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Protocol for the prevention and
management of COVID-19 cases

Travel agencies and associated services

September 2020



Protocol for the prevention and management of COVID-19 cases in travel agencies and associated services

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1. Introduction

Considering the new scenario provided by this global health emergency and its economic and social impact, the Tourism Board of the City of Buenos Aires has prepared, together with the private sector, through the Chamber of Tourism of the City of Buenos Aires (CAT Baires) and the Association of Travel Agencies of Buenos Aires (AVIABUE) the PROTOCOL FOR THE PREVENTION AND MANAGEMENT OF COVID-19 CASES IN TRAVEL AGENCIES.

The guidelines contained herein follow the recommendations established by the National Ministry of Health and the Ministry of Tourism and Sports, with whom we worked collaboratively to develop specific measures and actions to address the current situation and help the recovery of tourism activity, safeguarding the health and welfare of people.

The implementation of these processes focused on improved disinfection and deep cleaning practices, in all areas of service, guarantees a safe and comfortable experience for visitors and tourists. Clear communication with clients about these safety protocols and their adoption is necessary to contain the impact of the epidemic, rebuild trust and at the same time, facilitate the gradual restoration of economic activities.

This protocol is dependent on its implementation once the tourist activity can be developed in the City of Buenos Aires.

To verify the regulations in force in that jurisdiction, you can access <https://www.buenosaires.gob.ar/coronavirus>

The herein protocol is dynamic and will be updated periodically, taking into account the changes that occur, based on the evolution of the health emergency in the national territory. It shall also be adjusted to the nature, structure and services provided and/or intermediated by each organisation.

The guidelines set forth herein are aligned with the commitments assumed by the City of Buenos Aires for the fulfilment of the Sustainable Development Goals and the 2030 Agenda.

2. Goals and scope

2.1. Goals

This document pursues the following goals:

- > Provide the mandatory measures and general recommendations to ensure the health of people.
- > Control and prevent the spread of the virus.
- > Guarantee the continuity of the tourist activity and reconstruct the confidence with the travellers.
- > Provide an action plan in the event of suspicious and confirmed cases in accordance with the rules issued by jurisdictional and national bodies.

2.2. Scope

The herein protocol is intended for all travel agencies in the city of Buenos Aires, in order to ensure at all critical points of the provision, the prevention of the spread of the virus in the community and the protection of health and welfare of workers and customers.

Therefore, the document is applicable to the personnel, whether own or hired, affected to the activities of the travel agencies, and includes the authorities of the same, as well as the clients, suppliers and other attendees.

3. Health safety recommendations for the performance of the activity in relation to associates and owners

3.1. Deactivated personnel and risk groups

On the list of staff carrying out the activities, those whose presence in the home is indispensable for the care of the child or adolescent (Joint Resolution No. 3/2020 of the Ministry of Labor, Employment and Social Security and the Ministry of Women, Gender and Diversity established that leave is limited to those who have children under 6 years of age and only one person per household may apply) as well as the following people included in risk groups are exempt from the duty of assistance in the workplace, in accordance with the provisions of the National Executive Branch through Resolution N°207-APN-MTYS/20, and its amendments, whose validity was extended by Resolution No. 296-APN-MTYS/2020 of the Ministry of Labor, Employment and Social Security, detailed in its section 1:

- > Persons over sixty (60) years of age, unless they are considered “essential staff for the proper functioning of the establishment”.
- > Pregnant persons
- > Persons included in the risk groups defined by the national health authority. These groups, according to the current definition are:
 - > People with chronic respiratory disease: chronic obstructive pulmonary disease [COPD], congenital emphysema, bronchopulmonary dysplasia, bronchiectasis, cystic fibrosis, and moderate or severe asthma.
 - > People with heart disease: heart failure, coronary heart disease, valve disease and congenital heart disease.
 - > People with immunodeficiencies and states of immunosuppression.
 - > People with diabetes.
 - > People with chronic kidney failure on dialysis or with expectations of entering dialysis in the next six months.
 - > People with advanced liver disease.

Respect for the privacy and confidentiality of workers' medical information must be ensured, with special attention to information related to pathologies that configure risk factors for severe forms of COVID-19.

3.2. Crisis Committee

Each establishment may establish a crisis committee made up of all parties involved to establish and monitor the protocol to be followed, as well as those responsible for ensuring compliance.

