

COVID-19 Protocol **Tourism Service Providers**

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Introduction

Faced with the situation posed by the current global health emergency and the economic and social impact such emergency has on tourism, the Ministry of Tourism and Sports of the Argentine Republic, in cooperation with the Argentine Institute for Tourism Quality (Instituto de Calidad Turística de Argentina, ICTA), the Argentine Chamber of Tourism (Cámara Argentina de Turismo, CAT), and the Argentine Tourism Council (Consejo Federal de Turismo, CFT), on behalf of the Argentine provinces, have prepared this “COVID-19 Protocol for Tourism Service Providers.”

The guidelines provided in this Protocol, which are based on the recommendations issued by the Ministry of Health of the Argentine Republic, include several specific measures and steps to be taken in order to tackle the current situation and help this industry recover. The objective of these measures is to protect the health and wellbeing of both industry workers and tourists.

We are currently facing a pandemic (an epidemic that has spread across the world) brought about by a new type of coronavirus, SARS-CoV-2, which has been discovered recently and is the cause of the coronavirus disease or COVID-19.

According to the World Health Organization, 80% of those infected with COVID-19 recover from the disease without being admitted to hospital, 15% of infections are mild cases requiring admission to hospital and 5% of cases require ICU admission. Older adults and people with prior medical conditions, such as high blood pressure, heart or lung conditions, diabetes or cancer, are more likely to develop severe cases.

The virus is transmitted from person to person through “Flügge droplets”, that is, droplets that are expelled from the respiratory tract of a person when they cough, sneeze or talk, and by contact with contaminated hands, surfaces or objects. This is why it is paramount to keep the required minimum distance and take all necessary contact precautions.

On 12 March 2020, the President of Argentina, Alberto Fernández, issued Emergency Executive Order No. 260 extending the term of the Public Health Emergency status (set forth under Argentine Law No. 27 541) as a result of the COVID-19 pandemic declaration issued by the WHO.

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Certain other supplementary Executive Orders and Regulations have been issued since then, owing to the fact that the spread of the virus has varied by province.

Under Executive Order No. 520/2020, it was established that the “Preventative & Mandatory Social Distancing Stage” could begin in all regions where there is no community spread of SARS-CoV-2, while all urban areas where there is community spread of SARS-CoV-2 or which do not meet the required epidemiological and health criteria had to remain in the “Preventative & Mandatory Social Isolation Stage.”

In this stage, a system is still required for the permanent monitoring of the situation allowing for a follow-up of the evolution of the epidemic in each geographic area based on a set of dynamic indicators selected carefully on the basis of scientific evidence, both for the “Preventative & Mandatory Social Distancing Stage” and the “Preventative & Mandatory Social Isolation Stage.”

This Executive Order mandates that applying a 2-metre/6.5-ft. social distancing rule and mandatory face covering wearing, along with keeping a good hand, respiratory and surface hygiene, are necessary preventative measures to reduce the spread of SARS-CoV-2 from person to person.

This Order, in force from 8 June 2020 through 28 June 2020, also extended the effective term of Executive Order No. 297/20 establishing the “Preventative & Mandatory Social Isolation Stage” through 28 June 2020 as well.

The aim of this Order is to allow for the taking of measures to curb the impact of the epidemic in each jurisdiction while, at the same time, facilitating a gradual reopening of economic activities.

Compliance with these preventative measures, along with an early detection of infection signs and symptoms and the early diagnosis, isolation and prompt treatment of suspected and confirmed cases, while taking care of the families, cohabiting partners and other close contacts of those infected, are key strategies to control the pandemic.

Each jurisdiction is applying any measures warranted in their territory. This situation calls for shared responsibilities by all levels of administration, civil society organisations, the community and every person living in the country, as everything we do as individuals, businesses, organisations and agencies has an impact on collective outcomes.

Based on the applicable regulations, this Protocol is expected to lay down shared criteria for jurisdictional authorities to implement their own regulations, provided that such regulations guarantee compliance with the recommendations and guidelines set forth herein, thus paving

the way for a “new normal” in the way we do tourism.

SCOPE

All recommendations and guidelines set forth in this Protocol shall be applied countrywide, subject to the stage of the response plan and the measures in place in each local jurisdiction.

OVERVIEW

This document is meant to be a reference protocol applicable to tourism services as a whole. Specific protocols are also laid down for each tourism-related activities that will be incorporated hereto as exhibits.

This document is divided into two Chapters. The first Chapter, “General Definitions & Measures,” lays down the recommendations issued by the National Executive Branch and the Ministry of Health of the Argentine Republic regarding preventative measures and the development of courses of action to guarantee that social distancing is observed and that procedures for hand and respiratory hygiene and surface and room disinfection are applied.

The second Chapter, “Specific Measures,” lays down specific guidelines applicable to tourism service providers, which are based on the recommendations set forth in the first chapter while taking into consideration the characteristics inherent to the activity.

