



# MADEIRA SIDECAR TOURS

RNAAT 287/2014



**TOURISTIC ACTIVITY AGENTS**

**(NO physical facilities for customers)**

**INTERNAL PROTOCOL**

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## **1. PREVENTION PROCEDURES**

### **1.1 INFORMATION**

- All partners responsible for attracting customers will be informed of this protocol, by sending it by email.
- In addition to sending by e-mail, the Internal protocol will be available on our website and social networks.
- In the case of a client approaching abroad, basic precautions for infection prevention and control in relation to the COVID-19 coronavirus outbreak, applicable to our activity, will be verbally presented.

### **1.2 HYGIENIZATION PLAN**

- Mandatory equipment, such as helmets, will be disinfected before and after each use, using a suitable disinfectant for both the interior fabric parts and the outer shell.
- Before each exit, a disinfection of motorcycles and sidecars will be carried out, with a special focus on: hand rests, footrest, seats and windshields.
- Each disinfection will be recorded on a form identical to the one below.

<b>Registration</b>	<b>Date of Cleaning</b>	<b>Responsible</b>

### **1.3 FOR EMPLOYEES**

#### **1.3.1 Training**

- Specific training was given to all Employees on:
  - o Internal protocol for the COVID-19 coronavirus outbreak.
  - o How to comply with basic infection prevention and control precautions for the COVID-19 coronavirus outbreak, including the procedures:
  - o hand hygiene: wash your hands frequently with soap and water 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.
  - o Respiratory etiquette: cough or sneeze into the forearm or use a tissue, which should then be immediately thrown away; hand hygiene always after coughing or sneezing and after blowing; avoid touching the eyes, nose and mouth with your hands.



- o social conduct: change the frequency and form of contact between employees and between them and customers, avoiding (when possible) close contact, handshakes, kisses, shared jobs, face-to-face meetings and food sharing, utensils , glasses and towels.
- o How to perform daily self-monitoring to assess fever, check for cough or difficulty breathing.
- o How to comply with the guidelines of the National Health System for cleaning surfaces and treating clothes.

Action date Action	Description	No. Trainees
16/4/2020	Presentation and discussion of the Internal Protocol	4

### 1.3.2 Personal protective equipment

- Sufficient masks and gloves will be made available to all employees.

### 1.3.3 Designation of those responsible

- The company's responsables for initiating the procedures in case of suspected infection (accompanying the person (s) with symptom (s), providing the necessary assistance and contacting the National Health Service), are: **Filipe Freitas** and **Nuno Guilherme**.

### 1.3.4 Conduct

- All employees will carry out their daily self-monitoring to assess fever, cough or difficulty breathing.
- Before the customers, the employee:
  - o You will present yourself identified as a member of the company,
  - o Dressed up, trimmed beard and hair up,
  - o With a minimum of personal adornments (bracelets, threads, rings, etc.)
- In all meetings, whether with: colleagues, business partners or customers; physical contact should always be avoided, including handshaking or kissing.
- All employees:
  - o are knowledgeable and users of the different detergents and disinfectants adopted by the company,
  - o Know what precautions to take when handling different detergents and disinfectants, dilution and application in safe conditions, and how to protect yourself during equipment cleaning procedures.



### 1.3.5 Stock of cleaning and sanitizing materials

- In the headquarters stock, we have: Large spectre super concentrated foam disinfectant, 70% alcohol-based hand antiseptic gel, garbage bags (with and without airtight closure), disposable masks and gloves. These equipment's are stored in 2 different areas:
  - o Detergents and Disinfectants: where are all the products to be used in the cleaning of equipment that is carried out both in the garage and abroad between tours;
  - o Personal Protective Equipment (PPE): where are all the products and equipment to be used by employees during the cleaning and disinfection of equipment and installations, as well as in the development of their activity abroad. This stock is also intended to replace PPE's that may have been used by our customers.

### 1.3.6 Scales / Shifts

- In our activities, and as before, we will continue to use the minimum number of employees necessary to carry out the service.

## 1.4 FOR CUSTOMERS

### 1.4.1 Personal protective equipment

- In each vehicle (maximum capacity: 2 passengers), there will be 8 PPE kits, consisting of a mask and a pair of disposable gloves, which will be available to customers who are not accompanied by them. The replacement of this "mobile" stock is made on the return to the headquarters and after cleaning the vehicle.
- Upon arrival at the vehicle to start the activity, 70% alcohol-based Antiseptic gel sanitizer will be applied by the driver to newcomers. This procedure will not apply to customers who carry equivalent product with them, and use it before starting the activity.

### 1.4.2 Conduct

- Given the nature of the vehicle and its configuration, masks will always be required for all customers.
- Whenever stops are made for photos, visits to viewpoints, and others; the distance between the participants and the employee (s), must be in accordance with the guidelines for social distance recommended by the National Health System.



## 1.5 FOR THE ORGANIZATION

- Whenever one or more occupants of the vehicle are dismounted, the social security distance will be established, according to the recommendations of the National Health System.
- Each Motorcycle with Sidecar is authorized by National Health System to operate with a maximum of 2 passengers and 1 driver.
- All information about the company and the respective activities developed, will be carried out preferably using different digital platforms and social networks. Minimizing the use of paper prospecting.
- This internal protocol will be sent to all business partners, intermediaries, commission agents. So that they are aware of the hygiene and safety rules adopted and so that they can also pass them on to their customers.
- All partners will be asked to send their protocols so that we can establish an interface of both services allowing the end customer to be easily understood, avoiding doubt and possible mistrust, with the existence of unclear or even contradictory rules / procedures.

## 2. PROCEDURES IN CASE OF SUSPECTED INFECTION

### 2.1 ACTION PLAN

- In case of suspected infection, employees will provide the necessary assistance to the symptomatic person, also serving as an intermediary between that person and the National Health Service (+351) 808 24 24 24.
- The residues produced by the suspected infection, they will be placed in a plastic bag that will be properly closed, using a hermetic closure or clamp. Being immediately segregated and later sent to a licensed operator for the management of hospital waste with biological risk.

## 3. REGISTRATION OF ACTS / INCIDENTS

If any assistance is verified, regardless of whether it is confirmed or not in case of positive infection, it will be recorded on the map below.

Date of occurrence	Description of occurrence	Action measures	Obs.

