



HEALTH AND SAFETY PROTOCOLS FOR THE NEW NORMAL

As we move to the next phase of our response to the pandemic, we have been very proactive in demonstrating leadership to the health ministry and public health authorities who will decide when, how and under what conditions travel businesses are allowed to reopen.

Just as importantly, we are doing our utmost effort to inspire confidence in travelers, by demonstrating that TAM TRAVEL is appropriately focused on their health and safety.

To meet these objectives, TAM TRAVEL is working with health and medical experts, to reach a collective agreement on a core set of health and safety guidance that we may adapt to our operations. This set of rules provides our travelers with an understanding of the key practices across the travel industry.

This guidance reflects the role of TAM TRAVEL in promoting the health and safety of our travelers and employees. But no company can overcome this challenge alone. Travelers must also follow health guidelines to do their part to help protect their families and those around them. We must all work together.

The embrace of this guidance by TAM TRAVEL signals how seriously we take COVID-19 and the threat it presents. Our response and desire to tailor this guidance to our business, demonstrates our company's commitment to do its part towards promoting the health of our employees and Travelers.

This guidance assumes a phased approach to reopening travel. Our guidance not only directly responds to the COVID-19 threat we face today—it also prepares our company to handle future threats that may arise. For instance, in the earliest stages of reopening, travel companies will reinforce travel guidance as to vulnerable





individuals. Travel industry guidance may, of course, evolve and be updated as the country moves through different stages of reopening, as the science and data become clearer, and as the known efficacy of certain practices progress.

Collaborating with medical experts has been a critical component to the development of this guide. Experts in Infectious diseases, preventative and occupational medicine led to the various facets of the travel experience, being viewed through a lens of how best to minimize the spread of COVID-19.

Using a layered approach to health and safety, the guidance reinforces various combined measures such as employee and traveler physical distancing, hand hygiene, personal protective equipment (PPE) and behaviors before and during the travel continuum. As this guidance adapts and evolves, TAM TRAVEL will continue to seek the input from trusted medical sources to reflect the latest developments within and guidance from the professional health community.



CREATE TRANSMISSION BARRIER

TAM Travel has modified its operations, employee practices and has redesigned its approach to public spaces in order to protect employees and Travelers.

Travel operations should adapt or establish a strategy designed to reduce risks of COVID-19 transmission. Depending on the business, that strategy could include operational changes, new employee practices or reimagining high-traffic public spaces. Strategies should align with the Health Ministry guidance and build confidence to travelers and industry employees that their health and safety is our top priority.

For some businesses participating on our operations, these strategies will include practices such as:

- Reinforcing hand hygiene which can decrease the risk of transmission of respiratory viruses by 50%.
- Utilizing personal protective equipment such as masks and gloves when necessary
- Installing physical barriers, such as transparent screens to provide proper separation between customers and employees.
- Encouraging physical distancing by posting new signage to ensure proper separation in lines and common areas, discouraging congregating in crowded areas, reconfiguring public spaces, or limiting the number of employees and travelers in various areas.
- Thinking creatively to limit staff physical contact with travelers while still delivering superior service, for example, through online ordering, automated entrances and other practices;
- Educating both employees and customers about their shared responsibility to help protect each other in a COVID-19 environment. We should consider implementing touchless solutions, to limit the opportunity for virus transmission while also enabling a positive travel



experience, i.e limit the use of cash, rather try to use credit card usage as much as possible.

This could mean implementing touchless or low-touch solutions, along with pursuing technological and innovative practices to further promote safe and enjoyable experiences. Such measures may include adopting contactless technologies or procedures for:

- Ticketing, digital vouchers.
- Identification.
- Check-in; process.
- Payment for goods and services at the hospitality desk.
- Automated ordering and pick-up for services and broader range of travel and hospitality amenities.





ENHANCE SANITATION

TAM TRAVEL is adopting and implementing enhanced sanitation procedures specifically designed to combat the transmission of COVID-19.

Protecting against COVID-19 requires heightened sanitation practices. In an industry as diverse as travel, specific practices may vary from one segment to another.

We will continue to tailor procedures to our own operating environment and the expectations of our customers. We may also adopt practices verified by third-party certification services. But sanitation procedures will be aligned with leading health ministry authority guidelines.

