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# OPERATIONAL GUIDELINES POST COVID-19

The following protocols are designed as enhanced sanitation measures intended to combat the spread of COVID-19 and provide protection to our staff, suppliers and clients whilst going about our usual operations. The measures build upon existing health and safety protocols to give additional protections to staff, suppliers and clients for a temporary period of time as deemed necessary. Monitoring the evolution of the virus pandemic will allow us the flexibility to ease and remove some of these measures when safe to do so.

## **OUR PROTOCOLS HAVE BEEN DESIGNED TAKING INTO ACCOUNT:**

- Practicing common sense
- Taking personal responsibility
- Adhering to new Cuban laws
- Making sure our staff and suppliers are protected just as well as our clients
- Maintaining the spirit of enjoyment and fun

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# INTERNATIONAL HEALTH CONTROL PROCEDURES IN CUBAN AIRPORTS



Three levels of epidemiological surveillance and monitoring will be implemented at every Airport in Cuba:

## FIRST LEVEL

On landing Border Health Inspector (BHI) will be informed about the state of health of all passengers and crew members' inside the aircraft. The BHI will be the first person to know about any incident related to passengers' health. He/she will provide passengers with general information about post-covid 19 protocols in place in Cuba such as mandatory use of facemasks inside the terminals, social distancing or disinfection stations recently placed inside the Airport.

If the BHI notes any passenger or crew member showing COVID-19 related symptoms NO disembark operations will be authorized and the presence of a medical doctor will be required to evaluate the situation. Otherwise the landing operations will be permitted.

## SECOND LEVEL

Temperature Hall (TH) located near the Immigration Line, where a temperature scanner and digital thermometers will be placed. In the TH passengers will be asked about their state of health. In the case that a passenger shows a temperature above 37° or any COVID-19 related symptoms, he/she will be immediately transferred to a temporary isolation unit where the presence of a medical doctor will be required to evaluate the situation and apply the protocols established for it.

Once the above steps have been completed a quick medical test will be taken by all passengers and crew-members. The test is non-intrusive. In the case that a passenger refuses to take the tests, he/ she will be immediately sent back to the place of origin, in the same flight if possible.

## THIRD LEVEL

Physician and nurse positioned after the Customs Line to keep looking for Covid-19 related symptoms among passengers and offer medical assistance if needed (respecting the protocols). They will also give warning cards to all those passengers exposed to epidemiological risk because of his/her country of origin.

## ADDITIONAL INFORMATION

- All luggage, carry-on, aircraft cargo or merchandise will be disinfected with sodium hypochlorite or hydro-alcoholic solutions in order to minimize the transmission risk that could be caused by the manipulation of these objects. Passengers' personal belongings won't be damaged during the disinfection processes.
- All passengers taking departures flights will be examined and temperature monitored before boarding the aircraft. No passengers with fever or respiratory symptoms will be admitted onboard.
- The use of the facemasks is mandatory inside the terminal, waiting rooms and inside the aircraft.

SECTION 2:  
**OFFICE**



These measures apply for Cubania workers and any visitors to our office

### **MAIN LOBBY**

All visitors must wash hands with chlorinated water and wipe feet on mat impregnated with chlorinated water. Maximum 4 people per elevator.

### **CUBANIA OFFICE**

- **Social distancing:** Maintain a distance of 1.5 metres from each other during working hours. No kisses or hand-shakes on arrival/ departure until further notice.
- **Office capacity:** No more than 4 people in the office at one time.
- **Masks:** Use of masks during working hours. Masks should be changed every 3 hours in accordance with guidelines issued by Cuban Government.
- **Handwashing:** Hands should be washed with soap and water before each time you enter the office. After washing hands refrain from touching door handles and use hand gel once back in the office. Hands should be washed frequently throughout the day.
- **Ventilation:** Where possible keep windows and the balcony door open and use fan so that we refrain from using the centralized airconditioning system.
- Open windows and lift window blinds each morning to allow natural light and air into office too.
- **Office cleaning:** On arrival in the office wipe down your work area (including mouse, keyboard etc) with antibacterial/ antiviral solution.
- **Eating / Coffee breaks:** Only use your own coffee cup/plate/cutlery to avoid cross-contamination. Before and after eating wash hands.
- **Bathroom:** Disinfection Mat. All who enter our office must wipe feet on mat before entering.
- **Personal hygiene:** In the event that any member of the office has any Covid-19 related symptoms you must go home immediately and stay home until symptoms have passed. This usually means 2 weeks.

