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1. Overarching Objectives & Approach

Implement preventive biosecurity measures against COVID-19 before, during, and after attending to our clients at all the country, applying the guidelines of the health protocols established by the Peruvian State and the recommendations of the WHO and the WTTC. These measures aim to minimize the risk of COVID-19 contagion during the development of our services, in order to protect the health of our staff, all providers, and clients against the risk of COVID-19 contagion.

This protocol applies to all operating staff, national and international clients, and general providers, who are exposed to the contagion of COVID-19, as a consequence of the attention of clients.

1.1 Terms and Difinitions

- **Receptive tourism operator:** Natural or legal person that carries out organizational activities, mediation, coordination, promotion, advice, sale and operation of tourist services, according to their classification, being able to use their own or contracted means to provide them.
- **Hand sanitizer:** Disinfectant whose main ingredient is alcohol.
- **Confirmed case:** Person with laboratory confirmation of COVID-19 infection; regardless of clinical signs and symptoms.
- **Dismissed case:** Patient who has a negative laboratory result for COVID-19.
- **Caso probable:** A suspicious case with an indeterminate laboratory result for COVID-19.
- **Suspicious case:** Personnel or third person who meets any of the following situations:
 - Fever of 38 ° C or more, feeling of shortness of breath, general malaise, headache, rapid breathing, dry cough and others suggested by the relevant organizations.
 - History of travel or stay in a country with active transmission of the virus in the 14 days prior to the onset of symptoms..
 - When a person is or was in physical contact with people classified as confirmed cases.
 - Person who has respiratory problems that require hospitalization without any cause that explains their health situation.
- **Check List:** Document used to verify compliance with the procedures and guidelines previously described in the protocol or instructive.
- **Social distancing:** Maintain at least one (01) meter of distance with other persons.
- **Personal Protective Equipment (PPE):** These are devices, materials and personal clothing intended for each worker to protect them from one or more risks present at work that may threaten their safety and health. PPE are a temporary and complementary alternative to preventive measures of a collective nature.
- **Risk factors:** Patient characteristics associated with an increased risk of complications from COVID-19..
- **Risk groups:** Group of people who have individual characteristics associated with a higher risk of complications from COVID-19, people over 65 years of age or those with comorbidities such as: high blood pressure, diabetes mellitus, cardiovascular diseases, asthma, chronic lung disease, chronic kidney failure, cancer, obesity, or other immunosuppressed states..
- **Gloves:** Garment that covers and protects the hands.

- **Masks:** Device that protects the mouth and nostrils of the user from inhaling contaminated air. The use is mandatory and the type of mask will be based on the risk of the activity carried out by the personnel.
- **Footbath:** Source or tray for shoe disinfection.
- **Tourism Operator:** Travel and tourism agency that projects, develops, designs, contracts, organizes and operates tourism programs and services within the national territory, to be offered and sold through travel and tourism agencies in Peru and abroad. , being able to offer and sell them directly to the tourist..
- **Sanitizing point:** Physical space, made up of accessories for hand hygiene and shoe soles (soap, disinfectant, paper towel, instructions, signs, footbath).
- **Traceability of products:** It is the ability to establish the displacement that a food has followed through one or several specific stages of its production, transformation and distribution.
- **Return to work:** Process of return to work when the worker declares that he had the disease COVID-19 and is of high epidemiological status.
- **High Risk of Exposure:** Work with potential risk of exposure to known or suspected sources of COVID-19; for example: health workers or other personnel who must enter the care environments of COVID-19 patients, ambulance health workers who transport a patient with a diagnosis and/or suspected COVID-19, (when these workers perform aerosol-generating procedures, their exposure risk level becomes very high). COVID-19 area cleaning workers, ambulance drivers of COVID-19 patients, funeral workers or involved in the preparation of bodies, cremation or burial of bodies of people with diagnosis or suspicion of COVID-19 at the time of death
- **Low Exposure or Caution Risk:** Jobs with a low (precautionary) exposure risk are those that do not require contact with people who are known or suspected to be infected with COVID-19 or have frequent close contact less than 2 meters away from the general public. Workers in this category have minimal occupational contact with the public and other co-workers, non-hospital cleaning workers, administrative workers, operating area workers who do not serve clients.
- **Medium Exposure Risk:** Jobs with medium risk of exposure include those that require frequent and / or close contact (for example less than 2 meters away) with people who could be infected with COVID-19, but who are not patients that they are known or suspected to carry COVID-19, For example: police and armed forces that provide citizen control services during the health emergency, hospital cleaning workers in areas not considered COVID-19 areas; airport workers, education jobs, markets, physical security (surveillance) and customer service, jobs with customer service in person such as receptionists, cashiers from financial centers or supermarkets, among others.
- **Inert surfaces:** zone or surface area of any object that lacks life or organic characteristics.
- **Living surfaces:** Surfaces of living organisms, of organic matter such as food, including areas of the human body such as the hands.
- **Infrared clinical thermometer:** Equipment that measures human body temperature, which determines samples through infrared light and immediate results.
- **Body temperature:** It is the degree of temperature that present a human body.
- **Domestic tourism:** Are the trips made, for tourist purposes, by the residents of a country, whether national or foreign within the national territory.
- **Inbound/receiver tourism:** Refers to the influx of foreign tourists entering the country.
- **Epidemiological Surveillance:** It is one of the most important tools available to public health that allows us to have an updated knowledge of the health status of the

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population, allowing early identification of outbreaks or epidemics for their timely intervention and control.

- **Virus:** Reference is made to COVID-19, which is an infectious agent that needs to infect the cells of other more complex organisms, such as humans.

1.2 General dispositions

- All the tourist service providers will comply with each of the different measures and indications indicated in this Protocol, as well as the provisions that, regarding the health security of tourists and themselves, are established by the Peruvian State and aligned to WHO and WTTC recommendations.
- All personnel must carry out and use PPE in accordance with this protocol, all personal protective equipment, as well as follow the sanitation measures established by the local government
- The company will only hire suppliers that comply with the sanitary measures established by the Peruvian State.
- All information (brochures, conditions of services, others) must be digital (sent to its e-mails or mobile devices).
- In case it is required to deliver documents or other physical objects to tourists, they must be in a previously disinfected bag.
- Inform clients about the protocols of the tourist attractions and tourist services included in the travel program.
- Verify the condition of the client, if it is within the risk group to record the pre-existence and other data such as availability of travel insurance.
- Prefer payments by electronic way (bank transfer, applications, among others) to reduce the risk of contagion by direct interaction with tourists and field staff.
- The delivery of payment vouchers must be virtual
- Payments that involve direct interaction with the customer (cash payments and use of POS), both parties must demonstrate the preventive sanitary measures implemented to prevent the risk of COVID-19 contagion.
- Operational staff, guide and transfers, will be responsible for taking, recording and reporting the body temperature of the passengers 24 hours before the same guide at the start of the activity.
- The tours of the tourist attractions will be previously coordinated between the operating staff and field staff, in order to prioritize the visit of less crowded places and respecting social distance. Prefer to visit attractions by reservation.
- Regular monitoring of the health status of all the operating staff, third-party providers and tourists, encouraging at all times to follow the government guidelines for health and general recommendations of the WHO.

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- The handling of complaints and claims can be through our web portal, by telephone or digitally. The receipt of complaints and claims may be during the provision of the service or at the end of it.

1.3 Instructions for washing and disinfecting hands

Objective:

Provide instructions on hand washing to comply with sanitary measures.

Approach:

To all contact and non-contact personnel, external and clients.

Description:

To wash your hands correctly, you must follow these steps:

- **Step 1:** Roll the uniform up to the elbow.
- **Step 2:** Wet your hands and forearm up to your elbows.
- **Paso 3:** Rub the hands and between the fingers for at least 20 seconds with the soap until the foam forms and extend it from the hands towards the elbows.
- **Step 4:** Rinse in running water, so that the water runs from above the elbows to the tips of the fingers.
- **Step 5:** Dry your hands with disposable paper towels.
- **Step 6:** Use paper towels to protect your hands when turning off the tap.
- **Step 7:** Perform disinfection with a disinfecting solution (70 ° alcohol).

In addition, it should be considered that:

- Washing your hands with soap and water frequently helps prevent the risk of getting COVID-19.
- Use disinfectant gel only when you do not have handwasher points.

