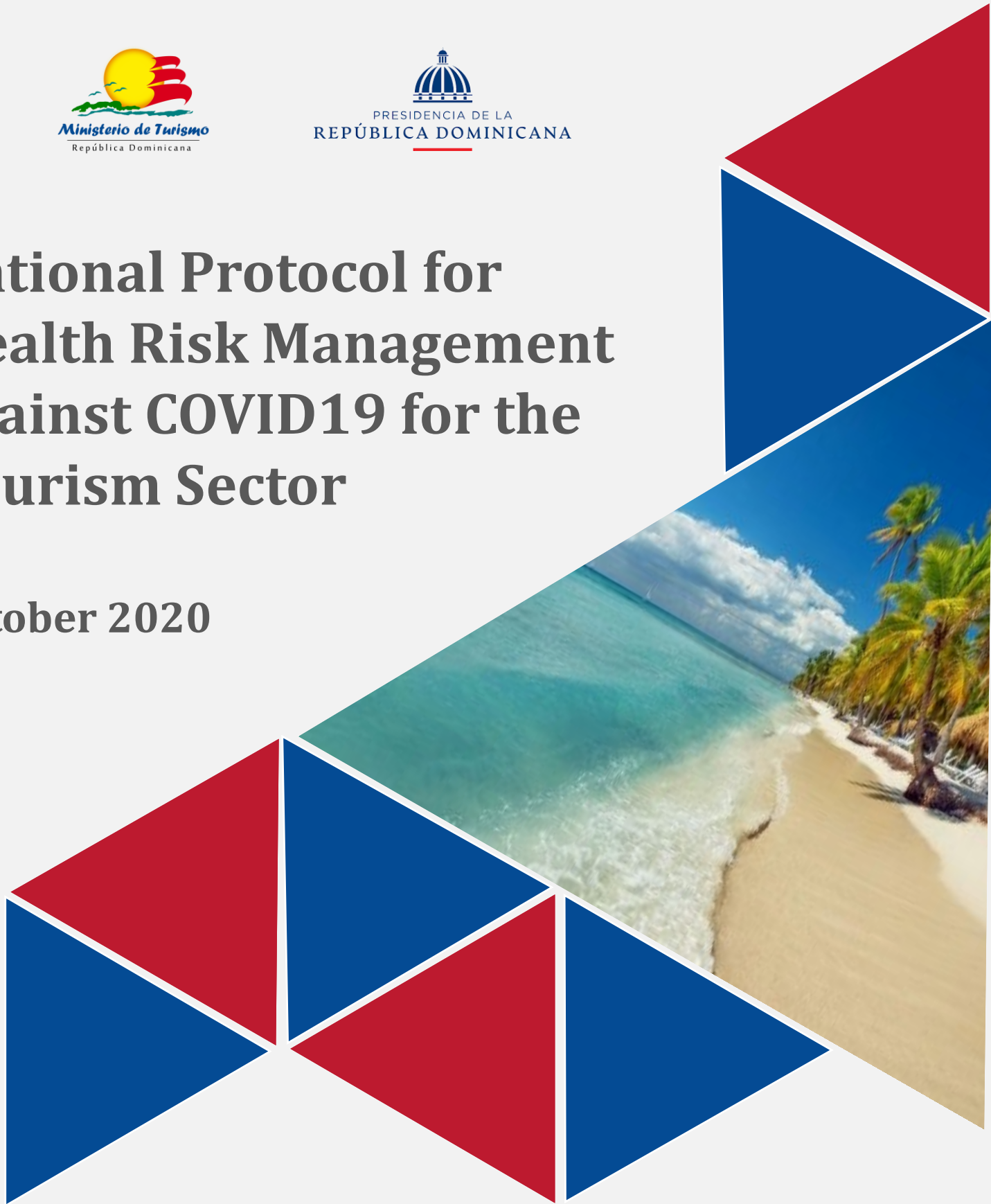


National Protocol for Health Risk Management against COVID19 for the Tourism Sector

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.

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



Ministerio de Turismo

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

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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Certifies the National Protocol for Health Risk Management for
Covid-19 for:

Ministry of Tourism Dominican Republic

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

Certificate Number: ES115600-1

Valid certificate (subject to semi-annual audits) to date 26/04/2021

This certificate is subject to the general and particular terms and conditions of the certification services

Signature:





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

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.



Ministerio de Turismo

“Año de la Consolidación de la Seguridad Alimentaria”

RNC-401-03681-9

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.



Ministerio de Turismo

“Año de la Consolidación de la Seguridad Alimentaria”

RNC-401-03681-9

- 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



Ministerio de Turismo

“Año de la Consolidación de la Seguridad Alimentaria”

RNC-401-03681-9

- 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.



Ministerio de Turismo

“Año de la Consolidación de la Seguridad Alimentaria”

RNC-401-03681-9

- 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.



Ministerio de Turismo

“Año de la Consolidación de la Seguridad Alimentaria”

RNC-401-03681-9

- 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.



Ministerio de Turismo

“Año de la Consolidación de la Seguridad Alimentaria”

RNC-401-03681-9

- 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



Ministerio de Turismo

“Año de la Consolidación de la Seguridad Alimentaria”

RNC-401-03681-9

- 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.



Ministerio de Turismo

“Año de la Consolidación de la Seguridad Alimentaria”

RNC-401-03681-9

- Basic health care services must be provided for any illness/emergency including those derived from COVID-19.
- 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



Ministerio de Turismo

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

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

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



Ministerio de Turismo

“Año de la Consolidación de la Seguridad Alimentaria”

RNC-401-03681-9

(clients, passengers, collaborators) necessary during their working hours. These deliveries will be registered.

- 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.



Ministerio de Turismo

“Año de la Consolidación de la Seguridad Alimentaria”

RNC-401-03681-9

- 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.
- 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.



Ministerio de Turismo

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

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 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.



Ministerio de Turismo

“Año de la Consolidación de la Seguridad Alimentaria”

RNC-401-03681-9

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.
- 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



Ministerio de Turismo

“Año de la Consolidación de la Seguridad Alimentaria”

RNC-401-03681-9

- 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.
- 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.



Ministerio de Turismo

“Año de la Consolidación de la Seguridad Alimentaria”

RNC-401-03681-9

- 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.
 - 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.



Ministerio de Turismo

“Año de la Consolidación de la Seguridad Alimentaria”

RNC-401-03681-9

- 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.
- 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.



Ministerio de Turismo

“Año de la Consolidación de la Seguridad Alimentaria”

RNC-401-03681-9

- 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 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



Ministerio de Turismo

“Año de la Consolidación de la Seguridad Alimentaria”

RNC-401-03681-9

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.
- 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.



Ministerio de Turismo

“Año de la Consolidación de la Seguridad Alimentaria”

RNC-401-03681-9

- 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.

