



Travel and Tourism Agency

InLuxury Travels

INTERNAL PROTOCOL

COVID-19

Preamble

The World Health Organization has declared Coronavirus a causal agent of COVID-19,
as an international public health emergency.

In order to avoid risks and infections, ensuring the existence of an internal protocol defining the
necessary prevention, control and surveillance procedures, this establishment
declares to comply with the requirements defined by Turismo de Portugal,
accordance with the guidelines of the Directorate-General for Health, which allow it to be considered a
HEALTHY & SAFE Establishment.

Restrictions

TRANSPORT CAPACITY BY MANNING VEHICLES

5 LUGARES



7 LUGARES



9 LUGARES



Order No. 4328-C/2020 of 8 April

1. PREVENTION PROCEDURES

- 1.1 INFORMATION
- 1.2 CLEANING PLAN
- 1.3 CLEANING EQUIPMENT
- 1.4 FOR EMPLOYEES
- 1.4.1 Training
- 1.4.2 Personal protective equipment
- 1.4.3 Appointment of those responsible
- 1.4.4 Conduct
- 1.4.5 Stock of cleaning and sanitizing materials
- 1.5 FOR THE ORGANIZATION

2. PROCEDURES IN CASE OF SUSPECTED INFECTION

- 2.1 ACTION PLAN

3. REGISTRATION OF ACTS/INCIDENTS

1. PREVENTION PROCEDURES




1.1 Information

- Customers shall be aware of and have access to this Internal Protocol on the COVID-19 coronavirus outbreak by providing *available flyers* in vehicle compartments, direct access to the customer, or by presenting in video format on devices available in transport vehicles, including *tablets*.
- Information is available to comply with basic infection prevention and control precautions in relation to the COVID-19 coronavirus outbreak for employees, partners and customers.

1.2 CLEANING PLAN

- Washing and disinfection, according to the internal protocol, of the areas where employees circulate, ensuring the control and prevention of infections and antimicrobial resistances, considering that the vehicle is the means of work in constant use, is the same, subject to exhaustive hygiene process, performed whenever immobilized and after each service performed.
- Wet cleaning is carried out, to the detriment of drycleaning, and products for disinfection and then cleaning products should be used.
- The air renewal of the enclosed spaces is done regularly.

Washing and disinfection takes place in the following terms:

Vehicle	Cleaning priority	Product	Method of use	Frequency	Responsible	Note.
1	Maximum		Spray directly on surfaces, act for 5 minutes and iron with disposable cloth.	After each transport/service Proceed from the same application after switching product	The driver	Sanytol Multisurfaces Pecol Multisurface Disinfectant
2	Maximum		Spray directly on surfaces, act for 5 minutes and iron with disposable cloth.	After each transport/service Proceed from the same application after switching product	The driver	Sanytol Multisurfaces Pecol Multisurface Disinfectant
3	Maximum		Spray directly on surfaces, act for 5 minutes and iron with disposable cloth.	After each transport/service Proceed from the same application after switching product	The driver	Sanytol Multisurfaces Pecol Multisurface Disinfectant

(Hygiene record of each vehicle)

It is considered as total cleaning / hygiene, the incidence on:

External and internal handles; Window opening/closing buttons; Air conditioning control device; Headrest; Seat belts and their clips; Armrests; Banks; Windows; All front dashboard and instrument for continuous use in driving, mats, luggage compartment.

1.3 CLEANING EQUIPMENT

- Each vehicle is equipped with an alcoholic-based antiseptic solution or differentiated alcohol-based solution for customers and employees.
- Waste container with simplified manual opening and plastic bag.
- Cleaning material (Glass detergent solution, bench brushes, carpet brushes)
- First Aid Box according to current law.

1.4 FOR EMPLOYEES

1.4.1 Training

- All Employees received specific information and/or training on:
 - Internal protocol for the OUTBREAK of coronavirus COVID-19.
 - How to comply with basic infection prevention and control precautions in relation to the COVID-19 coronavirus outbreak, including the following procedures:
 - hand hygiene: wash your hands frequently with soap and water for at least 20 seconds or use hand sanitizer that has at least 70^o of alcohol, covering all the surfaces of your hands and rubbing them until dry.
 - Respiratory etiquette: cough or sneeze to the flexed forearm or wear a tissue, which should then be immediately thrown in the trash; sanitize your hands always after coughing or sneezing and after blowing; avoid touching the eyes, nose and mouth with your hands.
 - social conduct: change the frequency and form of contact between workers and between them and customers, avoiding (where possible) close contact.
 - Each element has at its disposal information on all measures recommended by the General Directorate of Health.
 - Personal protective material and various products for personal and surface hygiene are provided, reinforcing their cleaning routines.
 - **Before entering the premises, the staff outside the service must also sanitize their hands with the gel at the entrance and wear a mask or request a mask at the entrance.**
- How to comply with daily self-monitoring for fever assessment, cough check or difficulty breathing.
- How to comply with the guidelines of the Directorate-General for Health for surface cleaning and laundry treatment.
- Hand washing with the following indications:

Wash your hands frequently with soap and water or use alcohol-based solution;

Hand washing should take between 40 and 60s;

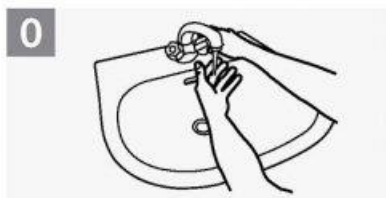
If you have just done so, do not touch the door handle directly, use your elbow or a paper towel to open it;

Wash hands whenever blowing, sneezing or coughing;

Hand washing should go through the following phases:



40 a 60 segundos



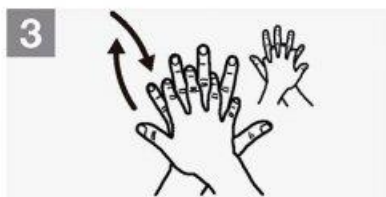
Humedecer as mãos com água



Aplicar sabão suficiente para cobrir a superfície de ambas as mãos



Friccionar as palmas das mãos entre elas



Friccionar a palma direita sobre o dorso da esquerda, entrelaçando os dedos e viceversa



Friccionar palma contra palma, entrelaçando os dedos



Friccionar o dorso dos dedos contra a palma da mão oposta, agarrando os dedos



Friccionar com um movimento de rotação o polegar coma a palma da outra mão e viceversa



Friccionar a ponta dos dedos de uma mão contra a palma da outra, fazendo um movimento de rotação e viceversa



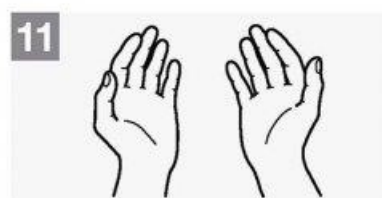
Enxaguar as mãos com água



Secar com um toalhete de um só uso



Utilize o toahete para fechar a torneira



As mãos já são seguras

Possible Training Plan:

Date of action	Description of the action	No. Trainees
June / September / November	COVI19 - Preventive and reactive measures;	5
August / October	Safety and Hygiene at Work	5

1.4.2 Personal protective equipment

In sufficient numbers for all employees, and customers (mandatory use during driving, FFP2 face mask, goggles, nitrile gloves).



- Available and customer access, box of paper wipes.
- Available free of **charge** to the customer an individual protection kit packaged, which contains:
 - 1 Facial surgical mask; 1 pair of nitrile gloves; 1 wipe disinfectant;



(Image of epi's kit package pack)

1.4.3 Designation of those responsible: The employee is considered responsible for triggering the procedures in case of suspected infection, António Parsotamo, telephone contact no. 926063452 (accompany the person with symptoms to an isolation space, provide him with the necessary assistance and contact the national healthservice), and according to instructions eded by the hotel unit manager, in the event of this staying.

1.4.4 Conduct of employees and employees:

- Daily self-monitoring for fever assessment, cough or difficulty breathing.
- Keep the distance between employees, avoid physical contact, including handshakes
- Keep hair caught, where applicable
- The excessive use of personal adornments (bracelets, wires, rings, etc.) is not recommended.
- Professionals should take precautions with the handling of cleaning/cleaning products, dilution and application in safe conditions, such as protecting themselves during the cleaning procedures of the equipment, and must be equipped with gloves when cleaning

the vehicles, finally, the debris resulting from cleaning and cleaning, should be placed in the container available by vehicle.

1.4.5 PPE stock, cleaning and sanitizing materials

- Stock of single-use cleaning materials proportional to the dimensions of the establishment, including single-use cleaning wipes moistened in disinfectant, bleach and alcohol at 70°.
- Dispensers or refills of alcohol-based antiseptic solution or alcohol-based solution.
- Alcoholic-based antiseptic solution spray.
- Wipes impregnated in alcohol-based solution.
- Paper wipes.
- FFP2 masks.
- Surgical masks.
- Gloves.
- Waste containers.
- Plastic bags for waste container.
- Disposable cloths.

