

National Protocol for Health Risk Management against COVID19 for Travel Agencies and Tour Operators

October 2020

Certified by:





Ministerio de Turismo

“Año de la Consolidación de la Seguridad Alimentaria”
RNC-401-03681-9

National Protocol for Health Risk Management COVID-19

Executive Summary

This document aims to present the action protocol to mitigate the impact of the coronavirus pandemic SARS-CoV-2 (hereinafter COVID-19) and similar contagious viruses in the tourism sector. It contains the guidelines for best practices in order to achieve safe interactions in the activities implemented by tourism service providers to prevent and minimize the spread of COVID-19, protecting workers, national visitors and foreign tourists in the Dominican Republic.

This protocol has been the result of coordinated work with the private sector since the beginning of the pandemic, the very one has been adapted and will continue to be adjusted as new information or guidelines emerges, so it cannot be a closed document due to the exceptional characteristics of the pandemic situation. Governments, companies in the sector or employers and workers and their respective organizations have a fundamental role to play in consolidating the progress made in reducing infection rates, ensuring a safe return to work and healthy contact with international tourists and national visitors, as well as with the population in general.

The measures held in this document are within the framework of the guidelines of the World Health Organization (WHO), the Pan American Health Organization (PAHO), the World Travel and Tourism Council (WTTC), the United States Center for Disease Control and Prevention (CDC), the World Tourism Organization (UNWTO) and other Health and Tourism Organizations of International Governments. However, all the measures of this protocol are subject to state regulations that may be published by the competent authorities and be complementary to other specific guides for tourism subsectors.

The protocol has considered the anticipation and mitigation of risks to life and health. In order to the reactivation of economies be sustainable, people should feel safe in their workplaces and in their recreational activities, which is why these actions are aimed at strengthening trust in each of the links in the chain value of the sector, minimizing the risks related to the new coronavirus.



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Given the multitude of companies with very similar characteristics, this protocol is developed in a single document, which unifies content and criteria.

Many of the measures will be common and will have to be implemented equally in the different tourism service providers.

The tourist activities or services not included in this document will comply with the guidelines established by the Ministry of Tourism and the Ministry of Public Health and Social Assistance (hereinafter the Ministry of Public Health).

The entry into operation of the different areas / services / opening-closing hours, will be carried out according to the calendar published by the government and in accordance with any changes that may occur in the future.

Likewise, this protocol is subject to the regulations or protocols regarding occupational risk management established by the competent authorities.

The Dominican Republic Ministry of Tourism (hereinafter MITUR) is established as a supervisory institution for the implementation of the measures developed in this protocol.

All tourist service must be prepared for supervision visits to verify these measures, without prior notice, by MITUR from 8:00 a.m. to 8:00 p.m.

This document comprises four main lines of action:

- 1. Self-protection:** actions aimed at promoting and monitoring risk self-management that each employee and client must put into practice individually.
- 2. Risk Management:** actions that tourism service providers must implement to mitigate the risk of contagion throughout the value chain.
- 3. Identification and Traceability of contagion:** actions by which tourism service providers can manage people with symptoms of COVID-19 and people diagnosed with COVID-19.
- 4. Life protection:** It includes the provisions relating to the isolation and quarantine structure, as well as the medical health services that clients and collaborators can access, with which we protect their health and preserve their physical integrity.



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for the management of general preventive measures to be
applied against COVID-19 in the tourism sector and in the
following subsectors:

- Hotels and Lodging
- Guidelines for tourist operations of travel agencies, incoming / outgoing tour operators
- Horseback-riding, tourist excursions, zip line, water and / or recreational theme park and paint ball
- Maritime transport and water sports, including Snorkeling, Surf School, Sailing, Kayaking and Bananas
- Parasailing
- Diving School
- Catering
- Cruises

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A. General measures

Scope of application: the following general measures will be applicable to all tourism service providers regardless of their size and organization. In addition to the application of these measures, for each subsector are set specific guidelines and recommendations to be applied in each of them.

General measures

Self-protection	1. Use of personal protective equipment.
	2. Hand washing and personal hygiene.
	3. Physical distancing.
	4. Staff transportation.
	5. Isolation and preventive home quarantine.
Risk Management	6. Creation and implementation of health security protocol.
	7. Monitoring unit for compliance with the health protocol (compliance officer).
	8. Medical units for permanent attention.
	9. Laboral risk management due to pandemic. Actions to be taken by the employers with respect to their employees. Specific coordination measures with suppliers / supply to prevent contagion.
Contagion identification and traceability	10. COVID-19 training and information and ongoing communications on norms and protocols.
	11. Alert levels.
	12. Recommendations to travelers.
	13. Constant health monitoring of collaborators and clients.
	14. Maintain an updated record of clients and their related parties.



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Life protection	15. Mechanism for timely information to competent authorities.
	16. Adequate structures for quarantine and isolation.
	17. Access to enough health services for life care.