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.



Ministerio de Turismo

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

- 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

B.1. Hospitality and Accommodation Subsector

Scope of application: These measures are mandatory for hotels, resorts, hostels, inns, bed & breakfasts, small inns, condo-hotels, guest houses and time-share properties, in order to safeguard the health of guests, employees, visitors and collaborators.

CHECK IN:

- All guests at the time of entry to the hotel or check-in will have a health check, which will consist of:
 -
 - Taking body temperature using a non-contact infrared thermometer, which must be recorded for the purposes of being verified if any of the competent supervisory bodies require it.
 -
 - A Declaration of Health and Travel (public health form). Each guest must report any health symptoms of any kind and report if he/she has been in direct contact with someone diagnosed with COVID-19 within the last 14 days. To do this, a public health form must be filled out in electronic format preferably or on paper with the above content upon arrival at the hotel.
 -
- The reception staff must be trained to inform customers about the application of the COVID-19 protocol established in the hotel as well as the existence of a UMAP



Ministerio de Turismo

“Año de la Consolidación de la Seguridad Alimentaria”

RNC-401-03681-9

and the protocol to follow for detection and communication of possible suspicious cases and/or infected. Additionally, these personnel must have enough information about the isolation protocol in case the client presents any symptoms or has declared to have symptoms of COVID-19 or expresses having had risky contact.

-
- Digital check-in process will be sought and promoted prior to arrival at the hotel, so that the waiting period is minimal and only one guest proceeds to remove the room key, thus avoiding crowds at the hotel reception.
- Install marks on the floor that indicate the physical distance that must be maintained between guests or groups traveling together while waiting to be served.
- Inform guests about the security protocols for preventing the spread of COVID-19 and how to obtain more information if they need it. Emphasize the essential wearing of masks in public/common areas.
- Post signs in common areas with instructions for guests, encouraging communication to any hotel staff in cases where they feel unwell and have a fever or COVID-19 symptoms. Signs must also indicate the existence of a Medical Unit for Permanent Attention (UMAP). Verbally at the time of the guest's entry, these indications should be reinforced and referenced.
- Provide guests with a preferably digital or printed version of the security protocols that are being implemented in the hotel. This information should include, at a minimum, the following:
 - Measures implemented to safeguard employees and guests.
 - A list of answers to frequently asked questions.
 - Contact information for questions or concerns while on the property.
 - Procedures established for possible cases of COVID-19 or exposure to it.
- The reception will have: hydroalcoholic solution, masks, disposable gloves, alcohol wipes or alcohol cotton wipes, disposable tissues and specific garbage cans for the disposal of hazardous waste with a pedal-operated lid.
- In a discreet and friendly manner, the reception staff will indicate to the guest/client the use of hydroalcoholic solution.
- The counter should be cleaned and disinfected frequently, especially after receiving a guest/customer or travel group.



Ministerio de Turismo

“Año de la Consolidación de la Seguridad Alimentaria”

RNC-401-03681-9

- Reduce to the minimum necessary the elements that the guest/client can manipulate, in any case, these elements will be disinfected frequently and after each contact.
- Disinfect room keys/cards when they are returned by guests after leaving the room.
- Have at the reception a sanitizing kit for guests who request it, which must contain at least hydroalcoholic solution and masks.
- The implementation of these new interaction protocols between guests, staff and collaborators, must always be carried out considering service's personalization.
- Elimination of hydration stations in receptions.

Luggage handling

- All guests' luggage must be disinfected on arrival at the hotel, in this sense the hotel must have disinfectant wet wipes so that guests and employees can disinfect the luggage.
- Baggage service must have a hand sanitizing station at the counter or in the area.
- The hotel must install distance markings in the luggage reception waiting area.
- Counter luggage surface should be cleaned and disinfected after each interaction with the guest.
- It is recommended to keep alcohol wipes available for guests to use to disinfect their phones or credit cards upon entering the hotel.
- Carrying suitcases and internal transport vehicles should be disinfected regularly; these must be disinfected by luggage carriers and drivers.

Concierge protocol/information kiosks and tour operators

- Discontinue use of shared brochures and magazines. Use advertising posters and digital media (QR code) to provide information and promote activities and excursions.
- Set up a pedal lid trash can and a recycling bin for brochures and magazines to be disposed of after use and touch by guests.
- Disinfect or wash hands after each interaction with the guest and continuously during the workday.
- Sanitize desk or table continuously during operating hours.



Ministerio de Turismo

“Año de la Consolidación de la Seguridad Alimentaria”

RNC-401-03681-9

- Sanitize desk or stand area with an employee's shift change, including chair, computer, keyboard, desk, etc.

Common areas protocol

- Provide a hydroalcoholic solution in all common spaces, corridors and elevators, with proper identification and signage.
- Adjust cleaning and disinfection protocols so that they are intensified and carried out frequently, with special emphasis on hard surfaces in contact with hands, such as door handles, furniture, bathrooms, bar stools, floors, telephones, handrail stairs, etc. For this action, household bleach or alcohol-based disinfectants (70% alcohol) can be used, taking protective measures against chemical agents.
- Apply the necessary measures in order to the maximum capacity of all areas of the establishment is met, including realizing the necessary floor redistribution so that in common areas (reception, dining room, restaurants, bar, spa, swimming pool, theater, etc.) physical distance among people is ensured.
- Guarantee adequate ventilation of all spaces.
- All areas of pool, beach, parks must comply with the 2-meter distance between tables, chairs, lounge chairs, Balinese beds and limit their own family groups.
- Entertainment activities in the pool can be carried out if the allowed capacity is respected and always keeping the interpersonal distance within it. The mask should be worn if physical training being carried out allows it.
- Security personnel supported by concierge, beach and pool waiters must ensure that a reduced number of guests are allowed in the pool and ocean areas to avoid crowding. In addition, they must ensure that physical distancing is fulfilled by guests or travel groups in common use areas.
- Public restrooms must have designated staffs to ensure that they are cleaned and disinfected regularly. In addition, they should encourage guests to wash their hands frequently and use antibacterial gel when entering and leaving.
- They should install signs or posters with visual campaigns in public spaces, such as corridors, lobby, bathrooms, elevator lobby, elevators, restaurant area, etc. on health and safety measures about COVID-19 taken in the establishment, as well as the mandate of frequent hand washing, use of antibacterial gel and good respiratory etiquette.
- A maximum gross occupancy limit for hotels will not be established as long as the relevant authorities deem it appropriate. If given the current health situation, it is



Ministerio de Turismo

“Año de la Consolidación de la Seguridad Alimentaria”

RNC-401-03681-9

necessary to establish a limit, the maximum percentage of occupancy allowed will be announced.

