



PROCEDURE MANUAL COVID-19 PREVENTION

Maintenance, hygiene and disinfection of tuk tuk and safety prevention for guides, drivers, customers and users.



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OBJECTIVE

This Guideline describes the main steps that the company should consider in order to establish a Contingency Plan in the context of infection with the new Coronavirus SARS-CoV-2, the causal agent of COVID-19, as well as the procedures to be adopted before an employee with symptoms this infection.

This Procedures Manual can be updated at any time, taking into account the evolution of the epidemiological framework of COVID-19.

This COVID-19 Prevention Procedures Manual is intended to complement and not replace the service procedures implemented in the company for the regular provision of Cultural and Tourist Entertainment services.

The scrupulous compliance with the rules presented here represents the protection of all company employees (internal and external), the protection of our customers and users and the protection of the general population.

BEFORE YOU START THE DAY

Upon entering the garage, each guide must ensure the disinfection of the shoes in order to ensure that no pathological agent is "transported" inside.

Then, before proceeding with any activity inside the garage, you should measure body temperature to detect symptoms, ensuring that it is within normal parameters.

If any sign that could indicate COVID-19 infection (excessive body temperature, cough or breathing difficulties) is identified, the employee must be placed in the isolation area, in order to prevent other employees from being exposed and infected. Employees suspected of being infected with COVID-19, already in the "isolation" area, should contact the SNS 24 line (808 24 24 24).

All waste produced by suspected infection should be stored in a plastic bag that, after being closed (eg with a clamp), should be segregated and sent to a licensed operator for the management of hospital waste with biological risk.

All of these incidents must be recorded in a specific table available for that purpose, describing the Date and Time of the Occurrence, Description of the Occurrence, Action Measures and pertinent Observations (see Annex III).

It is important that each guide, driver, mechanic and all other collaborators are attentive to the "signs" that may denounce any suspected infection and act in accordance with the indications of the Directorate-General for Health. In case of any suspicion of infection with COVID -19, any employee must communicate to the company's management and never show up for work under any pretext.

The procedures before starting the workday are as follows:

1. Washing and disinfecting hands;
2. Put on protective gloves;
3. Proceed with the cleaning and disinfection of the Tuk Tuk as described in the next chapter;
4. Record the procedure in the respective table, exposed in an accessible place in the garage, identifying the person responsible for disinfection (see Annex I);
5. Disposal of gloves and disinfection material in an appropriate container;
6. Placement of surgical mask, goggles or protective visor;
7. Ensure that the "Disinfection and safety kit" on your Tuk Tuk is complete and operational.

NOTE: A summary of these procedures, in table format, will be displayed in a very visible place in the garage to facilitate the execution of each stage (see Annex II).

HYGIENE PROCEDURES

It is available in an appropriate place and accessible to all guides and drivers, all the material necessary for the cleaning and disinfection of the critical areas of the Tuk Tuks.

Critical zones are considered to be all surfaces that may be in contact with customers and / or third parties and that may in some way be liable to remain infected by viruses indefinitely.

These critical zones are:

1. Seats;
2. Side protection guards;
3. Seat belts;
4. Floor;
5. Top security handles;
6. Commercial poster;
7. Other surfaces that may be in direct or indirect contact with customers and users.

As a preventive measure, the critical points of the driving position, such as:

1. Seat;
2. Seat belt;
3. Steering wheel handles;
4. Command and driving buttons;
5. Handbrake.

The cleaning process comprises the following steps:

1. Deep cleaning (with detergent to remove organic and inorganic matter);
2. Rinsing;
3. Disinfection (with special attention to the critical areas described above);
4. Rinsing and drying.

The disinfection phase must be carried out with alcohol in a minimum concentration of 70 degrees or another suitable solution made available for this purpose, using disposable wipes and always using disposable gloves at the end of the procedures.

Record in the respective table (available in the garage) the data related to disinfection such as: Date, Time, Name of the Responsible and relevant Notes.

PROTECTION KIT

A PROTECTION AND SAFETY KIT is installed in each Tuk Tuk, which contains all the material necessary for disinfection after each service (see proper chapter), as well as protective equipment for replacement whenever necessary.

This kit, which should be checked during the start of the day, consists of:

1. Spray of alcohol or other disinfectant material;
2. Disposable wipes for cleaning;
3. Disposable gloves;
4. Individual alcohol gel dispenser;
5. Surgical masks;
6. Replacement glasses or visor;
7. Watertight bag for depositing cash;
8. Garbage bag for disposable material liable to contamination;
9. A copy of this Manual in several languages.

CONTACT WITH CUSTOMERS

For individual protection of each guide or driver, all rules suggested by the Directorate-General for Health must be observed, such as: safety distance, exemption from physical contact, requirement for surgical masks or other protective material, etc.

With due discretion, guides or drivers should observe the main signs that may denounce possible contamination by customers and, if necessary, refuse any service that may represent a risk.

