



**COVID 19  
PROTOCOL**

**TRANSCABO**

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# COVID 19 PROTOCOL TRANSCABO

The safety of our clients and collaborators is our number one priority, which is why we have developed a safety protocol and specific actions, which we will carry out and are detailed in this manual.

## GENERAL RULES



1. At no time shall greet by hand as well as avoid exchanging personal item.



2. Installation of antibacterial gel dispensers for the use of personnel in offices, transfers and always accessible to the client.



3. Use of facemask is mandatory for the personnel in offices and transfers. The recommendation will be made to the client of the use of facemask during the service.



4. Use of acrylical mask is mandatory for the personnel who operate at the airport and who are in direct contact with the client.



5. A healthy distance must be maintained at all times, avoiding physical contact as much as possible.

## IN OFFICES:



1. The incorporation of the personnel will be staggered and before their entrance, they will be trained with this manual.



2. Before going to work, if you have respiratory symptoms such as shortness of breath or cough, you must inform.



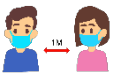
3. Temperature monitoring to all our collaborators with digital infrared laser thermometer to detect temperatures higher than 38 degrees Celsius. If temperature or respiratory symptoms are present at that time, Transcabo will provide a free consultation at a private hospital for evaluation. In case of medical recommendations due to suspicion of COVID, State Government protocol will be applied and you will be sent home to quarantine.



4. All the personnel shall have direct access to dispensers of antibacterial gel with a 70% gel alcohol concentration.



5. Sprayers shall be available for use in cleaning surfaces with a solution of water and chlorine.



6. It is recommended to the personnel maintain a healthy distance of 1.5mts to minimize physical contact.



7. Transcabo will provide sufficient masks to all its personnel for carry out their daily activities. Therefore, masks must be worn when the performance of activities does not allow a distance of less than 1.5mts inside the office.

## IN THE VEHICLES:



1. At the beginning of the day, the exterior of each vehicle will be cleaned with a solution of water and sanitizer over its entire Surface and over those parts of the vehicle that come into contact with the client, mainly the door handles.



2. At the beginning of the day, the interior of each vehicle will be disinfected, to ensure: high elimination of odors, disinfection of surfaces and spaces of the vehicle.



3. The hygiene of the vehicle will be constant between services, with a solution based on sanitizer and water in all areas that come into contact with passengers.

## IN SERVICE:



1. The operator shall at all times wear facemask. And shall recommend the use of facemask to passengers throughout their journey.



2. All our units will have enough antibacterial gel dispensers. Before assisting each client with their luggage, the operator must use antibacterial gel to come into contact with the luggage, and must also provide each passenger antibacterial gel before boarding the vehicle. Every time the passenger arrives at the destination, the operator will implement the use of the antibacterial gel before and after handling the luggage.



3. At no time greet passengers by hand



4. Passengers shall be requested not to use the front seat of the vehicle, in order to respect the healthy distance.



5. Initially, the vehicle's window will be lowered for air Access, in case of using the air conditioning system, the use of the air recirculation option will be eliminated from the car's ventilation during the journe, in the same way will be used the options to free the car's ventilation to allow the entrance of air from the outside.

## ATTENTION AND RECEPTION AT THE AIRPORT:



1. The coordinator or airport representative will have atomizers with liquid composed by water and sanitizer for the constant cleaning of his work equipment.



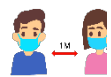
2. The coordinator or airport representative will have acrylic masks for the attention of the visitors.



3. At no time greet passengers by hand.



4. Antibacterial gel will be available for personal cleaning in case of contact. For clients, the antibacterial gel will be available in the vehicles.



5. At all-time the healthy distance from visitors, as well as from their companions, must be maintained.



6. At no time will any document of confirmation or reservation of your service be received or manipulated.

## ATTENTION IN HOTELS-HOSPITALITY DESKS.



1. It is recommended to the personnel to stay home and seek medical attention if they experience any symptoms related to COVID 19.



2. In case the collaborator presents temperature or respiratory symptoms, Transcabo will provide a free consultation at a private hospital for evaluation, and rule out the possibility of COVID 19.



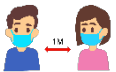
3. There shall be direct Access to antibacterial gel dispensers with an alcohol gel concentration of 70%, for personnel and clients.



4. There will be atomizers available with liquid composed of water and sanitizer for constant cleaning of your work area and equipment.



5. Transcabo will provide all its personnel with sufficient masks to perform their daily activities.



6. It is recommended that personnel maintain a healthy distance of 1.5mts to minimize physical contact with clients.



7. At no time shall passengers be greeted by hand.



8. The delivery of coupons for customer activities will be eliminated and this action will be carried out via email.



9. The use of available technology will be implemented to inform the clients of the available activities, with the intention that they can request their reservation under the same route. Thus, electronic payment methods will be available to avoid contact.

\*Some measurements may vary according to each hotel.