- Items will not be shared between clients.
- Zones not in use must have clear signs of restricted or closed access in multiple languages to facilitate communication to guests.
- Continuously disinfect furniture and accessories in the common area such as tables, armrests, benches, etc.
- Disinfect all public contact points on a rotating basis throughout operating hours, cleaning each surface at least every two hours. This includes door handles, railings, desks, flat surfaces, elevator buttons, etc.
- Ensure safe disposal of PPE using the World Health Organization (WHO) safe disposal guidelines.
- Have pedal trash cans, whenever possible, in as many areas within the hotel. These wastes must be managed in accordance with the applicable regulations on COVID-19 waste.
- Cleaning and disinfection containers products will be deposited in the recipients set up in the hotels and/or areas for their proper management in accordance with current regulations.

Elevators

- Have posters in elevators and access to them where the conditions of use and maximum capacity allowed are indicated.
- Indicate the number of guests allowed as long as the minimum distance of one meter or group of the same family is guaranteed in it. Limit the number of guests coming from separate parties who can share an elevator.
- Elevators must be disinfected at least every hour. Sanitize all elevator buttons and handrails continuously throughout the day.
- Encourage the use of stairs where possible to avoid waiting lines for the elevator. Ideally, the use of elevators would be discouraged, so that they are only used by people who need them; the same measures should be taken for service elevators.
- Demarcate physical distancing spaces on the floor for guests who may be waiting to use the elevators where lines can be formed.
- Install hydroalcoholic hand solution on each floor outside of elevators to allow guests to disinfect before/after taking the elevator.



Ministerio de Turismo

“Año de la Consolidación de la Seguridad Alimentaria”

RNC-401-03681-9

- Consider installing a disposable napkin or cotton swab holder for guests to use instead of touching elevator buttons.

Automated teller machine (atm)

- Place wipes and/or hydro-alcoholic solution in nearby ATMs to allow guests to disinfect before and after using the machine.
- Consider installing a disposable napkin or cotton swab holder for guests to use instead of touching buttons on the machine.
- Sanitize ATM keys throughout the day, every hour.

Use of beaches, pools and Jacuzzis

Chairs and Umbrellas

- Organize umbrellas/chairs/cabanas so that they are at least 2 meters from each other according to physical distancing guidelines and according to maximum occupancy.
- When possible, allocate fixed spaces for chairs and umbrellas to families on vacation period on an ongoing basis.
- Disinfect chairs/umbrellas after each guest use.
- Allow groups of up to 10 people to attend the pool together. If there are more than 10 people in a single group, the group should be divided into subgroups that reach the limit to enable physical distancing.
- Provide hydroalcoholic solution and wipes (when possible) in strategic locations around the pool and beach to allow guests to disinfect their hands.
- Include trash cans with bags and preferably with lid and pedal opening in the largest number of areas in the solarium and access to beaches.

Entrance to the beach

- Guarantee physical distancing and wearing masks in access and transit areas. Post signage indicating the same.
- Place tape or markers at the entrance where guests are expected to line up for entrance processing, if any.

Use of swimming pool



Ministerio de Turismo

“Año de la Consolidación de la Seguridad Alimentaria”

RNC-401-03681-9

- Enforce physical distancing in the water using pool attendants and lifeguards.
- Allow groups of family and friends who came together to congregate in the water.
- Discourage wearing face masks in water.
- Limit reusable water toys (e.g., floating devices, hammocks, games, water trampolines) or ensure that there are disinfection procedures throughout the day. The use of common or shared objects should be limited as much as possible.
- Maintain the quality of the pool water by using test strips and conducting regular pH and chlorine tests (it is recommended to touch upper limits).
- Require all cleaning personnel to wear disposable PPE when conducting pool testing and cleaning activities, as well as disinfecting the pool deck and pool furniture (umbrellas, chairs, tables, etc.).
- Request all guests to shower before entering the pool.
- Instruct guests to sanitize or wash their hands before entering the pool area using hydro-alcoholic hand solution stations installed around the pool deck (s).
- Adjust the capacity for swimming pools and jacuzzis to the physical distance per person or group.
- Allow dance entertainment if there is enough space on the pool deck for physical distancing between the participants and the entertainment leader.

Water slides

- In case of waterslides, ensure that guests do not wear a face mask when going down the waterslide and entering the water.
- Sanitize buttons at frequently touched launch points after each guest use (when possible have a dedicated waterslide attendant).
- Disinfect the railing leading to the waterslide at least once every hour.
- Disinfect reusable waterslide equipment after each guest, such as tubes, boards, mats, etc.

Towels

- Towel cards are suspended, and instead document ID information from the person who rents/uses the towels, phone number, room number, etc.
- Designate a contactless towel return container where guests can deposit towels without employee handling.



Ministerio de Turismo

“Año de la Consolidación de la Seguridad Alimentaria”

RNC-401-03681-9

- Remove all unreturned or unused towels periodically during the day and at the end of the day, wearing a mask and hand protection.

Lifeguards

- Lifeguards must wear face shields and wearing masks is not required except in case of interacting with guests with a distance of less than 2 meters.
- Train lifeguards on recommended cardiopulmonary resuscitation (CPR) guidelines.
- Sanitize the lifeguard station/cabin/chair (s) after each shift change.

Watersports

- Place an adhesive tape or markers in the waiting area or points of sale with signage to facilitate the distancing of guests.
- All life-saving aquatic equipment, floats, diving suits, snorkels, kayaks, pedal boats, banana boats, paddles, etc. must be disinfected after each use and such disinfection must be documented through a cleaning record. All equipment must be identified with numbering and referred to in the sanitation register control. As far as possible, it will be tried to make snorkels and diving suits for individual use and disposable.
- Clean counters and points of sale regularly after each customer interaction and throughout the day at each shift change.
- Do not share price sheets or printed material with guests. Post the information on sign boards or on social media. Alternatively, disposable price sheets can be shared but should not be reused. Disinfect the pens used to complete the watersports exemptions after each use.
- Limit the number of passengers per water sports boat, considering the safety distance between people and groups of no more than 10 people per boat.
- Enforce physical distancing among guests and crew (individuals or groups).
- Require guests to disinfect or wash their hands before boarding or participating in a watersport activity.
- Offer guests disposable gloves if necessary.
- Eliminate buffet service on excursion boats. In case of serving food and drink, it will be served in individual packages for each excursionist.
- Eliminate shared water and soft drink stations.



Ministerio de Turismo

“Año de la Consolidación de la Seguridad Alimentaria”

RNC-401-03681-9

- Sanitize containers after each excursion with an alcohol-based cleaner (70% alcohol or more).

