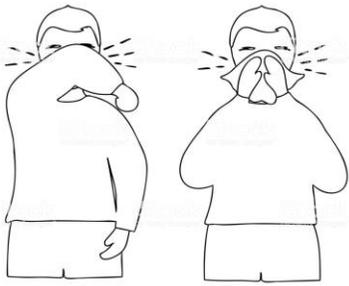


3. Avoid the use of cushions, decorations and accessories that could become a source of infection.

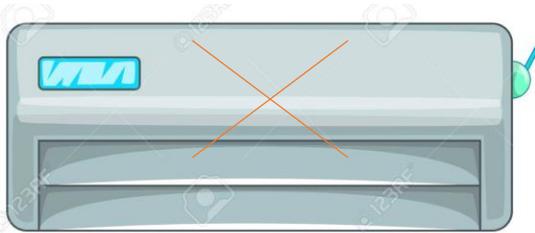


4. Carry a cleaning kit with you: disposable gloves, mask, disinfectant gel, tissues or wet wipes preferably with Clorox and an atomizer with a household disinfectant solution.

5. Avoid coughing and/or sneezing openly in the vehicle and on your hands. Use a tissue or cover yourself with your arm.



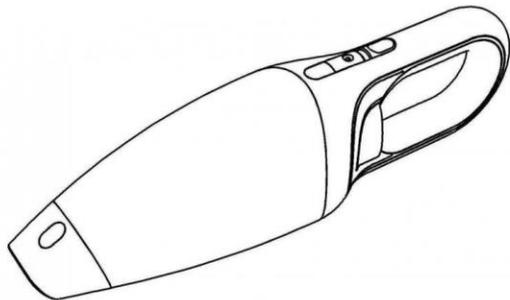
6. Open windows and doors, ventilation is important when disinfecting the vehicle, do not turn on the air conditioning.



7. Wear rubber gloves (nitrile) and safety splash goggles, respiratory protection.



8. First perform conventional cleaning, including vacuuming chairs and carpets: Metal surfaces, plastics and objects should be washed with a conventional detergent (liquid detergent or multi-purpose disinfectant that is almost always made from quaternary ammoniums).





9. Then use the prepared disinfectant, spraying it into the vehicle.



10. The application of alcohol is recommended by spraying, leaving it to act for 10 minutes and allowing it to dry naturally. You can spray alcohol after each service.

11. After cleaning and disinfection, wash your hands thoroughly.



13. If possible, post a notice in the vehicle reminding people of the importance and measures to protect their health and that of other passengers.





14. Before the passenger enters the vehicle, he/she must comply with the protocols of:

- Mandatory use of the mouthpiece without exception.
- Cleaning of hands with glycerin and alcohol sanitizer.
- Cleaning and disinfection of shoes, clothes and luggage or hand items with the mixture previously prepared.



If he is going to use the air conditioning, the ducts and ventilation systems must be kept clean.

3.1.4 Work tools and equipment elements.

- The use of biosafety elements is for personal use.
- Equipment or personal work tools exchange is not permitted without prior authorization and strict disinfection.



3.1.5 Personal Protection Elements

- Travelers and staff must always carry and specially during tours, face masks, 60% glycerin and alcohol sanitizer, napkins, personalized hydration, bags for biohazardous waste.
- Include in the first aid kit face masks, glycerin and alcohol sanitizer and elements for cleaning and disinfection.
- Have a device for taking temperature.
- The tour operator shall verify that each traveler has personal protection elements and shall carry out temperature taking, demand the correct use of the face masks and the disinfection of hands and shoes in accordance with the protocols established by the health authorities.
- Each land or sea transport must have a kit for cleaning and disinfection, so that once the tourist returns to the transport, he or she can be sure to keep clean the elements that imply contact.
- It is recommended to dispense with the use of air conditioning in vehicles and opt for natural ventilation, keeping the windows open.

3.1.6 Inputs and Products Handling

- Staff who provide services to tourists, when returning to the base, must deposit in a specific bin with a pedal-operated lid the face masks, gloves and other waste. Immediately after and before any type of activity, they must follow a protocol for washing and disinfecting their hands and shoes.
- In places where this is not possible, red bags should be available for clients and guides to deposit such waste until it is taken to a point where it can be properly disposed of.