The guides and drivers should also require customers and users to use masks, making available, if necessary, the masks available in the Protection and Safety Kit.

Before starting the service, the guide or driver should "offer / propose" to customers the disinfection of the hands, using the alcohol gel dispenser available in the Protection and Safety Kit, preventing the dispenser from being handled by the users.

For a better guarantee of safety distance, the guide should preferably advise the occupation of the rear seat of the Tuk Tuk whenever the number of users allows it.

IMPORTANT: The capacity of the Tuk Tuks will temporarily be 4 seats, allowing the safety distance of customers / users.

During the service, the guide should avoid talking directly to customers without guaranteeing the necessary safety distance, handling any object from them (for example, photographic devices or smartphones).

If it is necessary to handle any object of the clients in the exercise of good service provision, the guide should, as soon as possible, disinfect his hands with the alcohol gel available in the Protection and Safety Kit.

At the end of each service, at the time of payment and delivery of the respective invoice / receipt, contact with the customer should continue to be kept to a minimum.

All amounts received in cash must be deposited in a waterproof bag that is part of the Protection and Safety Kit.

The farewell should maintain the cordiality that is the prerogative of company guides, while respecting the appropriate safety distance.

AFTER EACH SERVICE

After each service, two different procedures must be observed: (i) protection of the guide or driver and (ii) cleaning of the Tuk Tuk.

In the first case, the guide or driver should disinfect the hands and glasses or visor using alcohol gel and disposable wipes available in the Protection and Safety Kit.

In the second case, the critical areas previously described in this document (Chapter: Hygiene Procedures) must be cleaned using an alcohol spray or other disinfectant material and disposable wipes for cleaning. Do not forget that this procedure must be done after putting on disposable gloves.

IMPORTANT: All disposable material (including gloves) must be immediately placed in the trash bag that is an integral part of the Protection and Safety Kit.

INDIVIDUAL SAFETY CARE

Knowing that the activity of cultural and tourist entertainment carried out by the company implies contact with absolutely unknown third parties, it is very important to scrupulously adopt individual care and in accordance with the recommendations of the Directorate-General for Health.

Wash clothing and other accessories used in the activity at elevated temperature (around 60°C).

Wash your hands frequently with water and soap or degreasing detergent, for at least 20 seconds, or use hand sanitizer that has at least 70% of alcohol, covering all surfaces of the hands and rubbing them until they are dry.

Coughing or sneezing using a tissue, which should then be immediately placed in the contaminated garbage bag; hand hygiene always after coughing or sneezing and after blowing; avoid touching the eyes, nose and mouth with your hands.

Keep your hair up to avoid touching your hands with your face.

The use of personal adornments (bracelets, threads, rings, etc.) is also discouraged to avoid excessive surfaces to be cleaned.

IMPORTANT: Each employee must be aware of the individual monitoring rules recommended by the Directorate-General for Health, such as monitoring of body temperature and obvious signs of coughing or breathing difficulties (see Annex IV).

FINISH THE WORKING DAY

At the end of the working day, it is necessary to ensure that no pathological agents are transported into the garage, as well as the guides and drivers do not serve as a means for the spread of the virus in outdoor spaces and with their families.

Thus, the surgical masks used must be discarded at the end of the working day, as well as cleaning glasses or visors.

The garbage bag that may contain infected material (part of the Protection and Safety Kit) must be disposed of in a specific container made available for this purpose at the company's facilities.

Each guide and driver will be responsible for their individual protection materials, so they should be kept in their individual locker, which must also be properly cleaned daily.

The cash received from customers and placed in the waterproof bag must be handled with due care, avoiding touching the eyes, nose and mouth with your hands.

After all the End of Day procedures are finished, you should then wash your hands with water and soap or degreasing detergent for at least 20 seconds.

GENERAL CONSIDERATIONS

This Manual of Procedures for Maintenance, cleaning and disinfection of tuk tuk and safety prevention of guides, drivers and users in relation to the Covid-19 Coronavirus will be available in the Protection and Safety Kit, as well as online, accessible to all employees, customers and partners in:

- Portuguese: <https://leavtourism.com/procedimentos-covid-19>
- English: <https://leavtourism.com/procedimentos-covid-19?lang=en>
- French: <https://leavtourism.com/procedimentos-covid-19?lang=fr>
- Spanish: <https://leavtourism.com/procedimentos-covid-19?lang=es>