1. Self-protection

The employer must guarantee at least the following self-protection measures at the personal level of each employee and collaborator. These measures are intended to be an instrument that stimulates awareness and facilitates understanding, and a call to responsibility and common sense of all people in general.

Personal Protective Equipment (PPE)

- Mandatory wearing surgical masks or non-cotton fiber fabrics masks (non-woven fabrics) before, during and after working hours. The masks to be worn must guarantee the recommendations from the Ministry of Public Health and other International Health Organizations and preferably use non-reusable hygienic masks with a certificate of conformity according to current legislation. Wearing respirator masks should be avoided as they only protect the wearer by filtering inhaled air, but do not filter exhaled air. The masks will be changed following the conditions indicated by the manufacturer or indications from the organization.
- Workers cannot share any personal protective equipment (PPE) such as gloves, masks, boots, glasses or others. The employer will ensure that each worker has their PPE.
- Eyes protection is recommended as far as possible in those jobs with greater contact with customers.

Hand washing and personal hygiene

- Promote and supervise personal hygiene of employees, clients and visitors at workplace.
- Establish as obligatory hand washing when entering work, setting hand washing stations at the main entrance with liquid soap and, if this is not possible, provide an alcohol-based solution at least 70% (hereinafter hydroalcoholic solution).
- Provide disposable tissues and/or hand dryers.



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- Ensure the availability and constant replacement of soap, water and hydroalcoholic solution in all toilets. A record of its replacement must be filled.
- Have a hydroalcoholic solution in each department.
- Place hand sanitizers in multiple common places to promote hand hygiene.
- Encourage using automatic systems to operate sink taps, soap dispensers, hand dryers, and flush toilets, so as to avoid manipulation.

Physical distancing

- Ensure the mandatory safety distance of at least 1.5 meters in all areas and among personnel and recommend 2 meters distance whenever is possible.
- Only in the case of means of transport, if the 1.5 meters distance cannot be guaranteed, the separation of a seat between passenger and passenger or 1-meter distance will be guaranteed, as well as the mandatory wearing of a protective mask.

Personnel transportation

- As far as possible avoid public transportation.
- Personnel transport vehicles should be disinfected both on the way out and on the way back with 0.2% sodium hypochlorite whenever possible.
- The transport of personnel may not exceed 50% of the vehicle's capacity, all employees sitting next to the window, except in the case of cohabitants part of the same family nucleus. Seats that can and cannot be occupied must be clearly marked.
- Personnel's transportation should be with open glass to promote air circulation.
- Wearing masks is compulsory in both private and public transport for all people except in the case of cohabitants part of the same family nucleus. If these cohabitants travel with people other than the family nucleus, all occupants of the vehicle / transport must wear the mask.
- Raise awareness on the importance of not having conversations in the transport, in the same way placing signs that warn the staff about limiting conversations and not talking without wearing the mask.

Isolation and preventive home quarantine



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- Actively promote that employees with symptoms associated with the virus stay home. It is recommended to take the temperature of all personnel at home, before the start of working day. In case of fever or showing symptoms compatible with COVID-19, do not go to the workplace.
- Employees with symptoms associated with the virus should notify their supervisor about their condition as soon as possible. They should also notify if they have been in close contact in recent days with someone who has been diagnosed with the virus.
- Employees should not return to work until the criteria for interrupting home isolation are met negative PCR test and /or Public Health guidelines.
- Employees who are negative for COVID 19 but who have a relative in the house where they live, with symptoms or diagnosed with COVID-19, must notify their immediate supervisor and remain at home teleworking. Also, employees must send their supervisor evidence of the positivity of the virus of the person in his family nucleus.

2. Risk management

2.1 Creation and implementation of health security protocol.

The entire sector must assume the commitment to reduce the possible risks of contagion by COVID-19 in the development of its business activity.

- All tourism service providers must incorporate into their operations the guidelines of this protocol in relation to:
 - Detect and monitor possible symptoms.
 - Ventilation, air conditioning and air quality.
- Environmental cleaning and disinfection.
- Capacity limitation and control.
- Waste management.

In addition, each tourism service provider will have to establish and implement all action measures in case of the suspicion or activation of a possible case of COVID-19 in their facilities and/or services, following the indications established in this protocol as well as those determined by the Public Health Authority. These measures must include at least:

- Isolation of the possible case.



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- Action, evacuation and isolation measures.
- Cleaning measures.
- Identification of close contacts.
- And monitoring and control measures.

Monitor possible symptoms

- Temperature review with digital infrared thermometers before each employee or client enters your workplace.
- If there are personnel in charge of taking the temperature of the rest when entering/leaving the facilities, they must wear gloves, a mask, and at the end go washing their hands and arms correctly.

