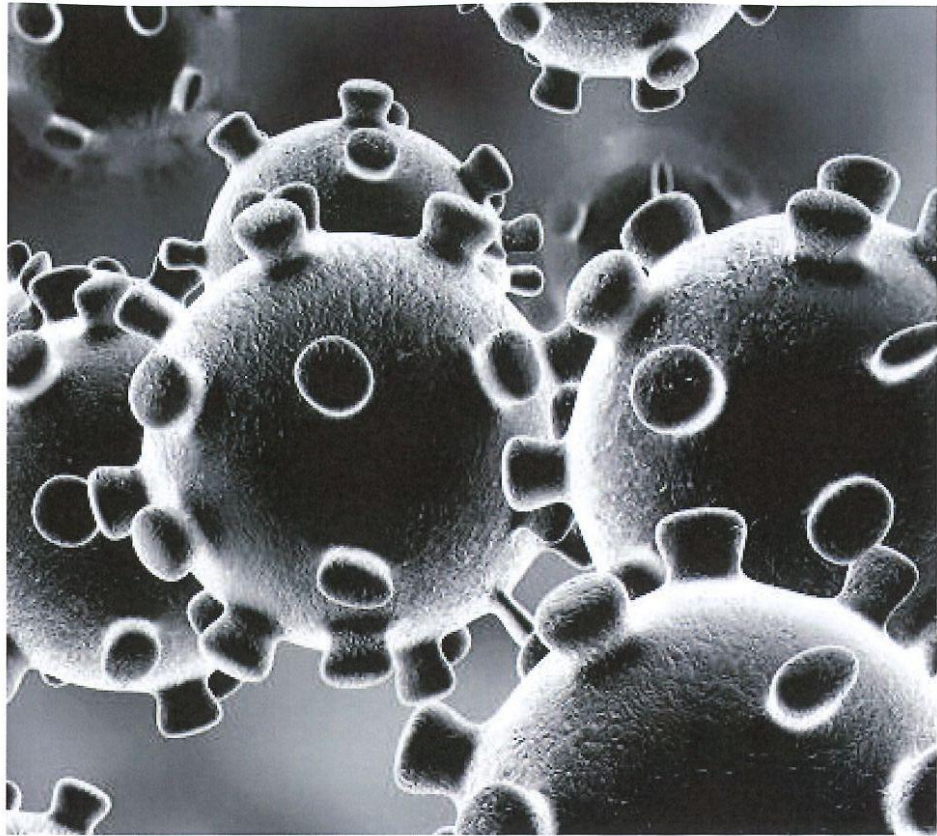


**Preventive
Actions**



CoronaVirus CoVid-19

ACTION PROTOCOLO Edición 01 Junio 2020

Measures to reduce the spread of the SARS-CoV-2 coronavirus

Steps to take

- Avoid greeting with physical contact, including shaking hands, both with other tourist guides, providers, and visitors. The safety distance should be respected whenever possible.
- If the tour guide experiences any symptoms of the disease, even on a mild basis, he should refrain from providing the service.
- Wear the mask (or protective screen) whenever the safety distance cannot be guaranteed and urge customers to wear it also in those cases. In cases where a mask is used, dispose of it according to the manufacturer's instructions and its useful life. In cases where a protective screen or reusable mask is used, it must be properly disinfected after each use.
- Dispose of any personal hygiene waste - especially disposable tissues - including PPE, immediately to the wastebaskets or authorized containers.
- Wash your hands frequently with soap and water, or, if this is not possible, use a disinfecting solution. It is especially important after coughing or sneezing and after touching potentially contaminated surfaces (knobs, railings, elevators, etc.)
- Frequently disinfect objects for personal use (glasses, cell phones, microphones, etc.) with soap and water and, if not possible, with a disinfecting solution. For the disinfection of electronic work equipment, it is necessary to use disinfectant products applied with a cloth, or disinfecting wipes.
- Avoid sharing work equipment or devices with other tour guides. In case there is an alternation in the use of certain equipment or devices (walkies, radio guides, telephones, umbrellas, etc.), the tour guide must establish guidelines focused on cleaning and disinfection, and otherwise, on the use of PPE for the reduction of the risk of contagion.





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Disclosure actions

The tourist guide must inform his clients of the preventive and hygienic measures that are applicable to him, as well as:

- possible restrictions, limitations or modifications to the service to prevent contagion.
- the preventive measures that are taken during the tour by the tourist guide and that must be adopted by the clients. The latter must have been communicated to them before contracting the services.

The tour guide must urge clients to comply with the measures that are derived from the contingency plan and of which they have been previously informed to contract the trip, tour or service. Failure to comply with the prevention measures described by travelers will lead to the immediate suspension of the service until its correction.

