



“COVID-19 Operational Plan 2020”

The following COVID-19 Operational Plan outlines, specific policies and procedures that El Yunque Tours Inc., will have in place to operate under the updated Public Health Order issued as of May 1, 2020 as well as all guidelines and laws set by the Puerto Rico Government Executive Order, El Yunque National Forest and the Puerto Rico Tourism Company. As this event is fluid and changing, we will be amending and updating this plan based on the above mentioned government suggestions as applicable.

Name of Business: El Yunque Tours Inc., Further referred to as (EYT).

Address: P.O. Box 489 Palmer, PR 00721

Owner/Manager Name: Michael S. Grasso Signature:

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Date: 06/01/2020

1. “PPE”- Personal Protection Equipment:

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| “PPE”-Personal Protection Equipment: | El Yunque Tours, guide staff will be required to wear the following “PPE” as part of the uniform at tour sites and during tours! |
| Guide Staff Personal Protection Equipment at tour site/sites as part of mandatory uniforms! | Guide Staff working in an “Open Air, Outdoor Environment” will be required to wear face masks as part of uniforms at all times once in uniform and during all site setups, tour/tours underway, and closing processes. |
| | EYT will supply commercial grade gloves at tour locations for Guide Staff to use while working. We will provide hand sanitizing stations and encourage proper sanitizing as described below in section 5 - Hand Sanitizing Stations. |
| | EYT will supply Commercial Grade Eye Wear Protection Glasses for Guide Staff if said Guide choose to use during tour operations. |
| PPE Requirements for Guests/Clients participating in tours! | All Guests will be required to have and wear masks that they supply in order to participate! Gloves will remain optional, but available for guests if guests choose to wear them. EYT will supply said gloves if needed! |
| Wellness Check Point: Guide staff and Guests. Operations Manager/ Health and Safety Officer overseeing Health & Safety Measures Daily! | Operations Manager, Health and Safety Officer will be responsible for checking each guide during guide check-in, this will include symptomatic questioning and temperature reading before proceeding to work, any reading higher than 100.3 will be unable to work! |
| | Guests will be required to complete Symptomatic Questionnaire as part of E-Waiver process as well as signing that they are showing no symptoms. Once at tour location each guests will be required to pass an infrared thermometer forehead scan, any reading higher than 100.3 will be unable to participate! |

2. Social Distancing

| Measures used to maintain social distancing at tour sites. | Steps taken to ensure minimal interaction of guides and guests. (2 meters separation) |
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| Between employees | <p>Guide Staff working in an "Open Air, Outdoor Environment" while wearing PPE will keep a minimum separation of 3' or arms length apart when setting up or tearing down tour site and equipment . Each guide will be appointed to setup/teardown different areas of tour site, this will separate guides from close proximity working, during setup and teardown of tour site and equipment!</p> |
| | <p>Guides will be required to keep a minimum of 2 meters or 6 feet of space between themselves and other guides once tour site is setup or during closing, except when handing or loading equipment requires arm length or 3' to complete the job! This will include pre and post equipment sterilizing and cleaning!</p> |
| | <p>Guides will place black carpet circles cutouts on the floor 2 meters apart for couples/family groups to lineup on or during pre-trail safety briefings or group orientations to maintain safe spacing and social distancing. "On Trail" - Groups and guides will maintain at least two arm lengths apart which is 6' in a single file line this will be the normal for entering and exiting the trails and while on the guided nature walks.</p> |
| Between clients | <p>Couples and family groups will be controlled during opening and closing briefings, by appointed standing spots marked by carpet circles placed 2 meters apart as to maintain Social Distancing!</p> |
| | <p>Single File lines to enter the trail will follow the same process, guests standing two arms length apart, a guide will set the distance two at a time entering the trail said guide in PPE, once underway the next couple will repeat, until group is on trail.</p> |
| | <p>Tours once underway will keep a minimum separation of two arm lengths apart which is about 6', guides will enforce this throughout the tour.</p> <p>Exiting and Closing - Guests will exit the trail in the same order they entered two arm lengths apart or 6', once at van appointed standing spots will mark safe distancing while guests are being received by a guide in PPE to return equipment. Once closings and all equipment has been returned, Operations Manager, lead guide will direct guests to return to appointed tour bus and return to pre-set seating one row separation couples to maintain Social Distancing, or as appointed by transportation supplier.</p> |