# TRANSPORTATION



## SERVICE PROVIDERS

- Taxis Cuba. Operates with taxis and minibuses until 7 seats.
- Transtur. Operates with various capacities of buses (24 seats, 34 seats and 44 seats).
- Private providers including Classic Cars.

## AIRPORT TRANSFER

### PRIVATE AIRPORT TRANSFER

- All transfers from/to airport will be with private taxi service. No taxi sharing with strangers.
- We will guarantee that maximum capacity of passengers per taxi are 2 people from the same group.
- The taxi will be disinfected and cleaned daily according to the hygiene and safety procedure established for the post – COVID-19 Prevention Plan.
- Additionally, door handles and other frequently touched parts of the car will be disinfected after each passenger according to the hygiene and safety procedure established for post-COVID-19 Prevention Plan.

### GROUP AIRPORT TRANSFER

- All transfers from/to airport will be with private bus service depending of capacity and no mixing of groups permitted.
- Guarantee the physical distance established between passengers, according to the capacity and type of vehicle. Whenever possible 2 seats per person will be used.
- The buses will be disinfected daily and cleaned according to the hygiene and safety procedure established for the post – COVID-19 Prevention Plan.
- Additionally, door handles and other frequently touched parts of the bus will be disinfected after each passenger according to the hygiene and safety procedure established for post-COVID-19 Prevention Plan.

## TOUR TRANSPORTATION

### CLASSIC CAR/ PRIVATE CAR

- We will guarantee that maximum capacity of passengers per car are 3 people.
- The Car will be disinfected and cleaned daily according to the hygiene and safety procedure established for the post – COVID-19 Prevention Plan.
- Additionally, door handles and other frequently touched parts of the car will be disinfected after each passenger according to the hygiene and safety procedure established for post-COVID-19 Prevention Plan.

### TOUR BUSES

- Before each service provision, the bus will be cleaned and disinfection will have been carried out, according to the hygiene and safety procedure established for the post – COVID-19 Prevention Plan.
- Vehicles will be private to the group and mixing of groups is not permitted.
- Guarantee the physical distance established between passengers, according to the capacity and type of vehicle. Whenever possible 2 seats per person will be used.
- The passenger always will use the same seat inside bus.



- Once inside the bus the passengers must respect social distancing.
- The use of facemasks by passengers is mandatory inside bus.
- Inside buses there will be spray equipment for disinfecting surfaces and waste baskets with lid and double bag. The materials will be supplied by the supplier.
- In the bus there will be hand sanitizer of alcohol based or chlorinated substance at the established percentage. The material will be supplied by the supplier.
- Long trips will be avoided. Maximum distance to travel will be 200 km or 2 hours. Stops will be used to rest or for toilet breaks.
- Each stop will be used to recirculate the interior bus air.
- After each stop and before each passenger boards on the bus, shoes and hands must be disinfected before boarding the bus again.
- Toilets on the bus will be closed for the foreseeable future.