In addition, several exhibits will be developed to address the specific characteristics of individual activities, containing guidelines and recommendations for execution.

In sum, several specific measures and courses of action are put forward to tackle the current situation and help the industry recover.

It is essential that all people who are a part of the tourism value chain are prepared for the post-COVID-19 era, in which traveling and tourism and new consumption behaviour will all be taking place in a “new normal.” This new scenario with which the industry will be faced calls for a comprehensive revision and updating of the operating management of every service.

OBJECTIVES

- Help meet the needs of this industry, which has been hit by restrictive measures.
- Implement measures to guarantee and protect the health and wellbeing of industry workers and tourists.
- Curb and stop the spread of the virus.

- Guarantee alignment with any social measures recommended or established to curb the pandemic impact on the sector.
- Guarantee that tourism-related business can continue operating.
- This Protocol is meant to lay down organising and guiding principles for the development of protocols specific to the several tourism-related activities or services that so require.

TARGET AUDIENCE

The COVID-19 Protocol for Tourism Service Providers is meant for professionals and organisations engaged in the business of delivering tourism-related services countrywide. The Protocol can be applied separately or jointly with other Protocols developed in response to the Covid-19 pandemic.

This Protocol puts forward preventative measures against the coronavirus, both general and specific to recreational and cultural activities, professional services and/or services rendered in Natural Areas, tourist business stores, and all such activities related to tourism, directly or indirectly.

In particular, and notwithstanding other tourism-related services that may apply, as defined in Tourism Law No. 25 997/05, tourism-related services or activities include, without limitation:

- Professional services rendered by Bachelors and Technicians in tourism and travel guides (whether local, site, theme, provincial, area, or coordinators).
- Lodging services at mountain camps and/or shelters, such as tents, bungalows, motorhomes, glamping.
- Providers of medical tourism, aesthetic & wellness tourism services, thermalism, and spas.
- Activities developed at ski resorts, adaptive skiing, snowboard, sleigh rides, snowshoeing , snowmobile, quad rides, 4x4 adventure tours.
- Different varieties of sport fishing, fly-cast, spinning, trolling.
- Activities carried out in natural areas, adventure tourism (trekking, climbing, diving, canopy, rafting, among others), active tourism, ecotourism or alternative tourism.

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- Visits to protected natural areas, national parks, natural reserves, biosphere reserves, RAMSAR1 sites, provincial parks.
- Rental of equipment and items related to tourism activities (bikes, motorcycles, ski equipment and other specific equipment for rental).
- Theme and recreational parks.
- Beaches and resorts.
- Visits to museums, historical buildings, monuments, World Heritage sites, cultural and language-learning tourism activities.
- Rural tourism.
- Visits to wineries and winegrowing areas.
- Retail sale of regional products and handicrafts.

1. Named after the city of Ramsar in Iran, where the Convention on Wetlands of International Importance was signed on 2 February 1971.

CHAPTER 1

General Definitions & Measures

The main health measures introduced in the document titled “Recomendaciones para el desarrollo de Protocolos en el marco de la pandemia” (Recommendations for Protocol Development Amid the Pandemic) issued by the Ministry of Health of the Argentine Republic on 11 June 2020 are laid down below. The entire document is available at: <http://www.msal.gob.ar/images/stories/bes/graficos/0000001961cnt-covid19-recomendaciones-para-el-desarrollo-de-protocolos-en-el-marco-de-la-pandemia.pdf> (available in Spanish)

1.1. PREVENTATIVE MEASURES

1.1.1. INFORMATION DISSEMINATION

Post in visible spots signs with information on social distancing measures, steps for a good hand and respiratory hygiene and steps to follow in the event someone exhibits COVID-19 symptoms. This information should also be disseminated in other ways (such as on websites or social media or via email or telephone) to educate workers on the hygiene and safety measures taken at the facility. <https://www.argentina.gob.ar/salud/coronavirus/poblacion/prevencion> (available in Spanish)

A dynamic definition of what is considered to be a COVID-19 case is available at: <https://www.argentina.gob.ar/salud/coronavirus-COVID-19/definicion-de-caso> (available in Spanish)

1.1.2. SOCIAL DISTANCING

a) A minimum 2-metre/6.5-ft. distance must be kept at all times. This applies both to workers

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and to anyone visiting the facility (customers, suppliers, etc.) Social distancing guidelines and measures are implemented and maintained on the basis of epidemiological and health criteria, subject to the stage of the response plan in which the relevant jurisdiction is and to any applicable higher-level regulations.

