



Guidelines for promoting the
health and safety of all
passengers



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Guidelines for promoting the health and safety of all passengers

Introduction

COVID-19 represents a challenge to the travel industry and, as we move to the next phase of our response to the pandemic, at Aliwen Incoming we are committed to offer a service focused on the health and safety of our travelers.

To meet this objective and according to the World Health Organization guidance, we have written and communicated to all our team and suppliers, the following guidelines.

This manual is written according to the World Health Organization guidance and at no point inflicts any conflict with current law; shall the government state in the future a new legislation that applies to any of the activities or procedures described in this guide, then the law is over this, and we will need to update and send our suppliers and partners our new guidelines.

General Measures

Every person involved in the service chain that we provide must strictly comply with the basic protective measures against COVID-19 recommended by WHO:

- Thoroughly wash their hands after sneezing, blowing your nose, or coughing or touching surfaces potentially contaminated (money, letters from the establishment, etc.).
- Maintain at least 2-meters (6 feet) distance between each other or any other person.
- Avoid going to crowded places.
- Avoid touching eyes, nose and mouth.
- Make sure to follow good respiratory hygiene themselves and the people around them. This means covering their mouth and nose with their bent elbow or tissue when they cough or sneeze. Then dispose of the used tissue immediately and wash their hands.
- Stay home and self-isolate even with minor symptoms such as cough, headache, mild fever, until they recover.
- If they have fever, cough and difficulty breathing, seek medical attention, but call by telephone in advance if possible and follow the directions of Argentine health authority.
- Keep up to date on the latest information from trusted sources, such as WHO or Argentine health authorities.
- Use surgical mask.

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Our Measures

General Measures & Procedures

Aliwen Incoming will:

- Organize and schedule all the tasks so the staff can maintain a distance of at least 2 meters (6 feet) distance between each other; this will be allowed under a new home office rotative schedule.
- Evaluate special measures for vulnerable staff.
- Avoid the use of devices for employees' registration such as fingerprints scanner or any other device that implies everyone touching the same surface. A new method of registration when arriving to the office should be implemented to prevent employees from touching the same surface.
- Ensure the suitable protection of all employees, making it easier for them to wash their hands with water and soap or hand sanitizer.
- Communicate guidelines of hygiene with complete information.
- Establish norms of use of the office areas so the staff can keep a safe distance.
- Inform staff on the correct use of masks and gloves.
- Respect guidelines dictated by local and national authorities.
- Boost the credit card payment or other electronic means preferably contactless.
- Supply passengers with digital vouchers, brochures and material to avoid direct contact.
- Regularly communicate to clients any update on preventive measures, health restrictions, local movement restrictions, cancellation policies, itinerary modifications and open attractions.
- Be able to access information on the location and contact of emergency and medical care centers where they can refer a client with symptoms compatible with COVID-19.
- Monitor staff regularly, encouraging them to follow governmental and WHO guidelines.
- Inform guests about support available if questions or concerns arise. Guest facing staff will be trained and prepared to answer questions, resolve challenges such as the detection of new cases, address situations where guests are not complying land share protocols.
- Share guest guidelines ahead of trip and where applicable in person upon commencement of trip on the basis of advice from health authorities which may include the wearing of face masks or coverings, guidance on hand hygiene and avoiding physical contact.
- Request our clients, both agencies and TTOO to include medical/travel insurance to offer traveler insurance covering COVID-19 who could assist with arrangements should they be necessary such as emergency repatriation and medical care.
- Add signs with instructions and procedures to sanitize all around the office.
- Organize tours logistically so that tourists can regularly wash their hands.
- Avoid handling documentation in paper to passengers. Use only digital documentation.
- Ask passengers to fill the following form and sign it:
COVID-19: Passenger Form

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1. Travel date:
2. Name:
3. Surname:
4. Have you traveled to risky countries in the last 30 days? Risky countries are: Europe, South Korea, China, Japan, Brazil, Chile
Yes - No
5. Have you been in contact with people from risky countries in the last 30 days?
Yes - No
6. Have you ever been in contact with a person infected with COVID-19?
Yes - No
7. Have you ever been in contact with a suspected case of COVID-19?
Yes - No
8. Have you been infected with COVID-19 and recovered?
Yes - No
9. Do you currently have symptoms such as cough, difficulty breathing, sore throat, shortness of breath?
Yes - No

Other measures:

- At the reception, there should be hand sanitizer.
- Work meetings will be replaced by videoconferences.