3.2 Human Capital

3.2.1 Transfer to the Office

If transported by bicycle or motorbike:

- Wear gloves throughout the journey and disinfect them when you arrive at the house.
- Clean it daily, especially on the handlebars.
- Keep the helmet, goggles and protective elements clean. Make a special cleaning in case of a sneeze and do not allow other people to use them.
- Be careful when approaching and/or passing a vehicle. The occupants could sneeze or cough without noticing their presence.

If transported by private vehicle:

- Under normal conditions, keeping the windows up can help you breathe better air, since most cars have filters.
- Clean the surfaces of the vehicle with which you are in contact, such as: seat belt, steering wheel, instrument area and parking brake.
- Check the condition of the air conditioning filter or "pollen filter," which manufacturers generally recommend changing every year. It is important that the air ducts remain clean.
- Be aware of interaction with other road users and take special care of pedestrians, cyclists, motorcyclists, children and the elderly.

- Employees must use a face mask to travel to the office and a different face mask to perform activities within the office.
- Avoid using public transport during peak hours to avoid crowding.
- For short trips it is safer to walk or cycle.
- Try to keep, as much as possible, more than one meter away from other users of the public transportation system.
- Avoid handling your cell phone while traveling, it can become contaminated during the trip.
- Avoid contact with handrails, grab bars and other surfaces that are used daily by thousands of people. Avoid touching your face.
- Avoid buying and/or receiving food and other items during the tour.
- In case it is necessary to use cash, as much as possible pay with the exact value.

3.2.2 Interaction Inside the Facilities

- People with flu symptoms or fever higher than or equal to 38°C / 100.4°F will not be allowed to enter and/or be accompanied to the facilities.
- We will encourage self-care, especially the monitoring of body temperature and of respiratory symptoms by workers.
- We will instruct workers, suppliers and customers about the application of respiratory etiquette that includes covering the nose, coughing or sneezing with the forearm or a tissue and disposing of the tissue immediately after use. Refraining from touching eyes, nose and mouth.
- Handle waste generated in the work area and waste generated by mouthpieces and gloves.
- We will have an electronic record of cleanliness and disinfection.

- Before entering the facilities, the protocols for temperature taking, cleaning and disinfecting shoes, hands and clothing must be complied with. The same procedure should be carried out when leaving the area. The use of a face mask is mandatory and without exception.
- Provide alcohol, paper towels to disinfect packages or elements that are received in the office at the reception desk; likewise, a final disposal point for cleaning and disinfection. Senders of correspondence must be informed and required to receive them only in envelopes and not on loose sheets. In any case, the electronic and digital delivery and reception of documents will be requested and recommended.
- Protocol for payments: There should be no hand to hand contact, a clean intermediate surface should be used for delivery and reception. The electronic means of payment (cards and dataphones) should be cleaned with a cloth moistened with disinfectant after each operation. If cash payment is required, hands should be washed immediately after the operation is completed using the hand washing protocol established by WHO.

3.2.3 Interaction with Suppliers

- Verify that you have occupational insurance coverage (ARP) and health insurance (EPS) coverage.
- Before scheduling any trip, check with providers and/or local authorities about preventive measures and restrictions of ethnic communities.
- Refrain from hiring tourist service companies that do not comply with the health measures set forth by the national government or that have been sanctioned.
- Promote the contracting of local suppliers for the provision of tourism services, verifying that they comply with all measures to protect tourists in order to ensure that local and rural communities are not disadvantaged.
- Agree with suppliers and sub-sectors on practices or policies of flexibility for rescheduling tourism services on grounds related to measures to be adopted in response to positive cases of Covid-19.

3.2.4 Interaction with Customers

- The use of the CoronApp application should be encouraged for company personnel, suppliers and tourists to report their health status.
- Upon the sale of tourist services and before the service is provided, a health questionnaire must be completed individually for each passenger applies to adults and minors. The cruise line must provide us with the information required in the questionnaire the day before the tour (Format 3.2.4.1)
- Also, we have attached a health questionnaire that we recommend be filled out by each of the passengers on the cruise ship tours (Format 3.2.4.2)
- We reserve the right to admit people who present symptoms associated with Covid-19, likewise, in case the tourist refuses to make use of the personal protection elements or abide by the protocol provisions that are applicable to him/her.