Protocol in front of customers

- It must always be guaranteed that the client is informed about the conditions and restrictions that apply to the use of the facilities. It will be guaranteed that before confirming the client's reservation, the hotel informs in writing the special rules that apply in the establishment and the client must confirm the acceptance of them.
- Ensure total protection (mouth, nose and hands), both for the employee and the client, and maintain marked physical distancing. Hydroalcoholic solution should be provided to customers and the public, in as many areas as possible as well with disposable tissues and garbage cans. Wear masks in all common areas of the hotel.

Protocol for customers with suspicious or confirmed symptoms

- Have a certain number of rooms that will always remain free and clean to accommodate clients who have symptoms or must quarantine.
 - These rooms must be located separate from the rest of the hotel's occupied rooms, if possible, on the same floor (ground floor) and/or block and adjacent to each other to facilitate the attention of isolated clients. Its location is recommended near emergency exits or easy evacuation to the outside.
 - Designate a team to care for clients in isolation rooms. These personnel will be specially trained to serve clients in isolation and in the placement, use and removal of the necessary personal protective equipment.
 - Have adequate PPE for the care of suspected or confirmed cases.
 - Supply clients in isolation with surgical masks.
 - Visits to clients in quarantine by medical personnel will be carried out within isolation rooms, unless transfer to a medical center is necessary.
- Identify and establish which areas and infrastructures within the complex are selected to house suspected and/or confirmed persons with COVID-19, as well as



Ministerio de Turismo

“Año de la Consolidación de la Seguridad Alimentaria”

RNC-401-03681-9

close contacts determined by health authorities (in the case of international clients). Directorate, OCPS together with UMAP must manage all these areas. It is recommended that the hotel establish the differentiation of these areas, among others that it considers appropriate for risk management, such as:

- Area of use for tourists: places in the hotel that a healthy tourist can use freely to carry out the activities allowed by the establishment. This should be a very low risk area for infection.
- Tourists quarantine area: rooms, restaurants and swimming pool for those tourists who have been very close to an infected tourist (close contacts). Here it would be in quarantine families and group trips of the ones infected. Minimum services must be guaranteed such as: food and beverages, rest, recreation in swimming pools, internet, television, etc.
- Risk management area: area with staffs trained to assist tourists with symptoms.
- Employee rest area: rooms/areas for employees in contact with suspected and/or confirmed COVID-19 personnel during their working hours.

Inform MITUR about the number of rooms provided for isolation according to this mandate, as well as those areas identified for risk management.

Availability of Material Resources:

- Have enough economic, material and strategic means to develop all the prevention measures recommended by the health authorities in an agile and effective way.
- Have a minimum stock of PPE to be used in the cases described above (in the case of masks, take into account that it is guaranteed based on the maximum occupancy capacity at that time, including workers). Also have enough infrared thermometers to take the temperature of clients and staff members.
- These isolation rooms must be provided with garbage cans with plastic bag and mandatory lid and pedal.
- Inform health authorities and have the maximum collaboration from management or direction.
- Avoid healthy people to have contact with contaminated objects of the patient (do not share toothbrushes, plates, cutlery, drinks, towels, sheets, among others.)



Ministerio de Turismo

“Año de la Consolidación de la Seguridad Alimentaria”

RNC-401-03681-9

Utensils such as plates and cutlery must be disposable and for the patient's only use.

- All waste generated in the patient's room (gloves, masks, handkerchiefs, among others) must be placed in a bag inside the room. This bag must be identified (another color, label) and be separated from the rest until the moment of its disposal in the specific container dictated by current legislation and subsequently eliminate them with the rest of the hotel waste.
- The bedding and towels in these rooms should also be placed in an identified bag and separated from the rest (until the moment of washing them), advising the laundry staff for hygiene handling (do not shake the dirty clothes and avoid direct skin contact). It should be machine washed at temperatures between 60°-90°C with detergent and separated from the rest.

These same previous guidelines should be carried out for those international employees/collaborators who show symptoms and/or confirmed with COVID-19.

Restaurant, bars, kitchen

Technical services and maintenance

- Whenever possible, perform repairs in rooms in the absence of clients.
- Repairs in rooms with clients; to access the rooms the maintenance staff must protect themselves with the protective equipment established by the prevention service, which will be discarded when leaving the room. In addition, hands should be disinfected before and after entering the room.
- The client must wear mask while worker remains in the room.
- It is recommended not sharing work tools. If this is not possible, all work tools must be cleaned and disinfected at the beginning and end of working day.

Gymnasium

Main hall, entrance and machinery.



Ministerio de Turismo

“Año de la Consolidación de la Seguridad Alimentaria”

RNC-401-03681-9

- Limit the use of the gym, reducing the capacity allowed in the premises. The gym's new capacity should be determined to ensure the recommended measures of physical distancing. This new capacity must be signaled.
- Gymnasiums must always be staffed to ensure compliance of physical distancing.
- Routine cleanings should be done in the gym. Machines and weights should be disinfected at least every hour.
- Have antibacterial gel stations with 70% alcohol.
- Disinfectant wet wipes and disinfectant spray should be available for using, so guests can disinfect utensils before and after use.
- Objects will not be shared between several guests and stations or products for hand washing will be provided.
- Eliminate common beverage stations (water, coffee, tea, etc.) as well as self-service food stations.
- Provide towels to guests who request them. Eliminate self-service towel pick-up stations.
- The reception table and the entire area around it must be disinfected continuously. Disinfect the entire workspace with shift changes (including table, chair, keyboard, etc.).
- Rooms should be ventilated/aerated several times a day
- The renewal of recirculated air should be avoided whenever possible and the flow of clean outdoor air should be increased.

Bathrooms and changing rooms

- Install antibacterial gel dispensers at the entrance to the bathrooms.
- Install signs on the floor to guide guests so that they know where to stand when waiting for their turn to use the facilities.
- Use trash cans with pedals, in order that hands should not be used to dispose of waste and garbage.
- Close drinking water fountains, and include signs notifying they are out of service.
- Remove all reusable hand towels and air dryers. Use only disposable hand towels.
- Sanitize bathrooms on a regular basis (at least every two hours).

Group classes



Ministerio de Turismo

“Año de la Consolidación de la Seguridad Alimentaria”

RNC-401-03681-9

- Consider discontinuing group classes.
- Adjust the maximum number of participants per class, based on physical distancing requirements. Visibly signal this new maximum capacity.
- Mark the floors with the positions that participants can adopt to guarantee physical distance.
- Have antibacterial gel dispensers with 70% alcohol and disposable disinfectant tissues in each class. Include a pedal trash can to avoid using hands.
- Require guests to sanitize their yoga mats before and after use.
- Spread class schedules to ensure cleaning time for group classrooms.

Treatment and Sauna

- Require treatment and service providers to wash their hands prior to initiating treatment.
- Determine which treatments are safe to provide for both the client and employee. Temporarily eliminate treatments considered high risk.
- Discontinue spa treatment that includes interaction with guests' faces, nose, and mouth.
- Discontinue the use of saunas temporarily.