Ventilation, air conditioning and air quality

- It is recommended to keep the air conditioning at an ambient temperature between 23-26°C, ensuring enough air renewal.
- Increase the percentage of outside air that circulates in the system.
- Periodically check and clean the filters and grilles of the ventilation equipment, whenever possible.
- Increase the ventilation rate to improve indoor air renewal.
- Ventilate all rooms, whenever possible, three to four times a day for ten minutes.
- As far as possible, air recirculation should be avoided and, above all, there should be no mixing of air from different rooms in the building.
- Using heat recovery units that involve mixtures of extracted interior air with introduced exterior air should also be avoided since with these devices polluting particles could re-enter the building/place.
- It is convenient to prevent accumulation of stagnant water under the cooling systems, implementing if possible, a continuous drainage system.
- Extraction systems for toilets (sinks) and common spaces must operate continuously to ensure air renewal.
- It is recommended to install high-efficiency air purifiers in closed or air-conditioned spaces. Its installation will be complementary to the recommendations on ventilation and cleaning of air conditioning equipment determined in this protocol.
- Disabling finger watches, markers and fingerprint accesses in offices and processing lines to avoid cross contamination.



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- Relative air humidity in occupied spaces should be kept below 70%.

Cleaning and environmental disinfection

- Reinforce sanitary measures for high contact surfaces.
- Establish a cleaning and disinfection protocol for surfaces and common areas as well as for work equipment and utensils. In cases where food hygiene is applied, the HACCP documentation must be updated in reference to preventive measures against COVID-19 regarding the cleaning and disinfection plan for critical surfaces in kitchens and the PPE used.
- Routinely clean and disinfect (at least every two hours) all frequently touched surfaces in the workplace, such as workstations, keyboards, telephones, handrails, switches, doorknobs, keypads, etc.
- Eliminate the use of equipment by more than one worker, for example sharing telephones, desks, computers or other tools or providing disposable wipes and/or authorized disinfectant products in each department so that employees can clean commonly used surfaces (for example, doorknobs, keyboards, remote controls, desks, and other work tools and equipment) before each use.
- For disinfection, use products that meet EPA criteria for use against the external SARS-Cov-2 icon and are appropriate for the surface on which they are used. The dosage, mode of use and safety periods, where appropriate, must be considered for the use of the very ones.
- Carry out a reinforced cleaning and disinfection after having confirmed the persons suspected/confirmed with the virus have been in the facility, according to the cleaning and disinfection plan established in these cases.
- Promote generalized disinfection and cleaning, prior to starting work.
- Reusable cutlery, glasses, plates and other utensils will be washed in the dishwasher. The correct operation of the washing train must be ensured, particularly the washing and rinsing temperatures and the correct dispensing of detergents.
- Wash bedding, towels, personal uniforms, etc. with usual soaps/detergents at 60- 90°C or with suitable textile disinfectants at a lower temperature, and let it dry completely. These clothes should be placed in a zip-lock bag until ready for laundering. Avoid shaking clothes before washing them.
- If there is a work uniform, street clothes must be kept in a plastic bag (or suit holder) so that there is no contact between both clothes. It is recommended that the establishment clean work uniforms along with the lingerie.



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- Cleaning and disinfection in cases of suspected and/or confirmed cases of COVID-19 must be included in specific protocols for these cases.
- Cleaning and disinfection must be accomplished by properly trained personnel and with the necessary protective equipment. Using of disposable paper will be encouraged.

Limitation and control of capacity

In order to avoid crowding of personnel in spaces, the following should be done:

- Reduce capacity and publish the maximum allowed capacity in all areas
- Avoid face-to-face meetings
- Consider using video conferencing or teleconferencing when possible for work-related meetings and encounters.
- Consider canceling, adjusting, or postponing large meetings or work-related gatherings that can only occur in person. When video conferencing or teleconferencing is not possible, hold meetings in open and well-ventilated spaces.
- Avoid employees' agglomeration
- Consider using video conferencing or teleconferencing when possible for work-related meetings and encounters.
- Consider canceling, adjusting, or postponing large meetings or work-related gatherings that can only occur in person. When video conferencing or teleconferencing is not possible, hold meetings in open and well-ventilated spaces.
- Increase lunch and rest hours to reduce the number of people in common places. Reduce hours of presence in the dining room or kitchen, giving the remaining time for personal enjoyment in the workplace.
- Promote lunch in outdoor areas.
- Allow staff to eat at their desks and intersperse lunch hours to avoid overcrowding in dining rooms, making the employee responsible for cleaning their work area after lunch.
- Establish access controls and safety distances while waiting.

Waste management



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- Have garbage cans with bags and preferably with covers and pedal opening in as many places as possible. These bags must be deposited in the specified containers for their management in accordance with current regulations on the matter.
- In the event that it is waste that comes from a suspected and/or infected patient with COVID-19, it must be placed in a previously identified bag (another color, label.) and separated from the rest until the moment of its elimination in the specific container dictated by current legislation for this type of waste.
- The containers of cleaning and disinfection products will be dropped in the authorized containers and/or areas for proper management in accordance with current regulations.