3.3. Prevención Personal

It is essential to reinforce personal hygiene measures in all areas of work and against any exposure scenario. The following are general recommendations taken from parameters and protocols of international organisations such as the World Health Organisation (WHO), and from national authorities competent in the matter such as the Ministry of Health, the Superintendence of Occupational Risks, among others.

- > Implement control measures for personnel, prior to their entry to work, for the detection of symptoms compatible with COVID-19. Designate one responsible person per shift, previously trained to detect symptoms of illness compatible with COVID-19. This can be accomplished through the use of various techniques including visual inspection, detection equipment (such as non-contact thermometers) and/or questionnaires.
- > People with a temperature greater than or equal to 37.5°C or suspicious symptoms should not be allowed to access.
- > In the event that a person manifests symptoms of COVID-19, measures should be established to isolate him/her by arranging a room or area and restricting contact with others until the person is properly evaluated.
- > When personnel with respiratory symptoms or fever are identified, the City's Emergency Health System should be contacted immediately for evaluation and eventual transfer to a health institution. Any suspicion of COVID-19 should be reported to the local health authority. The same procedure should be applied in the case of workers from outsourced companies. All information

collected regarding employees in this context is for confidential use and is protected by Law No. 25,326 on Personal Data Protection.

- > Maintain the recommended minimum distance from any person.
- > Avoid touching eyes, nose, and mouth.
- > Do not share personal items (glasses, cutlery, mate, etc.).
- > Use waste bins without lid to dispose of personal protective equipment.
- > It is suggested that the employees change their shoes once they enter the office - to be considered by each organization.

3.4. Employees' safety

3.4.1. Distancing

- > Communicate physical distancing guidelines, train staff and monitor compliance.
- > Maintain at all times the minimum interpersonal distance required, ensuring that the occupation density does not exceed 1 person per 1.5 square meters at any time.
- > These measures must be considered inside and outside the establishment, in all common areas such as reception, dining room, breakfast room, living rooms, corridors, lobbies, transportation, parking lots, and in any other sector where a large number of people may converge simultaneously.
- > Likewise, agencies that share a functional structure with other agencies or related activities shall respect the minimum distances and physical distancing detailed in the herein protocol.

3.4.2. Training

- > Employees must be informed and trained in the recognition of symptoms of the disease (in accordance with the provisions of Decree 260/2020, section 15) and of COVID-19 prevention measures in accordance with the official informa-

tion provided by the Ministry of Health. All the information disseminated within this framework may be consulted at the following link: COVID-19: Information, recommendations of the Ministry of Health of the Nation and prevention measures.

- > Plan training activities during working hours, ensuring that all staff receive training, and preferably have digital information material on training content so that it is permanently available to the staff.
- > Training sessions can be provided by the same organization or by an external one. They should preferably be carried out remotely, or if they are on-site, the minimum interpersonal distance required should be maintained at all times.

■ 3.4.3. Transport from and to work

The use of individual means of transport (car, bicycle, among others) is recommended to avoid the use of public transport. When using individual or specific means of transport, remember to keep them ventilated to guarantee hygiene and disinfection of the interior.

For public transport use, provided it is not prohibited, it is recommended to:

- > Use of homemade face masks or mouth cover at all times.
- > Remember the importance of good hand hygiene before, during and after the trips to be made.
- > Travel with a personal hygiene kit (soap, alcohol gel, disposable tissues, towels for drying hands).
- > Keep to the recommended minimum distances.
- > Avoid crowding at the access points to the transport to be used.

On home arrival:

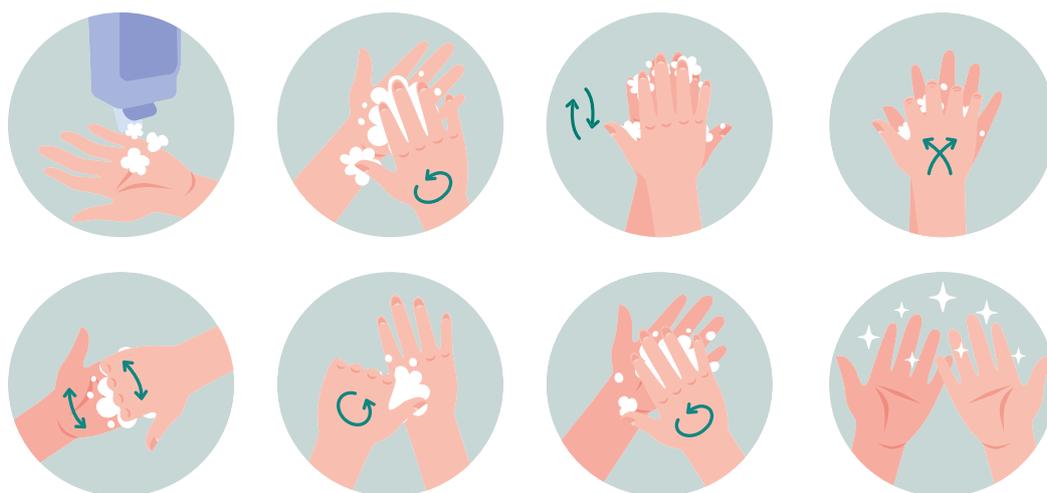
- > Remove the mask grabbing it from the elastic, avoid touching the front and put it to wash (or throw it away if it is disposable).
- > Wash hands immediately upon entry and always before contact with surfaces.

3.4.4. Higiene

> Hand-washing with soap and water is the primary measure for the prevention and control of the infection. The recommended time for hand washing is 20 seconds, following these steps:

- > **Wet your hands**, with tap or drink water,
- > **Use soap**, any soap is good for killing germs,
- > **Scrub hands** for 20 seconds, including your wrists,
- > **Rinse** with plenty of water,
- > **Dry** with a clean towel, disposable paper towel or by waving your hands.

> If soap and water are not available, hand hygiene with alcohol-based solutions (e.g. alcohol gel) should be carried out as shown in the following illustration



> Provide alcohol gels at workplaces where staff do not have access to hand washing with soap and water.

> Establish mandatory processes for hand washing during the working day, controlling their effective compliance.

> All personnel who have contact with customers must use face masks or mouth covers. It is recommended, as far as possible, to provide transparent masks for the care of hearing impaired people

> Except for specific tasks (cleaning and direct contact with secretions) the use of gloves is not recommended due to the risk of persistence of viral particles on the latex or nitrile. The use of gloves for handling documentation is not recommended, but rather frequent hand washing. It is worth clarifying that the use of gloves does not replace hand washing.

> Each licensed premises or establishment shall have adequate places for adequate and frequent hand washing with soap and water (foam/liquid soap dispenser, disposable towels or hand dryers) and, in addition, 70% alcohol-based solutions (e.g., alcohol gel) shall be made available.

<https://www.argentina.gob.ar/coronavirus/atencion-publico>

> It is the responsibility of the institution to provide adequate elements in sufficient quantity and in an accessible form for personal hygiene (hand washing with soap, hydroalcoholic solution and paper towels). Keep in mind that alcohol-based solutions should be used only when hands are clean; otherwise, hands should be washed with soap and water. Frequent hand washing lasting 20 seconds is recommended. https://www.argentina.gob.ar/sites/default/files/gpsc_la-varse-manos_poster_es.jp

3.5. Organisation of the workspace

In order to contribute to the physical distancing or safety distance in place, alternatives or forms of work organization are suggested below:

> Promote telework.

> Organize staff into working groups or teams to facilitate reduced interaction between people, in order to meet the established distance. If this is not possible, extreme health protection measures should be taken.

> Adapt the various fundamental tasks of the establishment in such a way as to ensure, throughout the working day, the distance of 1.5 metres between persons.

> Guarantee the minimum number of people simultaneously staying in the same closed physical space.

> It is advisable to stagger the arrival/departure times of workers whose tasks must be carried out in person in order to avoid crowding at access points to establishments and to reduce the use of public transport during peak hours.

> Give instructions to those responsible and monitor each area to reduce the presence of workers in the workplace to the absolute minimum..

> Where appropriate and possible, assign shifts to users, clients and suppliers electronically (by telephone/email).

<https://www.argentina.gob.ar/coronavirus/atencion-publico>.

3.6. Personal protective equipment (PPE)

The PPE will be selected according to the activity and task to be developed by the worker. Nevertheless, the equipment must include a washable cloth face-mask (mouth cover) for all workers.

According to Resolution of the Ministry of Health No. RESFC-2020-15-GCA-BA-MJGGC, face shields are understood to be any element, not a mask, and of any material that keeps the area of the nose, mouth and chin protected and covered without leaving any space between the protector and the face, and which considerably reduces the spread of germs and viruses. For more information, consult the recommendations of the Ministry of Health, available at the following link: [Use of homemade face mask](#).