Events and entertainment

Entertainments

- Prioritize outdoor activities in which physical distancing can be held as much as possible.
- In the case of carrying out the activity indoors, limit the attendance or capacity of the area, keeping a free seat between the spectators in the case of theaters and other sort of chairs, or facilitating 2 meters distance in case spectators remain standing.
- Whenever it is possible maintain the place natural ventilation by opening doors and windows, or ensuring that ventilation systems work correctly, increasing the rate of renewal of clean air in the air treatment equipment as much as possible and intensifying its cleaning and disinfection.
- Secure 2 meters space between spectators and performers on stage or designated area of stage.



Ministerio de Turismo

“Año de la Consolidación de la Seguridad Alimentaria”

RNC-401-03681-9

- Avoid interaction between the artist and the audience, or, where appropriate, maintaining physical distance.
- Avoid crowds at the entrance of activities, facilitating access through several doors, having signage on the floor in the waiting area, etc.
- Ensure spectators wear masks by the throughout the show.
- Do cleaning and disinfection before and after the show at the spot where it will take place. The same apply to all audiovisual equipment used, such as microphones.
- Have posters reminding to wear masks, keeping physical distance, respiratory and hand hygiene.
- Limit live bands to outdoor locations and two bands per week.
- Generate the week billboard by QR and deliver it to the reception during Check-in. All hotel programs included.
- Limit the number of activities and contests that take place within the restaurant and bar space that may break the rules of physical distancing.
- Have antibacterial gel stations with 70% alcohol.
- The kids club will be opened with the strictest health and safety protocols.

Private Events (weddings /parties)

- Determine a security protocol to be validated by the Ministry of Public Health, prior to organizing and developing any private event.
- Record the information given to the clients about the protocols to be implemented in the event process and the responsibility in complying with said protocols by their guests.
- Whenever possible, hold the event outdoors. In case of holding it indoors, maintain proper room ventilation, either natural or forced by air treatment systems that work as much as possible with outside air.
- Determine the space where the event will take place according to the expected influx of attendees, to guarantee physical distancing.
- Accomplish the cleaning and disinfection of areas where events will take place before and after completion, as well as all the furniture and equipment used during the very ones.
- Take each guest temperature at the entrance. Those with elevated temperatures or visible symptoms should be documented and moved to a designated quarantine space for examination. The Ministry of Public Health should be contacted immediately.



Ministerio de Turismo

“Año de la Consolidación de la Seguridad Alimentaria”

RNC-401-03681-9

- Encourage hotel staff who are going to participate in the event to strictly follow the safety and hygiene measures.
- If the service is carried out by a subcontracted company (catering), it must be guaranteed that they have a protocol against the transmission of COVID-19 and inform them about the measures to be applied during the event's duration. Likewise, all companies that are going to participate in the event (assembly and decoration, shows, etc.) will fulfil these measures.
- Ensure attendees wear masks whenever they are not at their table or consuming food or drinks.
- Provide disinfectant gel stations at the event entrance, at all tables occupied by attendees and in all possible places, to encourage hand hygiene.
- Have enough bathrooms to avoid agglomerations, which will be sanitized on a regular basis and will be replaced with soap whenever necessary.
- In case of having a live show, follow the recommendations provided in the entertainment point.
- Place posters with the recommendations for maintaining physical distance, frequent hand hygiene and discouraging greeting through personal contact.
- It is recommended to avoid giving thanks or souvenir gifts in a personal way. These can be arranged in the place that guests will occupy at the tables.

Conferences

The following measures will be established for all conferences held in hotels or tourist accommodation facilities, whether organized by public or private entities external to the hotel or programmed by the hotel itself: promotion of excursions, time-share, etc.

- Determine a security protocol to be validated by the Minister of Public Health, prior to finalizing and developing any private event.
- Determine the space where the event will be held according to the expected attendees' flow, so that physical distancing is guaranteed.
- Maintain proper ventilation of the premises, by opening windows and doors or forcing the air treatment systems to work as much as possible with outside air.
- Limit the conference attendance to the space where it will take place, taking into consideration that there must be 1.5 meters distance between the attendees.
- Take the temperature of each attendee and participants in the guest conference at the entrance. Those with elevated temperatures or visible symptoms should be



Ministerio de Turismo

“Año de la Consolidación de la Seguridad Alimentaria”

RNC-401-03681-9

documented and moved to a designated quarantine space for examination. The Ministry of Public Health should be contacted immediately.

- Carry out the cleaning and disinfection of the area where the conference will take place before and after its end, as well as all the furniture and equipment used during it.
- Avoid crowds at the conference entrance, facilitating access through several doors, having signage on the floor in the waiting area, etc.
- Have hydroalcoholic solution stations at the venue entrance where the conference is held and in all possible places, to encourage hand hygiene.
- Have posters reminding to wear mask, the maintenance of physical distance, respiratory and hand hygiene.
- Ensure 2 meters space between the attendees and the area that will occupy the interveners in the conference.
- Ensure spectators to wear mask throughout the conference.

Business centers and teen centers/video game room

Consider closing business centers and teen centers until further notice, unless deemed necessary based on customer demand. Address guests to reception for accessing these services. If it is determined that business centers are necessary, follow the steps below:

- Maintain proper ventilation of the premises, by opening windows and doors or forcing the air treatment systems to work as much as possible with outside air.
- Determine the new capacity of the business center and adolescent center based on the physical distancing guidelines. Place signs with the new maximum capacity.
- Keep a record of guests using the business center and teen center.
- Provide disinfectant gel stations at the enclosure entrance and in all possible places, to encourage hand hygiene. Ask guests to put on masks inside.
- Organize the floor plan to allow 2 meters physical distance from tables, chairs, benches, games, etc.
- Ensure that an employee always supervises the utilization of the business center and teen center.
- Disinfect items used by guests in the business center and teen center (computers, printers, staplers, pens, games, and game controls) and sanitizing stations, if they are not hands-free after each use.



Ministerio de Turismo

“Año de la Consolidación de la Seguridad Alimentaria”

RNC-401-03681-9

- Have posters encouraging wearing mask, the maintenance of physical distance, respiratory and hand hygiene.

Shops

Capacity and Distance

- Determine the maximum number of guests in the store and monitor the door to make sure the limit is not exceeded. Place a sign at the entrance indicating the capacity limit.
- Install hydro-alcoholic hand solution dispensers in craft store/market entrance or allow that the person at the entrance who is opening the door to provide with sanitizing gel to incoming guests, making sure all guests sanitize their hands upon entering.
- Enforce wearing masks in stores by guests and deny entry to people who do not comply.
- Place tape or markers at the entrance where guests are expected to line up in case of having exceeded the maximum capacity.