2.2 Monitoring unit for compliance with the protocol

The tourist service provider must assume a firm commitment to risk management, leading the systematic implementation of measures aimed at minimizing it. Risk management must be part of all the processes of the establishment and/or service, so it is essential that the different processes must be coordinated with each other. That is why a Health Protocol Compliance Officer (OCPS) must be appointed, who is responsible for the implementation and observance of the prevention protocols against contagion in their workplace, both individually and at the organizational level. This person must report to senior management and must be the point of contact with the Ministry of Labor, Ministry of Public Health and Ministry of Tourism together with the UMAP.

2.3 Medical Units for Permanent Care (UMAP)

These units will oversee the continuous monitoring of collaborators and clients from the moment symptoms appear until they return to a normal state of health within the facilities/services provided.

- A UMAP must be established in each tourist service/accommodation, regardless of its size, made up of at least for one medical health personnel and the facilities necessary to aid the personnel that require it. These medical personnel must be qualified and identified, present on site or have access to a basic medical service in less than 30 minutes.
- Basic health care services must be provided for any illness/emergency including those derived from COVID-19.



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- Act under Public Health protocols and be in permanent contact with a health center, not being called to fulfill the functions of a health center as such.
- Likewise, it must have an installation within the enclosure with all the material and basic equipment necessary to initially aid any health emergency prior to being transferred to a Health Center/Hospital (if necessary).
- Must follow the protocol for reducing the risk of contagion established in that place and supervise that all the recognized prevention rules and protocols are met.
- In case of symptoms in any collaborators and/or clients, the UMAP must be informed and it must evaluate the relevance of the immediate transfer to an adequate and established quarantine/isolation place (in case of international collaborators/clients) or transfer to home (national collaborators/clients). Immediately, inform local Public Health authorities about the incident to coordinate the protocol to be followed with them.
- Notify the Ministry of Public Health concerning the incidents on new infections and their evolution and all the information required by this Ministry so that it can report to the corresponding embassy. This report will contain at least:
 - Information included in the passport and other contact details of affected persons.
 - Information on people traveling with affected personnel.
 - Time of residence in the country.
 - Accommodation address during the stay in the country.
- Follow up tests results carried out on suspicious and/or infected personnel.
- Oversee physical contacts that the person presenting the symptoms had (tracking tasks) in order to follow up according to the Public Health Protocol
- Have a weblog with incidents and details of handling and monitoring them
- Manage travel services and contact insurance for affected personnel (where applicable).
- Require guests to have their hands disinfected prior to entering medical station
- Disinfect medical station after each patient. Each patient should be treated with a mask on and following what is set in the public health protocols for this sector.

2.4 Management of occupational risk due to Pandemic

Actions to be taken by the employer with respect to its employees:



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This section describes the basic steps that every employer can take to reduce the risk of worker exposure to COVID-19 in their workplace. Namely:

Corporate aspects:

- Develop a preparedness and response plan for infectious disease. Plans must consider and address the levels of risk associated with numerous work sites and job tasks that workers perform at those sites.
- Stay abreast of the Ministry of Public Health guidance and consider how to incorporate those recommendations and resources into specific workplace plans.
- Designate an OCPS and a UMAP in each tourist center /service.
- The employer must have a risk assessment that considers the specific risk of exposure to COVID-19 from all jobs and the place.
- The workers' representatives (if any) or the workers should be consulted on all those measures to be implemented in each center regarding COVID-19 that affect some of the conditions agreed with the employee within the individual employment contract or collective agreements.
- Establish an Emergency Communications Plan.
- The one assigned within each organization must establish a protocol for the identification, monitoring, attention and reaction (technical and organizational measures) of those psychosocial risks caused by COVID-19 among its employees.
- Have effective mechanisms that allow knowing and staying up to date with legislative changes associated with COVID-19 and local trends.
- Establish an action plan adapted to the situation and implement it in accordance with local recommendations and national public health authorities, with the aim of preventing cases, managing cases effectively, and mitigating the impact between staff and clients.

Personal protective equipment and work clothes

- Provide with the corresponding personal protective equipment to all employees based on the risk assessment of their job and their interaction with other people (clients, passengers, collaborators) necessary during their working hours. These deliveries will be registered.



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- It is recommended to document all the technical characteristics that all PPE should meet against COVID-19, and in the case of masks, define the specific time of use and change according to the type to be worn.
- Ensure the correct use, removal, and disposal of personal protective equipment by employees.
- The supply and replacement of this personal protective equipment must be guaranteed.

Work Organization:

The following measures are focused on identifying where and how employees can be exposed to COVID-19 within the workplace and all those organizational measures to take to reduce the risk of contagion in this regard.

Time and work shifts

- Employers should explore whether they can establish policies and practices on flexible work hours (for instance, staggered shifts) to increase physical distance between employees.

Telecommuting

- Identify all the units that can telework and maintain the employees of those departments in their homes, providing them with the necessary means and support.