When to wash hands?

- After having been in a public place.
- After touching your nose, coughing, sneezing, or using toilet facilities.
- Before preparing or handling food.

1.4 Preparation of disinfecting solutions

The preparation of the disinfecting solution (sodium hypochlorite) is carried out as follows using the following formula:

$$V = (DC \times DV) / KC \dots\dots\dots 1$$

Vd: Desired volume

Cd: Desired concentration

Cc: Known concentration

Data: hypochlorite concentration is 8%

Application example: it is required to prepare 1 liter of a 0.02% sodium hypochlorite solution (200ppm) knowing that the initial concentration is 8%

$$V = (0.02\% \times 1000) / 8\% = 2.5 \text{ ml.}$$

DILUTION MODE: 2.5 ml of 8% sodium hypochlorite will be dissolved in a bucket with 998 mL of water to obtain 1000 mL of solution at 200 ppm.

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1.5 Biological waste management

- In the administrative offices, the waste generated during cleaning and disinfection by COVID-19, must be classified and disposed of according to the guidelines of the Ministry of Health.
- The waste bag should be closed when it reaches 80% of its capacity, to avoid overflow.
- In the transportation units for waste management, masks, gloves, disposable tissues, there will be a garbage can with a plastic bag in each unit, specifically for this purpose.
- When the service is finished, each bag with the discarded waste will be taken to each company for its proper disposal.
- For solid waste management, we will consider the protocols designed by the competent entities of each country.

1.6 Guidelines for Guides and Transferman:

- TOURISM GUIDES, TRANSFERS AND REPRESENTATIVES, TOUR LEADERS AND FIELD PERSONNEL, Staff committed to operations will ensure that current legislation, guidelines and recommendations are applied by tourism guides to minimize the hygienic-sanitary risks caused by the SARS virus- CoV-2 in the development of its activity.
- The development of the activity as a tourist guide will be attentive to the guidelines chosen by the government according to the modifications that may be in the future.
- Each Guide / Transfer must have a First Aid certificate.
- Each Guide / Transfer must be trained in COVID19 discard courses, and have the relevant certification or proof.
- Each Guide / Transfer must have a First Aid Kit (This includes face masks, soap and personal hand sanitizer, disposable disinfecting cloths, laser thermometer, among others).
- Each Guide / Transfer must have a personal bag or backpack large enough to carry the first aid kit and other materials).
- Each Guide must have a laser pointer (for interpretation dynamics).
- Each Guide / Transfer must have a smartphone with internet access (Since it is a basic communication tool, which will serve to canalize information to customers)
- Field staff periodically (according to law) must carry out preventive medical checks at a Health entity certified by the Ministry of Health of each country.

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1.6.1 Personal Protective Equipment - PPE

All representatives must carry a backpack with all the necessary implements for the operation, as well as the protection kit detailed below:

- Masks covering nose and mouth
- Disposable Glove Box. Disinfectant in gel or liquid.
- Disposable microphone protector (film paper)
- Atomizer with disinfectant solution
- Package of disposable disinfectant cloths
- Kleenex pack Small bags for placing waste

1.6.2 Procedures of Sanitización Guides/Representative

- Each MTP Representative must follow all the procedures described without exception while it is operational, before, during and after the services.
- Before of each service, the providers must ensure that each of items indicated as basic protective equipment and sufficient stock to cover any requirements of the passengers about to receive.
- The backpack with the equipment kit must be carried during all services without exception, during and outside of the vehicle.
- The providers must be presented with a clean and hygienic image for each service assigned. You will also need to make sure that you carry your equipment for the operation as properly disinfected signs.
- For all services the use of microphone is mandatory, to use it must place protective foil, which at the end of the service must be safely removed and discarded.
- To take additional precautions in areas or places where the interaction with people is high, to look for places away from the crowd to give indications to the passengers and to encourage the use of antibacterial gel or disinfectant cloths.
- All material used by the passenger, such as disinfectant cloths, etc., must be placed in the vehicle's rubbish bin and, if used during journeys, placed in one of the covers to be carried in the kit, to seal them and dump them in the nearest dumpster.
- Hands should be cleaned and disinfected frequently, as recommended by WHO.
- Practice the WHO recommendation of social distancing in all the moments of attention to the passengers (reception, farewell, tours, guide, food).
- Promote with passengers, providers, teammates and all people in the environment, social distancing measures, hand cleaning and respiratory hygiene (WHO: When coughing or sneezing, cover your mouth and nose with a flexed elbow or handkerchief; throw away the handkerchief immediately and wash your hands with an alcohol-based hand sanitizer, or with soap and water).
- As well as recommend not to touch railings, handrails, walls, footwear, etc., during the tours and mainly before going to take food services.

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- Avoid touching your nose, eyes, and mouth with your hands. (WHO: Hands touch many surfaces that may be contaminated with the virus. If you touch your eyes, nose, or mouth with contaminated hands, you can transfer the virus from the surface to yourself.)
- In case of queries and information delivery, media such as whatsapp messages, email or photographs will be used, avoiding the delivery unnecessary physical material to our passengers. If necessary, the exchange of physical elements disinfect the objects and hands after the delivery/receipt of the object
- At the start and end of each service it is the responsibility of the guide to disinfect your work area (passenger seat/dashboard, door handle and seat belt clasp) with the disinfectant solution, to ensure a safe working area for the next partner.
- Emergency telephone numbers must be available to report any eventuality related to health issues and follow the previously established indications for handling sick passengers. **(Essalud 107 / Minsa 113)**
- Staff must be in excellent health condition and have no symptoms of respiratory disease. In case of news you must immediately report it to office
- Beware and verify compliance with this protocol by the rest of the team involved in the operation. In the event of failure to comply with any of the established rules, the provider is obliged to report to operations manager with the purpose to protect his health for everyone. General Guidelines for Guides and Transfers

1.7 Generals Guidelines for transport - Drivers/ baggage Carriers

1.7.1 Personal Protective Equipment - PPE

- Each Transport Provider shall carry on his vehicle all the equipment necessary for the operation as well as the following protective kit:
 - Masks covering nose and mouth
 - Disposable Glove Box.
 - Disinfectant in gel or liquid for passenger use located in an easily accessible place for passengers Gel disinfectant
 - Disinfectant in gel or liquid for personal use
 - Atomizer with disinfectant solution
 - Pack of disposable disinfectant cloths
 - Pack of Kleenex
 - Disposable paper towels for cleaning surfaces
 - Small garbage bags, to place waste
 - Garbage Dump with its respective cover
 - Bench support to get off the vehicle

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1.7.2 Guidelines for the Allocation of vehicles

- The assignment will be carried out only on vehicles that have all the Base equipment established in the present protocol.
- **The vehicle allocation policy will be 50% of the total seating capacity of the vehicle, for all cases of private services where passengers meet and travel together.**
- In the case of shared services, where not all tourists know each other, the allocation of vehicles will be carried out according to the vehicle allocation policy, half of the total seating capacity of the vehicle. Providing more space among tourists and complying with recommendations for social distancing.
- For the allocation of private group services, the allocation will be made based on the number of tourists, applying a policy of use of 70% of the total seating capacity of the vehicle, to give the maximum comfort and complying with the recommendations of social distancing. **(this policy would basically handle groups of up to 20 pax on a 30 - 32 pax bus)**

1.7.3 Sanitizing Procedures for transportation: Drivers/ baggage Carriers

- A provider must be presented with a clean and hygienic image for each service assigned.
- Prior to the provision of each service, the providers must disinfect the internal and external vehicle. Staff should also make sure that you have each of the items as basic protective equipment and sufficient stock to cover any requirements of tourists about to receive.
- For disinfection purposes, you can use 5-6% sodium hypochlorite for domestic use or chlorine, diluted in water; or disinfectant liquid based on bleach or 70% ethyl alcohol in a sprayer applied with a clean cloth, taking extreme measures to protect against chemical agents. Have a sterilized container of protection elements, masks and permanent disinfection elements, 70% ethyl alcohol in spray or antibacterial gel and soap, for the driver.
- Driver must be presented with a clean and hygienic image for each service assigned.
- Driver shall clean the surfaces with disinfectant solution of the frequent contact vehicle prior to service assigned, for example:
 - Armrests of seats
 - Seat belt pins for all seats
 - Seats
 - Carpets/Carpets easy to clean and disinfect
 - Microphone
 - Door handles and window handles
 - It must also disinfect the trunk before any service requiring storage of passenger baggage

