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RNAV 488



TRAVEL AND TOURISM AGENCIES

NO physical facilities for customers

INTERNAL PROTOCOL

1. PREVENTION PROCEDURES

1.1 INFORMATION

1.2 HYGIENIZATION PLAN

1.3 HYGIENE EQUIPMENT

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2. PROCEDURES IN CASE OF SUSPECTED INFECTION

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3. REGISTRATION OF ACTS / INCIDENTS

1. PREVENTION PROCEDURES

1.1 INFORMATION

- Access to this Internal Protocol for the COVID-19 coronavirus outbreak can be found on our website: www.transfair.com.pt.
- Provide information on how to comply with basic infection prevention and control precautions in relation to the COVID-19 coronavirus outbreak.

1.2 HYGIENIZATION PLAN

- The washing and wet cleaning of the vehicles is carried out daily, the cleaning of the interior of the vehicles is done after the end of each service with customers using 70º alcohol-based cleaning spray and wipes moistened with alcohol.
- Vehicle air renewal is done regularly

1.3 HYGIENE EQUIPMENT

- Alcohol-based antiseptic solution dispensers in all vehicles.
- Plastic bags with zipper for waste in all vehicles.

1.4 FOR EMPLOYEES

1.4.1 Training

All Employees received information and / or specific training on:

o 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 your hands frequently with soap and water for at least 20 seconds or use hand sanitizer that has at least 70º 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 your hands.
- social conduct: change the frequency and form of contact between workers and between them and customers, avoiding (when possible) close contact, handshakes, kisses, shared jobs, face-to-face meetings and food sharing, utensils, cups and towels
- How to perform daily self-monitoring to assess fever, check for cough or difficulty breathing.
- How to comply with the guidelines of the Directorate-General for Health for cleaning the interior of vehicles.

1.4.2 Personal protective equipment

- All drivers have at their disposal for daily use: masks, gloves, disinfectant gel.

1.4.3 Designation of those responsible

- In case of suspicion of transporting a passenger with symptoms of infection, the driver should contact the responsible Mr. Paulo Arsénio (+351 925433047), to contact the National Health Service.

1.4.4 Conduct

- All drivers must monitor themselves daily for fever, cough or difficulty breathing.
- Keep the distance between employees, avoid physical contact, including handshakes.
- Keep your hair up.

- We do not recommend the excessive use of personal ornaments (bracelets, threads, rings, etc.)

1.4.5 Stock of cleaning and sanitizing materials

- All vehicles have cleaning materials for single use (disinfectant, wipes, interior cleaning spray based on alcohol at 70°).
- Plastic bags with zips for removing waste.

1.4.6 Scales / Shifts

- Each driver has his own scale and vehicle, with no daily interaction between employees.

1.5 FOR THE ORGANIZATION

- Compliance with internal hygiene and safety protocols by partners involved in the activities.

2. PROCEDURES IN CASE OF SUSPECTED INFECTION

2.1 ACTION PLAN

- Mr. Paulo Arsénio in articulation with the driver where the passenger suspected of infection is, must provide all assistance to him as instructed by the National Health Service.
- All waste produced by patients suspected of infection must be stored in a plastic bag with a zipper that, after being closed, must be separated and sent to a licensed operator for the management of hospital waste with biological risk.

3. REGISTRATION OF ACTS / INCIDENTS

Event registration suggestion:

Date of occurrence	Occurrence Description	Action measures	Obs.