Physical distancing

- Redesign workers' work sites in such a way that face-to-face contact between employees is minimized and that allow them to preserve a physical distance or physical block with other employees, with customers and collaborators. Likewise, customer areas and spaces must be redesigned.
- Encourage to use contactless greeting methods.
- Remove magazines and newspapers in waiting areas or common rooms (such as break rooms, kitchens).
- Business cards must be digitized. It is recommended that they have a QR code to be downloaded opportunely by those who receive it.
- All personnel in contact with the client must always wear a mask and have hydroalcoholic solution for their hands with them to be used. Staff must be monitored and penalized for non-compliance.



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- The employee must always practice physical distancing, avoiding hugs, kisses or shaking hands, and not sharing objects with guests or other employees.
- Suggest to workers not to use their phones or personal screens during shifts unless it is an urgent matter.
- Discourage employees from using other workers' phones, desks, offices, or other work tools and equipment, when possible.
- Ensure enough health and safety signs that promote hygiene, hand washing and other preventive measures against the virus, and that are displayed in employee rest areas among other places. The role of each employee, their responsibilities and how they can contribute to the effective implementation of these measures must be clearly communicated. State the implications and possible consequences of not following the guidelines.
- Develop, implement and communicate about flexibility and protection in workplace.
- Protect workers in close contact with a person who is ill or who has prolonged/repeated contact with such people through using additional engineering and administrative controls, safe work practices.

Separation of employees with symptoms-health surveillance

- Develop policies and procedures for early identification and isolation of people who are suspicious and/or sick with COVID-19. This is a critical step in protecting workers, customers, visitors, and others in workplace.
- Notify and encourage employees to self-monitor for detecting virus' symptoms if they suspect possible exposure to it. Inform the company immediately in these cases.
- Settle employees and collaborators daily controls in which each day at the beginning of workday can be made a physical analysis of the employees that includes disinfection, temperature measurement and reports by the personnel to higher controls if they denote any symptom or contact with a person diagnosed with the virus.

Employees with a temperature lower than 38°C or 100.4 ° F and who have not presented symptoms and/or been in contact in the last days with people diagnosed, will be allowed to start their shift.

Employees with a temperature greater than or equal to 38°C or 100.4 °F and/or who report that they have presented any symptoms compatible with the virus or that they have been in



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contact with a person diagnosed with it in the last days, will not be allowed to start the shift . In such case the employee must be sent home by the manager and cannot return to work until received clearance from a professional physician. If an employee refuses to have their temperature checked or not reporting their health status and/or possible contacts with personnel diagnosed with the virus, they must be sent home and will not be able to enter work or serve customers.

A detailed record of daily health checks must be kept and be available if required by the health authority.

- Employees who start presenting symptoms during the day, should be immediately separated from other employees, customers and visitors, and should be sent home requesting a PCR test as soon as possible by the company.
- If an employee is confirmed positive to COVID-19, employers should inform their co-workers about possible exposure and the possibility of declaring themselves close contact, always maintaining confidentiality. Co-workers must be monitored for symptoms (as fever, cough or shortness of breath) and quarantine if indicated by the Health Authorities and/or the establishment in question's specific protocols.
- It is recommended to carry out quick test to all personnel before joining their position if they remain for a period of at least 15 days without going to work (vacation period, mandatory closure according to authorities, etc.).

In the case of the hotel subsector:

- It is recommended to settle down a labor health cordon in line with what is established by the Ministry of Public Health and Ministry of Tourism, and on a recurring basis (every 15-30 days) quick tests be administered, especially to employees who have more contacts with guests. These tests must be defrayed by the employer.
- Hotels with the highest percentage of long-stay tourist occupancy must negotiate with the employees the entry and exit of working personnel in such a way as to try to minimize contact with outside personnel as much as possible.

Evaluate higher risk employees' reintegration and foster them to stay at home

- Identify a protocol to protect those who are at high risk or vulnerable.



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- Specific measures such as teleworking must be adopted to minimize the risk of transmission to especially sensitive or vulnerable workers, such as people over 60 years old, pregnant women and people suffering from cardiovascular diseases and high blood pressure, diabetes, chronic lung diseases, cancer and immunosuppression or any other determined by the Public Health Authority for this case.
- People over 60 years old, HIV positive, active tuberculosis, cancer, cancer survivors, immunosuppressed, patients with sickle cell anemia or dialysis patients do not return to work until Public Health Authority and pertinent Authorities determine so.
- Reintegration in the event of diabetics, asthmatics, hypertensive and pregnant women is conditional on their doctor's approval, continuous follow-up by their doctors and consumption of their continuous use treatment medications.
- Flexible policies' application intended for the performance of employee functions.

Implement flexible and favorable sick leave policies and practices

- Ensure that sick leave policies are flexible and consistent with public health guidance and that employees know and understand these policies.
- Maintain flexible policies that allow employees to stay home to care for a sick family member or care for children due to school and daycare closures.
- Review human resource policies to ensure that policies and practices are consistent with public health recommendations and existing workplace laws.
- Promote employee assistance programs, in terms of health (physical and mental), economic and social. Employees may need more social, behavioral and other services, for example to cope with the grief of the death of a loved one.

