



## LIKE PHAMILY TOURS, UNIPESSOAL LDA

INTERNAL PROTOCOL

## FRAMEWORK

The main activity of Like Phamily Tours, Unipessoal Lda is conducting guided tours in museums, monuments and urban spaces. They are cultural visits carried out on foot or by bus (rented). The company does not have its own vehicles.

## GOALS

The objective of this plan is to create conditions so that Like Phamily Tours, Unipessoal Lda can continue its activity safely, avoiding risks and infections caused by the Coronavirus SARS-CoV-2.

### 1. PREVENTION PROCEDURES

#### 1.1 INFORMATION

- All clients will have access to Like Phamily Tours, Unipessoal Lda's Internal Protocol. It is available for consultation on the company's website, and will be sent by email to each client when booking the service.
- At the beginning of each activity, a briefing will be held reminding the main aspects of the Protocol, and informing how to comply with the basic precautions for infection prevention and control in relation to the COVID-19 coronavirus outbreak.

#### 1.2 HYGIENE PLAN

- Washing at high temperatures of clothing used in activities and other accessories made available (e.g. audio guide ribbons), by employees and clients (around 60°C).
- Supply of alcohol-based hand sanitizers, whenever justified, to participants in activities.
- Hygiene and disinfection of the equipment used, after each activity, according to the rules applicable to each type of equipment.

Equipment	Date of cleaning	Responsible

#### 1.3 FOR EMPLOYEES

##### 1.3.1 TRAINING

All employees received specific information and / or training on:

- Internal Protocol for the COVID-19 coronavirus outbreak.
- How to comply with basic infection prevention and control precautions for the COVID-19 coronavirus outbreak, including the procedures:
  - Hand hygiene: wash 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.
  - 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 hands.

- Social conduct: change the frequency and form of contact between workers and between them and clients, avoiding (when possible) close contact, handshakes, kisses, shared jobs, face-to-face meetings and sharing food, utensils, glasses or towels
- How to comply with daily self-monitoring to assess fever (measure body temperature twice a day and record the measurement time and value), check for cough or difficulty breathing.
- How to comply with the guidelines of DGS (General Directorate for Health) for cleaning surfaces and treating clothes.

Date	Description	Number of trainees
May 20 and 22, 2020	Training action Clean & Safe promoted by Turismo de Portugal – Tourist Entertainment Companies	1
May 29, 2020	Training action Clean & Safe promoted by Turismo de Portugal – Official National Guides	1

### 1.3.2 Individual protection equipment

The company has individual protection equipment (masks and gloves) for all employees.

### 1.3.3 Designation of the responsible

Collaborator responsible for triggering the procedures in case of suspected infection (accompanying the person with symptoms to an isolation space, providing the necessary assistance and contacting the national health service) – Helena Cipriano

### 1.3.4 Conduct

Daily self-monitoring to assess fever, cough or difficulty breathing.

When interacting with clients:

- Keep the distance between employees and clients, avoid physical contact, including hugs and handshakes
- Mandatory use of a mask when interacting with colleagues and clients
- Wearing hair up
- Do not use excessive personal ornaments (bracelets, wires, rings, etc.)

### 1.3.5 Stock of cleaning and sanitizing materials

Maintain the stock of single-use cleaning materials proportional to the dimensions of the service provided, including single-used cleaning wipes moistened with disinfectant, bleach and alcohol at 70°.

### 1.3.6 Rotations / Turns

Not applicable, given the size of the company (one employee).

## 1.4 FOR CLIENTS

### 1.4.1 Individual protection equipment

- Personal protection equipment available to clients (maximum capacity of groups), which will be available for sale, if the customer does not have one.
- Alcohol-based solution dispensers.

### 1.4.2 Conduct

- Self-monitoring to assess fever, cough or difficulty breathing is recommended.
- The client must maintain the distance between other clients advised by DGS (General Directorate for Health) (2 m) during the entire activity, and avoid physical contact with other participants, including hugs and handshakes.
- The use of a mask during the activity is mandatory.

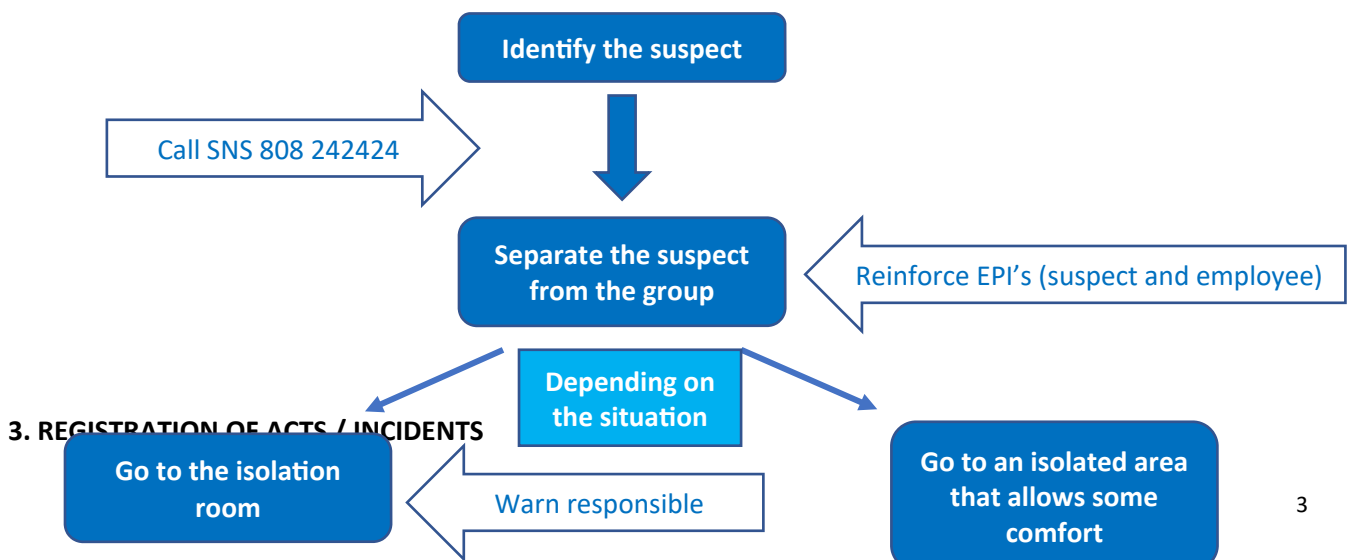
## 1.5 FOR THE ORGANIZATION

- Maintenance of the social safety distance between the participants in the activities, in accordance with the recommendations of DGS (General Directorate for Health) (2 m).
- Maximum occupancy of the means of transport used in the activities, according to the recommendations of DGS (General Directorate for Health).
- Distribution of information, within the scope of the activity, preferably in digital / online support.
- Fulfil with internal hygiene and safety protocols by partners involved in the activities.

## 2. PROCEDURES IN CASE OF SUSPECTION OF INFECTION

### 2.1 ACTION PLAN

- The responsible employee must isolate the participant from the group, moving him / her to an outsider location as isolated as possible.
- The responsible employee must provide the suspect the necessary assistance and contact the National Health Service.
- Storage of waste produced by suspected person infected in a plastic bag that, after being closed (e.g. with a clamp), must be segregated and sent to a licensed operator for the management of hospital waste with biological risk.



Date of occurrence	Occurrence description	Action measures	Obs.