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- All equipment used for cleaning the vehicle before service must be placed in a rubbish bin external to the vehicle passengers.
- The use of fabric flannels, for cleaning frequent contact surfaces, as well as internal sites of the vehicle (windows), is prohibited as they can be means of accumulation of viruses and bacteria. The use of disposable paper towels is recommended.
- Keep the garbage bin of the vehicle always clean and without waste from other passengers or tours. Drivers must be careful to discard the contents of the dumpsters, they must be empty before each service.
- Conductors should be cleaned and disinfected frequently, following WHO recommendations.
- Practice the WHO recommendation of social distancing, in all the moments of attention to the passengers (reception, farewell, tours, food, etc.).
- Promote with providers, teammates and all people in the environment, social distancing measures, hand cleaning and respiratory hygiene (WHO: When coughing or sneezing, cover your mouth and nose with a flexed elbow or handkerchief; throw away the handkerchief immediately and wash your hands with an alcohol-based hand sanitizer, or with soap and water)
- Avoid touching your nose, eyes, and mouth with your hands. (WHO: Hands touch many surfaces that may be contaminated with the virus. If you touch your eyes, nose, or mouth with contaminated hands, you can the virus from the surface to yourself)
- Avoid coming into contact with physical objects of passengers or other people of the environment where the service is carried out (in case of tolls, preferably electronic toll charges). If necessary, contact with physical elements disinfect objects and hands after delivery/receipt of the object.
- The handling of baggage must be carried out by the driver using latex gloves and proceeding with the disinfection of the handle using the disinfectant atomizer of his basic equipment kit.
- Drivers must wear gloves throughout their service time, mainly at times of baggage handling and door opening/closing, Passenger support anking, toll money, etc.
- It is the driver's responsibility to change the cabin air filter every 6 months to avoid accumulation of particles that may contaminate the vehicle's internal environment.
- Emergency telephone numbers must be available to report any eventuality related to health security issues and follow the instructions given by the office **(Essalud 107 & Minsa 113)**
- Staff must be in excellent health condition and have no symptoms of respiratory disease. In case of news, you must immediately report it to the office (before the service)

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- Beware and verify compliance with this protocol for the rest of the team involved in the operation. In the event of failure to comply with any of the established rules, the provider is obliged to report to the Operations manager with the purpose to protect the health and that for everyone.

2. Guidelines for the operation of services

2.1 Transfer from airport

2.1.1 Staff: Guides/Representative

Before each service the guide must ensure compliance with all general sanitization provisions.

2.1.1.1. Personal protective equipment – PPE

- Face Mask
- Gloves

2.1.1.2. Greeting start of service

- Groups
- Fits
- Introduce yourself to the duly uniformed service, according to the provisions established by the company.
- When arriving at the airport the guide must wash his hands and put on the equipment (gloves and face mask) to receive the passengers.
- The guide should contact the driver assigned to the service and carry out telephone monitoring. Confirm that the transport unit is clean/disinfected, microphone and air conditioning in good working order. as well as the protective kit below detailed:
 - Face masks covering nose and mouth
 - Disposable Glove Box.
 - Gel or liquid disinfectant for passenger use located in an easily accessible place for passengers
 - Disinfectant in gel or liquid for personal use
 - Atomizer with disinfectant solution
 - Packet of disposable disinfectant cloths
 - Packet of Kleenex
 - Disposable paper towels for cleaning surfaces
 - Small garbage bags, for placing waste
 - Garbage Dump with its respective lid
 - Support bank to get out of the vehicle

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- Guide will have to wait for passengers at the International/ Domestic flight departure with the paging board of Metropolitan Touring.
- When contacting passengers make a remote greeting, maintaining at least one and a half metres.
- The guide comes, welcomes and directs the passengers to a place away from the rest of the people, where he will give general explanations for the transfer. We will offer antibacterial gel (Alcohol 90°) to passengers for hand disinfection
- Check if the baggage arrived without problems, and coordinate the transfer of the baggage to the tourist transport, before to that should perform disinfection to the handles of the suitcases. In case you need a trunk, make the payment of the tip.
- On international arrival, and before leaving the airport, sea land terminal, lake and/or train station, verify that all tourists have their passports and Andean migration card stamped, with the correct date of entry into the country
- Also in international arrivals, verify that the passenger has the required vaccines in the country and those that the next international destination requires.

2.1.1.3. baggage handling

- The reception of suitcases will be carried out with gloves on in the case of 1 or 2 suitcases, remembering to spray, after direct contact with the handle of the suitcase, the disinfectant solution/ Alcohol 90
- If the number of suitcases exceeds the ability of the guide, the suitcases will be sprayed with the disinfectant solution to be carried by the passengers, this solution will be placed in front of the passengers once they return from the handwashing.
- To contact the driver, the guide must follow the established protocol
- The guide will deliver the baggage to the driver, who must keep the gloves on whether to disinfect the handles with the disinfectant solution, in the presence of passengers and before they are loaded into the vehicle.

2.1.1.4. Boarding the Vehicle

- Private Fits
- Group
- FIT
- The vehicle should have easy-to-clean carpets, that must be disinfected before and after the service
- Antibacterial Gel /(Alcohol90°) will be offered to the tourists before climbing to the Vehicle and proceed to the transfer.
- Before boarding the vehicle the guide spraying disinfectant solution in the shoe Plant of the tourists

- Once all the tourists are in their seats with fastened seat belts, the guide will proceed to close the door
- The guide will board the vehicle and before fasten the seat belt or touching any item, must discard the gloves in the bag ready for the same
- For groups, the Guide should indicate the tourists before boarding the bus, the number of seats that have the Vehicle, so they have the freedom to take a seat in the most comfortable way possible, seeking greater social distancing.
- Shall follow the established protocol for the entire journey

2.1.1.5. Use of cell phone, signs and others

All the things that will use during the service, such as cell phone, signs, folders, backpack, and others must be disinfected before service.

- The Sign should be taken from the backpack with gloves on and only inside the airport to receive tourists
- Once the guide has given the encounter with the tourists, the sign should return to the backpack in a compartment separated from the rest of the equipment to be disinfected at the end of each service
- The cell phone must be used as little as possible, and remain in the guide's pocket or backpack
- o contact the driver, Office, etc, the guide must use "hands-free", it is important to avoid approaching of hands and cellphone to the face. If possible use voice commands
- The cell phone should be disinfected at the end of each service

2.1 Transportation providers - Drivers

2.1.2.1. Personal protective equipment – PPE

- Face Mask
- Gloves

2.1.2.2. Greeting at the start the service

- It is the driver's responsibility to follow all the guidelines established before the service and wear gloves and face mask at the time of pick up the guide.
- The driver must follow established protocols during the route.

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- Once the driver has upon arrival at the airport, He will contact the guide and report its location. As far as possible stay inside the vehicle; if necessary to establish contact, follow the international standards of social distancing.
- Under the Guide ´s directions, will enter to the airport to pick up tourists using their gloves and face mask
- When Driver gets to the point of boarding, after parking the Vehicle, he must have the doors open for entry of tourists and place the support bench.
- Before boarding the vehicle the guide spraying disinfectant solution in the shoe Plant of the tourists
- The driver will perform the greeting from a distance, maintaining at least a meter and a half away

2.1.2.3. Baggage handling

- In the baggage ´s reception, spray over the suitcases with the disinfectant solution in front of the tourists and proceed to store them in the trunk of the vehicle previously disinfected
- In case the suitcases have been disinfected by the guide inside the airport, The driver shall store them in the vehicle.
- The driver will boarding the vehicle, disinfected gloves with gel, and will remain with the protective equipment during transfer to the hotel.
- The driver must follow all established protocols for the route.

2.1.2.4. Use of cell phone and others

- All of the elements for use during the service, such as cell phone, signs, folders, backpack, and others must be disinfected before service.
- The cell phone must be used as little as possible, and remain in the pocket or inside the vehicle, is recommended the use of "hands-free" If possible use voice commands.
- The cell phone should be disinfected at the end of each service

2.1.2.5. Payment of Parking and Tolls

- Vehicles must have Telepass for the different tolls, in such a way as to avoid to maximize the contact with other people and cash.
- In the case of strictly necessary to use cash for payment of tolls or parking, the driver must wear gloves for handling this and have a cover Ziploc to deposit returned.
- The gloves used must be disinfected with gel after handling cash or cards for parking.