Assess essential functions and the trust that others and the community have in services or products

- Be prepared to change business practices if necessary, to maintain critical operations (for example, identify alternative suppliers, prioritize existing customers, or temporarily suspend some of operations if necessary).
- Identify alternative supply chains for critical goods and services
- Promote among subcontractors the importance of sick employees staying at home and urge them to develop non-punitive leave policies.
- Promote responsible business policies and strict observance of protocols among suppliers.



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- Determine how absenteeism will operate and could grow due to the increase of employees with COVID-19, as well as for those who stay at home to care for family members with COVID-19 or to monitor their children.
- Design contingency plans to continue your essential business functions in the event of experiencing higher than usual absenteeism.

Specific coordination measures with suppliers and supply to prevent contagion

Each tourism service provider must establish coordinated business activities on COVID-19 with contractors, subcontractors, users or other people present in the workplace oblivious to the company. To do this, the succeeding guidelines and recommendations must be watched:

- Establish and register coordination on COVID-19 matters with all those contracted and/or temporary companies.
- Update all employees about the company's specific COVID-19 protocols and keep a record of sending.
- Request from all collaborators their protocols for action against COVID-19.
- Recommend to these companies subcontract and establish new relationships with those suppliers that also have COVID-19 risk management protocols in place.
- Inform about the importance of sick employees (contract and/or temporary) staying at home and developing non-punitive leave policies.
- The presence of contractors, subcontractors, visits and any other persons not essential for the maintenance of activities should be minimized.
- Keep a record and control on entry/exit of any external company (supplier/collaborator):
 - Make sure that they always wear all the required personal protective equipment, being joined by the company's own staff to ensure that they comply with the proper rules.
 - Take body temperature with infrared thermometer and keep record of it. Those temperatures above the established threshold must be reported and deny entry to the person.
 - Always maintain security clearance.
 - Carry out frequent hand washing and/or disinfection of them during the stay in the facilities.



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- The entry of suppliers must be on pre-established dates and times and with monitoring by security personnel in order to avoid the crowding of people in the service and warehouse areas, whenever possible.

Goods received and packaging must be completely disinfected with chlorine, alcohol or other disinfectants approved by international standards according to use.

- The reception of merchandise must be accomplished as quickly as possible and keeping the recommended physical distance. Whenever possible, the entry of suppliers into the facilities should be avoided.
- Designate a specific area for reception of merchandise and avoid the circulation of suppliers within the common areas and customer services
- Sanitize receiving areas after each delivery.
- All products (beverage bottles, food, boxes) used in the establishments must be properly disinfected before entering the establishment.
- Bottling and merchandise in general: fumigate with chlorine solution for disinfection. Let the product applied for at least 5 minutes and rinse with a disposable cloth or paper towel.
- Fresh products (not vacuum packed): discard original packaging and store in a safe container.
- Frozen products in general: remove the original box as soon as possible, store at -18°C immediately.

COVID-19 training and information

- Train all employees in detection and communication of COVID-19 symptoms, what to do if a staff member or client becomes symptomatic, and in preventing the transmission of the virus by training and informing about the measures taken and keeping a record of it.
- The protocols defined and implemented in the organization as well as the definition of “close contact” must be clearly transferred and explained to workers during information and training sessions.
- Inform and train employees to promote safe entry into their homes.
- Implement training programs for employees on the new standards and hygiene and cleaning models that the market will demand after COVID-19.
- It is recommended to instruct on occupational health.



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- Coordinate these detailed training workshops for all employees to review the established guidelines and ensure commitment to their implementation. MITUR may establish a guide with the basic content of these training sessions. This training should be recycled when estimated, to update in new changes that may arise.
- A certification of these trainings and from the institution that imparts them must be deposited with the Ministry of Tourism, as well as in the collaborator's database in Human Resources, including details of the scope and objective of these workshops.
- It is recommended to carry out COVID-19 drills between employees to verify the effectiveness of the protocols already implemented in the company against suspicious and/or infected personnel.
- Disseminate information on COVID-19 by different physical and electronic means, including transmission routes, forms of prevention, associated symptoms, among others.
- Disseminate material on techniques and importance of frequent hand washing with soap and water for at least 20 seconds or use hand sanitizer with at least 60% alcohol if soap and water are not available.

Ongoing communication on standards and protocols

- Lay signs in the in the place's habitual languages that encourage and describe all personal hygiene measures to help stop the spread, at the entrance to of workplace and in other areas of workplace where they are likely to be found. Within these measures should include at least:
 - Avoid contact with all people (handshakes, etc.).
 - Frequent hand washing with soap and water or alcohol-based solutions.
 - Instructions on how to wash hands correctly and how often.
 - When coughing or sneezing, covering mouth and nose with a disposable tissue or with elbow flexed (if do not have a tissue).
 - Avoid touching eyes, nose or mouth.
 - Practice good respiratory hygiene habits.
 - Maintain physical distance of 1.5 meters.