Staff at Aliwen Incoming will:

- Avoid greeting with physical contact, including shaking hands, both to other staff and to customers.
- Wear clean work clothes daily.
- Staff will not be allowed to have lunch at the office.
- Staff will not be allowed to share "mate" drink.

All the staff with direct contact with passengers should have a medical kit that includes the following items:

- Germicidal disinfectant/wipes for surface cleaning
- Tissues
- Face/eye masks.
- Hand sanitizer
- Soap
- Spray container with water and bleach

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Cleaning measures

- Staff should throw away any personal waste (especially disposable tissues) to authorized bins or containers.
- Staff items such as bags or purses will be disinfected before entering the office.
- Thoroughly wash their hands after sneezing, blowing your nose, or coughing or touching surfaces potentially contaminated (money, letters from the establishment, etc.).
- Maintain at least 2-meters (6 feet) distance between each other or any other person.
- Staff should frequently disinfect, throughout the working day, objects of personal use (glasses, mobiles, etc.) with soap and water when feasible and with a disinfecting solution failing that, as well as in the shift change, the elements of the job (screen, keyboard, mouse, etc.). For the disinfection of electronic equipment, products must be used specific, applied with a cloth, or special disinfecting wipes.
- Staff should not share equipment or devices. In case it exists alternation in the use of certain equipment or devices (eg microphones, phones, etc.), cleaning and disinfection guidelines must be established between use and use to reducing the risk of contagion.
- Frequently cleaning is advised in the areas with more contamination (surfaces, sinks, taps, reception counter handles, doors, keyboards, telephones, chairs, etc.)
- The office must be disinfected at the end of the work day.
- Surfaces must be cleaned with disinfectant products.
- The office must be ventilated daily.
- Every member of the staff will have a personal sanitary and cleaning kit to be able to sanitize their most used tools such as mouse, keyboards and any others.
- Any purchase of the office such as but not limited to supermarket items will be disinfected in the hall area before letting them enter the office.
- Disinfection should be done using the three-bucket-system. This is a procedure for washing, rinsing, and sanitizing where a different bucket and sponge or mop is used for each task. In washing for example, one bucket with water and soap/detergent, is used only for this purpose and will not be used for rinsing or sanitizing. For rinsing, another bucket with water only, will be used solely for this purpose. A third bucket containing water and a sanitizing solution shall be used for sanitizing only. (*)

Handling COVID-19 cases

If a passenger develops symptoms of acute respiratory infection, efforts should immediately be made to take them to the nearest hospital, where the passenger will be hospitalized or be instructed to be isolated under medical criteria. Aliwen Incoming will communicate immediately the passenger's symptoms and the current situation to clients.

Aliwen Incoming will be in touch with the passengers through all their stay and communicate clients regularly their situation.

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Passengers should inform Aliwen if they develop any symptoms of acute respiratory infection.

Accommodation

General Measures & Procedures

The hotel management must:

- Organize and schedule all the tasks so the staff can maintain a distance of at least 2 meters (6 feet) distance between each other.
- Evaluate special measures for vulnerable staff.
- Have a no touch forehead thermometer. And test every staff daily with it. Passengers will be tested with the before entering the hotel.
- Avoid the use of devices for employees' registration such as fingerprints scanner or any other device that implies everyone touching the same surface. A new method of registration when arriving to the hotel should be implemented to prevent employees from touching the same surface.
- Ensure the suitable protection of the employees, making it easier for them to wash their hands with water and soap or hand sanitizer.
- Communicate guidelines of hygiene with complete information.
- Establish norms of use of the hotel areas so staff can keep a safe distance.
- Ventilate daily the different parts of the hotel.
- Inform staff on the correct use of masks and gloves.
- Respect guidelines dictated by local and national authorities.
- Use the credit card payment or other electronic means, ideally contactless method.
- Supply passengers with digital vouchers, brochures and material to avoid direct contact.
- Provide time and means for proper hygiene of employees.
- Add boards around the hotel with information about the measures taken.