Family Morocco Tour vehicles are equipped with spare protective masks, as well as gloves and hydroalcoholic solution.

Service requirements

Activity design

The tourist guide must determine how the visit is going to be carried out and where the tour is going to run from the risk assessment and the regulations and / or possible restrictions that are applied by the various service providers (museums, monuments, natural spaces, etc.). Therefore you should:

- Prepare one-way tours to avoid group crossings whenever possible (small cities, historic centers), coordinating in any case with other tourist guides.
 - Avoid areas susceptible to concentrating crowds.
 - Avoid confined spaces and with limited capacity.

Whenever feasible, a single meeting point with the driver and the vehicle should be established in the cities with the highest volume of tourism, to facilitate information, apply sanitary and hygienic regulations and control said application.

Walking tours and stops to explain monuments must be done in open and / or wide spaces, respecting the safety distance.



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Coordination with tourism service providers

The tour guide should coordinate with providers in order to avoid crowds, for example:

- Sending the previous list of customer documentation.
- Handing out the keys to the rooms inside the vehicle.
- Accessing the hotel / museum / monument in stages.
- Establishing an appointment.

For the transportation of passengers, the instructions issued by the health authorities (spaces between passengers, safety distance from the driver, etc.) must be followed at all times. In particular, each passenger must maintain their fixed position inside the vehicle each time they get on at.

Reception and development of activities

The following preventive measures must be followed:

Before starting the tour / visit:

- The tourist guide must remember the preventive measures implemented and urge that they be carried out for the good and safety of others (do not touch surfaces, maintain a safe distance, use of a mask, wash hands frequently, etc.);
- The tourist guide must inform the group of how the visit, the route and the rules and / or possible restrictions that are applied by the various providers (museums, monuments, natural areas, etc.) are going to be carried out.
- Those forms of greeting and / or farewell that involve physical contact with the client should be avoided.
- A disposable cover must be used per person in those microphones that can be used consecutively by several tour guides.

During the tour / visit:

- The tourist guide must always give an image of tranquility and confidence in the application of this protocol. During the tour, the client must be reminded of the compliance with this measurement protocol.
- The authorization of the Tourist Guide, which must always be visible during the service, must be properly sanitized.





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- The tour guide who chooses to wear gloves should put them in front of the visitors and use them correctly, although it is recommended to opt for hand washing before and after the visit and whenever equipment is shared.
- The distribution of printed material such as maps, brochures, etc. should be avoided. If this is not possible, they should be laminated, easy to clean and disinfect, or single use.
- The planned schedule must be respected as much as possible to avoid incidents. Improvisations that affect the development and itinerary of the visit should be avoided.
- The work of the other colleagues and the coordination with them must be respected, especially in places with narrow streets, access to monuments, etc. The safety distance should be maintained between the tour guide and the clients, and between themselves throughout the tour. If this is not possible, a mask should be used and customers should be encouraged to use it, the customer should also be informed of this point, as well as whether it is necessary to bring it with them.

To facilitate communication with clients with hearing disabilities, it is recommended to use transparent screens.

After the tour and during the farewell:

- Avoid the use of cash and prioritize the use of card or other electronic means, preferably contactless, in collections and payments for services and / or providers (eg pre-payment on the website). In the event that cash is handled, hands should be washed or disinfected as soon as possible.
- The used protective materials (masks, gloves, etc.) must be disposed of properly.



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Cleaning requirements

The tourist guide should consider the following aspects in terms of cleaning and disinfection:

The use, in safe conditions, of authorized disinfecting cleaning products that must be used in accordance with the safety data sheets of said products.

Increased cleaning frequencies, especially in the areas of greatest contact:

As a general rule, all the material used during the provision of the service must be disinfected at the end of the service.

Those voice reception systems for the client (headphones, whisperm, etc.) that are not for single use must always be disinfected at the end of the service and, in any case, before being used by another person.

The POS must be disinfected after each use in which there is contact.

In case of using your own vehicle for the transport of tourists, it must be completely disinfected at the end of the service and, if the service covers several days, daily.

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PROPER USE OF THE MASK

¿Cómo usar y quitarse una mascarilla?



