

# COVID-19 Protocol **Travel Agencies**

**JUNE 2020**

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# Introduction

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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), the Argentine Federation of Travel and Tourism Business Associations (Federación Argentina de Asociaciones de Empresas de Viajes y Turismo, FAEVYT) and the Argentine Tourism Council, on behalf of the Argentine provinces, have prepared this “COVID-19 Protocol for Travel Agencies.”

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 people’s health and wellbeing.

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. Certain other

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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 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.

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## SCOPE

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 to be followed at travel agencies, which are based on the recommendations set forth in the first chapter while taking into consideration the specific characteristics of the industry.

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

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

The main objective of these measures is to protect the health and wellbeing of both industry workers and tourists.

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

- Implement measures to protect the health and wellbeing of industry workers and tourists.
- Help meet the needs of this industry, which has been hit by restrictive measures.
- Curb and stop the spread of the virus.
  
- Guarantee alignment with any social measures recommended or established by the relevant authorities.
- Guarantee that tourism-related business can continue operating.

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## **TARGET AUDIENCE**

The COVID-19 Protocol for Travel Agencies is meant for all such Argentine-based travel agencies duly registered with the National Bureau of Travel Agencies (Dirección Nacional de Agencias de Viajes), under the purview of the Ministry of Tourism and Sports of the Argentine Republic, in order to guarantee that, on every critical point of the service provision chain, steps are taken to prevent the spread of the virus across the community and to protect tourists and industry workers.

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 and to anyone visiting the facility (customers, suppliers, etc.)



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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/salud/coronavirus/poblacion/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 safe distance between workstations cannot be kept, businesses can consider installing physical barriers (such as glass screens or partitions) that can be easily and frequently 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 qualified 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 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) Facilities are required to provide adequate and sufficient 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_lavarse-manos_poster_es.jpg) [https://www.argentina.gob.ar/sites/default/files/gpsc\\_desinfectmanos\\_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)

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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> (available in Spanish)

## 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. The recommended PPE for each specific activity is detailed in: <https://www.argentina.gob.ar/salud/coronavirus-COVID-19/recomendaciones-uso-epi> (available in Spanish).

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**CHAPTER 2**

# **Specific Measures**

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## **2.1. FACILITY PERSONNEL**

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### **2.1.1. PREVENTATIVE CONTROL**

Control measures must be implemented to screen personnel for COVID-19 symptoms before they enter their workplace. 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 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 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 report any change that might arise to the facility personnel. Reliance should be placed on the information published at the official web site of the Ministry of Health of the Argentine Republic, and the screening survey should be adapted to the current definition.

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 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.

This same procedure must be applied to outsourced workers.

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.)

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## 2.1.2. SOCIAL DISTANCING

All measures taken to guarantee that social distancing is observed must be communicated and compliance with them must be monitored. All personnel must be provided with training on social distancing measures.

Ensure that the required minimum distance between people is kept at all times. The required room capacity limit (1 person every 2.25 square metres/24 square feet) must never be exceeded.

Compliance with social distancing measures must be guaranteed both inside and outside the facility, in all shared areas, such as front desks, rooms, halls and foyers, elevators, parking lots, and any other facility area where many people may gather at the same time.

Agencies sharing their functional structure with other agencies or related activities shall also abide by the required minimum safe distance and social distancing measures in place.

## 2.1.3. SAFETY & HYGIENE

- a) Wash hands regularly for 40-60 seconds at a time.
- b) Ensure that alcohol-based hand sanitiser gel is available at workstations where personnel do not have access to handwashing with water and soap.
- c) All personnel having direct contact with customers must wear face coverings if it is so required in the local jurisdiction.
- d) 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.)

## 2.1.4. TRAINING

Workers must be trained and educated on how to detect COVID-19 symptoms (under section 15 of Executive Order No. 260/2020) and on COVID-19 prevention measures as per the official information disseminated by the Ministry of Health of the Argentine Republic. Information for dissemination in this respect is available for download at: <https://www.argentina.gob.ar/salud/coronavirus-COVID-19> (available in Spanish)

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All training activities must be planned in a way that guarantees that all personnel are trained.

Training may be provided internally or by third parties. 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.

## 2.1.5. COMMUTING

1) 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.

2) 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 from other people. 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 your hands as soon as you set foot at home and before touching surfaces. Source: <https://www.argentina.gob.ar/salud/coronavirus/poblacion/salir-de-casa> (available in Spanish)

## 2.1.6. 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:

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- 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)

## 2.1.7. 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 and is available at <https://www.argentina.gob.ar/salud/coronavirus-COVID-19/definicion-de-caso> (available in Spanish)

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.