Staff should:

- Avoid greeting with physical contact, including shaking hands, both to other staff and to guests.
- Throw away any personal waste (especially disposable tissues) to authorized bins or containers and with non-manual actuation.
- Thoroughly wash their hands after sneezing, blowing your nose, or coughing or touching surfaces potentially contaminated (money, letters from the establishment, etc.).
- Maintain at least 2-meters (6 feet) distance between each other or any other person.
- Wear clean work clothes daily.

All the staff with direct contact with passengers should have a medical kit that includes the following items:

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- Germicidal disinfectant/wipes for surface cleaning Tissues
- Face/eye masks
- Note that disposable face masks can only be used once
- Gloves
- Full-length long-sleeved gown
- Biohazard disposable waste bag
- Hand sanitizer
- Soap
- Spray container with water and bleach

Measures for the reception desk staff:

- Reception desk staff should be sufficiently informed about COVID-19 so that they can safely carry out their assigned tasks and prevent the possible spread of COVID-19 within the establishment. They should be capable of informing guests who inquire about the establishment's policy in terms of the preventive measures established or other services that guests may require.
- They should also be able to advise guests with respiratory symptoms to stay in their rooms until they are seen by a doctor as well as to provide basic hygiene recommendations when asked.
- Reception desk staff should be familiar with the room occupancy policy for accompanying persons in the event of a suspected case of COVID-19.
- The reception desk should have immediately available the telephone numbers of the health authorities, medical centers, public and private hospitals, and assistance centers for use whenever there is the possibility that a guest may be ill. Reception staff must treat all this information with discretion, leaving it up to the management and to medical services to evaluate the situation and make appropriate decisions.
- The maximum capacity of the reception area must be determined and the necessary measures established to ensure distance between guests and employees.
- Hand sanitizer must be available at the reception area.
- Avoid sharing pens and, disinfect those borrowed after use.
- Counters should be cleaned and disinfected at least daily, considering the greatest or less influx of customers.
- Cards or keys must be disinfected before and after their use.
- Computer equipment and any other element of use (eg telephone) must be cleaned and disinfected at the beginning and at the end of the work shift, recommending having headphones for individual use.
- The floor must be marked so that guests keep safe distance of 2 meters.

About technical and maintenance services:

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- The proper functioning of the dishwashing and laundry equipment should be checked, particularly the operating temperatures, as well as the correct dosage of cleaning and disinfecting chemicals.
- The proper functioning of ventilation and air exchange should be checked.
- Regular checks should be carried out to ensure the proper functioning of soap and disinfectant solution dispensers, hand dryers, disposable tissue dispensers, and other similar devices. Defective units should be rapidly repaired or replaced. The hotel action plan should include installing units to dispense disinfectant gel in the different areas of the hotel, including the public restrooms used by guests and by staff, and other areas of interest.

About restaurants, breakfast and dining rooms:

- Guests should be reminded when entering and leaving the restaurant, breakfast, or dining room to disinfect their hands with disinfectant gel, preferably located at the entrance to those facilities.
- Guests should avoid handling food. When necessary, change tongs and ladles more frequently, always leaving these items in separate containers. Clean and disinfect the buffet surfaces after each service. The coffee machines, soda machines, and others, in particular the parts more in contact with the hands of users, should be cleaned and disinfected at least after each service and more often if necessary.
- All dishes, silverware, and glassware should be washed and disinfected in a dishwashing machine, including items that have not been used, as they might have been in contact with the hands of guests or staff. If for any reason manual washing is required, the usual steps should be followed (wash, disinfect, rinse), taking the maximum level of precautions. Drying should be carried out using disposable paper towels. Likewise, tablecloths and napkins should be washed in the usual manner.
- Whenever possible, it is recommended to have a maximum of 4 persons for 20 square meters. Tables shall be arranged such that the distance from the back of one chair to the back of another chair shall be more than 2 m apart and that guests face each other from a distance of at least 2 m.
- Buffet style service should be avoided.
- Room service should be offered to all guests, when possible.
- It should be considered having longer opening hours to reduce the number of guests served at any given time.