- b) Avoid physical contact and greeting others with cheek-kissing, hugs or handshakes.
- c) Avoid holding meetings in enclosed spaces, including work meetings and meetings with family or friends.
- d) Avoid sharing beverages (such as the traditional mate), dishware and other utensils.
- e) “Cloth face covering” wearing does not replace social distancing measures or the need to keep a safe distance from other people, but it may be deemed as a supplementary measure when at a certain moment it is not possible to keep the minimum safe distance. “Cloth face coverings” are reusable cloth devices that must completely cover a person’s nose, mouth and chin and that are a required as a supplementary measure to reduce COVID-19 spread possibilities. For more details on “Cloth face coverings,” visit <https://www.argentina.gob.ar/coronavirus/barbijo> (available in Spanish)
- f) In order to keep social distancing, room capacity (in conference rooms, offices, cafeterias, kitchens, changing rooms, workstations, etc.) must be limited to 1 person every 2.25 square metres/24 square ft. of space meant for people movement. To guarantee compliance with room capacity limit requirements, businesses can resort to working only with reservations or appointments. Whenever this is not possible due to space constraints, the use of these spaces must be forbidden.
- g) If the required minimum distance between workstations cannot be kept, facilities can consider installing physical barriers (such as glass screens or partitions) that can be easily cleaned. <https://www.argentina.gob.ar/coronavirus/atencion-publico> <https://www.argentina.gob.ar/coronavirus/preguntasfrecuentes#distanciamiento> (available in Spanish)

1.1.3. HAND HYGIENE

a) Every person performing duties at these set up facilities must wash their hands frequently and mandatorily:

- Upon arriving at the workplace

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- Before and after handling waste
- Before and after eating, handling food and/or breastfeeding
- After being in contact with frequently touched surfaces: counters, handrails, door handles, banisters, etc.
- After handling money or keys or being in contact with animals, etc.
- After using the restroom or changing diapers
- After coughing, sneezing or blowing their nose

b) To the extent possible, people should avoid touching their face.

c) Each qualified store or facility must have suitable spaces for appropriate and frequent handwashing with water and soap (liquid/foaming soap dispenser, disposable towels or hand dryers) and provide 70%-alcohol-based solutions (such as alcohol-based hand sanitiser gel.) <https://www.argentina.gob.ar/coronavirus/atencion-publico> (available in Spanish)

d) The facility is required to provide adequate and appropriate personal hygiene elements that can be easily accessed (soap or a water-alcohol solution and paper towels for handwashing.)

e) Alcohol-based solutions should only be used on clean hands; otherwise, hands should be washed using water and soap.

f) People should wash their hands frequently for 40-60 seconds at a time. https://www.argentina.gob.ar/sites/default/files/gpsc_lavarse-manos_poster_es.jpg https://www.argentina.gob.ar/sites/default/files/gpsc_desinfectmanos_poster_es.jpg (available in Spanish)

g) Since the virus can last longer on latex or nitrile, the use of gloves is not recommended other than for specific tasks (cleaning tasks, direct contact with secretions.)

1.1.4. RESPIRATORY HYGIENE

a) People must wear cloth face coverings that fully cover their nose, mouth and chin at workstations and shared working spaces. Cloth face covering wearing does not replace physical distancing or hygiene measures.

b) Cloth face coverings should be washed with water and soap at least once a day and be changed immediately when dirty or wet <https://www.argentina.gob.ar/coronavirus/barbijo> (available in Spanish)

c) When coughing or sneezing, people should use a disposable tissue or cover their nose and mouth with the inside of their elbow if they are not wearing a cloth face covering. In either case, hands should be washed immediately.

d) Large rubbish bins with no lid must be placed in all waiting rooms or high-traffic areas for people to throw away their used disposable tissues.

1.1.5. SURFACE DISINFECTION & ROOM VENTILATION

a) All activity-related applicable regulations on cleaning and disinfection must be complied with at all times.

b) Surfaces must be disinfected on a daily basis. Surface disinfection must be performed as frequently as needed based on the movement and gathering of people, the season of the year and the implementation of any supplementary room ventilation measures.

c) All surfaces must be cleaned with water and detergent before disinfection.

d) Facilities must provide all the necessary elements for wet cleaning (buckets, mops, cloths, water, detergent) and disinfecting (containers, mops or cloths, water, bleach-based solution for domestic use with a 55 g/litre concentration so as to achieve 500 to 1000 ppm chlorine — 100 ml of bleach in 10 litres of water.)

e) Bleach-based solutions must be used within 24 hours of preparation to guarantee their effectiveness.

f) Enclosed spaces must be regularly ventilated (at least once a day), especially during winter or low-temperature periods to allow for air turnover.

g) Spraying or rubbing clothes, footwear, bags or other belongings with alcohol, bleach or other disinfectant solutions is not recommended.

h) The use of “disinfectant cabinets” or other types of devices that work by spraying disinfectant solutions over people is not recommended. These devices have not been proved to be useful in preventing the spread of respiratory viruses and their use can be associated with potential harmful effects. <https://www.argentina.gob.ar/salud/coronavirus/poblacion/limpieza-domiciliaria>