3.2.4.2 Cuestionario de salud pública (uno por pasajero)

3.2.4.2 Public health questionnaire (one per guest)

Fecha / Date:

Nombre / Name:

Dirección, Teléfono y Ciudad / Present Address, and Telephone Number:

Fecha de Nacimiento / Date of Birth:

Nacionalidad / Nationality:

1) ¿Lugar de procedencia?

¿Place of origin??

2) ¿En cuáles ciudades ha estado durante el último mes?

¿Which cities you have been to in the last month?

3) ¿Tiempo de estadía?

¿Time of stay?

4) ¿Ha estado en contacto en los últimos 15 días con alguna persona que haya estado en contacto o al cuidado de una persona con riesgo a ser diagnosticada con COVID-19, que haya sido diagnosticada o que se esté analizando ahora mismo si tiene COVID-19?

¿Have you come into contact in the last 15 days with anyone who has been in contact with or in the care of a person at risk of being diagnosed with COVID-19 who has been diagnosed or is currently being tested for COVID-19?

Sí (Yes):

No (No):

5) Por favor marque si tiene alguno de los siguientes síntomas:

Please mark if you have any of the Following Symptoms listed below:

- Fiebre / Fever
- Dolor de garganta / Sore throat
- Tos / Cough
- Congestión nasal / Runny Nose
- Dificultad respiratoria / Shortness of Breath

6) Por favor marque si sufre de alguna de las siguientes enfermedades:

Please mark if you suffer from any of the following diseases:

- Hipertensión / Hypertension
- Diabetes / Diabetes
- Enfermedad pulmonar / Lung disease
- Enfermedad renal / Kidney disease
- Enfermedad hepática/ Liver disease
- Trastornos de hemoglobina / Hemoglobin disorders
- Obesidad / Obesity
- Es una persona inmunodeprimida? / Is the person immunosuppressed?

Nombre de la EPS / Nombre de la entidad de servicios médicos a la cual está afiliado:

Name of the health care insurer to which you belong:

Nombre y teléfono de persona contacto en caso de emergencia:

Name and telephone number of an emergency contact person:

CERTIFICO que las declaraciones anteriores son verdaderas y correctas y que cualquier respuesta deshonesto puede tener serias implicaciones médicas / de salud pública lo cual dará lugar a las responsabilidades de carácter penal y/o civil o de cualquier otra naturaleza, legalmente establecidas.

I CERTIFY that the above declarations are true and correct and that any dishonest answers may have serious public health or medical implications, which will give rise to the legally established responsibilities, either penal or civil, or of any other nature.

Firma / Signature:

Número Cédula / Passport Number:

3.2.4.2 Health Questionnaire

Responsable	Si usted tiene alguna pregunta o consulta acerca del proceso de recolección, tratamiento o transferencia de su información personal, o consideren que la información contenida en una base de datos debe ser objeto de corrección, actualización o supresión por favor envíenos un mensaje a la siguiente cuenta de correo electrónico: privacidad@aviatur.com
Finalidad	La prevención en relación al coronavirus siguiendo las instrucciones de la organización mundial de la salud y recomendaciones de las autoridades locales y nacionales.
Legitimación	Es el cumplimiento de las obligaciones legales con base a los requerimientos de la Organización Mundial de la Salud.
Destinatarios	No se cederán datos a terceros, salvo por obligación legal o la consecución de un interés legítimo de la compañía, de un tercero o de usted mismo. No obstante, sus datos podrán ser comunicados al Grupo Aviatur para la gestión y control de salubridad médica.

Controller	If you have any questions or queries about the collection, processing or transfer of your personal information process, or consider that the information contained in a database should be corrected, updated or deleted please send a message to the following email account: privacidad@aviatur.com
Purpose	Prevention of Coronavirus following the instructions of the World Health Organization and recommendations from local and national authorities.
Legitimation	Fulfillment of legal obligations based on the requirements of the World Health Organization.
Recipients	No data will be transferred on to third parties, except as a result of a legal obligation or the pursuit of a legitimate interest of the company, a third party or yourself. However, your data may be communicated to the Aviatur Group for the management and control of medical health.