About fitness centers:

- There should be a maximum of people for the fitness center in order to ensure the safety distance (also between machines).
- The exercises should be marked on the ground. Exercises involving contact should be avoided.
- Guests should be encouraged to use a towel in all sports equipment.

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- Exercise machines will be cleaned and disinfected before and after they are used. The same will apply for exercise items such as weights, fitness balls, dumbbells, etc., which must be removed if cleaning and disinfection cannot be assured.

About Spas:

- It is not recommended to offer spa services because of its contamination level.

Cleaning measures

- Staff should throw away any personal hygiene waste (especially disposable tissues) immediately to bins or containers.
- Staff should frequently disinfect, throughout the working day, their objects of personal use (glasses, mobiles, etc.) with soap and water.
- Staff should not share equipment or devices. In case it exists alternation in the use of certain equipment or devices (eg microphones, phones, etc.), cleaning and disinfection guidelines must be established between use and use to reducing the risk of contagion.
- Special consideration should be given to the application of cleaning and disinfection measures in common areas (restrooms, halls, corridors, lifts, etc.) as a general preventive measure during the entire COVID-19 epidemic.
- Special attention should be given to objects that are frequently touched such as handles, elevator buttons, handrails, switches, doorknobs, etc.
- Cleaning staff should be instructed accordingly. As part of the tourism accommodation establishment action plan for COVID-19, there should be a special cleaning and disinfection plan for situations in which there are sick guests or employees staying at the establishment or identified with COVID-19 within a few days after leaving the establishment.
- Written recommendations for enhanced cleaning and disinfection should describe the enhanced operating procedures for cleaning, managing solid waste, and for wearing personal protective equipment.
- There should be a disinfection kit including:
 - Surgical masks
 - Hand sanitizer
 - Latex gloves
 - Plastic bags
 - Soap
 - Spray container with water and bleach
- Disinfection should be done using the three-bucket-system. As explained above. (*)
- The following should be implemented for rooms or specific areas exposed to COVID-19 cases:
 - Any surfaces that become soiled with respiratory secretions or other body fluids of the ill person(s), e.g. toilet, handwashing basins, and baths should be cleaned with a regular household disinfectant solution containing 0.1% sodium hypochlorite (that is, equivalent to

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- 1000 ppm). Surfaces should be rinsed with clean water after 10 minutes contact time for chlorine. Surfaces should be rinsed with clean water after sufficient contact time for the chlorine.
- Service staff may require additional training in the preparation, handling, application, and storage of these products, mostly bleach, which may be at a higher concentration than usual. The cleaning staff should know how to make sure the bleach is not disintegrated and how to rinse it off after 10 minutes.
 - When use of bleach is not suitable, e.g. telephone, remote control equipment, door handlings, buttons in the elevator, etc. then alcohol 70% could be used.
 - Whenever possible, use only disposable cleaning materials. Discard any cleaning equipment made of cloths and absorbent materials, e.g. mophead and wiping cloths. When pertinent, disinfect properly non-porous cleaning materials with 0.5% sodium hypochlorite solution or according to manufacturer's instructions before using for other rooms.
 - Textiles, linens, and clothes should be put in special, marked laundry bags and handled carefully to prevent raising dust, with consequent potential contamination of surrounding surfaces or people. Instructions should be given for washing them in hot cycles (70°C or more) with the usual detergents. All used items must be handled appropriately to mitigate the risk of potential transmission. Disposable items (hand towels, gloves, masks, tissues) should be placed in a container with a lid and disposed of according to the hotel action plan and national regulations for waste management.
 - In general, public areas where a case has passed through or has spent minimal time in (corridors) do not need to be specially cleaned and disinfected.
 - Cleaning crews should be trained on use of personal protective equipment and hand hygiene immediately after removing the personal protective equipment, and when cleaning and disinfection work is completed.
 - All rooms and common areas should be ventilated daily.
 - Cleaning staff should be trained on the use of and provided with personal protection equipment as listed below:
 - Germicidal disinfectant/wipes for surface cleaning
 - Tissues
 - Face/eye masks
 - Gloves
 - Full-length long-sleeved gown
 - Biohazard disposable waste bag
 - Hand sanitizer
 - Soap
 - Spray container with water and bleach
 - The uniforms of the staff, should be washed at the hotel at a temperature > 60°C.