1.2. MEASURES FOR THE DETECTION & MANAGEMENT OF SUSPECTED CASES & CLOSE CONTACTS

- a) Measures must be implemented in order to detect potential COVID-19 cases, such as measuring body temperature, encouraging self-reporting and conducting simple surveys for detecting potential symptoms before people enter the facility.
- b) If a temperature measurement system is implemented at the entrance of the facility, this task must be performed with infrared thermometers that allow for non-direct physical contact. People in charge of temperature measurement must wear appropriate PPE. The specifications for such PPE will be detailed in the recommendations specific to each activity.
- c) Do not allow people with a temperature of 37.5 °C/99.5 °F or higher or COVID-19 symptoms to enter the facility.
- d) Prevent people with COVID-19 symptoms or with a confirmed COVID-19 infection and their close contacts from being stigmatised or discriminated.
- e) A course of action should be developed to be followed at the facility in order to isolate people exhibiting COVID-19 symptoms. A specific room or area should be used to keep people with symptoms away from other people while they wait to be assessed appropriately. All instructions issued by local health authorities regarding suspected cases must be followed.
- f) If a worker exhibits respiratory symptoms or a fever, immediately contact the local Health Emergency System for the worker to be assessed and taken to a health care centre if needed.

All suspected COVID-19 cases must be reported to the local health authority.

A “close contact” is any person that meets the definition set forth at: <https://www.argentina.gob.ar/salud/coronavirus-COVID-19/Identificacion-y-seguimiento-de-contactos> (available in Spanish)

Close contacts must isolate themselves at home for a 14-day period and have their symptoms strictly monitored. The 14-day period must be counted as from the last day the person had contact with the confirmed case.

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Recommendations for the use of PPE by activity are available at <https://www.argentina.gob.ar/salud/coronavirus-COVID-19/recomendaciones-uso-epp> (available in Spanish)

Post in visible spots signs with information on social distancing measures, steps for a good hand and respiratory hygiene and steps to follow in the event someone exhibits COVID-19 symptoms. This information should also be disseminated in other ways (such as on websites or social media or via email or telephone) to educate workers on the hygiene and safety measures taken at the facility. <https://www.argentina.gob.ar/salud/coronavirus/poblacion/prevencion> (available in Spanish)

A dynamic definition of what is considered to be a COVID-19 case is available at: <https://www.argentina.gob.ar/salud/coronavirus-COVID-19/definicion-de-caso> (available in Spanish)

CHAPTER 2

Specific Measures for Tourism Services

A tourism service provider is any natural or legal person customarily engaged in the business of providing, brokering or contracting, directly or indirectly, tourism-related services with tourists, subject to the laws and regulations governing each activity.

Given the broad range of activities encompassed in the definition, separate guidelines will be developed and incorporated as Exhibits to this Protocol, for certain services which differ from others due to their specific characteristics. This document also sets forth general guidelines applicable to activities that share common characteristics.

2.1. PREVENTATIVE MEASURES

2.1.1. SOCIAL DISTANCING

- a) Let workers and guests know the social distancing guidelines and measures in place and monitor compliance.
- b) Ensure that the minimum safe distance among people is kept at all times and that room occupancy never exceeds 1 person every 2.25 square metres/24 square ft. These measures must be observed inside and outside the facilities.
- c) Ensure that walking tours, rest areas, stops at hot spots and other activities are carried out in open and/or large areas, respecting the required safe distance.

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- d) Avoid potentially crowded areas and times.
- e) Avoid reduced spaces with limited capacity.
- f) Adopt a staggered approach when entering and exiting facilities and when getting on and off means of transport.
- g) Abide by the social distancing measures in place when taking group photos, for as long as such measures are in force.
- h) If minimum safe distance between people cannot be observed for any reason, provide the necessary protective measures and equipment.

2.1.2. TRAINING

- a) Service providers must be trained and educated on how to detect COVID-19 symptoms (under section 15 of Executive Order No. 260/20) and on COVID-19 prevention measures as per the official information disseminated by the Ministry of Health of the Argentine Republic.
- b) Organizations with employees must deliver and ensure that all members receive the above-mentioned training as well.
- c) Information for dissemination in this respect is available for download at: <https://www.argentina.gob.ar/salud/coronavirus-COVID-19> (available in Spanish)
- d) Training activities should ideally be carried out remotely. If they are carried out in person, the required minimum distance between people must be kept at all times.
- e) Create a specific training record that can be used as an input for the organization or sector cluster, if the need arises for additional staff who have already been trained.

2.1.3. COMMUTING

- a) The use of individual means of transport (such as cars and bicycles) is encouraged. Individual means of transport should be kept ventilated to guarantee that the inside is clean and disinfected.

b) These are some recommendations to follow when using public transport for eligible activities, provided such use is essential and is not otherwise prohibited:

- Wear a cloth face covering at all times.
- Practise good hand hygiene before, while and after using public transport.
- Carry a personal hygiene kit (hand soap, alcohol-based hand sanitiser gel, disposable tissues, paper towels.)
- Keep the minimum recommended distance. Leave one empty seat between passengers.
- Avoid people gatherings at the points of access to the means of transport.