1
Antes de poner una mascarilla, lávate las manos con agua y jabón o usa una solución de alcohol.



2
Cúbrete la boca y la nariz con la mascarilla y asegúrate que no haya espacios entre tu cara y la máscara.



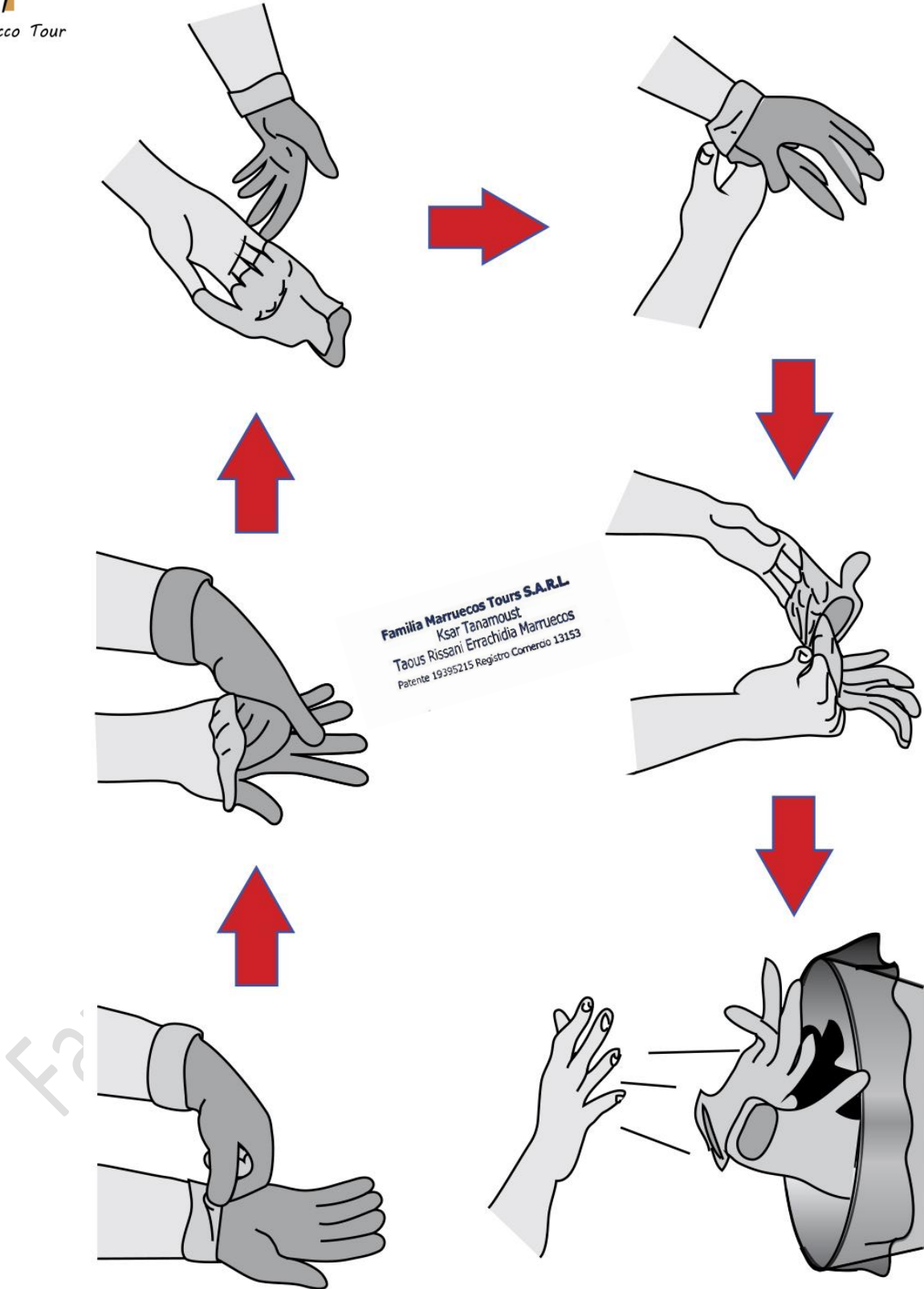
3
Evita tocar la mascarilla mientras la usas.
Si lo haces, lávate las manos con agua y jabón o usa una solución de alcohol.



4
Quítate la mascarilla por detrás, sin tocar la parte delantera, y deséchala de inmediato en un recipiente cerrado. Lávate las manos con agua y jabón.

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PROPER USE OF GLOVES





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MODE OF ACTION IN CASE OF INFECTED OR RISK PERSONNEL

Basic knowledge about COVID-19 to take into account for its prevention:

- The symptoms of COVID-19 are cough, fever and respiratory distress mainly and muscular and headache pain in some cases.
- 80% of cases have mild symptoms and the incubation period is 2-14 days. 50% of cases begin to present symptoms 5 days after infection.
- If a working person begins to have symptoms compatible with the disease, they will immediately contact the telephone number enabled for this, they will also notify the company. If the symptomatology starts in the workplace, he will make this situation known to his immediate manager. For its part, the establishment will notify the prevention service, if any, so that it can adopt the appropriate measures.
- If any working person corresponds to the profile of "risk person", either due to pregnancy, previous chronic pathologies or age, the job will be reviewed by the prevention service, to consider the advisability or not of recommending their "preventive isolation" in the event that they cannot carry out their work by teleworking, following the aforementioned procedure.

REVISION MAY 30, 2020



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