Dressing rooms

- It is recommended not using dressing rooms. In the case of maintaining dressing room service, implement a disinfection plan for clothes being tested, by steaming clothes or keeping the clothes in quarantine during 48 hours before their replacement.
- Reinforce cleanliness in dressing rooms, cleaning and disinfecting the most frequent contact areas after use by customers.
- Post tape or markers at dressing room entrances where guests are expected to line up to enter.
- If the dressing room has several cabins, make use of those in which the safety distance can be respected (if having three cabins, use only those at the ends and close the one in the middle).
- Place an identified container (another color, label) in the dressing room/changing area for guests to deposit clothes that they have tried on but decided not to buy (if applicable).
- Empty the reject clothing container on a regular basis, at least every four hours, depending on store traffic for disinfection or quarantine.



Ministerio de Turismo

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

Commodity

- Disinfect the merchandise received and packaging with a suitable disinfectant approved by international standards before storage and/or exposure.
- Display the least number of items according to their characteristics or size (XS, S, M, L, XL in the case of clothing), to reduce merchandise unnecessary contact by guests. Provide a new item according to size or characteristics to the customer if available.
- Have posters encouraging not manipulating the items displayed in the store if they are not going to be purchased.
- Clean items after each contact with a customer using a suitable disinfectant product.
- Ensure that counters for items that cannot be safely disinfected (jewelry, etc.) have hand sanitizer gel and wipes (when possible). Guests and employees must sanitize their hands before touching/handling the item.

Cash Area

- Install a glass/plastic shield around certain areas of the ATM stations, if possible, to create a barrier between guests and cash machine.
- Encourage using digital POS systems (known as verifone) or contactless payment systems where possible to reduce cash transactions. Notify guests of cashless payment preferences before entering so they can plan accordingly. Disinfect the POS machine after each use. In case of cash payment, have a container where to deposit the money during the payment and cash back to be returned to avoid hand-to-hand contact. This container will be disinfected after use.
- Have disinfectant gel in the checkout area for the employee's use after carrying out a cash collection operation.
- Enforce physical distancing in the cash register waiting area with distance markers on the floors or using props to guide guests and the distance they must keep from each other.
- Encourage physical distancing of the cash registers by separating the stations 2 meters apart, when possible, when there are several cash register stations.
- Clean stations (phones, registers, tables) regularly throughout the day and after the end of each shift.

Spas



Ministerio de Turismo

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

Entrance to the spa/reception

- Spa and salon appointments will be limited and scheduled in advance.
- Set a maximum capacity of people to ensure physical distancing. This maximum capacity will be clearly displayed for guests.
- Place a hand disinfection station at the spa entrance. It is also recommended to have disinfectant mats for footwear.
- Encourage payment by credit card or electronic means, to reduce contact.
- Mark on the floor the adequate space between guests during the waiting time.
- Remove from reception area all kinds of brochures, price lists and product samples. Encourage digital media for offers and promotions.
- Include questions in the digital medical record to inquire about potential exposures to COVID-19 and take the temperature of all guests prior to the start of treatment. If the temperature is high, the service must be denied.
- Allow guests to complete health forms digitally from their mobile devices.
- Recommend that guests arrive at least 30 minutes before starting the treatment to take a shower.

Treatment areas

- Wearing mask will be mandatory for all staff, as well as gloves and face shields for those treatments in which there is contact between employee and guest.
- Place posters messaging guests about where is mandatory wearing mask, and encourage physical distancing, respiratory and hand hygiene.
- The installation of glass partitions is recommended for treatments where it is not possible to maintain physical distance (manicure).
- Maintain the enclosure proper ventilation by forcing the air treatment systems to work as much as possible with outside air. It should be noted that ventilation in steam rooms is usually minimal, so special attention will be paid to social distancing and extreme hygiene, cleaning and disinfection of surfaces.
- Guests must have easy access to means for hands hygiene (soap, water and disinfectant solution).
- Have trash cans with lid and pedal for depositing disposable items during the service.
- Eliminate common beverage stations (water, coffee, tea, etc.) as well as self-service food stations.



Ministerio de Turismo

“Año de la Consolidación de la Seguridad Alimentaria”

RNC-401-03681-9

- Provide towels to guests who request them. Eliminate self-service towel pick-up stations. There will be a container in which guests leave their towel after use.
- Dressing rooms should have tissue dispensers, disinfectant solution, and covered garbage cans. Lockers must be closed until being utilized by the guest and will be cleaned and disinfected afterwards.
- The entire facility must be cleaned and disinfected (reception area, showers, booths, changing rooms, toilets and high-contact surfaces) several times a day, depending on the frequency use of the facilities.
- All utensils used during treatments, amenities, chairs, massage tables, etc. will be disinfected after use.
- A documented cleaning record of the different areas should be established, and it is recommended to place the disinfected utensils in a closed bag and labeled with the disinfection date to give the guest safety.

Day Care

- Determine the new capacity of the nursery, keeping the physical distance per person or group of maximum 10 people.
- Take the temperature of each child before receiving them. Those with elevated temperatures and/or visible symptoms should be documented, and in consultation with their parents or guardian, mobilized them to a designated quarantine room on the property to be evaluated. The Ministry of Health must be informed immediately.
- Sanitize hands of each child upon receipt.
- Sanitize children's hands frequently throughout the day. Adult employees and guests must always wear face masks.
- Organize cribs and beds with enough space to ensure proper physical distancing.
- Disinfect the playroom and the nursery in general continuously throughout working hours (including toys, furniture, baby seats, cribs, televisions, remote controls, handles, telephones, etc.).

Medical Service

Note: All hotels, regardless of size, must have a UMAP as indicated in this protocol.

Hotels must have and administer quick tests for suspected and/or confirmed COVID-19 cases at no additional cost for the guest.