When you come home:

- Remove your face covering by only touching the ear loops/ties (avoid touching the front) and put it away for washing (or throw it away if disposable.)
- Wash hands immediately after entering and before touching any surfaces. <https://www.argentina.gob.ar/salud/coronavirus/poblacion/salir-de-casa> (available in Spanish)

2.1.4. IDENTIFYING PERSONNEL AT RISK

Under section 1 of Regulation No. 207/2020 issued by the Ministry of Labour, Employment and Social Security of the Argentine Republic, employers shall not require attendance at the workplace of people whose presence at their home is essential as they perform children or teenager caregiving duties and people who fall within the following risk groups:

- People over 60 years old, except when they are deemed “essential personnel for the correct operation of the facility”
- Pregnant people
- People with chronic respiratory conditions: chronic obstructive pulmonary disease (COPD), congenital emphysema, bronchopulmonary dysplasia, bronchiectasis, cystic fibrosis and moderate-to-severe asthma
- People with heart conditions: cardiac insufficiency, coronary heart disease, valvulopathies and congenital heart defects
- Immunocompromised people or people in an immunosuppressed state
- People with diabetes
- People with chronic renal insufficiency undergoing dialysis or expected to undergo dialysis in the following six months
- People with end-stage kidney disease

Privacy must be respected and workers' medical information must remain confidential, especially any information related to health conditions that are risk factors for severe illness from COVID-19. <https://www.argentina.gob.ar/salud/coronavirus/poblacion/mayores> (available in Spanish)

2.1.5. WORK ORGANISATION

To help observe the social distancing measures in place or keep the required safe distance, the following work organisation alternatives are recommended:

a) Encourage remote work.

b) For those workers who must necessarily attend work in person, emphasize the importance of not attending work in case of exhibiting any symptom (temperature, cough, sore throat, difficulty breathing, smell or taste alterations) and reporting the circumstances to their immediate supervisors and the occupational health service, while immediately seeking care at the health system. As a reference, check the current definition of what is considered to be a COVID-19 case, according to the Ministry of Health of the Argentine Republic. Such definition is permanently updated. <https://www.argentina.gob.ar/salud/coronavirus-COVID-19/definicion-de-caso> (available in Spanish)

If service providers have a fever or exhibit COVID-19 symptoms, even if mild, they should refrain from providing services and seek help from the local health authorities.

c) Organise personnel into working groups or teams to facilitate interaction among a reduced number of people in order to comply with social distancing requirements. If this is not possible, step up health protection measures.

d) Arrange the essential duties to be performed at the facility so as to guarantee that the required minimum distance between people is kept throughout the whole working day.

e) Guarantee that the minimum number of people possible are present in an enclosed space at the same time.

f) Implement staggered working hours for workers engaged in duties that must be performed in person to avoid people gatherings at the points of access to the facility and reduce public transport occupancy during rush hour.

g) Instruct leaders and monitor each area to guarantee that personnel's attendance at the

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workplace is reduced as much as possible.

h) When appropriate and possible, give appointments to customers and suppliers via electronic means (phone/email.) <https://www.argentina.gob.ar/coronavirus/atencion-publico> (available in Spanish)

2.1.6. CRISIS COMMITTEE

A Crisis Committee should be established with all the stakeholders to develop a protocol, monitor compliance with it and appoint those in charge of guaranteeing compliance with it.

2.2. ACTIVITY ORGANISATION

2.2.1. PLANNING

a) Identify the existing risks in your trip plan, means of transport to be used, specific characteristics of the areas or hot spots that will be visited, schedules, conditions for overnight stay, restrictions on certain tourism related services, etc.

b) Establish a maximum number of people per group and journey, based on the risks so identified.

c) Plan for and arrange journeys or tours with other tourism service providers, organizations or operators in order to avoid crowds at areas or spots of tourist appeal, ensuring the orderly and safe use of visiting and leisure areas.

d) Encourage the use of electronic means to book and pay for tourism-related services.

e) Inform the groups of the mandatory and preventative safety and hygiene measures required before, during and after the service.

f) Inform the groups the activity-related policies concerning guests who fail to observe the safety and hygiene measures in place.

2.2.2. MATERIAL RESOURCES

a) Have a first-aid kit available, according to the activity and the place where it will be developed, checking the product expiry dates and ensuring there is always adequate supply. Check a list of all elements that should be included in a basic first-aid kit at: <https://www.argentina.gob.ar/salud/primerosauxilios/botiquin> (available in Spanish)

b) Have additional personal protection elements available to make up for your own or third parties' lost, damaged, broken or forgotten items.

c) Ensure there is always an adequate supply of products for appropriately disinfecting working tools:

Alcohol, disinfecting wipes, bleach and other products that might be required, according to the pertinent disinfection procedure.