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- d) Arrange the essential tasks of the facility in rotational work shifts and breaks, where applicable, so as to ensure the minimum required distance among people is kept during the entire working day (including when arriving and leaving the facility, throughout the working day and at breaks).
- 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 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)

## **2.1.8. 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. CUSTOMER SERVICE**

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### **2.2.1. INFORMATION SERVICES**

a) 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 tourists on the hygiene and safety measures taken at the facility.

b) Encourage the use of electronic means to make most arrangements online, including

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payments, voucher submissions, invoices, accounting records, bookings and reservations, etc. If this management software is not available, arrange with customer the most suitable manner to submit information and documents.

c) Where attendance in person is required, previous appointments should be scheduled at specific times to avoid crowds and facilitate compliance with social distancing measures.

d) Wear a cloth face covering or facemask at all times, from the very first contact with the guest, according to applicable laws 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) The front desk should be frequently cleaned and disinfected, and kept as clear as possible from elements that can be handled by customers.

f) To prevent customer-facing workers from getting infected with the virus, all forms of physical contact, such as hugs or handshakes with customers or colleagues, must be avoided.

g) At the end of each meeting, wash hands and, if possible, disinfect your desk (with soap or alcohol-based hand sanitiser) and the areas the customers had access to.

h) Customers should be made available alcohol-based hand sanitiser when entering the travel agency.

i) Customers must wear face coverings when inside the organization, when so required in the local jurisdiction.

j) Electronic payment devices must be cleaned after each operation, using a wet cloth with disinfectant solution.

## **2.2.2. HEALTH PROTECTION INFORMATION MANAGEMENT**

In order to provide accurate and complete information, a minimum information protocol should be prepared, containing, at least:

- General travel guidelines.
- Specific travel guidelines.

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- Detailed terms and conditions for service cancellation or rescheduling.
- Visa and vaccination requirements.
- If any, restrictions to enter the destination country.
- Consular arrangements and assistance for foreigners. Consulate information.
- Permits to move around. Temporary lodging for quarantined non-residents and foreigners.
- Company details.
- Contact channels.
- Updated information on pandemic-related restrictions.
- Safety measures on trips.
- Terms and conditions of each service provider involved in the trip plan.
- Disclose and advice on any condition that might affect the customer's purchase decision of travel services.
- Refer only to official sources to obtain the most updated information on customers' intended destinations, encouraging them to check this information in order to make an informed decision.

Customers should also be asked to provide, at least, the following information:

- Personal details.
- Contact details.
- If customer wishes to report any disability or special need and/or pre-existing condition.
- An affidavit with some questions related to the potential infection with COVID-19, or if the person is considered to be within the risk group.

### **2.2.3. AFTER-SALES SERVICE**

The following actions are recommended to strengthen the after-sales service:

- a) keep abreast of any changes that may arise regarding cancellations, delays or other changes in reservations of means of transport, lodging and other services offered by the organization;
- b) keep abreast of the changes in or limitations on the entry or exit conditions that might be imposed in several provinces or countries;
- c) set an efficient communication channel between the organization and its customers to keep smooth communication;
- d) enable and maintain a FAQ section in web-based platforms for customers' reference;

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e) establish, jointly with other service providers, suitable protocols to efficiently handle cancellations, delays, reschedules, requests for documentation, etc.; and

f) always notify and support customers throughout any process they might have to go through upon a change.

## **2.2.4. OWN OR THIRD-PARTY SERVICES**

Travel agencies should keep abreast of the hygiene and safety protocols suggested by the competent authorities for transport, shuttle, and travel guide services, among others, whether delivered by the agency itself or by third parties.

In this regard, travel agencies should rely on the Covid-19 protocols for Tourism Service Providers and Tourist Transportation issued by the Ministry of Tourism and Sports.

## **2.3. FACILITY AREAS**

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### **2.3.1. SPACE ARRANGEMENT**

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

b) Desks should be placed in such manner as to keep the required safe distance.

c) Indicate maximum number of people that may enter the premises at the same time, based on the area of the facility so as to ensure that the required safe distance is kept (1 person every 2.25 square metres/24 square feet of space meant for people movement).

d) Elevators should be used by only one person per trip or occupancy should not exceed 30% of the elevator cabin. These instructions must be displayed in a visible spot in such a way that they can be easily read.

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e) Make alcohol-based hand sanitiser available in all shared spaces and ensure that water and soap are available in restrooms and that there is always adequate supply.

## **2.3.2. AREAS FOR THE MOVEMENT OF PEOPLE**

a) Space permitting, have people move in only one way and set up a main entrance to and a main exit from all the sectors of the agency so as to avoid people gathering and ensure a safe distance between them.

b) Implement signage organising people movement and identifying the different areas.

c) Clearly indicate the areas to which entrance is not allowed or block access to them.

d) Avoid any kind of activity that convenes crowds and that prevents the fulfilment of the mandatory social distancing measures, provided such activities are not permitted in the local jurisdiction.

e) In shared spaces meant for people movement, display official prevention information and any Covid-19-related helplines set up by the Ministry of Health of the Argentine Republic and local authorities.