To promote the health and safety of our customers and employees, we are deploying enhanced sanitation procedures that include:

- Establishing a policy implementing more frequent hand washing by all of our employees and, in the absence of hand washing, make frequent use of an alcohol-based hand sanitizer (at least 70% alcohol);
- Sanitizing our units and enforcing the same from our suppliers, more frequently, using products and disinfectants that meet requirements for effectiveness against COVID-19; giving special attention to high-touch surfaces;
- Providing hand sanitizer in public areas throughout facilities;
- Modifying business hours when necessary to carry out thorough sanitation and disinfection procedures;
- We are already providing new training for employees on implementing these measures with oversight on execution;
- Researching technological innovations and testing new procedures, as appropriate, to enhance sanitation.



PROMOTE HEALTH SCREENING

TAM TRAVEL is promoting health screening measures for employees and isolate workers with possible COVID-19 symptoms and provide health resources to customers.

We will adopt health screening procedures required for all employees:

- To monitor their health;
- To not report to work if they are ill and/or showing any symptoms.
- To self-isolate if showing symptoms of COVID-19, if awaiting test results, or if diagnosed with COVID-19.

We have enforced a strict policy for our employees to stay home when sick or when possibly exposed to the coronavirus. This could also include, for some, updating sick leave policies and allowing employees to stay home to care for sick family members or to fulfill self-isolation requirements.

Travelers also have a role to play in preventing the spread of COVID-19. To help them fulfill this responsibility, we will offer appropriate resources to customers to better enable them to monitor and screen their own health, including:

- Signage communicating COVID-19 symptoms;
- Guidance to local health resources in case testing or treatment is needed;
- Materials describing good health practices to protect themselves and others;
- Communications encouraging travelers to stay home if they are sick and to postpone travel until they are well.

We are establishing a set of procedures aligned with the Health ministry guidance, should an employee or travelers test positive for COVID-19.

If an employee or travelers test positive, our staff will follow an appropriate checklist of actions in response, we will follow guidance from leading public health authorities to define necessary actions in these instances.



FOLLOW FOOD & BEVERAGE SERVICE GUIDANCE

TAM TRAVEL suppliers should follow best practices in food and beverage service to promote health of employees and customers.

While COVID-19 is not a food borne illness, food and beverage service are an essential and ubiquitous part of the hospitality industry. When serving food and beverages, our suppliers will follow Best Practices for Retail Food Stores, Restaurants, and Food Services during the COVID-19 Pandemic and the Restaurant and venue COVID-19 Re-Opening Guidance.

They should also review the Health Ministry guidelines and government protocols.

RESPONSIBILITIES OF THE COMPANY EMPLOYEES AND SUPPLIERS.

- Ensure that the information is disclosed to all company personnel and to Travelers who use our services.
- Implement and control the actions of prevention and containment of (COVID-19) in the company.
- Report the information required by health authorities in a timely manner based on the official guidelines issued by the Ministry of Health.



GENERAL ACTIONS TO BE CARRIED OUT BY THE COMPANY EMPLOYEES AND SUPPLIERS.

1. Organizational measures to be implemented:

- Select a PD, PC and / or work group that defines roles and responsibilities of each person during the process of preparation and response to the attention of this international alert.
- Identify and characterize interest groups, especially those with special needs, incorporate the requirements of these people in the company and implement actions accordingly.
- Guarantee healthy practices disseminated by the Ministry of Health in the company.
- Guarantee to maintain supplies for general cleaning and personal hygiene such as soap, paper towels, and disinfectants, among others.
- Give Company staff permit and access to health services if they present suspicious symptoms of (COVID-19).

2. Disclosure measures:

- Prepare an effective communication plan according to each group.
- Prepare or disseminate messages, based on official information disclosed by the Health Ministry, adapted to the interest of each group, keeping everyone updated.
- Anticipate the fear and anxiety that may be generated in the different groups of interest in response to rumors. (always go by the official newsletters)
- Get daily information on the status of the virus in Costa Rica, consulting the official information available on the Health Ministry's website.
- Regularly gather company personnel to follow up on the fulfillment of the plan and inform everyone about the status of the pandemic.

- Place signage such as “How to wash your hands with Soap and water” and the “Correct way to cough and sneeze”
- Carry out informative and educational health actions with company employees, suppliers and tourists.

3. Control measures:

Verify that the company personnel fulfill the assigned responsibilities.