2.2.3. SERVICE PROVIDERS

a) Get familiar with the prevention protocols implemented by the tourism service providers you work with (restaurants, lodgings, museums, monuments, and others) and that may affect the development of your own service.

b) Work in coordination with other tourism service providers to avoid crowds when guest groups arrive at the spots.

c) Schedule previous appointments or reservations.

d) Submit in advance guests' documents required to access and use the facilities of a site and/or hot spot.

e) Arrange with other tourism service providers the staggered entry of guests to the sites.

f) Work in a collaborative manner with the people or organizations involved in the service.

g) Consider different options for the supply of all required materials and/or services to ensure their availability, identifying alternative sources for disrupted supplies.

2.2.4. GUEST TRANSPORTATION

- a) Comply with the applicable protocols, rules and regulations enacted by the enforcement authority. A protocol for Tourist Transportation will be developed and submitted for consideration.
- b) Wear a cloth face covering at all times. This measure will be applicable to workers and passengers, for as long as it is in force in the local jurisdiction.
- c) Post signs in visible places of the vehicle displaying the COVID-19 prevention measures.
- d) Make alcohol-based hand sanitiser available in all passenger transportation units. Provide alcohol-based hand sanitiser personally when passengers get on the vehicle, avoiding the massive contact with and handling of the dispenser.
- e) Implement vehicle sanitizing procedures. This includes all elements that were in touch with passengers and workers (pens, folders, microphone, mobile phones, bags, etc.). In addition, ensure the overall cleaning of the vehicle before and after each service, including, without limitation, seats, head restraints, banisters, glasses, door handles, toilets (if applicable). Avoid handing out snacks or any other food service to minimize the handling of items and reduce the probabilities of direct transmission.
- f) The vehicle should travel with passengers sitting in their previously booked seats. People with no previous reservation should not be allowed to get on the vehicle.
- g) Drivers should be trained on the use of gloves when cleaning and disinfecting the vehicle.
- h) While the vehicle is waiting to begin service, and while traveling, windows should remain open to ensure ongoing ventilation.
- i) When the required minimum distance cannot be kept, a partition should be installed to isolate the driver, while enabling the use of all vehicle commands. The partition must be transparent so as to allow full visibility and not to compromise the service safety.
- j) If possible leave empty the first line of seats to comply with the required minimum distance.
- k) Advise the group to observe the required social distancing measures while waiting for the vehicle, at the several stops, when getting on and off, and while inside the vehicle.

2.2.5. DELIVERY AND RETURN OF EQUIPMENT

- a) While not being used, store and secure the equipment needed for the service in a safe place, avoiding potential contamination.
- b) Deliver the equipment abiding by the required minimum social distancing measures.
- c) Delimit waiting spots at the place where the equipment will be delivered, if necessary, drawing a dividing line where people should wait. After having being asked for the equipment, the personnel will leave it in the safe area. The equipment will be handled by the recipient without any assistance or approach by the personnel. A nylon bag will also be delivered where the person will place his/her shoes and other belongings to be kept in a locker.
- d) When returning or changing equipment previously tried by the guests or the staff, such equipment should always be disinfected before being reused.
- e) Where the use of the changing room is not required, the equipment should be returned outside the facilities. If the equipment is to be returned inside the facilities, ensure the procedure takes place in an orderly and staggered fashion, according to the capacity of the premises and in compliance with the mandatory social distancing measures.
- f) Inform that the equipment should be handled independently, with no assistance or contact by the personnel, and put on in the places previously set aside for its delivery.

2.3. SAFETY & HYGIENE

2.3.1. AT THE GUEST SERVICE AREA

- a) Control measures must be implemented to screen guests and personnel, before they enter their workplace, for COVID-19 symptoms. This task should be entrusted to specific staff, who must be provided with training. Screening may be done in various ways, including the use of detection equipment (such as non-contact thermometers) and simple surveys.

If a temperature measurement system is implemented, this task must be performed with infrared thermometers that allow for non-direct physical contact. People in charge of temperature measurement must wear appropriate PPE.

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The definition of what is considered to be a COVID-19 case is dynamic and may vary based on the epidemiological situation. Therefore, please stay informed and check the official website of the Ministry of Health of the Argentine Republic to update any surveys accordingly.

A course of action should be developed to be followed in order to isolate people exhibiting COVID-19 symptoms. A specific room or area should be used to keep people with symptoms away from others while they wait to be assessed appropriately.

If a worker exhibits respiratory symptoms or a fever, immediately contact the local Health Emergency System for the person to be assessed and taken to a health care centre if needed. All suspected COVID-19 cases must be reported to the local health authority.