APPENDIX

APPENDIX I - Registration of Disinfection and Sanitation Procedures

APPENDIX II - Table of disinfection and hygiene procedures

APPENDIX III - Record of occurrences

APPENDIX IV - Rules and recommendations of the Directorate-General for Health

REGISTRATION OF DISINFECTION AND HYGIENE PROCEDURES

TUK TUK	DATA	HORA	RESPONSÁVEL	OBSERVAÇÕES

TABLE OF DISINFECTION AND HYGIENE PROCEDURES

 **PROCEDIMENTOS DE HIGIENIZAÇÃO DIÁRIA DOS TUK TUKS**

ÁREA A HIGIENIZAR	AÇÃO	PRODUTO	EQUIPAMENTO	MÉTODO	FREQUÊNCIA
Assentos dos passageiros	Limpeza e Desinfecção	Desinfetante	Doseador Spray e toalhete	Pulverizar a superfície e limpeza com toalhete	Manhã e após cada tour
Guardas de proteção lateral	Limpeza e Desinfecção	Desinfetante ou Alcool	Doseador Spray e toalhete	Pulverizar a superfície e limpeza com toalhete	Manhã e após cada tour
Cintos de Segurança	Desinfecção	Toalhete desinfetante	Toalhete impregnado	Esfregar com toalhete impregnado	Manhã e após utilização
Pavimento	Limpeza e Desinfecção	Desinfetante	Doseador Spray	Pulverizar a superfície	Manhã
Alças de Segurança superiores	Limpeza e Desinfecção	Alcool	Toalhete impregnado	Esfregar com toalhete impregnado	Manhã e após cada tour
Cartaz Comercial	Desinfecção	Alcool	Toalhete impregnado	Esfregar com toalhete impregnado	Após cada utilização
Posto de condução	Limpeza e Desinfecção	Desinfetante e Alcool	Doseador Spray e toalhete	Pulverizar as superfícies e limpeza com toalhete. Usar toalhete impregnado quando justificável	Manhã e sempre que se justificar

This table, in addition to being an integral part of this manual, for better perception and compliance with the procedures, is exposed in the Cleaning, Hygiene and Disinfection area of the company's garage.

REGISTRATION OF OCCURRENCES

COLABORADOR	DATA	DESCRIÇÃO	MEDIDAS	OBSERVAÇÕES

RULES AND RECOMMENDATIONS OF THE DIRECTORATE-GENERAL FOR HEALTH

COVID-19

MEDIDAS GERAIS

HIGIENE DAS MÃOS

Lave frequentemente as mãos com água e sabão ou use uma solução à base de álcool

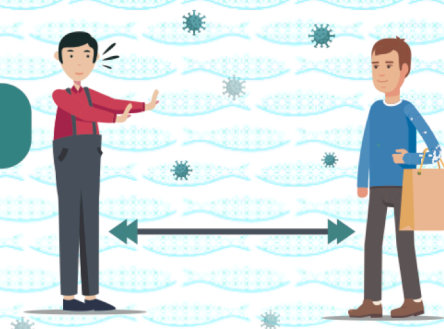


ETIQUETA RESPIRATÓRIA

Quando espirrar ou tossir, tape o nariz e a boca com um lenço de papel ou com o braço. Deite o lenço no lixo

DISTANCIAMENTO SOCIAL

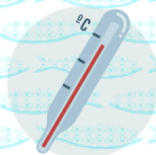
Mantenha a distância de segurança das outras pessoas de pelo menos 2 metros



SE TIVER ALGUM DOS SEGUINTE SINTOMAS:



TOSSE



FEBRE



DIFICULDADE RESPIRATÓRIA

LIGUE
SNS 24

808 24 24 24

#SEJAUAGENTEDESUAUDEPUBLICA
#ESTAMOSON
#UMCONSELHODADGS

COVID-19

MÁSCARAS



COMO COLOCAR

1º
LAVAR AS MÃOS ANTES DE COLOCAR



2º
VER A POSIÇÃO CORRETA
Verificar o lado correto a colocar voltado para a cara (ex: na máscara cirúrgica lado branco, com arame para cima)



3º
COLOCAR A MÁSCARA PELOS ATILHOS/ELÁSTICOS



4º
AJUSTAR AO ROSTO
Do nariz até abaixo do queixo



5º
NÃO TER A MÁSCARA COM A BOCA OU COM O NARIZ DESPROTEGIDOS



DURANTE O USO

1º
TROCAR A MÁSCARA QUANDO ESTIVER HÚMIDA



2º
NÃO RETIRAR A MÁSCARA PARA TOSSIR OU ESPIRRAR



3º
NÃO TOCAR NOS OLHOS, FACE OU MÁSCARA
Se o fizer, lavar as mãos de seguida



COMO REMOVER

1º
LAVAR AS MÃOS ANTES DE REMOVER



2º
RETIRAR A MÁSCARA PELOS ATILHOS/ELÁSTICOS



3º
DESCARTAR EM CONTENTOR DE RESÍDUOS SEM TOCAR NA PARTE DA FRENTE DA MÁSCARA



4º
LAVAR AS MÃOS



TRANSPORTE E LIMPEZA DE MÁSCARAS REUTILIZÁVEIS

1. Manter e transportar as máscaras em invólucro fechado, respirável, limpo e seco.
2. Caso utilize máscara comunitária, deve confirmar que esta é certificada.
3. Lavar e secar, após cada utilização, seguindo as indicações do fabricante.
4. Verificar nas indicações do fabricante o número máximo de utilizações.

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