## **2.4. RECEIPT OF GOODS**

a) If dealing with suppliers of goods, set up and arrange a potential order delivery schedule.

b) Ensure that the required minimum distance is kept from suppliers and/or carriers.

c) Arrange a disinfection system at the entrance to the area set aside for the receipt of goods. If there is a single entrance, clean and disinfect the area more frequently.

d) Ensure that personnel receiving goods wear protective equipment, a cloth face covering and tough latex gloves, as per the stage of the response plan and applicable laws in the local jurisdiction.

e) If goods are taken inside using a trolley, before entering the storeroom, the wheels of the trolley must be disinfected with a solution of water and bleach 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.

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f) Keep cleaning and disinfection products in a space specifically set aside to such end. Such space must be ventilated and easily accessible to the personnel and these products must never be put away in the same space as food, beverages or utensils. Also, these products must be kept out of the reach of children and any people not working at the facility.

g) Check that all the cleaning and disinfecting products acquired are ANMAT-approved. For further information, visit: <https://www.argentina.gob.ar/anmat>.

h) Ensure that, when products have to be diluted, the appropriate dosage levels are used, the products are correctly labelled and their expiry date is correctly stamped. Use as per manufacturer's instructions.

i) Ensure that products that have to be repackaged are unaltered and used appropriately. Label the new packaging in a visible fashion, clearly indicating the contents thereof, and, when appropriate, the product expiry date. Also avoid using beverage or refreshment bottles that may lead to confusion.

## **2.5. CLEANING & DISINFECTION**

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### **2.5.1. GENERAL CLEANING & DISINFECTION**

a) Clean and disinfect the facility's entrance areas more frequently.

b) Clean and disinfect all customer service areas, at least, three times a day, based on starting and finishing times and the regular operation of the facility.

c) Clean and disinfect workstations and daily use elements before setting to work. Repeat the procedure during the working day and before leaving (for instance, desks, chairs, keyboards, phones, office supplies, and intercom).

d) Keep a record of cleaning tasks.

e) Frequently ventilate shared areas every day and restrict the use of spaces where this measure cannot be implemented.

f) Plan all the cleaning and disinfection tasks to be performed in the outside of the facility.

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- g) The front desk should be frequently cleaned and disinfected, trying to keep it as clear as possible from elements that can be handled by customers.
- h) Whenever a uniform must be worn, such uniform must be washed frequently, and worn exclusively inside the facility. If workers need to leave the premises during working hours, they should first change clothes.
- i) Use one-step cleaning products only and foam quat to clean electronic devices.
- j) When cleaning, use a disinfectant solution, disposable gloves and rubbish bags.

## **2.5.2. RESTROOMS**

- a) Clean and disinfect restroom floors and walls frequently.
- b) Clean and disinfect all restroom surfaces and toilet on a daily basis, with a disinfectant solution for domestic use containing diluted bleach (10 ml or 2 tablespoons of bleach in 1 litre of water.) Only use bleach for domestic use (with a 55 g/litre concentration.) If using bleach for commercial use with a 25 g/l concentration, use twice the volume of bleach for appropriate disinfection and prepare the solution the same day it will be used. Bleach-based solutions must be used within 24 hours of preparation, as they lose effectiveness with the passing of time. Keep a record of these tasks.
- d) Step up disinfection measures regarding door knobs and handles, handrails, water taps, toilet flushing buttons or handles and any other frequently touched elements.
- e) Wash with plenty of water and soap all cloths used for cleaning and disinfection to guarantee that they are clean every time they are used. Disposable materials may also be used for cleaning.
- f) Keep kitchen and restroom areas ventilated.

## **2.6. MAINTENANCE WORK**

- a) On a daily basis, check that soap, sanitiser and disposable paper towel dispensers are working properly and are clean, and have broken dispensers repaired or changed.
- b) Check that toilets and water taps are working properly.

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- c) Check that HVAC systems are working properly and that filters are clean.
- d) Keep room temperature at 23-26 °C/73-79 °F and ensure that there is adequate air turnover.

Keep a record of these tasks.

## **2.7. WASTE DISPOSAL**

- a) Provide bags, bins and containers for the disposal of PPE. Post signs identifying all areas allocated for waste disposal.
- b) Keep waste deposits clean and disinfected.
- c) Ensure that, when taking the waste out, personnel wear gloves (preferably disposable gloves) and respiratory protective wear (face covering.)
- d) Have all PPE residue from the personnel disposed of on a daily basis. 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”  
[http://www.msal.gob.ar/images/stories/ryc/graficos/0000001471cnt-20200403-covid-19\\_recomendaciones-gestion-residuos-domiciliarios.pdf](http://www.msal.gob.ar/images/stories/ryc/graficos/0000001471cnt-20200403-covid-19_recomendaciones-gestion-residuos-domiciliarios.pdf)



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## THE FOLLOWING DOCUMENTS WERE USED AS A BASIS FOR THE PREPARATION OF THIS PROTOCOL:

- Ministry of Health of the Argentine Republic - Covid-19 Recomendación para el desarrollo de protocolos en el marco de la pandemia, 11 June 2020.
- FAEVYT Recomendaciones de seguridad sanitaria para agencias de viajes y turismo.

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**JUNE 2020**