Workers whose activity involves care or contact with other people must use face shields on a mandatory basis.

PPE will be provided by the employer. In this regard, it should be noted that:

- > They are for personal use, so they should not be shared.
- > The cleaning staff's gloves shall be cleansed and disinfected in the case of using rubber gloves; or discarded in the case of using latex or nitrile.
- > The worker must be specifically trained in the use, condition, conservation, removal and discarding of PPE.

3.7. Environmental hygiene and disinfection

- > Clean and disinfect more frequently the entrance areas to the establishment
- > Maintain clean and disinfected the areas of attention to the public at least three times a day, and according to the schedules of entrance/exit/activities that are made.
- > Clean and disinfect the work station and the elements of daily use before starting activities, reiterate it during the work day and before leaving (for instance, desk, chair, PC keyboard, telephone, tools, intercoms).
- > Keep a record of cleaning tasks.

3. Health safety recommendations (associates and owners)

- > Ventilate common spaces on a daily and recurring basis and restrict the use of those spaces that cannot comply with this measure.
- > Plan the cleaning and disinfection of external areas.
- > The help desk must be cleaned and disinfected frequently, avoiding the presence of excessive elements that can be manipulated.
- > When the use of a uniform is stipulated, wash it more frequently and use it exclusively inside the establishment. If it is necessary to leave during working hours, it should be changed beforehand.
- > Use one-step cleaning products and quaternary ammonium foam for electronic equipment.
- > For cleaning tasks provide disinfectant solution, disposable gloves and garbage bags.
- > Clean and disinfect bathroom and toilet surfaces daily, using a household disinfectant containing diluted bleach (10 ml or 2 tablespoons of bleach in 1 litre of water.) It must be bleach for domestic use (with a concentration of 55 gr/litre). If you use a commercial bleach with a concentration of 25 g/l, double the volume to achieve a correct disinfection. Diluted bleach must be used within 24 hours since it loses its effectiveness. Keep a record of these actions.
- > Keep bathroom areas constantly ventilated.

3.8. Hygiene in transport units

- > Place 2 floor cloths with bleach diluted in water (1 in 100). The first one will be placed on the floor, passengers will have to clean their shoes on it. The second one will be inside the unit, and the cleaning of shoes will have to be done again. This operation will be repeated each time the passengers get off at a tour stop and return to the bus..
- > Units must have an alcohol gel dispenser to supply passengers.
- > Display official prevention information and the telephone numbers that the Ministry of Health and local authorities have determined for the attention of the coronavirus problem.

- > Incorporate signage that allows better movement of people in the units, as well as the identification of spaces to be used to maintain the recommended physical distancing.
- > Ventilate the units every two hours.
- > Clean the units with a solution of water and bleach at the end of each service.

Likewise, the recommendations and guidelines of the tourist transport protocol of the City of Buenos Aires should be considered.

3.9. Maintenance

- > Review daily the operation and hygiene of soap, disinfectant gel and disposable paper towel dispensers - among others -, repairing or replacing the equipment that presents failures.
- > Monitor the operation of common toilets and taps.
- > Check the air conditioning system and especially the cleaning of filters.
- > Maintain the air conditioning at an ambient temperature between 23 - 26°C, ensuring sufficient air renewal.
- > Keep a record of these actions.

3.10. Waste treatment and disposal

- > Provide bags/baskets/containers for accumulation of PPE waste and disposable work clothes, if used.
- > Identify and signpost waste disposal sites.
- > Wear gloves (preferably disposable) and respiratory protection (mouth cover) when removing waste.
- > Manage and dispose of PPE waste and workers' disposable work clothes, if used, on a daily basis. It is recommended that the instructions of the National

Ministry of Health be adopted for reference, which are available at the following link: [COVID-19. Recommendations for the management of household waste from quarantined patients.](#)

3.11. Cleaning of surfaces that may have come into contact with COVID-confirmed individuals

It should be noted that detergents remove dirt and organic matter by dissolving dust, oils or grease, to then facilitate their removal by rinsing, so it is important to wash with detergent, then rinse with clean water and disinfect with 1% or 10% sodium hypochlorite as appropriate (double bucket/double cloth method), or perform the hygiene using quaternary ammoniums from the fifth generation onwards or potassium monopersulfate (MPS, one-step simultaneous cleaning and disinfection method).