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The rooms, specifically, must meet the following requirements:

- The reduction of fabrics (including rugs) in the room, objects of decoration and amenities.
- The toilet bin should have a double bag.
- Blankets and pillows in closets must be protected.
- If a hair dryer is available in the room, it must be cleaned (including the filter).
- The paper, gel and soap dispensers should be cleaned periodically, taking into account the level of use.
- Room cleaning should cover all the surface the guests would touch on a daily basis.
- Cleaning schedule should not be less than it was before COVID-19.

Handling COVID-19 cases

If a passenger develops symptoms of acute respiratory infection, hotel staff should immediately take them to the nearest hospital, where the passenger will be hospitalized or be instructed to be isolated under medical criteria. Hotel management should communicate immediately the situation to Aliwen Incoming.

Chauffeurs

General Measures & Procedures

Chauffeurs should respect the following procedures:

- The vehicle should have a 60% of occupancy; the front passenger seat should not be occupied.
- Chauffeurs should avoid greeting with physical contact, including shaking hands, with providers and visitors. The safety distance should be respected whenever possible.
- If the chauffeur experiences any symptoms of the disease, even on a mild basis, he should refrain from providing the service.
- The safety distance should be maintained between the chauffeurs and the passengers.
- Chauffeurs should wear a mask and advice passengers to wear it too. Masks must be disposed according to its specific instructions.
- Chauffeurs should inform in advance the arrival of passengers to their hotel in order to avoid crowds.
- Chauffeurs must be aware of medical centers' location and emergency contacts and medical care centers where they can refer a client with symptoms compatible with COVID-19.
- Wear clean work clothes daily.
- Should have a medical kit that includes the following items:
 - Germicidal disinfectant/wipes for surface cleaning
 - Tissues
 - Face/eye masks
 - Gloves

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- Biohazard disposable waste bag
- Hand sanitizer
- Soap
- Spray container with water and bleach

Cleaning Measures

- Chauffeur must dispose any personal waste, immediately to the wastebaskets.
- Thoroughly wash their hands after sneezing, blowing your nose, or coughing or touching surfaces potentially contaminated (money, letters from the establishment, etc.).
- The vehicle should be completely cleaned and disinfected before and after the service. The procedure must be the following:
 - Chauffeurs should open all doors as preparation for air circulation.
 - Chauffeurs must start the vehicle and ensure that the air conditioning is switched on and set to the recirculation mode.
 - Chauffeurs should clean using alcohol solutions with at least 70% alcohol to clean seats, steering wheel, door cards, windows, door handles, air con vents, gear lever, parking brake, sun visor, floor mats and cabin lights.
- All fabric items at the vehicle such as curtains will be taken away because these kinds of surfaces are easily contaminated with the virus.
- Chauffeur should use hand sanitizer regularly.
- Chauffeur must sanitize regularly surfaces that are frequently touched such as steering wheel, latches and gear lever.
- The vehicle must have a plastic sheet to separate the chauffeur from the passengers

Handling COVID-19 cases

If a passenger develops symptoms of acute respiratory infection, chauffeur should immediately take them to the nearest hospital, where the passenger will be hospitalized or be instructed to be isolated under medical criteria. The chauffeur should communicate immediately the situation to Aliwen Incoming.

Travel Agencies - Local Suppliers

General Measures & Procedures

Travel agencies should:

- Organize and schedule all the tasks so staff can maintain a distance of at least 2 meters (6 feet) distance between each other.
- Evaluate special measures for vulnerable staff.
- Avoid the use of devices for employees' registration such as fingerprints scanner or any other device that implies everyone touching the same surface. A new method of registration when

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arriving to the office should be implemented to prevent employees from touching the same surface.