### **DRIVERS**

- Mandatory use of individual mask at all times while in the taxi, bus or classic car.
- Driver will use their own hand sanitizer or the one provided inside the taxis, bus or classic car.
- Driver will keep social distance with clients.
- Driver will maintain clean garbage baskets and in each stop new bags should be put in the baskets.
- Driver should avoid the hand-shaking as a way of greeting.
- Before boarding the bus, the driver should comply with the hand-washing: with soap or use hand sanitizer of alcohol based.
- At the end of the day for programmes of 2 or more days, it is the drivers responsibility to clean and disinfect the bus using authorized disinfectant on all the surfaces of frequent contact in the transport (handrails, handles, audio equipment and others), according to hygiene and disinfection defined for this purpose.

All transport suppliers comply with the international and national regulations of COVID-19 Prevention Plan. The Prevention Plan will be monitored, certified and updated as necessary by a qualified staff.

# ACCOMMODATION



## HOTELS

### ARRIVAL & CHECK IN

- Handwashing facilities on arrival. Must be supplied by hotel and is obligatory for all arrivals.
- Doormat to disinfect footwear. Must be supplied by hotel and is obligatory for all arrivals.
- Antibacterial Gel or soap and water supplied for customer and staff use. Ideally staff using gloves.
- Check in and check out, if possible, using a digital platform. Otherwise constant disinfection of the area and material used in the process.
- Move around the hotel in a healthy way ( don't touch lift buttons, avoid touching handles, doors, taps etc).

### ROOM CLEANING

- Rooms must be cleaned thoroughly and left unoccupied for 24hrs before reuse by guests.
- All unused linen and other items in guest rooms must be cleaned/laundered before new guest accommodation.
- Provide specially marked bags capable of being sealed for linen and other clothing items that are potentially contaminated for guests displaying signs and symptoms of COVID-19.
- Housekeeping staff must wear aprons at all times. Body contact with dirty linen must be avoided by housekeeping staff.
- Ensure washing linen and towels with detergent and hot water of at least 70 degrees Celsius.
- Ensure that mop heads and other cleaning equipment are not used to continually clean other rooms without being soaked in a bleach and disinfectant solution first.
- Once the room has been cleaned, the room remains sealed until the guest arrives.

## CASAS PARTICULARES

### CHECK IN & CHECK OUT

- Handwashing facilities on arrival. Disinfection of hands and footwear at the entrance.
- Avoid physical contact as much as possible. Disinfect immediately any material used (pens, room key).
- Compulsory use of mask and gloves by the staff.
- Move around the property in a healthy way, avoiding touch of handles, doors and so forth.
- Avoid conglomeration in public spaces in casas. Use of masks outside the room.

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SECTION 5:  
**GUIDES**



### **PICK UP DOCUMENTS IN THE OFFICE**

- Guides will always call the office in advance to check their pre-trip documents are ready.
- Guides won't go to the office and wait there for their documents to be ready. We need to avoid unnecessary congestion in the office.
- We will call our guides and provide them with specific times to visit our office, so we don't have two or three guides visiting at the same time. \*\*\*In the case this situation happens they should wait in the terrace.
- All guides visiting our office will use their masks during the whole time they stay in.
- Hands should be washed with soap and water before and each time guides enter the office. Feet must be wiped on disinfecting mat before entrance to the office.
- Guides need ensure physical distancing among other staff members.
- Avoid kisses or hand-shaking.
- To avoid cross-contamination any cup, glass or cutlery used by a guide during the office visit will be properly washed and stored for 24 hours before using again.

### **AIRPORT ARRIVALS**

- Guide will use his/her mask at all times while in the airport.
- Guide will use hand sanitizer his/her own or the one provided by the authorities.
- Guide will keep social distance with clients and/or co-workers.
- Guide will give clients all information needed about hygiene measures, and other activities before getting in the vehicle to avoid unnecessary speaking inside.
- Guide will promote all measures related to COVID-19 prevention among clients and urge them to follow these.
- Once inside the vehicle respect social distancing.
- Guides will inform ASAP in the event that any client shows COVID-19 related symptoms such as: fever, cough, itchy nose, diarrhoea, vomiting etc.
- FOLLOW AUTHORITIES MEASURES –ONCE WE KNOW THEM.