- > Fifth generation quaternary ammonium solutions are surface cleaners preferably used because they have low corrosion on inanimate surfaces, broad spectrum for microbial activity and are easy to use.
- > The use of high quality detergents is recommended.
- > Similarly, it is recommended not to flush or pour water in quantity, because it favours the dispersion of germs within the area. It should be "mopped".
- > Cleaning generally requires friction to remove dirt and microorganisms.
- > Dirt can protect microorganisms.
- > Physical cleaning and friction can reduce the accumulation of microorganisms.
- > Cleaning is required prior to any disinfection process.
- > Cleaning should be carried out in such a way as to reduce the dispersion of dust or dirt that may contain microorganisms
- > Avoid activities that can lead to the raising of suspended particles, such as the use of vacuum cleaners, which shall be permitted only in administrative areas. In the case of washing carpets for proper hygiene and disinfection of surfaces, it is recommended to use a washing machine with detergent.

3. Health safety recommendations (associates and owners)

- > All products for disinfection shall have demonstrated action for the elimination of multi-resistant organisms on surfaces and have the safety data sheet or technical data sheet¹ available for the personnel who require it.

1. A technical file is a document presenting a certain product, generally provided by the supplier company, which contains specific information such as properties, mode of use, technical information, among others.

4. Health safety recommendations for the performance of the activity in relation to the general public. (Suppliers, customers, attendees and any person outside the organization)

4.1. Mandatory use of protective elements

Under Joint Signature Resolution No. 15/MJGGC/GCABA/20 and its amendment No. 17/MJGGC/20, protective elements covering nose, mouth and chin are mandatory. Therefore, suppliers, customers, attendees and any other person outside the establishment must also respect this Resolution. This must be considered unless the Ministry of Health of the City indicates otherwise.

4.2. Customer experience

4.2.1. Communication with customers

- > It is suggested that the following be communicated to passengers as the minimum required information:
 - > General conditions of the trip.
 - > Particular conditions of the trip.
 - > Conditions of cancellation or rescheduling of the service or services in a detailed way (hotels, transfers, flights, etc.).
 - > Visa and vaccination requirements.
 - > Restrictions on entry to the country and countries of the concerned tourists. Consular procedures and assistance for foreigners. Consulates information Permits to circulate.
 - > Temporary accommodation for non-residents and foreigners in a quarantine situation.
 - > Company information.
 - > Contact channels.
 - > Updated information on the restrictions imposed by the pandemic.
 - > Travel safety measures.

4. Health safety recommendations (general public)

- > Inform customers of the terms and conditions of each supplier involved in the itinerary.
- > Provide permanent updates through all company's communication channels on those conditions that may affect a consumer's decision to purchase travel services.
- > It is recommended to establish a direct line of contact if possible, and to announce it publicly.
- > Refer only to official sources for the most up-to-date information on customers' destinations and encourage customers to consult this information so that they can make an informed decision.
- > Likewise, the company shall ask the client at least:
 - > Personal data.
 - > Contact information.
 - > If he/she has a disability or special need.
 - > Affidavit with questions related to the possible contagion of COVID-19 or if the customer is considered to be part of a risk group.

■ 4.2.2. Customer service

- > Inform customers about the preventive measures that the organization takes to preserve their safety and health and the existence of protocols that are being implemented with the corresponding endorsement of the national health authorities and the City of Buenos Aires.
- > Transmit the peace of mind that the prevention measures taken are for their well-being and to provide them with a safe and quality experience during their stay in the City.
- > Promote the use of digital media in order to carry out the majority of transactions online including payments, sending vouchers, invoices, accounting documentation, bookings, etc. In case of not having this management software, it is recommended to coordinate with the client the most appropriate way to send the information and documentation.
- > In the event that care must be provided in person, it is recommended that appointments be made for care at defined times in order to avoid crowding and to facilitate compliance with physical distancing.

4. Health safety recommendations (general public)

- > The help desk must be cleaned and disinfected frequently, avoiding the presence of excessive elements that can be manipulated.
- > To prevent contagion of the service staff, all direct contact should be avoided, e.g. hugging or shaking hands with customers or other employees. The arrangement of desks and/or furniture both in public service areas and in meeting rooms and/or common spaces must guarantee the established safety physical distance between people
- > Once a meeting is over, hand disinfection will be conducted, and if possible, also disinfection of the desk (washing with soap or alcohol gel) and the areas to which the client had access.
- > Alcohol gel must be available to customers when entering the travel and tourism agency.
- > The electronic means of payment should be cleaned with a cloth moistened with disinfectant solution at each operation.