Alert levels

As part of risk management in this sector, 3 alert levels will be established, which will be determined by the Ministry of Tourism based on coordination with the Ministry of Public



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Health. Depending on the alert levels, the competent authority will determine which measures should be incorporated. At a higher level of alert, additional measures will be incorporated.

The entry into operation of the different tourist services that are currently restricted or limited will be subject to the opening/closing calendars published by the relevant authorities.

Recommendations to traveler

Any tourist who wishes to travel to the Dominican Republic must be able to have and/or be informed by travel agencies, tour operators, airlines or maritime companies, consulate offices, OPT and any other tourist agent, of all the basic preventive measures against risk of contagion by COVID-19:

- Before starting the trip.
- Upon arrival at ports/airports in the country.
- On basic restrictive rules in public places.
- On the specific COVID-19 regulations in each tourism subsector.
- If you have symptoms, how will the country act (protection of life).

Before starting the trip

- Documentary control: Travelers must fill out a document (public health form) with information in case of contact (name and telephone number), their origin, destination information, possible symptoms and if they have been in contact with people with COVID-19. In it they must indicate their destination address in our country to be able to be located at any times. The form is completed electronically before starting your trip and will be presented upon arrival at the destination. It can also be physically filled out upon arrival at the destination airport/port.

Arrival at national ports/airports

- Documentary control: submit the compulsory completed public health form.
- Temperature control: It will be taken routinely by non-contact thermometers or thermal imaging cameras.



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- Visual control: Each traveler will have a visual observation about their apparent state of health to try to detect in advance, as in the previous case, a possible case.
- Quick tests will be carried out at random to passengers in a range of 3 to 10 percent of passengers according to the established alert risk level.

If the traveler does not pass any of these controls, he will undergo a medical examination at the airport/port itself, in order to determine if there is a suspicion of risk to public health. This secondary control at the airport/port will include a new temperature taking and an evaluation of his clinical and epidemiological status (rapid TEST), and if confirmed the suspicion that the passenger could suffer from a pathology that could pose a risk to public health, the sanitizing alert protocols set by the Public Health Authority and other relevant Authorities will be activated.

Departures

Temperature control. As in the previous case, if the traveler exceeds the established threshold temperature, the protocol established for these cases will be followed.

These measures will be subject to those published by the Air and Port Authorities and other pertinent authorities, being complementary to each other.

Basic restrictive rules in public places

- It is recommended the traveler states on the public health form if is at risk for COVID-19 or suffer from some other disease and carry it permanently throughout their stay in the country.
- Mandatory masks in all public places.
- The international traveler must have an assistance plan that has coverage for emergencies.

Specific COVID-19 regulations in each tourism subsector

Each tourism service provider must adapt and establish in all its processes within the organization all the measures for the reduction of contagion by COVID-19 published in this protocol, in state regulations as well as other Guides and Recommendations issued by the different relevant authorities.



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3. Protection of life

It includes the provisions related to isolation and quarantine structure, as well as the medical health services that clients and collaborators can access, with which we protect their health and preserve their physical integrity.

If anyone has symptoms derived from COVID-19, it is required:

3.1 Apply the protocol for suspected and/or infected cases by COVID-19 determined by the organization, according to the instructions of the Ministry of Public Health.

3.2 Establish adequate support structures for quarantine and isolation.

- For applicable cases, the service provider must set up an isolation and quarantine area according to the guidelines of this protocol and the Ministry of Public Health of the Dominican Republic, in coordination with other pertinent authorities.
- Move potentially infectious people away from workers, customers, and other visitors. Although most working sites do not have specific isolation rooms, designated areas with lockable doors can serve as isolation rooms until potentially ill people can be removed from working sites or isolated according to specific protocols.
- Restrict the number of personnel entering isolation areas.

3.3 Guarantee access to enough health services for life care.

- Tourism service providers must have the closest health service contacts that can provide adequate support to all persons who require it.
- Permanent contact with the Public Health Authorities of the province or municipality where the affected person is located and with the corresponding MITUR Directorates, are essential in order to coordinate the application of the service provider's care protocols. Continuous communication must also be established with the ports/airports and provision in them of the basic health means for the care of all their personnel on board.

B. Tourism sector protocol



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B.2 Subsector: guidelines for tourist operations of travel agencies, receptive/emissive tour operators

Scope of application: these measures are mandatory for all tourist operations of travel agencies, incoming/outgoing tour operators, in order to safeguard the health of tourists, employees and collaborators.

General measures for all these tourist activity service:

Attention and customer service:

- Take customers' temperature before entering the establishment.
- All visitors and service providers must always wear face masks.
- At the establishment entrance and at the service desks, there must be dispensers of hydroalcoholic solution for hands or hydroalcoholic gel.
- To reduce contact, encourage payment by credit card or electronic means.
- Establish a digital propaganda system, as a replacement for informational brochures and printed promotional material. The use of email, PDF destination or activity guide, QR codes, etc., is recommended.