3.2.4.1 Health Questionnaire

DATE _____

CRUISE LINE _____

SHIP _____

CITY _____

PASSENGER NAME	PASSPORT	NATIONALITY	AGE	PRESENT ADDRESS	TELEPHONE	HAVE YOU HAD ANY COVID 19 SYMPTOMS IN THE LAST 24 HOURS?	
						YES	NO

3.2.5 Customer Interaction at the Airport

- Before assisting the passenger, make sure that the vehicle that will provide the transport service complies with biosecurity measures and is properly disinfected.
- When assisting passengers, they must use a mask or protective glasses.
- When you receive the luggage of a passenger use gloves and after each service wash your hands with soap and water, also clean the gloves with alcohol.
- Take the temperature, it should not be higher than 38°C / 100.4°F
- Complete the health questionnaire and file it in chronological order.
- Accompany it to the vehicle and verify that before getting into the vehicle, you comply with the protocols of:
 - Mandatory use of the face mask without exception.
 - Cleaning of hands with glycerin and alcohol sanitizer.
 - Cleaning and disinfection of shoes, clothes and luggage or hand items with the previously prepared mixture.

3.3 Communications Plan

- Include in the different communication channels with clients, recommendations directed to tourists before, during and after their trips.
- Maintain up-to-date information on travelers, including completed surveys and places visited, in order to present it to the health authorities if any of the tourists are infected by Covid-19. This survey should be shared among all those involved in the tourism operation such as hotels, restaurants and local operators.
- The guide or driver, using a health script, should make travelers aware at the beginning of each tour with updated information about the presence of Covid-19 in the destination visited, as well as the preventive measures that will be taken during the tour and those that must be complied with by the visitors. Similarly, information should be provided on the decisions taken by the local authorities in the event of a positive outcome for Covid-19

3.3.1 Healthcare Script for Covid-19

Responding effectively to COVID-19 is a shared responsibility. Our guidelines reflect the essential role that the tourism industry must play to help promote the health and safety of our customers and employees.

You as travelers also have a responsibility. You must adopt new travel practices and follow science-based guidelines to help protect the health of your family and those around you, including your fellow travelers and tourism industry workers.

We invite you to collectively and in solidarity defeat COVID-19, so we ask all travelers to do their part and follow government and industry guidelines to help protect themselves and others.

3.3.1 Healthcare Script for Covid-19

Updated information on the destination to date:

- According to current information provided by local media.

Preventive measures in the routes for guides, drivers and travelers:

- Before starting the route and without exception all passengers must have completed the health questionnaire.
- Before boarding the vehicles, they must disinfect their shoes and hands.
- Before, during and until the end of the tour they must wear a mask covering their nose and mouth.
- It is recommended to dispense with the use of air conditioning in the vehicles and opt for natural ventilation, keeping the windows open.
- They should comply with the protocols for social distancing between groups implemented in each of the sites visited.

Determinations made by the local authority in the event of a positive finding for Covid-19:

- Hospital or home isolation with travel restrictions.
- Therapeutic management is given according to the severity of the case and the study of contacts is carried out.
- On day 14, a new sample is taken.
- The expenses caused by this concept must be covered by each traveler through his/her health care insurer or medical assistance acquired.

Violation and failure to comply with the measures adopted and instructions given by the Government, will result in the criminal penalty provided for in Article 368 of the Penal Code and the fines provided for in Article 2.8.8.1.4.21 of Decree 780 of 2016, or the rule that replaces, amends or repeals it.

3.3.2 In Sightseeing Tours

- During the intelligent isolation and reactivation stage, tourist destinations will not operate at 100% capacity. The number of people allowed in open places will be stipulated in the protocol of the tourist site. In closed places the number of people will be determined based on the capacity allowed by law, guaranteeing a minimum distance of 2 meters between each person.
- In both cases, when booking the tourism site and other fun and entertainment activities, you should check the permitted capacity, and record the visitors' data beforehand in order to control entry.
- When traveling outdoors, in urban centers, guides should keep a 10-minute separation between groups visiting the same place to avoid crowding.
- The social distance between groups should be at least 4 meters at rest stops and 2 meters / 6.5 feet for walks.