- Identify and direct staff members and suppliers with symptoms of "flu" or "cold" that must attend a health service and avoid being in contact with colleagues and customers.
- If travelers who have “colds”, report that they have been in contact with people who were diagnosed as suspected or confirmed of (COVID-19) or if they visited in the last 14 days before traveling risk areas of transmission of this virus, they should be told to go to the public or private nearest medical center to get the respective medical evaluation.
- For as long this health alert remains, report to the nearest health ministry office those employees and/or tourists who had shown signs of illness such as respiratory symptoms (feverish sensation, cough, respiratory distress, among others) and who have also visited risk areas.

4. Maintenance and cleaning of facilities and vehicles:

- Have in all bathrooms: toilet paper, hand soap, paper towels and disposable or electric hand dryer.
- Cleaning and disinfection must be carried out with regular soap or detergent and disinfect regularly at least twice a day, all door knobs, handles, toilets and instruments and work equipment (phones, keyboards, etc. and any surface with which we will have permanent contact).
- Keep workplaces ventilated, without creating sudden drafts.
- Make sure cleaning products are available on-site, including household cleaner and disinfectant.



In case the travelers use motorize vehicle services:

- Vehicles must be cleaned, sprayed and inspected outside and internally at least once a day during the duration of the group's stay in Costa Rica giving special emphasis to the support surfaces of the vehicles, using disinfecting liquids.
- During each tour, after the travelers have disembarked the vehicle, the driver will spray it entirely, and clean with disinfectant wipes the internal surfaces of the vehicle, handles, seats, etc.
- Cleaning and disinfection will be carried out with regular soap or detergent and a regular disinfectant.
- Natural ventilation must be favored in all vehicles.
- If you use the air conditioning, this must be done with air replacement and not recirculating.
- Notices should be placed in the vehicle to inform passengers, about handwashing, and use the correct technique for sneezing or coughing and not touching your face, promoting the protocols for greetings avoiding contact of hands and kisses between people.



5. Correct Behaviors for all staff, suppliers and travelers:

- Ensure that xenophobic or discriminatory attitudes are not developed about people who have or have had symptoms of "flu" or "cold" or who have been diagnosed with (COVID-19).
- Recommend a healthy diet to maintain your organism.
- No Smoking will be permitted
- Do not visit people who are sick or have flu or cold symptoms.
- Extreme hand washing measures:
 - ✓ Before and after eating, and during the interaction with the visitors..
 - ✓ After touching objects such as: phones, cell phones, supermarket cars, traveling by bus, using computers, touching money or keys, among others.
 - ✓ After littering or touching animals, among others.
 - ✓ After coming back from the street.
 - ✓ After coughing or sneezing.
 - ✓ Remember that adequate time for effective hand washing, following the proper protocol is 40-60 seconds.
- Use paper towels or toilet paper when sneezing or coughing.
- If you do not have disposable towels, use your forearm when coughing.
- Frequently clean surfaces that may be contaminated with respiratory secretions.
- Never spit on the floor.
- Respiratory hygiene techniques must be practiced by all employees.
- TAM TRAVEL will have all information available in visible places for the education of both employees and travelers.
- Cover the nose and mouth with a disposable tissue when coughing or sneezing.
- Use a waste basket with lid with pedal opening to dispose of the used scarves as well as face masks.
- If you don't have a tissue, cough and sneeze with your elbow bent



SPECIFIC GUIDELINES

- TAM TRAVEL will inform our customers traveling to Costa Rica of the Ministry of Health sanitary protocols for traveling into the country.
- Offer general information to our customers about the situation of the (COVID19) in the country.
- Provide our customers with general information about the Coronavirus and offer them pamphlets, with recommendations on how to reduce contamination and what to do if they have suspicious symptoms of the disease.
- TAM TRAVEL will Identify health services (from the Costa Rican Social Security and the private sector) to which travelers who present suspicious symptoms of the virus can use, having available the telephone numbers, addresses and transportation services that can be provided.
- TAM TRAVEL will support guests during the period of "home isolation" if such situation occurs.
- Coordinate with the local Ministry of Health department any emergency.





A SHARED RESPONSIBILITY

- Responding effectively to COVID-19 is a shared responsibility. Our guidance reflects the essential role that TAM TRAVEL must play to help promote the health and safety of our customers and employees. But no company can overcome this challenge alone.
- Travelers also have a responsibility. They must adopt new travel practices and follow science-based guidelines to help protect the health of their family and those around them, including fellow travelers and our employees.
- In the spirit of collective action needed to defeat COVID-19, we urge our customers to do their part and follow government and industry guidance to help protect themselves and others.
- By working together, we can overcome the challenge, and have a pleasant and enjoyable stay of our customers in Costa Rica.



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