Additional protocol for control and prevention of possible contagion spreads and mandatory use for establishments operating in controlled ventilation spaces:

- All companies must keep track of visitors, by including name, date and time of visiting, contact telephone number, in order to contact them if any contagion is detected within the date of their visit.
- Inform visitors about hygienic and sanitary measures to prevent contagion by COVID-19 to be followed in their facilities.

If any person (employees, tourists, collaborators) is detected with symptoms compatible with COVID-19, must be immediately isolated from the rest of the people, and must be informed to the one in charge of the facilities and the relevant authorities according to public



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health protocol and applicable regulations in these cases. If the person with symptoms does not show seriousness, may be transported individually to the place where is staying (for international people) or to the place of residence (for residents), maintaining all safety and hygiene measures, and subsequently the established protocols will be followed.

Transportation service by Tour Operators

Customer transportation:

- Hygiene vehicle before picking up clients. Groups must be small.
- Taking customers temperature before boarding the transport. The use of hand sanitizer is mandatory when clients get in the vehicles in which they will be transported.
- Buses or transportation vehicles must have a sign indicating that both passengers and service providers must always wear a face mask.
- In transport vehicles, there must be an armchair in between or the measure indicated by the authorities, between each passenger, clearly indicating the seats that can be occupied and those that cannot, thus avoiding large concentrations of people in the same environment, whether with reduced ventilation or not.
- Drivers must have antibacterial gel, masks and disposable tissues to offer to passengers.
- Drivers must sanitize the internal and external handles of their units after dismounting passengers, as well as any other surface on which passengers can place their hands to move inside them. (Handles, rails, seats, etc.), and ventilate the units after each transport.



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Q&A

Which entity is the supervisory body for the measures set out in the National Protocol on Health Risk Management?

- The Ministry of Tourism of the Dominican Republic

What are the four lines of action in the protocol?

- Self-protection, risk management, identification and traceability of contagion, and life protection.

For whom are the measures set out in the protocol applicable?

- The measures shall apply to all tourism service providers regardless of size and organization. In addition to the implementation of these measures, specific guidelines and recommendations are established for each subsector.

Who should guarantee the personal protection measures of employees in the tourism sector?

- The employers of each of the collaborators in the sector.

What type of masks should be used as part of personal protective equipment?

- Masks to be used should ensure the recommendations of the Ministry of Public Health and other International Health Agencies and preferably use non-reusable hygiene masks certified in accordance with current legislation.

What concentration of alcohol should be used as part of preventive disinfection methods?

- Alcohol-based solution should be provided at least 70%.

What are the main elements of risk management posed in the protocol?

- Detection and monitoring of possible symptoms; ventilation, air conditioning and air quality; environmental cleaning and disinfection; imitation and control of capacity; and waste management.



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What is a Health Protocol Compliance Officer (OCPS) and what role does it serve?

- The OCPS is responsible for the implementation and enforcement of contagion prevention protocols in its workplace, both at the individual and organizational level. This person must report to senior management and should be the point of contact with the Ministry of Labour, Ministry of Public Health and Ministry of Tourism next to the UMAP.

What are Medical Units for Permanent Care (UMAP)?

- These units will be responsible for the continuous monitoring of employees and customers from the moment symptoms occur until the return to a normal state of health within the facilities/services provided.

What are the conditions for the establishment of the Medical Units for Permanent Care (UMAP)?

- A UMAP shall be constituted in each tourist service/accommodation, regardless of its size, consisting of at least one medical health personnel and the facilities necessary to care for the staff who require it. These medical personnel must be qualified and identified, present on site or have access to basic medical service in less than 30 minutes.

Who should be available and inform tourists wishing to travel to the Dominican Republic about all basic preventive measures at risk of COVID-19 contagion?

- Travel agencies, tour operators, airlines or sea companies, consulate offices, OPT and any other tourist agent.

When and what information should be provided to tourists?

- Information must be provided before com/he/she enters the country's ports and airports upon arrival. They should know about the basic restrictive rules in public places, the specific COVID-19 rules in each tourism subsector and how it will be acted on in the country if it has symptoms.

What is the protocol for protecting life from suspected COVID-19?

- First, to follow the protocol of suspected cases and/or infected by COVID-19 determined by the organization, in accordance with the indications of the Ministry of Public Health. Second, and establish support structures suitable for quarantine and isolation. Third and final, guarantee access to health services sufficient for lifecare.



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What kind of support structures should be established for quarantine and isolation?

- In the cases it applies, the service provider shall enable an area of isolation and quarantine in accordance with the guidelines of this protocol and the Ministry of Public Health of the Dominican Republic, in coordination with other relevant authorities.

How is access to health services sufficient for life care guaranteed?

- Tourism service providers should have the contacts of the nearest health services that can provide adequate support to all personnel who require it.