Ministerio de Turismo

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

Protocol for housekeeping

- The housekeeper must wear a mask and disposable gloves for cleaning customer rooms and must discard the gloves when finishing the room cleaning. To clean the rooms of presumptive and/or confirmed clients with COVID-19, the housekeeper will also wear eye protection and a full disposable protective suit.
- The housekeeper should perform a thorough cleaning and disinfection of surfaces in contact with hands, such as door handles, toilet button, taps, handrails, elevator buttons, switches. As well as, in the remote control, switches, door handles, refrigerator, table lamps, tables, telephones, television controls, touch screens, etc.
- Transport clothing to laundry facilities using a closed bag.
- Disinfection of fixed textile elements. Textile elements that have not been changed, such as curtains, cushions, carpets, shower curtain, etc., thermal disinfection will be applied using a steam cleaner.
- To wash towels, sheets and fabrics, marked laundry bags will be used and they will be washed at high temperatures (minimum 70°C).
- Appoint a supervisor to internally certify that rooms are "COVID Free" with a lock on the door after the correspondent process with housekeeper and maintenance, as well as to keep a record of these activities.
- When checking out a guest who has been positive or asymptomatic, do deep cleaning of the room with the staff using full PPE and do not occupy it in the following 3 days; this way, if there is a virus present, it disappears in that time interval, according to professionals' recommendations.
- It is advisable to suspend the minibar service.
- Bedding must be changed daily unless the guest requests otherwise. All beds must be undressed after each guest stay, even if one of the beds is not used.
- Bath towels and toiletries must be replaced after each guest's stay. Unused towels and toiletries cannot be reused.
- Place a cleaning and disinfection certification card on top of the bed after completing the cleaning service, and before leaving the room. The card must indicate that the room was properly cleaned and disinfected. It must be signed with the date and time of the service.
- Rooms must be equipped with liquid soap for hand washing, which must be available throughout the guest's stay. The supply and replacement of liquid soap must be supervised.



Ministerio de Turismo

“Año de la Consolidación de la Seguridad Alimentaria”

RNC-401-03681-9

- Offer guests the option of a flexible cleaning schedule where cleaning occurs less frequently rather than every day as determined by the property and the guest, as well as the possibility for the guest to clean their own room (in these cases provide all the necessary for it).
- Suspend night service to facilitate minimal contact and room entry.
- Periodically check and clean the air conditioning filters and vents.
- Improved room cleaning and disinfection protocols should be designed and implemented for situations where there are confirmed or suspected guests with COVID-19.
- Use digital applications with all the information that guest requires such as menus, services, cocktail menus, activities, reservations for excursions and restaurants, schedules in such a way that the handling of paper in the room is eliminated.
- Add hydroalcoholic gel and liquid soap to the standard of rooms, which must be in the room at the time of check-in, replenishing it daily and being available by request.
- Delivery of kit with wipes and masks in the room.
- Remove mobile decorations or room amenities to limit guest contact
- Remove pillows, blankets, sheets, etc., extra in the room to limit exposure.
- Include at least 2 contact cards with the contact numbers of the Ministry of Health.
- A card should be placed in the common area and a card in the bedroom. Discard the cards after the guests leave.
- Reduce as much as possible cleaning carts contact with customers and other personnel. It is recommended to post a "Do not touch" sign on cleaning trolleys and/or the possibility of not leaving it in the corridors when cleaning rooms.
- Determine the cleaning and disinfection protocol for all work utensils, including carts, at the beginning and end of the working day.

Casinos

The opening calendars of these services will be subject to those established by the pertinent authorities.

Once open, hotel establishments that have casinos in their facilities must follow the following guidelines:

General measures



Ministerio de Turismo

“Año de la Consolidación de la Seguridad Alimentaria”

RNC-401-03681-9

- Have stations with hydroalcoholic solution at the entrance to the casino and in all possible places inside.
- Run a temperature check on guests before entering the casino, as well as encourage them to disinfect their hands.
- Whenever it is possible maintain natural ventilation of the room by opening doors and windows, or ensuring that the ventilation systems work correctly, increasing the rate of renewal of clean air in the air treatment equipment as much as possible and intensifying its cleaning and disinfection.
- Wearing mask inside the casino by employees and guests will be mandatory.
- Signs encouraging wearing mask, the maintenance of physical distance, respiratory and hand hygiene will be placed.

Cleaning and disinfection

- All equipment and surfaces must be thoroughly cleaned and sanitized frequently during casino operating hours.
- Game tables, table rails, chairs, handrails, and cup holders should be sanitized at least every 60 minutes or when each guest leaves a game.
- Slot machines will be disinfected after each player leaves a station or once every 60 minutes at unused stations.
- A designated casino employee should ensure that a log is completed in each section to track each machine sanitization schedule.
- Gambling chips should be cleaned and disinfected regularly.
- Cards and dice must be replaced daily and properly sanitized when not discarded.
- Employee workstations and work area surfaces should be disinfected regularly. Recommended every 60 minutes and after every shift change.
- Guests can always request that a station be disinfected. The casino should disinfect it immediately.

Physical and social distancing

- Casino management must reorganize the casino to ensure that the recommended safe physical distance between players and gaming stations is maintained.



Ministerio de Turismo

“Año de la Consolidación de la Seguridad Alimentaria”

RNC-401-03681-9

- Casino management must ensure that there is a safe distance to the sides and back of each player. There must be a safe distance to walk while the players are seated.
- Board games should be reconfigured, and chairs removed to ensure distance. Or according to the regular configuration, next chair should be removed from the table allowing a maximum of three to four players (depending on the size of the table).
- Casino management must make sure that distancing is also ensuring the sides and backs of players.
- The cashier area should have markings on the floor to guarantee physical distancing while guests wait in line.
- Casino ushers must assure that guests do not congregate around slot machines and gaming tables.
- Internal controls should be implemented to manage counting and capacity control. In case of exceeding capacity and having players waiting, casinos should establish a system to control waiting for players while ensuring physical distancing.

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.



Ministerio de Turismo

“Año de la Consolidación de la Seguridad Alimentaria”

RNC-401-03681-9

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 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



Ministerio de Turismo

“Año de la Consolidación de la Seguridad Alimentaria”

RNC-401-03681-9

their hands to move inside them. (Handles, rails, seats, etc.), and ventilate the units after each transport.

B.3. Subsector: horseback riding, tourist excursions, zip line, aquatic and/or recreational theme park and paint ball

Scope of application: These measures are mandatory for horseback riding, tourist excursions, zip line, water park and/or recreation and paint ball, in order to safeguard the health of tourists, employees and collaborators.

General measures for all these tourist activity service:

Transportation for excursions:

- Transport vehicles must be disinfected and ventilated before gathering customers, both, on the way out and on the way back, paying special attention to all those surfaces most likely to be touched by passengers (handles, railings, seats, etc.).
- Groups must be small, guaranteeing the distance of one seat between passenger and passenger or the measure indicated by the authorities, as long as they are not cohabitants of the same family nucleus. Seats that can and cannot be occupied must be clearly marked.
- Customers temperature must be taken before boarding the transport.
- Vehicles must have a sign indicating that both passengers and service providers must wear a mask at all times.
- Vehicles must have a hydroalcoholic solution, which must be employed by passengers when getting into the vehicle, as well as disposable tissues to offer to passengers.
- Windows should be kept open during the ride, whenever possible.
- The shuttles or recreational vehicles can only be employed to transport individual groups (clients who arrive or reside together), everyone must wear a mask at all times.

Storage and lockers

- Sanitize surfaces of lockers and the storage facilities after being utilized if they are used by groups, or every hour otherwise.