### **SOCIAL DISTANCING BRIEFING**

- Guides will give their regular informative briefing in an open air place (terrace, balcony, park nearby).
- Along with the regular information given the guides will provide and promote the post- covid 19 protocols to clients and urge them to follow these.
- During the briefing the group will keep the distance of 1meter between each other (IF THIS IS NOT POSSIBLE THEN THE MEETING SHOULD NOT TAKE PLACE).
- All members of the group will use masks from briefing start to end.
- Wash hands or apply hand sanitizer once the briefing has finished and before entering the bus.

### **PROMOTION OF HEALTH AND SAFETY RULES WITHIN GROUPS. DO'S AND DON'TS**

- Don't get inside the bus or any other place without washing hands.
- Comply with the hand-washing protocol: wash hands with soap and water wherever possible, use hand sanitizer regularly.
- Comply with the hygiene and physical distancing (1mt or more among clients).
- Avoid kisses, hugs or hand shaking as a way of greeting.



- Encourage and enable the proper cleanliness of the frequently touched surfaces: personal (cell-phones, sun-glasses, keys) or common (bus seats or bus hand rails).
- Promote opened air activities wherever possible.
- In restaurants or other places guides will check the adequate compliance of the protocols.
- Avoid crowded locations.
- Keep clients informed consistently and constantly.
- Inform ASAP in the event that a client shows COVID-19 related symptoms such as: fever, cough, itchy nose, diarrhoea, vomiting etc.
- FOLLOW AUTHORITIES MEASURES –ONCE WE KNOW THEM.

### **CUBANIA REPRESENTATIVE GUIDELINES (MEETING CLIENTS IN HOTEL-CASA PARTICULAR)**

- If a Cubania Representative (CR) is to meet a client at a Casa Particular or Hotel the client needs to be advised in advance so he/she can take the necessary measures: use of the face mask and bring his/her hand sanitizer over.
- The CR will use a face mask from start to end of the meeting.
- Both CR and clients will respect the distance of 1meter between each other (IF THIS IS NOT POSSIBLE THEN THE MEETING SHOULD NOT TAKE PLACE).
- The CR will encourage that the meeting takes place in an opened air location if possible.
- The CR will avoid hugs, kisses or hand shaking as a way of greeting.
- If the CR needs to give a document to the client he/she will sanitize hands first and will encourage client to do the same.
- If Client and CR need to go through the document together they will do so always respecting the hand-washing protocol, the adequate physical distancing and the proper cleanliness of the surfaces.
- Once the meeting is over the CR will wash hands with soap and water (before touching any surfaces or getting inside any vehicle) and will encourage the client to do the same.
- The CR will inform ASAP in the event that the client shows any COVID-19 related symptoms.



SECTION 6:  
**FOOD**



All of our itineraries include, to a varying extent, group meals at pre-designated venues. In addition, there are lunchtime and evening meals which are not included in itineraries and are therefore at the discretion of individual travellers. The following protocols apply to included meals, as outlined in itinerary inclusions, for which we can have influence over the contracted services.

#### **CONTROL MEASURES:**

- We will use suppliers and restaurants known to Cubania and with good reputations for cleanliness, food hygiene and service.
- We will continue to ask for and follow up on feedback concerning quality of establishments being used.
- All suppliers need to be in possession of up to date Health and Safety certifications issued by Salud Pública as per legal requirements in Cuba.
- Guides should inform Cubania office if they have a reason not to use an intended restaurant for an included meal. Any alternative locations used should first be approved by Cubania.
- Avoidance of shared buffets when alternatives are available.
- Preference for open-air dining where possible.
- Minimise the handling of cash and unnecessary passing of cash between multiple people.
- Continue to encourage taking responsibility for personal hygiene.