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| Between employees and clients | E-Waivers and Video Based Pre-Trail Safety Briefings are new developments and will eliminate the need for community use items and large close quarters group briefings. But in the need for overviews and recaps by guides pre-trail standing placements 2 meters apart will mark Social Distancing. |
| | Botanical Insect Repellent will no longer be available to pickup and apply. An appointed Guide Staff in PPE will call up couples or family groups and offer repellent by spraying into hands, this will prevent community touching of repellent bottles. |
| | Snacks and Waters will no longer be community ice chest and pickup your snacks from basket. An appointed Guide Staff in PPE will hand out pre-packaged snack and bottled water to those guests who may want them, this will eliminate community touching of ice chest and or snack baskets. |
| | The above process will be organized and completed with Social Distancing and limited or no community touch items throughout the tour/tours. |

3. Policy for Exclusion of Employees Requiring Self-Isolation.

Health and Safety Officer oversees that each guide arriving to Wellness Check Point, Prior to beginning work each day, every employee must sign and date the designated form with the following statement:

"I declare by signing this sheet/form that I have not been outside of PR within the last 14 days and am not required to self-isolate."

To reduce the community touch of pens and clipboards, conserve paper, better organize file, these forms will be done on a iPad and cleaned/sanitized wiped between the use of each guide staff!

4. Illness/Exclusion Policy

Health and Safety Officer, Management will clearly communicate to all Guide staff the exclusion policy in place for any guide displaying symptoms of COVID-19.

- All staff must self-monitor for symptoms and report to their supervisor if they have concerns about possible COVID exposure or possible symptoms.
- Any staff member developing symptoms of COVID-19 at work must immediately perform hand hygiene, report to health and safety officer, manager, avoid contact with staff and leave as soon as it is safe to do so. Please call 811 to arrange testing.
- Symptomatic staff will be required to self-isolate until tested for COVID-19 and the results are confirmed.
- If the test results are negative for COVID-19 but the staff member remains ill and/or symptomatic, they should remain on sick leave.

Symptoms of COVID-19 include:

- cough (new or exacerbated chronic)
- headache
- fever/chills

- sore throat
- marked fatigue
- sneezing
- congestion
- body aches
- runny nose

4. Enhanced Cleaning and Disinfection of Shared Areas and Surfaces

EYT will be using Cleaning products that remove visible soil and/or dirt from surfaces. Disinfecting products that destroy bacteria and viruses, for the daily/nightly cleaning and disinfection of the following equipment and shared areas and surfaces!

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| Cleaning product | Sanitizing Stations will be refilled with Forto Heal antiseptic hand sanitizer GEL, this product contains 70% concentration of ethyl alcohol. Shared Areas and Surfaces will be cleaned with Disinfectant OdoBan which kills 99.99% of germs and bacteria. Equipment Sanitizing and Cleaning with Dawn Soap and OdoBan mix sprayed, wiped and rinsed. |
| Mixing instructions | 5 Ounces to each gallon of water - Sanitizing refill is no mixing ready from manufacture. Dawn/OdoBan - 1 cap Dawn - 5 ounces per-gallon of water. |
| Disinfecting product | OdoBan - Ethyl Alcohol 70% by volume - Dawn Disinfecting soap. |
| Biodegradable, Environmentally Friendly! | All above products are environmentally friendly and biodegradable. |

| Cleaning – Locations - Equipment | Frequency | Disinfecting - Location | Frequency |
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| Table Tops and Signage. | Once every 60 min or as needed. | Table Tops and Signage. | Once every 60 min or as needed. |
| Backpacks, Umbrellas and Towels. | Pre-each use and during daily, nightly closing before storing. | Backpacks, Umbrellas and Towels, at tours site and in storage facility. | Pre-each use and during daily, nightly closing before storing. |
| Guide Uniforms, Towels & PPE. | Pre-each work day/night all uniforms & PPE will be washed, sterilized. | Guide Uniforms, Towels & PPE, at storage facility. | Pre-each work day/night all uniforms & PPE will be washed, sterilized. |