All the data collected about workers in this respect is confidential and protected under the Argentine Personal Data Protection Act (Argentine Law No. 25 326.)

b) Wear respiratory protection elements, such as face coverings, while dealing with tourists, for as long as the measure remains in place in the local jurisdiction. The use of transparent screens is suggested for the ease of communication with hearing-impaired guests.

c) Avoid any form of physical contact with tourists or other workers.

d) Arrange furniture in shared spaces of the facility so as to ensure that the recommended minimum distance is kept. If the required minimum distance between workstations cannot be kept, facilities can consider installing physical barriers (such as glass screens or partitions) that can be easily cleaned.

e) Make alcohol-based hand sanitiser, disposable tissues and rubbish bins with lid operated by a foot pedal in guest service areas.

f) Where possible, provide information in digital form, with QR code or through the web site. If delivering brochures, wash hands with water and soap after each delivery, or disinfect them using alcohol-based hand sanitiser.

g) Display information on signs or boards placed outside and/or inside the facility.

h) Do not allow customers to enter or remain on the premises without wearing face coverings that fully cover their nose, mouth and chin, provided that face covering wearing is so required by law.

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- i) When charging fees, or selling maps, brochures or other products, avoid the use of cash, to the extent possible. Instead, use other payment methods, such as online channels, money transfers, apps, or payments by mobile devices or payment terminal networks.
- j) Post signs indicating the maximum number of guests per each service area, particularly, during peak seasons, to comply with mandatory social distancing measures.
- k) Delimitate waiting areas.
- l) Clean and disinfect the front desk or other service desks frequently, trying to keep them as clear as possible from elements that can be handled by guests. Apply cleaning procedures after each guest leaves.
- m) Ventilate rooms. In winter or in low-temperature periods, ventilate rooms regularly to ensure air turnover.
- n) Perform regular checks to ensure there is adequate supply of soap, alcohol-based hand sanitiser, toilet paper, liquid soap dispenser, etc. g) Keep a record of these tasks.
- o) While in service, check restrooms and taps, at least, every two hours, to see they are in good working and cleaning condition.
- p) Inform the coronavirus prevention measures adopted by the facility to preserve the personnel's and guests' health and safety.

2.3.2. DURING THE SERVICE

- a) Wash hands regularly for 40-60 seconds at a time. When hand-washing with water and soap is not possible, make available alcohol-based hand sanitiser, particularly, during journeys and activities.
- b) Wear and recommend wearing face coverings while the service is ongoing, according to the stage of the response plan and applicable regulations in the local jurisdiction.
- c) Since the virus can last longer on latex or nitrile, the use of gloves is not recommended other than for specific tasks (cleaning tasks, direct contact with secretions.)
- d) Considering protecting your eyes (glasses or face masks) when performing specific activities

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or when the safe distance cannot be kept, and urge guests to follow suit. How much protection is needed will depend on the task.

- e) Whenever a uniform must be worn, keep it clean and wash it frequently. When washing uniforms by mechanical means, set temperature above 60 °C/140 °F.
- f) When the activity requires changing clothes, make available personal lockers, bags or the like to isolate clothes.
- g) Do not share working tools with others.
- h) Avoid sharing sunscreens, clothing, accessories or the assigned equipment.
- i) Use individual eating utensils and cooling elements. Let everybody know that such elements should not be shared.
- j) Suggest washing hands with water and soap or alcohol-based hand sanitiser, before and after eating, drinking and/or handling utensils.

2.4. CLEANING & DISINFECTION

2.4.1. MATERIALS AND EQUIPMENT

- a) Step up the cleaning and disinfection of the materials and/or equipment needed to deliver the service before and after each activity, notwithstanding the fulfilment of all requirements mandated by applicable laws and regulations governing the customary use and maintenance of such elements.
- b) If interchanging equipment and/or elements is required, establish cleaning and disinfecting guidelines with water and soap or with an alcohol-based solution before each reuse (for instance, special gloves, vests, helmets, boots, clothing, walking sticks, etc.).
- c) If guests have to use audio devices (headsets, audio guides, etc.), ensure appropriate disinfection before and after each use.
- d) When communication and/or security devices are required, including, without limitation, radios, walkie-talkies, lamps and flares, such devices should be previously checked, ensuring

they are clean and disinfected.

2.4.2. FACILITIES & INFRASTRUCTURE

If the organization has a guest service area:

- a) Ensure the adequate cleaning and disinfection of the facilities required to deliver the service before and after each activity.
- b) When facilities are outsourced, check that the pertinent service providers are complying with the applicable cleaning and disinfection requirements.
- c) Check and disinfect restrooms and changing rooms every 2 hours, based on usage, ensuring there is adequate supply of water and soap and/or alcohol-based hand sanitiser, paper towels, and bins with pedal-operated lid. Always abide by social distancing measures when using these facilities.
- d) Keep a record of these tasks where guests can see it.