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2.2. Services stanting in a hotel

2.2.1 Staff: Guides /Representatives

Before each service, the guide must ensure compliance with all the general provision of sanitization.

2.2.1.1. Personal protective equipment – PPE

- Face Mask
- Gloves

2.2.1.2. Greeting at the start the service

- The guide or representative will use the disinfectant gel in the hands to fastening the seat belt and continue the journey toward the hotel
- The greeting with the driver should be with social distancing measures. The driver must be wearing gloves and a facemask.
- Upon arriving at the hotel The guide shall wash their hands and put the equipment: gloves and mask to receive tourists.
- The interaction which will keep the guide with all the hotel staff will be under the recommendations of social distancing.
- In case the guide or representative has to approach the front desk to ask by tourists, they will avoid making contact with the surface and elements of the reception.
- Once the Guide or representative meet the tourists, the initial greeting will be made using the names of the tourists and maintaining the measures of social distancing
- The guide will introduce himself to tourists, will welcome, and will give the general explanations for the service.
- The guide or representative will direct tourists to the vehicle and in case there is baggage, they will follow the established protocol for handling these.
- In the case of a service involving the use of headsets, the guide must take into consideration the indications for handling this equipment.

2.2.1.3 Headsets handling

- Each pair of headsets must be disinfected and stored within a small staff pre-service.
- Coordinate pick up of the equipment with office staff, Guide should not open the boxes of equipment, or manipulate this, before contact with tourists

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- Once in the hotel, these will be taken from the backpack with gloves and dispensed to each tourist
- Give the necessary indications on the use of equipment to tourists, to make the journey.
- Once you have finished using the headsets, guide you will receive the equipment of each tourist using their respective gloves, placed in the respective suitcase and then place the bag inside a sheath, to disinfect the equipment at the end of the service.
- The guide will provide hand sanitizers for tourists before and after having taken the team of headsets.

2.2.1.4 Baggage handling

- The reception of suitcases will be with the gloves spraying disinfectant solution/ Alcohol 90°
- In case of being required the assistance of bellboys/staff of the hotel due to the number of suitcases, the baggage will be sprayed with disinfecting solution (including the car of baggage) and carried up to the vehicle. Where the driver and bellboys will keep the bags in the trunk previously disinfected.
- If the guide receives the suitcases, given to the driver, who shall have the gloves and save them in the trunk previously disinfected.

2.2.1.5. Boarding the Vehicle

- The vehicle should have easy-to-clean carpets, that must be disinfected before and after the service
- Before boarding the vehicle the guide spraying disinfectant solution in the shoe sole of the tourists
- Once all the tourists are in their seats with fastened seat belts, the guide will proceed to close the door
- The guide will board the vehicle and before fasten the seat belt or touching any item, must discard the gloves in the bag ready for the same
- The protection equipment will be maintained throughout the transfer.
- The antibacterial gel will be offered for tourists and proceed with the transfer.
- It should comply with certain indications for the route and in case go to the airport, follow the protocol airport arrival with tourists.
- For groups, the Guide should indicate the tourists before boarding the bus, the number of seats that have the Vehicle, so they have the freedom to take a seat in the most comfortable way possible, seeking greater social distancing.

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2.2.1.6. Use of cell phone, signs and others

- All the things that will use during the service, such as cell phone, signs, folders, backpack, and others must be disinfected before service.
- The cell phone must be used as little as possible, and remain in the guide's pocket or backpack.
- To contact the driver, Office, etc, the guide must use "hands-free", it is important to avoid approaching of hands and cellphone to the face. If possible use voice commands.
- The Sign should be taken from the backpack with gloves on and only inside the airport to receive tourists
- The cell phone should be disinfected at the end of each service

2.2.2 Transportation providers – Drivers

2.2.2.1 Personal protective equipment – PPE

- Face Mask
- Gloves

2.2.2.2 Greeting at the start the service

- It is the driver's responsibility to follow all the guidelines established before the service and wear gloves and face mask at the time of pick up the guide.
- The driver must follow established protocols during the route.
- When Driver arrives at the Hotel, while the guide receives tourist, the driver must have the doors open for entry of tourists and place the support bench and open the trunk in case the service include baggage.
- The driver will perform the greeting from a distance, maintaining at least a meter and a half away

2.2.2.3. Baggage handling

- The drive will proceed with he baggage ´s reception from guide or bellboys to store them in the trunk of the vehicle previously disinfected
- The driver will get on the vehicle, disinfected gloves with gel, and will remain with the protective equipment during transfer
- The driver must follow all established protocols for the route

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2.2.2.4. Use of cell phone, signs and others

All the things that will use during the service, such as cell phone, signs, folders, backpack, and others must be disinfected before service.

- The cell phone should be used minimum possible, and keep in the pocket or inside backpack; it is recommendable to use "hands-free" and calls by voice commands
- Cell phones must be disinfected at the end of the service.

2.2.2.5. Payment of parking, tolls

- Drivers must have to pay parking and tolls with a credit card for avoiding to touch other people. we will not recommend using cash to pay those services.
- In the case that it is strictly necessary to use cash for payment of tolls or parking, the driver must use gloves for handling this and have a bag to deposit the change. It is recommended to have the exact amount to avoid currency exchange.
- Used gloves must be disinfected with gel alcohol after handling cash or credit cards.

2.3. Arrival at the airport for national and International flights

2.3.1. Staff: Guides / Representatives

2.3.1.1. Personal Protective Equipment - PPE

- Face Mask
- Gloves

2.3.1.2. Disembarking the vehicle

- Before the disembarkation of tourists at the airport, the guide must give an explanation of all the check-in processes.
- Upon arrival at the airport, the guide will get off the vehicle, and together with the driver, open doors for tourists.
- The driver will install a support bench so that tourists can disembark easily, then assist them with the suitcases, disinfect and get off the vehicle
- Keeping at least a meter and a half away, the guide will assist tourists to take their bags and direct them inside the airport.
- The group will be guided inside the airport to carry out the respective check-in process, depending on the tourist's destination.

2.3.1.3. Baggage handling

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- The driver will unload the suitcases from the trunk and put them on the sidewalk, where they will disinfect the handles with the disinfecting solution.
- The guide will carry tourist suitcases, up to 2 bags, in case of exceeding this number, the guide will hire porters assistance at the airport to carry the suitcases to the airline's counter.

2.3.1.4. assistance at the airport

- All-time during assistance at the airport, guides must wear their gloves and facemask
- For international departure flight, the tourists will be escorted until the airline's counter for the respective check-in process, after than the tourists will be escorted to the departure lounge and will say goodbye maintained to distance and will proceed to leave.
- For domestic flights, they will be escorted to the airline's counter and assisted for the respective check-in process; after than the tourists will be escorted to the departure lounge and will say goodbye maintained to distance and will proceed to leave. ○ During all the accompaniment at the airport, guides must wear their gloves and masks

2.3.2. Transportation Providers – Drivers

2.3.2.1. Personal Protective Equipment - PPE

- Face Mask
- Gloves

2.3.2.2. Disembarking the vehicle

- Upon arrival at the disembarking area, the driver will get off the vehicle and put the bench for tourists
- The driver will unload the suitcases from the trunk and place them at the landing point, where they will disinfect the handles with the disinfecting solution.
- Maintaining the distance, the driver will say goodbye to the tourists and return to the vehicle

2.3.2.3. Use of cell phone, signs and others

- All the things that will use during the service, such as cell phone, signs, folders, backpack, and others must be disinfected before service.
- The cell phone should be used minimum possible, and keep in the pocket or inside backpack; it is recommendable to use "hands-free" and calls by voice commands
- Cell phones must be disinfected at the end of the service.

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2.3.2.4. Payment of lu, tolls

- Drivers must have to pay parking and tolls with a credit card for avoiding to touch other people. we will not recommend using cash to pay those services.
- In the case that it is strictly necessary to use cash for payment of tolls or parking, the driver must use gloves for handling this and have a bag to deposit the change. It is recommended to have the exact amount to avoid currency exchange.
- Used gloves must be disinfected with gel alcohol after handling cash or credit cards.