#### **BREAKFASTS (HOTELS)**

- Hotel to have clear protocol for food preparation and service hygiene.
- Hotel to have adequate training of staff to ensure correct implementation of protocols.
- Avoid shared buffets when possible.
- Clients to thoroughly wash and disinfect hands before breakfast.
- Earliest possible time (pre-organized by guide) to avoid crowding and allow group to get out on the road early.
- Try to pre-arrange for private area in which to be served.
- Maintain social distancing with seating plan.
- Well ventilated space, outdoor if possible.
- Use individual cutlery to serve from communal plates of fruit, cheese etc.
- Drinks served by staff to keep handling of pouring devices to a minimum.

#### **BREAKFASTS (CASAS)**

- Clients to thoroughly wash and disinfect hands before breakfast.
- Well ventilated space, outdoor if possible.
- Use individual cutlery to serve from communal plates of fruit, cheese etc.
- Drinks served by casa staff to keep handling of pouring devices to a minimum.

#### **PACKED LUNCHES**

- Clients to thoroughly wash and disinfect hands before packed lunch.
- Stop in a clean and well-ventilated space, ideally with washing facilities.
- Individual packaging for typical items such as sandwiches.
- Shared platters if all have own cutlery from which to serve.
- Individual cutlery.

**DRINKING WATER**

Clean drinking water provided by Cubania on certain itineraries, depending on the client and agreed inclusions/pricing.

- This water will usually be in the form of bottled mineral water purchased in Cuba (Ciego Montero), prioritizing the purchase of the largest possible bottles (5 litre capacity) which are then decanted and shared.
- Due to availability problems often experience in the Cuban supply chain, it is sometimes only possible to purchase 1.5 litre bottles.
- Empty plastic bottles are collected and distributed by Cuban staff to communities and individuals who in turn recycle/upcycle this plastic in a host of creative ways.
- Travellers should bring their own reusable water bottle, for which they are responsible for keeping clean and sanitized.
- Travellers are also encouraged to bring with them a personal water bottle with a built in/changeable water filter, which can be safely refilled and used with tap water in Cuba in addition to moving water in rivers and streams etc.

# BICYCLES



Many of our itineraries include the use of bicycles. Since the equipment is shared hygiene measures are particularly important to avoid transmission of illness within our cycling community. The following protocols now apply to all trips with cycling elements.

## **DURING PREPARATION:**

At the beginning of each working day in the warehouse, all participants (Mechanics and other warehouse workers ) must follow the protocol that we will create with the aim of minimizing risks.

This protocol consists of:

- Guarantee chlorinated water for each person to wash their hands before and after every working session with the bikes.
- During the working day in the warehouse, each person must keep the correct masks on, and keep the distance of 1.5 meters between each person.
- During the preparation of the bikes before leaving, the handlebars and grips of each bike will be cleaned with chlorinated water, and once they are returned they will be scrubbed properly again.
- When loading bicycles on the bus.
- This day we will follow the same protocol as before with the people who participate (Rolando, Mechanic, myself), including the driver.
- We assume that the bus must already come disinfected from its base.

## **DURING OPERATION:**

- At the welcome briefing, in addition to the information about the tour, the guide must update the clients of the hygienic protocols that they must follow in details, and clarify any questions they have about it.
- During the operation, the bicycles will be handled by the least number of people, usually the driver, the guide, and the mechanic (if included), all of them must keep their hands washed before and after handling the bikes, and keeping the mask on and the proper distances all the time.
- At the beginning and at the end of each cycling day, the handle bars and grips of each bicycle should be cleaned with chlorinated solution, and the driver must keep the bus as clean as possible, keeping the handrails clean with chlorinated solution at the end of each day.
- The Cuban team must avoid any physical contact with the clients, including the masters if they participate, they must maintain the appropriate distance with the masks on.
- At the end of the tour the bicycles are unloaded in the warehouse by the driver, Rolando and myself, following the established hygienic protocol, later these bicycles are scrubbed leaving them ready for the next tour.