

# General protocol for prevention and action against COVID-19 in our services



**VERSION 20/05/2020**

*This protocol is under constant review in the light of developments and new information.*

**1. Introduction.**

**2. General recommendations.**

**3. Guidelines for action.**

# 1. Introduction

This document aims to compile basic information on the current coronavirus pandemic and to convey to customers the existing guidelines of IBE TOURS to contain the spread of the COVID-19 virus and ensure the continuity of service provision.

The health and safety of our customers and employees have always been our top priorities, and that is why we have been working on a new definition of our services.

In IBE TOURS we are implementing all the necessary measures to ensure maximum health and safety guarantees in our services in the POST-COVID 19 scenario.

The implemented measures are based on the safety recommendations of the competent health, labour and transport authorities. As well as on innovations and good practices detected in the market, in Spain and in other countries.

Likewise, our commitment is to continue implementing new improvements, so we keep a continuous follow-up of new systems and recommendations that guarantee, even more, the health and safety of customers and employees.

## 2. General recommendations.

To prevent coronavirus infection, it is more effective to emphasize hygienic measures of constant hand washing and to maintain a safe distance, avoiding physical contact:

- Wash your hands regularly, using soap and water, for at least 20 seconds.
- Use alcohol-based hand sanitizing gel.
- Avoid touching your eyes, nose and mouth with dirty hands.
- Cover with your elbow when coughing or sneezing.
- Use tissues; throw them away after use.
- Use of masks.

### 3. Guidelines for action.

As for the IBE TOURS security measures:

- We will recommend travellers to maintain a minimum distance of 2 metres while waiting for the activity to start at the meeting points and when accessing vehicles. Additionally, we will recommend users to minimize the time spent at the meeting point.
- We will indicate to the travellers the obligatory use of masks, and recommended use of gloves. If necessary, our guide will provide travellers with masks and hydroalcoholic gel in case any of them need it.
- The guide will regulate access to monuments and vehicles to avoid crowding at the entrance.
- We make available to the client, if deemed necessary, individual sanitary kits for users that include a mask and 2 hydroalcoholic gel monodose.

In addition, at IBE TOURS, we guarantee the distance of the clients on board the bus through several measures:

- The maximum occupation allowed will be the one established by the regulations in force at each moment, in terms of available seats on board.
- The first row of seats behind the driver will not be available for use by passengers. This row of seats will be used by the guide (the use of the carrier will be forbidden).
- The seats that are not enabled will be marked, to prevent passengers from making involuntary use of these seats.
- Passengers will use masks during the trip.

## RELATED TO THE STAFF

- All our operational staff will be provided with masks, which must be worn, gloves and hydroalcoholic gel.
- Our guides will have masks, hydroalcoholic gel and complete anti-covid kits to provide the client with this if desired.
- Our staff will remind travellers of the main obligations and recommendations, to guarantee the health and safety of all: obligatory use of masks, disposal of hydroalcoholic gel, and maintenance of safety distance during the tour.

In activities where transport is necessary, we work with the leading company ALSA, which has a very strict protocol for cleaning buses based on the following points:

- Daily integral disinfection of the vehicle with a strict cleaning and disinfection protocol, and traceability of the disinfection carried out.
- As an additional guarantee measure, they will carry out disinfections by fogging with a wide range of disinfectants, which are safe and of recognised effectiveness against viruses.
- Additionally, after each dispatch, the personnel will spray a sanitizing and viricide solution, to disinfect the surfaces and the cabin.
- They are also studying the viability of applying new disinfection techniques by installing UV lamps on board, among others.
- The vehicles will have specific signs with the disinfection protocol used.
- All vehicles will have bioactive carbon filters that leave the interior air free of particles.
- Increase in the frequency of filter renewal and revision of vehicle air conditioning and heating systems.
- Cabin temperature set according to expert recommendations.
- Frequent ventilation will be carried out, opening all the doors of the vehicle once it is parked at each stop.
- Water-alcohol gel dispensers will be installed at vehicle entrances, for use by passengers.