- Our logistics staff will verify that each tour and tourist site visited complies with the protocols previously provided by the supplier and is duly authorized by the local authority.
- Our logistic personnel will be attentive and doing continuous monitoring to make sure that the visitors, maintain the minimum social distance of 2 meters between people and that strict use is made of personal protection and biosecurity elements.
- In the transportation and in each visited site, there will be stations of disinfectant gel or hand washing for the personnel who enter.
- If the tour includes food and beverages, travelers are required to disinfect their hands before ingesting them, remove the face mask, and store it in a clean bag or discard it. At the end of the food intake, they must disinfect their hands again and use the face mask again to resume the tour.
- The site should have tables with a distance between them of 2 meters / 6.5 feet and place only the number of chairs that can ensure a minimum distance between workers and/or assistants of 1.5 to 2 meters / 5 to 6.5 feet for the duration of the event.

3.3.3 Seating for Tourist Routes

Our priority is the health of all our clients, collaborators, suppliers and visitors. That is why the reactivation of our sector must be gradual, progressive, orderly and responsible, always within the framework of the prevention rules and protocols implemented for the sector and by the different local and national authorities in order to guarantee and avoid crowding so that visitors can enjoy the experience on each tour.

The capacity of each site is subject to modification according to the behavior of the disease and according to the regulations in force for groups.

The percentage of capacity is directly related to the number of people, type of accommodation and useful area of the site or space, support areas and common circulation and complementary areas.

TRANSPORTATION

Description	Maximum Capacity		Suggested Capacity		% Suggested
Cartagena					
Bus	40	Pax	28	Pax	70%
Buseton	36	Pax	26	Pax	70%
Busy	30	Pax	21	Pax	70%
Country Bus	20	Pax	15	Pax	75%
Van	15	Pax	8	Pax	50%
Automobile	4	Pax	2	Pax	50%
Chiva Party	45	Pax	34	Pax	75%
Car - Horses	4	Pax	3	Pax	80%
Canoes (mangrove cave)	4	Pax	3	Pax	80%
Boat The Islands I	50	Pax	35	Pax	70%
Boat Las Islas II	80	Pax	60	Pax	70%
Extra boat	50	Pax	35	Pax	70%

Seats available subject to change according to local regulations in the destination.

MONUMENTS

Description	Maximum Capacity	Suggested Capacity	% Suggested
Cartagena			
Naval Museum	400 Pax	240 Pax	60%
Inquisition Palace	200 Pax	120 Pax	60%
Fort San Felipe	400 Pax	320 Pax	80%
San Pedro Claver Church	200 Pax	120 Pax	60%
Santa Marta			
Cathedral Basilica Santa Marta	160 Pax	100 Pax	70%
Gold Museum	200 Pax	160 Pax	80%
Saint Peter Alexandria Farmhouse	400 Pax	320 Pax	80%
Quinta San Pedro Alejandrino	200 Pax	100 Pax	50%

The capacity of each site is subject to modification according to the behavior of the disease and according to the regulations in force for groups

OTHER TOURIST SITES

Descripción	Aforo Máximo		Aforo Sugerido		% Sugerido
Cartagena					
National Aviary	200	Pax	120	Pax	60%
Mangrove Cave	100	Pax	50	Pax	50%
Chocomuseum	100	Pax	40	Pax	60%
Café San Alberto	100	Pax	40	Pax	60%
Caribbean Jewelry	50	Pax	25	Pax	50%
Restaurant Chats	60	Pax	35	Pax	50%
Crazy Salsa	40	Pax	20	Pax	50%
Isleta Resort	150	Pax	80	Pax	50%
Adolfo Mejia Theatre	600	Pax	450	Pax	75%
Santa Marta					
Hotel Santa Mar	200	Pax	120	Pax	60%
Tayronaka	80	Pax	60	Pax	70%
Valencia Gorge	120	Pax	90	Pax	75%
Don Pepe Hotel	30	Pax	20	Pax	70%
Don Chucho Restaurant	60	Pax	35	Pax	55%
Bijao Kitchen & Commercial	100	Pax	50	Pax	50%