2.4 GUIDELINES ON BOARD THE VEHICLE

2.4.1 Staff: Guides / Representatives

Before each service, the guide must ensure compliance with all the general provisions of sanitization.

2.4.1.1 Personal Protective Equipment - PPE

- Face Mask
- Gloves

2.4.1.2 Protocol on board with tourists

- When contacting the tourists will perform the greeting from a distance, maintaining at least a meter and a half away
- The guide will introduce himself to tourists, will welcome, and escorts to the tourists to a site separated from other people, where you will be given general explanations about their service.
- Escorts to the tourists to the vehicle and if there are suitcases, it will follow the established protocol for handling them.
- When you get to the vehicle, you must open the door using cloth or paper, which will be disposed of in the vehicle's garbage.
- Guide will put gel alcohol on the hands and put on the seat belt to continue the service.
- Avoid coming into contact with physical objects of tourists or other people where the service takes place. In case It will be necessary to touch some objects, It will be disinfected objects and hands after delivering/receiving the object.

2.4.1.3 Protocol during the journey in the vehicle

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- The guide must wear a facemask throughout the tour.
- Guide must use the microphone for interaction and explanations to tourists.
- For the use of the microphone, it must be covered with plastic wrap from the base, thus avoiding any type of contamination.
- When you finish using the microphone, at the end of the service, you should remove the cover of plastic wrap, dispose of it safely and disinfect your hands.
- As far as possible, the guide must remain in the correct position, with his eyes forward.
- In case of turning towards tourists, you must use the microphone and keep the recommended distance.
- Once tourists have received their Tomatodos and Bottles of Water, offer them to use of disinfectant Gel.
- Avoid unnecessary stops

2.4.2 Transport providers: Drivers

Before each service, the driver must ensure compliance with all general sanitation provisions.

2.4.2.1 Personal Protective Equipment - PPE

- Face Mask
- Gloves

2.4.2.2 Protocol on board with tourists

- The drivers must wear a facemask and gloves for all services
- The greeting with the tourists should be with social distancing measures.
- Once the tourists are in their seats, they will proceed to give the water bottles and/or container MTP
- The bottles must be disinfected and stored in a small personal cover before service.
- The bottles must be taken with gloves and give to each tourist.
- Once the water runs out, the empty bottles must return to the trunk in a sleeve, to be discarded at the end of the service.
- After delivering the bottles, Guide will offer hand gel alcohol to the tourists
- The driver must follow the protocols established for the tour.

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2.4.2.3 Protocol during the tour

- You will get into the vehicle, gel will be placed on your hands and you will put on your seat belt to continue the service.
- You must remain seated in the correct position, looking straight ahead.
- Avoid coming into contact with physical objects of tourists or other people in the environment where the service is carried out (in the case of tolls, preferably with electronic tolls). If contact with physical elements is necessary, disinfect objects and hands after delivering / receiving the object.
- Avoid unnecessary stops

2.4.2.4 Stops during the tour

- The guide will indicate to the tourists that they have arrived at the established stop, and that they must wait seated before disembarking.
- The driver will get out of the vehicle with his protective equipment, will place the support bench for tourists.
- The door handle will be disinfected with the disinfecting solution so that tourists can use it.
- While the guide and tourists are out of the vehicle, the driver must re-disinfect the entire vehicle, especially the places that tourists had to contact.
- Discard the gloves used for disinfection and put on new gloves.
- While the established stop lasts, the driver will wait for the guide and tourists as much as possible inside the vehicle
- In the event of leaving the vehicle, it will put into practice the rules of social distancing and avoid unnecessary contact with people or external objects.
- When everyone is back, the driver will get out of the vehicle with his protective gear, place the support bench for tourists.
- Once tourists/guides are located, they will get into the vehicle, the gel will be applied to disinfect their gloves, they will put on their seat belts and continue with the service.
- This protocol must be replicated during each stop made throughout the contracted service

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2.4.2.5. Payment of parking, tolls

- Drivers must have to pay parking and tolls with a credit card for avoiding to touch other people. we will not recommend using cash to pay those services.
- In the case that it is strictly necessary to use cash for payment of tolls or parking, the driver must use gloves for handling this and have a bag to deposit the change. It is recommended to have the exact amount to avoid currency exchange.O
- Used gloves must be disinfected with gel alcohol after handling cash or credit cards.

2.5 GUIDELINES ON VISITING SITES

- The Operations team must have the COVID-19 protocol for all tourist sites.
- The providers must follow all the guidelines established in this protocol.
- They must implement all the recommendations for social distancing and wear all facemask and gloves

2.5.1 MUSEUMS, CHURCHES, OTHER CLOSED PLACES

2.5.1.1 Personal Protective Equipment - PPE

- Face Mask
- Gloves

2.5.1.2 Staff: Guides

- Before entering the place, tourists should be told that it is recommended to go to the bathroom of the place to carry out a deep hand wash, in case the place does not have toilets, the antibacterial gel will be offered and placed (sufficient quantity to allow passing through hands).
- Once inside the place, it is recommended not to touch railings, handrails, walls, as well as avoid sitting on benches since they are places of frequent use by the public
- During the tour, you should avoid touching glass surfaces such as showcases, paintings, etc., or any place where pieces are found since they could have been manipulated by other visitors.
- When leaving the visited site, tourists should be told that everyone should go to the bathroom of the place to carry out a deep handwash, in case the place does not have toilets, the antibacterial gel should be put (enough to allow them to pass through the hands).
- Once inside the vehicle, the guide must mention that the car was disinfected at the most common points of contact.
- When going to the vehicle, the Stopping protocol must be followed during the journey to get into the vehicle.

2.5.1.3 Transport providers: Drivers

- During the visit, the driver will proceed to pass the disinfecting solution on the common surfaces where the tourists place their hand (handles, seats, seat belts, and handles).
- Then the driver will proceed to remove the gloves, do a complete hand wash and if adequate disinfection is not possible, before putting on a new pair of gloves to continue the rest of the route
- During the established visit, the driver will wait for the guide and tourists as much as possible inside the vehicle
- In the event of leaving the vehicle, it will put into practice the rules of social distancing and avoid unnecessary contact with people or external objects.
- When going to the vehicle tourists and guides must follow the protocol of Stops during the tour to get into the vehicle.

2.5.2 SQUARES, PARKS AND OTHER OPEN PLACES**2.5.2.1 Personal Protective Equipment - PPE**

- Face Mask
- Gloves

2.5.2.2 Staff: Guides

- Before arriving at the place, tourists should be told that there are no toilets in the area to proceed with hand washing, so the antibacterial gel will be offered (enough to allow them to pass through the hands).
- Tourists will be recommended to avoid receiving flyers, pamphlets or making any kind of unnecessary contact with external agents on the way and once at the visit site, an indication that will be followed by the guide in charge.
- When leaving the visited site, the antibacterial gel should be offered to tourists (sufficient quantity that allows passing through the hands).
- Once inside the vehicle, the guide must mention that the car was disinfected with the disinfectant solution at the most common points of contact.
- When going to the vehicle, the Stopping protocol must be followed during the journey to get into the vehicle.

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2.5.2.3 Transport providers: Drivers

- During the visit, the driver will proceed to pass the disinfecting solution on the common surfaces where the tourist places his hand (handles, seats, seat belts, and handles).
- Then the driver will proceed to remove the gloves, do a complete hand wash and if adequate disinfection is not possible, before putting on a new pair of gloves to continue the rest of the route
- During the established visit, the driver will wait for the guide and tourists as much as possible inside the vehicle
- In the event of leaving the vehicle, it will put into practice the rules of social distancing and avoid unnecessary contact with people or external objects.
- When going to the vehicle, tourists and guides must follow the protocol of Stops during the tour to get into the vehicle.