2.5. SERVICE

2.5.1. BEFORE THE SERVICE

- a) When contracting the service and together with the quote, send guests a document setting forth the COVID-19 prevention measures adopted to develop the activity.
- b) Inform guests the essential elements they must carry on with them, including, without limitation, alcohol-based hand sanitiser, personal face covering, individual snacks, and individual rubbish bags.
- c) Before the beginning of the activity, inform guests how it will be developed, the itinerary, rules and/or potential restrictions in place at several providers (museums, monuments, natural areas, etc.).

2.5.2. DURING THE SERVICE

a) Keep a record of guests, indicating their full names, ID or passport numbers, place of residence or lodging, and contact numbers in order to apply the COVID-19 health protocol, in case of infection with the virus. Send registration forms to guests in advance via email or by some other electronic means, along with a simple COVID-19 screening survey. Preferably, guests should send or hand in their forms and surveys before the service.

b) If a person exhibits respiratory symptoms or has a fever during the service, such person will have to be isolated in a place specifically set aside to such end, or kept separated from other people, by at least 2 metres/6.5-ft. The local Health Emergency System should be immediately contacted to have the person assessed.

c) Avoid direct contact at all times. Where such contact is required to assist the person, hands should be immediately disinfected with alcohol-based hand sanitiser before and after the contact, to prevent the potential contamination of elements, such as face covering, clothes or equipment.

d) Wear a cloth face covering or facemask at all times, from the very first contact with the guest, according to applicable laws and regulations in the local jurisdiction.

Cloth face coverings or facemasks must be duly disinfected after each use. For the ease of communication, the use of transparent screens is recommended when dealing with hearing-impaired guests.

e) Remind guests of the COVID-19 prevention measures that must be observed during the service, as previously notified to them when contracting the service.

f) Explain the adequate use of the materials and equipment needed for the service in order to mitigate the risk of transmission.

g) Use signage to provide information on the adequate use of the facilities—changing rooms, restrooms, showers, etc.—in order to comply with mandatory social distancing measures.

h) Ensure that all people engaged in the activity wear a face covering, provided face covering wearing is mandatory in the jurisdiction.

i) Where a face covering cannot be worn due to difficulties intrinsic to the activity, be it momentarily or throughout the service, reinforce health protection measures as much as possible.

- j) Respect the previously planned schedule and itinerary in order to avoid incidents that may affect the fulfilment of the stipulated prevention measures during the service.
- k) In reduced places or spaces, respect the work being done by other tourist service providers and joint coordination, in order to comply with the required social distancing measures.
- l) Whenever deemed appropriate or necessary, afford guests time and the means to adequately wash their hands.
- m) When taking group photos, use your personal mobile phone only and then share the photos with guests, to avoid handling personal belongings.
- n) The local health service and emergency service phone numbers should be readily accessible at all times.

2.5.3. HANDLING EMERGENCIES

Injured people should be assisted following the protocols inherent to each activity. If social distancing cannot be kept, set up respiratory protection and hygiene and disinfection measures when assisting the guests.

In this regard, the Ministry of Health of the Argentine Republic suggests:
Standard and contact precautions:

- Wash hands following the recommendations of the World Health Organization (WHO).
- Wear gloves.
- Wear a gown, if practicable, or where a first-aid room is in place.
- Wear a surgical mask (put on and remove the surgical mask outside the patient's room and dispose of it as appropriate).
- Hands should be washed after removing the personal protection equipment.
- Use eye protection or face mask, depending on the expected exposure.
- For more information on infection control, see:

Prevención y control de infecciones asociadas a la atención de la salud (Prevention and control of health care-related infections). <https://www.argentina.gob.ar/coronavirus/equipos-salud/materiales/prevencion>

2.5.4. WASTE DISPOSAL

- a) Provide each guest with individual rubbish bags if no bins will be available during the service.
- b) Make available a duly tagged bin or container for tourists to drop off their individual rubbish bag when returning.
- c) Large rubbish bins with no lid must be placed in all waiting rooms or high-traffic areas for people to throw away their used disposable tissues.
- d) Keep waste deposits clean and disinfected.
- e) Dispose the personal protection elements and disposable protection materials used during the service (masks, face coverings, gloves, etc.) in non-recyclable rubbish bins.
- f) If the personal protection elements are reusable, wash with water and soap and/or disinfect them following the recommendations of the Ministry of Health of the Argentine Republic.
- g) Ensure that, when taking the waste out, personnel wear gloves (preferably disposable gloves) and respiratory protective wear (face covering.)
- h) Have all PPE residue disposed of.
- i) We recommend referring to the following instructions issued by the Ministry of Health of the Argentine Republic on the management of household waste generated from quarantined patients: “COVID-19. Recomendaciones para la gestión de residuos domiciliarios de pacientes en cuarentena” <https://www.argentina.gob.ar/salud/coronavirus-COVID-19> (available in Spanish)

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