The capacity of each site is subject to modification according to the behavior of the disease and according to the regulations in force for groups

3.3.4 Processes of the Communications Plan

Responsible for the implementation of this protocol:

- General Manager - Antonio Porras Gutiérrez
- Administrative Director - Claudia Lorena Ramírez Díaz

Responsible for periodic follow-up, audits to verify compliance with legal provisions in force as appropriate and report any event of contagion that occurs in the development of activities:

- Director of Cruises - Antonio Acevedo Castro
- Director of Inbound Tourism - Samantha Beetar Ramírez
- Congress Director - Moraima Flórez Chamorro
- Advisor - Maritza Gándara
- Financial Analyst - Esterlina Torres

Responsible for communication with local and national authorities:

- General Manager - Antonio Porras Gutiérrez
- Administrative Director - Claudia Lorena Ramírez Díaz

Responsible for disclosing the information in our protocols to interested parties:

Manager, Department Directors, Commercial Advisor.

- Schedule online or classroom training for employees, suppliers, guides, staff and personnel who provide their services in the implementation of prevention measures and identification of symptoms of COVID-19
- Socialize through e-mail to suppliers, customers and the community the opening of our offices emphasizing that we have adopted the general measures of biosafety to mitigate, control and prevent the spread of the virus and manage the pandemic properly during the development of all our activities.
- To share with suppliers and customers our biosafety protocols in order to generate confidence and recover the economy of the tourism sector, these protocols are developed, oriented and supervised according to the guidelines issued by the Ministry of Health and Social Protection as the health authority in this pandemic and taking into account the other Ministries of our economic sector.

3.3.5 Care and Emergency Contacts

DADIS informs the general community that there are 3 information lines available for everything related to coronavirus. These are: 125 which is free or, through the cell phones 3174016183 and 3175010966, which work 24 hours

District Health Administration Department:

Adriana Meza Yepes

Address: Centro Diagonal 30 No. 30 78 Plaza de la Aduana (Calle Larga Edificio Fátima) - Cartagena

Phones: (095) 6501095 ext. 1430 (Address)

Email: direccion@dadiscartagena.gov.co

Point of entry -Sanidad Portuaria:

Jorge Mórelo

Telephone: 3103627999

Email: jmorelo48@gmail.com

- ARL Colmena 018000919667
- FAMISANAR 018000916662
- COOMEVA 018000975831
- SANITAS 018000919100
- SURA 018000519519
- SALUD TOTAL 018000114524

3.4 Prevention and Management of Risk of Contagion Situations

3.4.1 Managing Risk Situations

- The Agency will provide Tourist Guides with health insurance that covers COVID-19 for the tourist operation.
- We reserve the right to admit people who present symptoms associated with Covid-19, likewise, in case the tourist refuses to make use of the personal protection elements or abide by the protocol provisions that are applicable to him/her, and which were informed and accepted prior to the trip, without this generating additional charges.
- We will randomly monitor the health status of travelers using the database after the trip.

3.4.2 Possible Case Response Mechanism

- In the event of evidence or knowledge that any of the clients who purchased tourist services present symptoms associated with COVID-19 or fever, we will quickly adopt mitigation measures to stop the infection, reporting the case to DADIS, the EPS, insurance company in order to advance the actions of the case and provide the required information.

3.4.3 Mitigation Measures / Crisis

- We reserve the right to admit people who present symptoms associated with Covid-19, likewise, in case the tourist refuses to make use of the personal protection elements or abide by the protocol provisions that are applicable to him/her, and which were informed and accepted prior to the trip, without this generating additional charges.

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Prepared by:

CLAUDIA LORENA RAMIREZ DIAZ
Administrative and Sustainability Director

Checked by:

ALEXANDER SAAVEDRAAYALA
TSS Professional

Approved by:

ANTONIO PORRAS GUTIERREZ
General Manager

Date:

June 13, 2020

Version:

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Change Control :

Health Questionnaire

Covid-19 Prevention and Control Protocols

AVIA CARIBBEAN S.A.S.