2.5.3 MARKETS, SHOPS AND OTHER HIGH FLOW PLACES

2.5.3.1 Personal Protective Equipment - PPE

- Face Mask
- Gloves

2.5.3.2 Staff: Guides

- Before entering the place, make sure that all tourists have gloves and a mask and mention to tourists the reason for using it on this site.
- At the entrance of the establishments, avoid receiving flyers, pamphlets, or making any kind of unnecessary contact with external agents
- During the tour, it will be recommended to avoid touching glass surfaces such as showcases or any place where pieces or articles for sale that are not going to be acquired are found, as they are prone to be manipulated by other visitors.
- When leaving the visited site, tourists should put gloves and masks inside a cover that the guide will have, a cover that once it contains all the tourist equipment should be discarded in the same place visited as much as possible, otherwise placed in the nearest garbage can. The antibacterial gel will be offered to all tourists (enough to allow them to pass through the hands).
- Once inside the vehicle, the guide should mention that the car was disinfected with liquid alcohol at the most common points of contact.

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2.5.3.3 Transport providers: Drivers

- During the visit, the driver will proceed to pass the disinfecting solution on the common surfaces where the tourist places his hand (handles, seats, seat belts and handles).
- Then the driver will proceed to remove the gloves, do a complete hand wash and if adequate disinfection is not possible, before putting on a new pair of gloves to continue the rest of the route.
- While the established visit lasts, the driver will wait for the guide and tourists as much as possible inside the vehicle.
- In the event of leaving the vehicle, it will put into practice the rules of social distancing and avoid unnecessary contact with people or external objects.
- When tourists and guides go to the vehicle, the protocol of Stops must be followed during the tour to get into the vehicle.

2.5.4 FOOD PLACES AND BOX LUNCH

2.5.4.1 Personal Protective equipment - PPE

- Face Mask
- Gloves

2.5.4.2 Staff: Guides

- Recommend tourists to avoid places that offer the buffet format and give preference to restaurants with a plate served in all their meals. It should be reported that there may be a process of taking the temperature at the entrance in certain places.
- Recommend to tourists frequent hand washing, in accordance with international recommendations, before and after each meal.
- Recommend to tourists not to touch railings, handrails, walls, footwear, before each meal, as well as the importance of the distance from the waiter when ordering, the guide will assist as much as possible during this operation.
- Recommend paying by credit card and avoid using bills and coins to avoid physical contact.
- In the case of box lunch, a stop must be made in places previously established by Operations for hand washing, during this process the driver must spray the surface of the boxes with alcohol, placing them on the seats of the tourists, they must be informed that the procedure was carried out, it must also be communicated that the providers uses a protocol to package the products established by the government.
- Guide and driver must take these same hygiene precautions for their lunch break during the tour.
- When going to the vehicle, tourists and guides must follow the protocol of Stops during the tour to get into the vehicle.

2.5.4.3 Transport providers: Drivers

- During the visit, the driver will proceed to pass the disinfecting solution on the common surfaces where the tourist places his hand (handles, seats, seat belts and handles).
- Then the driver will proceed to remove the gloves, do a complete hand wash and if adequate disinfection is not possible, before putting on a new pair of gloves to continue the rest of the route
- While the established feeding stop lasts, the driver will wait for the guide and tourists as much as possible inside the vehicle.
- In the event of leaving the vehicle, it will put into practice the rules of social distancing and avoid unnecessary contact with people or external objects.
- Guide and driver must take these same hygiene precautions for their lunch break during the tour.

3. GUIDELINE FOR THE IDENTIFICATION AND TREATMENT OF PEOPLE WITH SYMPTOMS OF COVID-19.**Objective:**

Identify administrative, operational and tourist personnel who present symptoms of Covid-19 and provide instructions for treating a person with symptoms of COVID-19.

Approach:

To all administrative, operational and tourist personnel who during the development of the service present symptoms of COVID-19

3.1 Procedure:

- All field operating personnel will be alert to signs of symptoms in tourists:

The most common symptoms are the following:

- Fever
 - Dry cough
 - Fatigue
 - Malaise and pain
 - Sore throat
 - Headache
 - Loss of sense of smell or taste
- Once the suspicious person has been identified (suspicious case), they will be isolated, their name and contact information will be collected, as well as some relevant information. It is communicated to the 24-hour monitoring shift.

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- Immediately inform the CCEE with a copy to the leader and CCMM, in case of shift outside office hours the International agency must be informed with a copy to CCEE, CCLL, CCMM.
- The operating personnel involved must maintain the partner distance at all times, if applicable and if assistance is required for the transfer of the tourist, the 24-hour shift will be contacted. Operating personnel will maintain the necessary strict contact.
- The corresponding state entity, MINSA and ESSALUD will be notified of the detected case and will be provided with all the client's information; full name, nationality, address of the place of accommodation and cell phone number of the tourist. **(ESSALUD 107 & MINSA 113)**
- The vehicle cleaning and disinfection protocol will be applied, as well as the operating personnel and driver must carry out an adequate disinfection of their clothes, work equipment and all the articles used during the service.
- The monitoring team will follow up on the operating personnel and driver involved in the care of tourists with symptoms of Covid-19.

4. PRINCIPAL SUPPLIER PROTOCOLS

4.1 AIRPORTS

- Lima Airport Partners (LAP), Aeropuertos Andinos del Perú (AAP) and Aeropuertos del Perú (ADP) have agreed new health measures according to national and international regulations and recommendations.
- Biosafety protocols are aimed at taking care of the health of clients, users and collaborators, as well as guaranteeing the safety, continuity and wholesomeness of our operations.
- The implementation of the new security measures was previously coordinated with the Ministry of Transport and Communications (MTC), the International Airport Council of Latin America and the Caribbean (ACI-LAC) and the International Civil Aviation Organization (ICAO).

4.1.1 Embarkation Protocol

4.1.2 Entrance:

- Temperature control will be performed upon admission, users and passengers with symptoms of fever will be referred for the respective control by the health authorities.
- Only mask admission will be allowed.
- Only passengers will be allowed to enter. If they require additional help, they may enter with a companion.
- The material for the disinfection of footwear will be provided before entering.
- In the event of lines forming, social distancing will be respected through the implemented signage.

4.1.3 Check-in:

- It is recommended to perform the electronic check-in before going to the airport.

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- In case the passenger needs to check-in, they will approach the module of their airline and form a line respecting the social distance, through the implemented signage.
- If the passenger has luggage, he must personally clear it.

4.1.4 Boarding lounges:

- The passenger will approach the X-ray control door and form a line to enter, respecting the social distance through the implemented signage.
- The control will be carried out, respecting the distance between the passenger and the AVSEC officer.
- The passenger will enter the departure lounge and wait in the seats, respecting the social distance through the implemented signage.
- When boarding, you will form a line, respecting the social distance.
- The passenger will board and continue the procedure of his airline.
- It is important to mention that all personnel will have personal biosafety protective equipment and that signs will be implemented in all processes to guide this new process, as well as hand sanitizer dispensers to facilitate the disinfection of passengers' hands.

4.2 HOTELS: Prevention, Control, Management and Operation Protocols in the Presence of COVID-19

General Actions

Disinfection of common areas will be carried out with gloves, mask, glasses and cap using disinfectant solution.

This disinfection process for public areas should be carried out several times a day and should be of greater emphasis on door knobs, keypads, stair handrails, elevators, restaurant tables, air conditioning control, television control and telephone annexes.

During the emergency period, the capacity in the areas of the entire hotel will decrease, in order to comply with social distancing.

A recommendation sign will be placed to avoid pressing the elevator buttons with your fingers, as well as the social distance of at least one meter away.

4.2.1 Check In Process:

- Disinfection of Footwear at the entrance of the Hotel (Footbath with disinfectant solution).
- Antibacterial gel for free use of guests.
- Use of disposable gloves by the reception staff and in the handling of guests' suitcases.
- Disinfection of suitcases including handles and wheels by spraying alcohol at 70 °.
- Measurement of the temperature of the guests during Check In.
- Fever cases (37.5 ° C or higher) will be communicated to the occupational physician for coordination with your company and / or insurance and **will inform you that you must remain in your room to comply with the quarantine.**
- The guest will be asked if they have a sore throat, general malaise, cough.
- **At all times Hotel staff and guests must respect the social distance of at least one meter.**

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- At the end of the Check In, an adequate disinfection of the reception will be carried out.