1.5 FOR THE ORGANIZATION

- Compliance with internal hygiene and safety protocols by partners involved in the activities.

2. PROCEDURES IN CASE OF SUSPECTED INFECTION

2.1 ACTION PLAN

If infection with COVID-19 is suspected in the establishment area, follow these recommendations to prevent contagion:

– General Procedures in case of Suspected infection:

1. Give the patient (suspected COVID-19) a surgical mask, provided that his clinical condition permits it. The mask should be placed by the patient himself.
2. Place in isolation in the rooms created for this purpose, and keep in close contact.
3. The patient should contact health line 24 immediately (808 24 24 24 24).
4. Distribute the appropriate PPEs (gloves, masks, disposable gowns, shoes) to the persons involved.
5. Provide disinfection of the premises If you are a •collaborator, isolate and disinfect the workplace; •If you are a customer, isolate and disinfect the vehicle.
6. Inform all persons who have been in contact with the infected person to maintain vigilance and warn of suspicious signs or symptoms.

– Procedures in case of Suspected Infection of Workers::

- 1- Any worker with signs and symptoms of COVID-19 and epidemiological connection, or who identifies a worker in the company with criteria compatible with the definition of a suspicious case, informs the direct head (preferably by telephone) and remains inside the vehicle for use, hereinafter referred to as the isolation area.
- 2- The sick worker (suspected case of COVID-19) already in isolation, contacts SNS 24 (808 24 24 24);
- 3- The HEALTH PROFESSIONAL OF THE SNS 24 questions the sick worker regarding signs and symptoms and epidemiological connection compatible with a suspected case of COVID-19. After evaluation, SNS 24 informs the Worker.
- 4- After evaluation, if the SNS 24 informs the Worker about the non-validation, the worker informs the Direct Head of non-validation, and the latter must inform the Responsible Labor Doctor.

- 5- After evaluation, if the SNS 24 informs the Worker about the validation: - DGS activates INEM, the National Institute of Health Doctor Ricardo Jorge and Regional Health Authority, starting epidemiological research and contact management;
- 6- The sick worker must remain in the isolation area (with surgical mask, provided that his clinical condition permits), until the arrival of the team of the National Institute of Medical Emergency (INEM), activated by the DGS, which ensures transport to the reference hospital;
 - Other workers' access to the "isolation" area is prohibited(except for workers designated to provide assistance);
 - The "isolation" area must be prohibited until decontamination (cleaning and disinfection)is validated by the Local Health Authority. This ban can only be lifted by the Health Authority.

- Procedures in case of Suspected Infection of Customers

- 1- The sick person must not leave the vehicle or upon contrary indication of a hotel partner, be referred to a place of isolation.
- 2- Any Customer with signs and symptoms of COVID-19 and epidemiological connection, or who identifies another Customer with criteria compatible with the definition of suspicious case, must inform the reception by telephone, when adveniente of a hotel unit.
- 3- You should not go to the health center, the private office or the emergency room of the hospital;
- 4- In the event that the Customer is traveling in one of the vehicles, at the time of the manifestation of the complaint, he must remain in it, which will function as a Place of Isolation.
- 5- If the suspected person is a Customer, the driver should contact SNS 24 (808 24 24 24);
- 6- Wait for the instructions of the health professionals who will attend you and the clinical decision.
- 7- The SNS 24 health professional questions about signs and symptoms and epidemiological linkage compatible with a suspected case of COVID-19. After evaluation, SNS 24 informs about validation or non-validation.
- 8- After evaluation, if SNS 24 informs about non-validation, the driver must inform the Customer of this non-validation,such as the Hotel Unit in which it is housed.
- 9- After evaluation, if the SNS 24 reports on validation, DGS activates INEM, the National Institute of Health Doctor Ricardo Jorge and Regional Health Authority, starting epidemiological research and contact management.
- 10- The patient Client must remain in the isolation area (with surgical mask, provided that his clinical condition permits), until the arrival of the team of the National Institute of Medical Emergency (INEM), activated by the DGS, which ensures transport to the reference hospital;
- 11- The place of isolation (vehicle) is prohibited;
- 12- The Isolation Site shall be prohibited until the decontamination validation (cleaning and disinfection)by the Local Health Authority. This ban can only be lifted by the Health Authority.

3. REGISTRATION OF ACTS/INCIDENTS

Incident log table implemented:

Date of occurrence	Description of Occurrence	Measures of action	Note.