- Ensure the suitable protection of the employees, making it easier for them to wash their hands with water and soap or hand sanitizer.
- Communicate guidelines of hygiene with complete information.
- Establish norms of use of the office areas so staff can keep a safe distance.
- Inform staff on the correct use of masks and gloves.
- Respect guidelines dictated by local and national authorities.
- Boost the credit card payment or other electronic means preferably contactless.
- Supply passengers with digital vouchers, brochures and material to avoid direct contact.
- Organize tours logistically so that tourists can regularly wash their hands.
- Be able to access information on the location and contact of emergency and medical care centers where they can refer a client with symptoms compatible with COVID-19.
- Offer hand sanitizer for the use of passengers at the reception.
- Avoid handling documentation in paper to passengers. Use only digital documentation.

Staff at the travel agencies should:

- Avoid greeting with physical contact, including shaking hands, both to other staff and to customers.
- Wear clean work clothes daily.

All the staff with direct contact with passengers should have a medical kit that includes the following items:

- Germicidal disinfectant/wipes for surface cleaning
- Tissues
- Face/eye masks
- Gloves
- Full-length long-sleeved gown
- Biohazard disposable waste bag
- Hand sanitizer
- Soap
- Spray container with water and bleach

Cleaning measures

- Staff should throw away any personal waste (especially disposable tissues) to authorized bins or containers.
- Staff should thoroughly wash their hands after sneezing, blowing your nose, or coughing or touching surfaces potentially contaminated (money, letters from the establishment, etc.).

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- Staff should frequently disinfect, throughout the working day, objects of personal use (glasses, mobiles, etc.) with soap and water when feasible and with a disinfecting solution failing that, as well as in the shift change, the elements of the job (screen, keyboard, mouse, etc.). For the disinfection of electronic equipment, products must be used specific, applied with a cloth, or special disinfecting wipes.
- Staff should not share equipment or devices. In case it exists alternation in the use of certain equipment or devices (eg microphones, phones, etc.), cleaning and disinfection guidelines must be established between use and use to reducing the risk of contagion.
- Frequently cleaning is advised in the areas with more contamination (surfaces, sinks, taps, reception counter handles, doors, keyboards, telephones, chairs, etc.)
- The office must be disinfected at the end of the work day
- Surfaces must be cleaned with disinfectant products.
- The office must be ventilated daily.
- Disinfection should be done using the three-bucket-system. As explained above. (*)

Handling COVID-19 cases

If a passenger develops symptoms of acute respiratory infection, travel agents should immediately take them to the nearest hospital, where the passenger will be hospitalized or be instructed to be isolated under medical criteria. The travel agency should communicate immediately the situation to Aliwen Incoming.

Tour guides

General Measures & Procedures

Tour guides should:

- Avoid greeting with physical contact, including shaking hands, both with other tour guides, providers, and passengers.
- If the tour guide experiences any symptoms of the disease, even on a mild basis, he should not provide the service.
- The safety distance should be maintained between the tour guide and the passengers, and between themselves throughout the tour.
- Wear a mask and advice passengers to wear. In cases where a mask is used, dispose it according to its instructions.
- Wear clean work clothes daily.
- Should have a medical kit that includes the following items:
 - Germicidal disinfectant/wipes for surface cleaning
 - Tissues

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- Face/eye masks
- Gloves
- Biohazard disposable waste bag
- Hand sanitizer
- Soap
- Spray container with water and bleach
- Travel in the first seat row; second seat row should be left free. Passengers will take the third line.

The tourist guide must follow the following preventive measures in the design of their activities:

- Determine how the visit is to be carried out, taking into account regulations and possible restrictions that some providers such as museums might have. For example:
 - Develop one-way tours to avoid group crossings whenever possible.
 - Avoid crowded areas.
 - Avoid small places.
- A maximum number of people should be established to offer the service safely.
- Tour guides should inform in advance the arrival of passengers to their hotel in order to avoid crowds.

The tour guide must:

- Tour guides must be aware of medical centers' location and emergency contacts and emergency contact numbers.

The following preventive measures must be followed:

Before starting the tour:

- The tour guide must remember the preventive measures implemented and follow them.
- The tour guide must inform the passenger how the visit will be carried out.
- The tour guide should organize tours logistically so that tourists can regularly wash their hands.