4.2.2 Room cleaning process

- All Housekeeping collaborators will wear personal protective equipment (cap, glasses, mask, latex gloves and non-slip shoes) during the entire cleaning process of the rooms.
- All rooms will be disinfected after Check Out, prior to regular cleaning of the room.
- The cleaning of all surfaces will be done with a disinfectant solution

4.2.3 Restaurant feeding process

- All restaurant staff should wear a cap, masks and glasses.
- The waiters will ask diners to enter the restaurant (when the law allows it), to carry out the disinfection: cleaning hands with alcohol gel and footwear in the footbath.
- The temperature will be taken for all guests entering the restaurant.
- It will be attended with 50% of capacity allowed with separations of tables of at least 2 meters.
- The Restaurant at the entrance door must place a disinfection area. (Foot bath, hand sanitizer dispenser and alcohol spray).
- Hand washing of all A&B equipment every 20 minutes with soap and water, in order to reduce contagion and contamination.

4.3 TRAINS & BUSES CONSETTUR (THERE IS STILL NO PROCOLOCO FROM THESE SUPPLIERS)

Biosafety protocols will be implemented in order to take care of the health of personnel, clients and collaborators, as well as guarantee the safety, continuity and healthiness of our operations.

The implementation of the new security measures is aligned with the provisions of the Health Ministry, Transport and Communications Ministry and the recommendations of the WHO and WTTC.

4.3.1 Embarkation Protocol

4.3.2 Entrance:

- Temperature control will be performed upon admission, users and passengers with symptoms of fever will be referred for the respective control by the health authorities..
- Only mask admission will be allowed.
- Only passengers will be allowed to enter. If they require additional help, they may enter with a companion.
- The material for the disinfection of footwear will be provided before entering.
- In the event of lines forming, social distancing will be respected through the implemented signage.

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4.3.3 Check-in:

- o Electronic check-in is recommended before attending the Train Station.
- o In case the passenger needs to check-in, they will approach the train company module and form a line respecting the social distance, through the implemented signage.
- o If the passenger has luggage, he must personally unload it (TO BE REVIEWED)

4.3.4 Boarding lounges:

- o The passenger will approach the control door and form a line to enter, respecting the social distance through the implemented signage.
- o The passenger will enter the departure lounge and wait in the seats, respecting the social distance through the implemented signage.
- o When boarding, you will form a line, respecting the social distance.
- o The passenger will board and continue the procedure established by the company.
- o It is important to mention that all personnel will have personal biosafety protective equipment and that signs will be implemented in all processes to guide this new process, as well as hand sanitizer dispensers to facilitate the disinfection of passengers' hands.

4.4 VISIT AT THE MACHU PICCHU CITADEL:

- o According to preliminary information, it has the following details:
- o The visit to the citadel of Machu Picchui will be 75 people.
- o The maximum amount of a group will be 08 people; 07 tourists and 01 official tourist guide
- o Machu Picchu buses will operate at 50% of their capacity, a total of 16 people per bus and the departure of the buses will be every hour.
- o For the tour inside the citadel, 04 circuits will be enabled, so that social distance is respected at all times.
- o The total amount of visitors per day will be 675 people.
- o Only the Inca trail of KM104 will be enabled with a maximum capacity of 120 people

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4.5 RIO AMAZONAS CRUISES:

OBJECTIVES

Preventive sanitary measures by COVID-19, in order to protect the health of staff, clients and third parties.

Consolidate surveillance, containment and response measures against the risk of contagion of COVID-19.

Operational Staff:

- Cleaning and disinfection protocols: requirement for the training of personnel on best practices in cleaning and disinfection protocols.
- Social distance: greater flexibility and options to sit and space at the table

Food safety:

- Strict measures will be implemented to minimize the effects of COVID-19 on the management of food products.
- Strengthen food safety and hygiene measures and exceed the expectations of tourists.
- The distribution of the tables in the restaurant will be arranged respecting social distancing.

Boarding measures on the day of arrival

- Detection: registration of all cases of guests with flu-like symptoms, to the relevant authorities.
- Supply of P.P.E (personal protective equipment):
Provide face masks, latex gloves, and hand sanitizer to all guests and crew, as needed.
- Disinfection: increased disinfection in addition to our strict and regular sanitation protocols.
- Reduce Exposure - Eliminate crew changes during travel to reduce the risk of possible external exposure.
- Disinfection services: improvement of services in the guest suite to include disinfecting wipes and hands sanitizer

Small boat expeditions:

- Constant social distancing: our boats vary from 15 to 20 cabins maximum. With capacity for a maximum of 30 to 40 guests on board, it offers ample personal space and a constant and safe social distance between passengers and crew.
- Health and Safety Officer on Board: Our ships have a Health and Safety Officer who is responsible for the well-being of the crew and guests, as well as the proper compliance and implementation of WHO and management standards.
- The highest standard of hygiene: our cabins are cleaned and disinfected three times a day, guaranteeing the highest level of hygiene.
- Disinfection of all equipment: we clean and disinfect all excursion equipment, before and after use, including, among others: skiffs and tender, kayaks, bicycles, diving and snorkeling equipment and life jackets.

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4.6 ADVENTURE TOURISM:

Objectives:

This protocol applies to all staff, clients, third parties and infrastructure of Travel Agencies and Tourism of adventure, who are exposed to the contagion of COVID-19, as a result of the services it offers.

This protocol reaches to the activities of tourism and the staff of specialized field, they are exposed to occupational risks related to the spread of SARS CoV 2, as a result of the provision of its services

General Dispositions: The Staff will monitor compliance with social distancing that must be saved among the passengers, according to the capacity established in sites visited and means of transport.

Communicate to passengers the areas will have access to the sites visited. Facilities, Equipment and Services.

Facilities, Equipment and Service

- Determine the capacity considering the social distancing and the interaction between staff and between staff and clients.
- Have a point of sanitization at admission with all necessary accessories.
- Deploy Devices with disinfecting solutions for hands in strategic points of the Agency so that it is available to staff and clients. The same must be in good hygienic conditions and operability.
- Prepare a reception area of products, and have all the equipment and materials for disinfection of their surfaces.
- Prepare for the Staff an exclusive space, to store belongings and provide them containers with lid with easy cleaning and disinfection material for the saving of your belongings.
- Prepare an exclusive area for cleaning and disinfecting the cleaning tools or other materials, should be maintained in a good state of conservation, operability, and hygiene.
- Have an exclusive space and duly protected for inputs and cleaning materials.
- Have an exclusive space and duly protected for the PPE.
- Have an instructive for the use of public spaces (hygienic services, passageways, stairs, elevator, etc.)
- Assign office supplies and equipment or electronic devices for personal use. In the event of alternation to identify patterns of cleaning and disinfection between shifts.

Field Equipment

- Develop a instructive for cleaning and disinfection of equipment for adventure tourism according to the modality.
- Perform the cleaning and disinfection before and after each use , daily and keep it protected.
- Note: In the event the service lasts for more than a day ,the equipment will be labeled with the customer data so that it is not changed till the end of the tour.
- Check that you assign the equipment of adventure tourism for every passenger.
- Ensure that the social distance at the time of the use of the equipment.

Hygiene and Sanitation

- Develop and implement a program for cleaning and disinfection of areas, equipment and other surfaces of the Travel Agency and Tourism, count on the respective documentation.
- Develop and implement a program of Environmental Sanitation, such as disinfection, insect extermination, and rat extermination of infrastructure, count on the respective documentation.

Cleaning and Disinfection

- Have enough of liquid soap, disinfectant, paper towels, and other cleaning supplies, duly equipped and identified both at the local and in providing field service considering the arrangement of elements according to the number of days and passengers in the service.
- Ensure compliance with the cleaning and/or disinfection of all surfaces and means of transportation employees during their activities.
- Disinfect the areas of work, equipment, materials, and other accessories needed, before, during, and at the end of the development of their activities.
- For cleaning and disinfection of living and inert surfaces can be applied according to the guidelines of the R.D. No. 003-2020-INACAL/DN, "Guide for cleaning and disinfecting the hands and surfaces" and in Annex N° 2 of the R.M. No. 080-2020/MINCETUR, approved the "Sectoral Health Protocol to COVID-19 for hotels categorized"

Solid Waste Disposal

- Shall inform the passenger's respect to the provision of general solid waste, that is performed by the provisions of the D.L. No. 1278, "Law on Integrated Solid Waste Management" and R.M. No. 099-2020-MINAM "Recommendations for the management of solid waste during the Health Emergency by COVID-19 and the National State of Emergency in homes, centers of temporary isolation of people, centers of Abasto, warehouses, on internal trade, administrative offices, and public and private venues, and for operations and processes of solid waste".
- Perform a plan of management and treatment of solid waste in the field by the Legislative Decree N° 1278 "General Law Comprehensive Solid Waste Management" and following the guidelines and recommendations of the MINAM.
- Check that the vehicle and ship have disposal bags of solid waste set out according to the protocol of tourist transportation.