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| iPad/pads for checkin and completion of Wellness Check Point process and E-Waivers. | Pre-each use during nightly closing before storing and charging. | iPad/pads for checkin and completion of Wellness Check Point process and E-Waivers. | Pre-each use during nightly closing before storing and charging. |
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5. Hand Washing /Sanitizer Stations

We all have to do our part to prevent the spread of illness. We know that practicing good hygiene is an essential part of preventing the spread of COVID-19. To protect our guides and guests/clients from getting sick, EYT will take the following precautions:

- Guides will wash or sanitize hands often (in addition to routine times such as after using the washroom, before eating, when handing out pre-packaged snacks and bottled waters or tour equipment for the public),
- cough/sneeze into your elbow or tissue and throw away, then wash or sanitize hands.
- avoid touching your eyes, nose and mouth with your hands.
- use alcohol-based hand sanitizer if soap and water are not readily available.

| Hand Sanitizer Stations | Location |
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| Staff | Passenger Side - Guide Equipment storage on double entry door mount sanitizing station, located on guide and equipment van. |
| Public | Public/Guests - Rear of van double doors on fold out tables, sanitizing stations and signage! |

6. Additional directives/guidance

Cleaning and Disinfecting process of Backpacks, Towels and Umbrellas:

Our Guide and Equipment van is equipped with cleaning/disinfecting supplies for use of cleaning and disinfecting backpacks and equipment. Our van is equipped with a hanging storage racking system that holds 40 backpacks for storage hanging and drying.

In normal operations each of our possible two groups has use of clean, sterilized off the rack backpacks and washed, sterilized towels, so no group uses a backpack or towel that has not been cleaned and sterilized pre-guests use.

As group returns from tour/tours, backpacks will be dropped off at Sanitizing station or cleaning area, a guide in full PPE will receive backpacks, towels, umbrellas and begin the sterilizing, cleaning process.

One large dirty towel hamper will be available for guests to drop off used towels as to not be touched until moved to machine washing and drying. Backpacks and umbrellas will be sprayed with a disinfectant solution inside and out, making sure to wipe all shoulder straps and handles, once free of trash, cleaned/sanitized they will be hung in racking system to dry.

Umbrellas handles, straps, open and close points will be wiped down with an Ethyl Alcohol soaked rag, passing it over all hand grip areas pre-each use and during closing and cleaning and storage daily, nightly. As umbrellas go from cleaning to racking system they will be wiped down and racked or stored clean and ready for the next tour.

In the case of a second tour, backpacks, towels and umbrellas will be sterilized and wiped down before second group is ever in contact with equipment. This will include bins of unused towels, cleaned and sanitized, backpacks that have been sprayed with sanitizing solution and wiped clean, entry and exit points, table tops or commonly touched areas will have been sprayed and wiped clean.

During our Night Nature walks, each guests is equipped with an aluminum red light, this light will have been cleaned and sanitized pre-each use. Cleaning and sterilizing is done at the time of closing before storage and racking, being wiped down with an Ethyl Alcohol soaked rag, passing it over all hand grip areas and gear keeper attachments.

Guide and Equipment van is cleaned and maintained daily before each tour operation, this will include the guide staff uniforms, refilling of hand sanitizing gels and prepping stations, washing and drying of towels, guide staff uniforms and PPE as well as a full van cleaning.

Our operations will be diligent and focused on making sure that guide staff and guests receive an organized, safe and healthy experience during any of our tours.

Thank you for your consideration and overview of our COVID 19 Operation Plan.

El Yunque Tours Inc.

Owner/Operator

Michael S. Grasso