■ 4.2.3. Collection and payment methods

- > Offer, alternatives of payment with credit cards or digital means and the sending of the invoicing by the communication channel at the option of the client, when possible. If payment is made by credit or debit card, both the cards and the posnet used must be disinfected with a solution of water and alcohol.
- > As far as possible, it is recommended to use screens or partitions at the cash registers to ensure vendor/customer protection. If this is not possible, they should wear face masks, mouth covers and respect the minimum interpersonal distance required

■ 4.2.4. During the tours

- > The measure of social distancingphysical distancing and the use of homemade face-masks or mouth covers must be respected at all times. For more information on how to use them, consult the recommendations of the Ministry of Health, available at the following link: [Use of homemade face.mask.](#)
- > Passengers must travel with a personal hygiene kit (toilet soap, alcohol gel, tissues, hand towels).

4. Health safety recommendations (general public)

- > Passengers with visible symptoms compatible with COVID-19 will not be allowed to access.
- > In the case of regular tours where the passengers are not part of a group, the seat corresponding to each passenger shall be assigned at the time of confirming the reservation. Those passengers who do not have a previous reservation will not be able to access.
- > For group transfers and tours, the passenger will be informed in advance of the assigned seat, which must be respected throughout the tour.
- > If a passenger has symptoms compatible with COVID-19 during the trip, he/she should alert the driver of the unit or the group coordinator, he/she should be kept isolated from the rest of the passengers and should immediately contact the corresponding health authority.

■ 4.2.5. Activities and tour scheduling

- > It is recommended to program the activities for small groups, respecting the transport and physical distancing measures foreseen by the health authorities of the City of Buenos Aires.
- > It is recommended to conduct the tour through open areas, avoiding crowds of people and peak hours.
- > When the tour includes in its itinerary the ascent from or descent to restaurants, lodging, natural areas, or any commerce and/or space, the protocol in force must be informed.
- > If snacks are provided, they must be individual. Sharing of glasses, cups, or mate is not allowed. It is recommended not to consume drinks or food on board the bus.
- > During the whole tour and until the end of the tour, each passenger must keep the seat assigned to him/her from the beginning.

4.3. Suppliers and collaborators

4.3.1. Recommendations for drivers and transporters

The provisions and recommendations for the transport of passengers shall be governed by the protocol corresponding to the specific transport activity. However, the following is recommended:

- > If the worker has any symptoms compatible with COVID-19, he/she must not report to the workplace and must immediately contact the relevant health authority.
- > Temperature of all drivers shall be taken before beginning the service. If the driver has a fever or any symptoms compatible with COVID-19, the appropriate health authority shall be contacted immediately.
- > If the driver has symptoms during service, he/she must stop at the nearest town and immediately contact the company to alert them to the situation.
- > Transit with passengers seated in their seats with prior reservation.
- > Place alcohol gel in the vehicle (or other hand sanitizer, external use).
- > Instruct the driver to wear gloves when cleaning and disinfecting the transport unit.
- > Regarding cleaning and disinfection: this must be conducted in this way before each service and it is suggested that it is carried out as soon as the service with passengers on board is finished. Special attention will be paid to the spraying and disinfection of headrests, seats, handrails, overhead racks, glass on the inside, door handles, handles, etc.
- > Two floor cloths with bleach diluted in water (1 in 100) shall be placed. The first one will be placed on the floor, the passengers will have to clean their shoes on it. The second one will be inside the unit, and the cleaning of the shoes will have to be done again. This operation will be repeated each time passengers get off at a tour stop and return to the bus.
- > The driver shall be instructed to maintain aeration at every possible opportunity.
- > Ensure that passengers do not crowd the entrance of the vehicle but enter one at a time, keeping the physical distancing

> All luggage must be transported in the luggage hold, including hand luggage, and will only be handled by the drivers. The passenger must leave it where indicated and remove it once it has been completely unloaded from the vehicle and maintaining the indicated distance of 1.5 metres.

4.3.2. Recommendations for tour guides in charge

> The tour guide accompanying the group must have a personal hygiene kit (toilet soap, alcohol gel, tissues, hand towels)

> The physical distancing of at least 1.5 metres from passengers must be respected throughout the tour and any physical contact must be avoided.