During the tour:

- Maps and brochures should be avoided. Only digital documentation.
- The planned schedule must be respected as possible to avoid incidents.

After the tour and during the farewell:

- The protective materials used (masks, gloves, etc.) must be disposed of properly.

Cleaning Measures

The tour guide must:

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- Dispose any personal hygiene waste including personal protective equipment, immediately to the wastebaskets or authorized containers.
- Frequently wash their hands with soap and water, or, if this is not possible, use a hand sanitizer. It is especially important after coughing or sneezing and after touching potentially contaminated surfaces.
- Frequently disinfect objects of personal use (glasses, cell phones, microphones, etc.).
- Avoid, as far as possible, sharing work equipment or devices with other tour guides.

Handling COVID-19 cases

If a passenger develops symptoms of acute respiratory infection, tour guides should immediately take them to the nearest hospital, where the passenger will be hospitalized or be instructed to be isolated under medical criteria. Tour guides should communicate immediately the situation to Aliwen Incoming.

Car Rental Suppliers

General Measures & Procedures

- Car rental staff should avoid greeting with physical contact, including shaking hands.
- If a worker experiences any symptoms of the disease, even on a mild basis, he/she should refrain from providing the service.
- The safety distance should be maintained between the supplier and the clients, and between themselves.
- Avoid, as far as possible, sharing work equipment or devices with other employees.
- Avoid sharing pens and, disinfect those borrowed after use.

Cleaning Measures

Staff at car rental offices should:

- Dispose any personal hygiene waste including personal protective equipment, immediately to the wastebaskets or authorized containers.
- Frequently wash their hands with soap and water, or, if this is not possible, use a hand sanitizer. It is especially important after coughing or sneezing and after touching potentially contaminated surfaces (knobs, railings, elevators, etc.)
- Frequently disinfect objects of personal use (glasses, cell phones, microphones, etc.) with soap and water and, if not possible, with a disinfecting solution.
- Offer hand sanitizer to clients in the reception area.

Other cleaning measures:

- Counters should be cleaned and disinfected at least daily.
- Cards or keys must be disinfected before and after their use.

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- The screen facing the customer should be cleaned before and after their use
- The office should be ventilated every 1 hour (opening windows or doors, for example) if possible.
- Disinfection should be done using the three-bucket-system. As explained above. (*)
- Every time documentation exchanged with the client, should be disinfected.
- Employees should use hand sanitizer before entering the car and always enter with latex gloves.
- The vehicle should be completely cleaned and disinfected before and after the service. The procedure must be the following:
 - All doors should be opened as preparation for air circulation.
 - Staff should start the vehicle and ensure that the air conditioning is switched on and set to the recirculation mode.
 - Staff should clean using alcohol solutions with at least 70% alcohol to clean seats, steering wheel, door cards, windows, door handles, air con vents, gear lever, parking brake, sun visor, floor mats and cabin lights.
- After cleaning, the vehicle should be left to dry in an outdoor parking lot with the windows open to remove moisture.
- The rugs must be removed, soaped and disinfected each with a spray. If they are badly damaged, it should be considered to replace them with new ones.
- Upon leaving the car, the staff has to sanitize their hands with the disinfectant liquid.
- Vehicles should be completely disinfected.
- Clients should be given a bag containing: germicidal disinfectant/wipes for surface cleaning, tissues, gloves and biohazard disposable waste bag to clean surfaces of high exposure.

Navigation Suppliers

General Measures & Procedures

Navigation suppliers should:

- Organize and schedule all the tasks so staff can maintain a distance of at least 2 meters (6 feet) distance between each other.
- Evaluate special measures for vulnerable staff.
- Have a no touch forehead thermometer.
- Avoid the use of devices for employees' registration such as fingerprints scanner or any other device that implies everyone touching the same surface. A new method of registration when arriving to the hotel should be implemented to prevent employees from touching the same surface.
- Ensure the suitable protection of the employees, making it easier for them to wash their hands with water and soap or hand sanitizer.
- Communicate guidelines of hygiene with complete information.
- Establish norms of use of the office areas so staff can keep a safe distance.