Bathrooms

- The toilets must be thoroughly cleaned as often as possible.
- Have sinks for washing and disinfection of hands with their respective accessories (liquid soap, disinfectants, paper towel, and others).
- Have an exclusive space for staff that allow you to save their belongings already conditioned in such a way as to avoid contamination.
- The main areas must be kept in good condition of hygiene and operability.
- Use of services in the field, the group leader must ensure the disinfection of the same by following the established by this protocol.

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5. ANNEXES

Annex N°1 EMERGENCY CONTACTS PERU

- Police Central: 105
- EsSalud At the national level for information on SARS coronavirus (COVID-19): 107
- InfoSalud: 113
- Civil Defence: 115
- Fire Station: 116
- Red Cross Peru: 01 266 0481

Ambulances in Lima

- Medical Alert : 01 261 0502
- Medical Key : 01 265 8783
- Health Care System Emergency Mobile (SAMU): 106
- EsSalud Ambulances in Lima: 117

Annex N°2 INSTRUCTIONS FOR USE OF A FACEMASK

Objective: Describe instructions for the correct use of the face masks.

Approach: The entire staff contact, no contact, external, and Customer

Description:

Step 1: Before wearing your facemask wash your hands with soap, water, and disinfectant

Step 2: Check that the facemask is not damaged.

Step 3: Make sure that the outer side of the facemask is left out.

Step 4: Cover your mouth and nose with the facemask, hold the strips or elastic around the ears or in the back of the head and adjust the rigid strip on the nose.

Step 5: Avoid touching the facemask while you use it if you do wash your hands

Step 6: Remove the mask without touching the front and throw it away in a closed container. Then wash and disinfecting your.

Annex N° 3 CORRECT USE OF GLOVES

Objective: Provide instructions to permit an appropriate control of the gloves

Approach: The entire staff contact, no contact, external, and customers

Description: To make a good use of the gloves must follow the following steps:

- Wash and disinfecting your before the gloves.
- Put on your gloves.
- Wash and disinfecting your wearing gloves.

How do I remove the gloves?

Step 1: Grab the glove by the side of the palm and the wrist and pull to remove it.

Step 2: Hold the retired glove with the palm where you still have put the other glove and pull to remove it.

Step 3: Discard the gloves in a container for wastes not usable.

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Annex N°4 – CORRECT USE OF CLINICAL INFRARED THERMOMETER

Objective: Describe instructions for appropriate temperature

Approach: All the administrative staff, operational, and tourists.

Description: To make good use of the thermometer and an adequate measurement of temperature.

Recommendations prior to use:

- Ensure that the hole for the sensor is not dirty.
- The sensor should not be touched or blowing
- Ensure that the surface where they take the temperature (in front or behind the ear), is not wet nor with sweat (must be dry)
- Do not take the temperature on hair, scars or obstacles that can alter the result

While taking Body temperature

- Locating the team in front of the person to evaluate and establish a distance of 1 to 5 cm from the surface to measure.
- Press the button to take the temperature.
- Check the value shown on the display screen
- If you have a value of 38°C or more, prohibit the entry.

If you are going to take the temperature again, you can repeat the 4 steps mentioned immediately; otherwise, it will turn off automatically after a few seconds.

At the end of the activity: Disinfect and save it in the case.

Annex N ° 5 - Instructions for payment by card or cash

Objective: Provide guidelines to prevent the risk of contagion during payment by card or cash.

Approach: To all customer service personnel.

Card payment

Step 1: Receive from the client the card (credit / debit) and their ID.

Step 2: Disinfect the POS, the card and the pen and deliver to the customer.

Step 3: If it is a debit card, ask the customer to enter their password.

Step 4: Deliver the voucher for the signature. Maintain social distancing.

Step 5: Withdraw and proceed with the disinfection of hands and items used in the transaction.

Payment with cash

Step 1: Wear gloves (recommended). Ask the client to place the cash in the available device (example: tray, container, box, etc., which is made of washable material).

Step 2: After collection and respective change, discard the glove and proceed with the disinfection of hands and items used during the transaction

Annex N ° 6 - Disinfection of shoe soles**DISINFECTION OF FOOTWEAR SOLE****OPTION 1: ATOMIZER**

- Spray disinfectant solution with the atomizer on the sole of the shoe.
- Dry the sole of the shoe on a doormat or cloth.

OPCIÓN 2: FOOTBATH WITH DAMP CLOTH

- Immerse a cloth in disinfectant solution.
- Take out and squeeze well.
- Place the damp cloth in a footbath.
- Stand on the cloth to disinfect the footwear making sure that it covers the entire sole.
- Store the footbath safely

Annexed N° 7 SYMPTOMS COVID TAB-19 AFFIDAVIT

FICHA DE SINTOMATOLOGÍA COVID-19 DECLARACIÓN JURADA			
He recibido explicación del objetivo de esta evaluación y me comprometo a responder con la verdad. También he sido informado que de omitir o falsear información estaré perjudicando la salud de mis compañeros, lo cual es una falta grave			
Empresa:		RUC:	
Apellidos y Nombres:			
Área de trabajo:		DNI:	
Dirección:		# Celular	
Fecha de nacimiento:		Edad:	
En los últimos catorce (14) días ha tenido alguno de los síntomas siguientes:			
		SI	NO
1. Sensación de alza térmica o fiebre (especificar)			
2. Tos, estornudos o dificultad para respirar			
3. Dolor en la garganta			
4. Congestión o secreción nasal			
5. Expectorcación o flema amarilla o verdosa			
6. Pérdida del olfato o pérdida del gusto			
7. Dolor abdominal, náuseas o diarrea			
8. Dolor en el pecho			
9. Desorientación o confusión			
10. Coloración azul en los labios			
11. Esta tomando alguna medicación			
En los últimos catorce (14) días (detallar, de ser afirmativa la respuesta):			
		SI	NO
1. Ha tenido contacto con personas que sean casos sospechosos o confirmados de Covid-19			
2. Ha viajado al exterior			
3. Ha visitado un establecimiento de salud			
4. He cumplido con mis 14 días de aislamiento previo al ingreso al centro de trabajo			
Tienes los siguientes factores de riesgo:			
		SI	NO
1. Edad mayor de 65 años			
2. Hipertensión arterial			
3. Enfermedad cardiovascular (especificar)			
4. Cáncer			
5. Diabetes mellitus			
6. Obesidad con IMC de 40 o más			
7. Asma o enfermedad respiratoria crónica (detallar)			
8. Insuficiencia renal crónica			
9. Enfermedad o tratamiento inmunosupresor			
10. Otro (detallar)			
Todos los datos expresados en esta ficha constituyen declaración jurada de mi parte.			
Fecha: / /		Firma	

6.SOURCES OF INFORMATION AND BIBLIOGRAP

- OMS: <https://www.who.int/es/emergencias/diseases/novel-coronavirus-2019>
- RM of Perú: <https://diariooficial.elperuano.pe/normas>
- PERU GOVERNMENT : <https://www.gob.pe/coronavirus>
- Regional government of Cusco: <https://regioncusco.gob.pe/>

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- Regional Bureau of production: <https://regioncusco.gob.pe/service/direccion-regional-de-la-produccion/>
- Peruvian Association of Adventure Tourism: <http://www.aptae.pe/>
- Association of Travel Agencies - Cusco: <https://www.aatccusco.com/>
- Centers for Disease Control and Prevention Government Institution United States : <https://espanol.cdc.gov/coronavirus/2019-ncov/need-extra-precautions/people-at-higher-risk.html>
- Solid Waste Management
- : <https://www.gob.pe/institucion/minam/informes-publicaciones/548474-protocolo-para-el-manejo-de-residuos-solidos-durante-la-emergencia-sanitaria-por-covid-19-y-el-estado-de-emergencia-nacional>