> It is recommended that the guide be the one who coordinates the ascent and descent of passengers under the following scheme:

Ascent: starting with the back seats, passengers will continue to board one at a time when the previous passenger has already sat in the assigned seat.

Descent: it will start from the first row, the guide must indicate to the rest of the passengers that they must remain seated until the previous person has descended. Distance must be maintained outside the bus for the entire duration of the walking tour or visit.

> The use of the social mask will be compulsory during the whole tour for the tour guide, the staff and all the passengers.

> It is recommended to avoid group pictures, unless they respect physical distancing

This point should be reviewed and adjusted to the protocol of guided tours in the City of Buenos Aires, once it is published.

5. Specific actions

5.1. Upon suspicion or confirmation of a COVID-19 case

In principle, in the event of a suspected or confirmed case, the Management must comply with the general guidelines and directives established in the COVID-19 protocols, in particular, the "PROTOCOL FOR THE MANAGEMENT OF SUSPICIOUS AND CONFIRMED CASES OF COVID-19" approved by Resolution 2020-842-GCABA-MSGC and amendments, and other health documents published in the following web access link: [Government of the City: Protocol against suspicious and confirmed cases and COVID-19.](#)

People with respiratory symptoms should be isolated and visited by a doctor. If it is not possible to isolate the person in a room, he/she should be kept in a space as isolated as possible with good ventilation, more than 1.5 metres from other people and if possible with physical separation by means of screens.

When a COVID-19 case is suspected or confirmed among the staff, the Management shall follow up and ensure that the worker informs the health authority of the city of Buenos Aires of the evolution of his/her symptoms, who will also define who meets the criteria of "close contact". Once the diagnosis has been confirmed by the health authority, the worker will be placed on sick leave.

5.2. In the event of close contact cases

Close contact is defined as:

- Any person (including health care personnel) who has been in contact with a probable or confirmed case for at least 15 minutes during the previous 48 hours without physical distancing and/or without personal protective equipment (fever or any symptom).
- Any person who has remained at a distance < 1.5 meters, (e.g., housemates, visitors) with a probable or confirmed case while the case was showing symptoms and who has not used adequate protective measures.
- Anyone who has worked with a confirmed case of COVID-19 in close proximity

5. Specific actions

(distance < 1.5 meters).

- > Anyone who has shared the same classroom as a confirmed COVID-19 case (no specific exposure time has been determined).
- > Passengers on a plane located in a two-seat radius around symptomatic cases during the flight and crew who have come into contact with such cases.
- > Passengers of a ship/cruise who shared a ship/cruise trip with confirmed COVID-19 cases.

Taking into account that the current available information indicates that the estimated incubation period is 1-12 days and transmission would be via respiratory gout and contact, it is recommended:

- > Home isolation of close contacts for a period of 14 days. The contact case shall have an e-mail and telephone number of the regional manager to keep in touch.
- > Activate the system of close contact monitoring of the Ministry of Health of CABA. Health authorities shall monitor signs and symptoms (including fever, coughing, or difficulty breathing) daily for 14 days, for all CABA residents.
- > The person shall avoid situations where he/she might come into close contact with other people (face to face at less than 1.5 metres). He/she shall comply with current regulations, not leaving the house. In case of any problems that can't be solved, he/she shall let the close contact follow-up team know. He/she should not have visitors in his/her home.
- > Plates, glasses, cutlery, towels, pillows or other items should not be shared with others in the home. After using these items, they should be washed thoroughly.
- > Cover mouth and nose with a tissue when coughing or sneezing, or use the bend of the elbow. Used tissues should be thrown away in a trash can.

6. Recommended actions

6.1. Gender perspective

Companies undertake, insofar as they are able and the economic activity and health prevention measures permit it, to promote that decisions taken within the framework of the exemption from "preventive and obligatory social isolation" favour the exercise of the rights of men and women equally.

They will also avoid reproducing gender stereotypes in their actions, especially with regard to the care needs of workers' households, recognizing their particular needs.

6.2. Accessibility

Companies undertake, insofar as they are able and the economic activity and health prevention measures permit it, to reduce communication and physical barriers to care for people with disabilities, people with reduced mobility and the elderly. It is advisable to identify the rooms assigned to people with disabilities, in case they need to be assisted quickly.

6.3. Environmental

Companies undertake, insofar as they are able and economic activity and health prevention measures permit it, to reduce, reuse and recycle in order to minimize the generation of waste from the activities they operate.

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