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- Inform staff on the correct use of masks and gloves.
- Offer hand sanitizer for passengers in different parts of the ship.
- Respect guidelines dictated by local and national authorities.
- Boost the credit card payment or other electronic means preferably contactless.
- Supply passengers with digital vouchers, brochures and material to avoid direct contact.
- Send the client a document of the preventive measures that will be taken in terms of hygiene and safety during the development of the service.
- Avoid handling maps or brochures, only digital documentation.
- Be able to access information on the location and contact of emergency and medical care centers where they can refer a client with symptoms compatible with COVID-19.
- Don't exceed 60% passenger capacity.

Staff should:

- Avoid greeting with physical contact, including shaking hands, both to other staff and to customers.
- Wear clean work clothes daily.
- Avoid handling documentation in paper to passengers. Use only digital documentation.

All the staff with direct contact with passengers should have a medical kit that includes the following items:

- Germicidal disinfectant/wipes for surface cleaning
- Tissues
- Face/eye masks
- Note that disposable face masks can only be used once
- Gloves
- Full-length long-sleeved gown
- Biohazard disposable waste bag
- Hand sanitizer
- Soap
- Spray container with water and bleach

Before the navigation:

- Passengers will be disinfected with a system of automatic micro sprinklers that when loaded with the sanitizer is capable of eliminating 99.9% of the bacteria that may be contained in clothing, hair or other objects.
- The crew will indicate where each passenger will seat. Each one will be separated by one seat, except passengers that are related.

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- Each package, suitcase, etc. will be disinfected by the passenger before entering the ship.

Through the navigation:

- The catering service will be suspended.
- Each passenger will remain seated.

Docking process:

- Crew will indicate the order and form of the landing, maintaining the social distance.
- The capacity of the vessels will be reduced to 60% of their real capacity in order to comply with the aforementioned measures.

Cleaning measures

- Staff should throw away any personal waste (especially disposable tissues) to authorized bins or containers.
- Staff should thoroughly wash their hands after sneezing, blowing your nose, or coughing or touching surfaces potentially contaminated (money, letters from the establishment, etc.).
- Staff should frequently disinfect, throughout the working day, objects of personal use (glasses, mobiles, etc.) with soap and water when feasible and with a disinfecting solution failing that, as well as in the shift change, the elements of the job (screen, keyboard, mouse, etc.). For the disinfection of electronic equipment, products must be used specific, applied with a cloth, or special disinfecting wipes.
- Staff should not share equipment or devices. In case it exists alternation in the use of certain equipment or devices (eg microphones, phones, etc.), cleaning and disinfection guidelines must be established between use and use to reducing the risk of contagion.
- Ventilation and cleaning of the boats with disinfection of passenger's hallways, aluminum handrails, plastic armrests, aluminum props for salons, cleaning of seats and internal and external soapy cleaning of windows.
- Staff should permanent clean and disinfect access door handles, we wash and toilet taps with their corresponding seat, waste basket and paper towels available.
- Crew cabin must clean and disinfect frequently the desk, including its satellite commands, VHF system, light cabinets, wire wheel, etc.
- At the end of each voyage, the crew must repeat the descriptive protocol above before starting a new service.
- Define proactive and periodic cleaning procedures both on ships and in terminals. We disinfect them with solutions prepared for this purpose constantly. We have alcohol gel available to our passengers.
- Toilets will be cleaned and disinfected before and after their use.
- Clients should be given a bag containing: germicidal disinfectant/wipes for surface cleaning, tissues, gloves and biohazard disposable waste bag to clean surfaces of high exposure.



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Handling COVID-19 cases

If a passenger develops symptoms of acute respiratory infection, efforts should immediately be made to minimize contact of the ill person with other people. The supplier will communicate immediately the passenger's symptoms and the current situation to Aliwen Incoming and isolate the passenger immediately until the boat reaches a dock where the passenger will disembark and be taken to the closest hospital.

Sources

1. [World Health Organization's Operational considerations for COVID-19 management in the accommodations sector \(WHO - Global\)](#)
2. [Protocolos Reactivación Turística - Ministerio de Turismo de España](#)
3. [FAEVYT- Recomendaciones de Seguridad Sanitaria para Agencias de Viajes y Turismo](#)