Ministerio de Turismo

“Año de la Consolidación de la Seguridad Alimentaria”

RNC-401-03681-9

- Install hydroalcoholic solution dispensers near lockers and storage facilities for visitors to use before and after storing and/or removing their belongings.
- Use automatic or combination lockers, where possible, to avoid the need for keyed locks. If it is needed to use keys, install a container to deposit used keys and sanitize them each time they are received.

Bathrooms and dressing rooms

- Install hydroalcoholic solution dispensers at the entrance of bathrooms and guarantee their supply and replacement.
- Bathrooms must always have running water, soap and disposable hand drying paper, guaranteeing their supply and replacement.
- Install signs on the floor to guide visitors so they are aware of where to stand when waiting for their turn to use the facilities.
- Use trash cans with pedals, so that hands are not employed to dispose waste and garbage.
- Close drinking water fountains and include signs conveying they are out of service.
- Remove all reusable hand towels and air dryers. Use only disposable hand towels.
- Sanitize bathrooms on a regular basis (at least every two hours), including locks, toilet handles, and sinks.
- Dressing rooms must have a poster indicating the number of persons allowed to guarantee physical distance between people who use them at the same time.
- Collaborators work clothing and garments that may be available to clients (for example, divers for paint ball) must be washed at temperatures above 60 °C. It is recommended to review the endowment of these.

Preventive measures during sale or activities reservation

- Place indications of prudent spaces between customers in waiting line when addressing the purchase or reservation of activities desk.
- Disinfect counter regularly after each interaction with a customer and throughout the day according to employee shift changes.
- Do not use price sheets or reusable menus with customers. It is recommended that the information be found on signs or digital media. Alternatively, use single-use disposable price sheets. The pens must be sanitized after each use.



Ministerio de Turismo

“Año de la Consolidación de la Seguridad Alimentaria”

RNC-401-03681-9

Photographers and videographers

- Guarantee physical distance between photographers and tourists.
- Do not allow reusable price sheets to be used with visitors. The information must be on signs or accessible on digital media. If this is not possible, use disposable sheets.
- Sanitize the equipment at regular intervals throughout the day, at least every two hours.
- Distribute photos and videos digitally, to prevent physical exchanges.
- Photographers should have hydroalcoholic solution with them and use it after every interaction with clients, including currency exchange.

In case of detecting any person (employees, tourists, collaborators) with symptoms compatible with COVID-19, they must be immediately isolated from the rest of people, and it must be communicated to the one in charge in the facilities and the relevant authorities according to public health protocol and applicable regulations in these events. If the one with symptoms does not show seriousness, may be transported individually to the place where staying (for international people) and to the place of residence (for residents), maintaining all safety and hygiene measures and subsequently the established protocols will be followed.

Inside the facilities and during the horseback riding tour

- Inform hikers about hygienic and sanitary measures to be followed at the facilities to prevent the spread of COVID-19
- When starting the horse ride, the reins and chairs to be used by each client must be sanitized in his presence before riding.
- Have hydroalcoholic solution stations available for hands in all possible places, as well as gloves, masks and disposable tissues to equip the hikers; these should also be available at the locations where the excursion activities will take place.
- Install pedal trash cans in all possible places inside and outside the enclosure.
- Elaborate one-way routes to avoid crossings with other groups.
- When ending horse riding, clients should be directed to the bathrooms, for correct washing hands and arms.
- When ending horse riding, reins and chairs must be sanitized and covered in plastic.
- Measures for food and beverages service would be advisable to do so while maintaining strict hygienic measures, with individual packaging for each client.



Ministerio de Turismo

“Año de la Consolidación de la Seguridad Alimentaria”

RNC-401-03681-9

Inside the facilities and during the tourist excursions and zip line

- Inform hikers about hygienic and sanitary measures to be followed at the facilities to prevent the spread of COVID-19.
- Have hydroalcoholic solution stations available for hands in all possible places, as well as gloves, masks and disposable tissues to equip hikers; these should also be available at locations where the excursion activities will take place.
- Measures for food and beverages service would be advisable maintaining strict hygiene measures, with individual packaging for each client.
- Prepare one-way routes to avoid crossings with other groups.
- Limit the number of the group, not to exceed 6 visitors for guided experiences.
- Providers should maximize the distance between groups in guided experiences and between individuals in unguided experiences.
- If tourist tour includes the zip line activity, the zip lines and chair lifts will maintain physical distancing throughout the activity and all safety equipment used by clients for the activity must be disinfected before and after each use. For a good cleaning process management, a log should be kept with the numbering of each item and record when used and sanitized.
- Reduce users on zip lines and chair lifts, as it is safe and practical to do so. Groups should not be together on platforms or at crossings.

Inside aquatic and/or recreational theme parks facilities

- Inform visitors about hygienic and sanitary measures to be followed at the facilities to prevent the spread of COVID-19.
- All equipment to be used by clients must be sanitized in front of them for their safety and confidence before and after use. For a good cleaning process management, a log should be kept with the numbering of each item and record when used and sanitized.
- The established safety distance within the facilities will be maintained. Post signs on the floor that mark the physical distancing required in waiting areas (entrance to attractions, bathrooms, etc.).
- Have hydroalcoholic solution stations for hands available in all possible places, as well as gloves, masks and disposable tissues to equip clients.
- Elaborate one-way routes to avoid crossings with other groups.
- Have posters distributed throughout the facility that promote wearing mask, physical distancing, respiratory and hand hygiene.



Ministerio de Turismo

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

Measures established in restoration area within aquatic and/or recreational theme parks:

Have hydroalcoholic solution stations, both at the entrance of premises and in all possible areas inside, ensuring replacement.

Ensure proper operation of ventilation systems and increase outdoor air circulation as much as possible (opening windows and prioritizing tables outside)

Establish a maximum capacity and indicate it at the establishment entrance.

Organize tables and chairs in such a way as to keep the physical distance between clients.

- Implement marks on the floor to indicate physical distancing in waiting areas, as well as posters that encourage hand hygiene and wearing mask.
- Remove all condiments and self-service or shared items, such as napkins, toothpicks, kitchenware, etc., these items must be provided upon request and must be sanitized between uses if not in single-use containers.
- It is recommended tables are assembled with disposable tablecloth, cutlery, glasses, napkins. After each client, all disposable items will be removed and those items that may have been in contact with clients will be cleaned and disinfected.
- Ensure customers disinfect their hands before entering the establishment. It is recommended to have disinfectant mats for shoes.
- Clients must wear mask to enter, being able to remove it after taking a seat.
- All establishments must comply with cleaning and disinfection standards on all surfaces of the establishment: bars, tables, chairs, stools and all furniture, before opening doors to the public, during service and after the end of workday.
- It is recommended to have signs in the service area to inform customers that tables are cleaned and disinfected before sitting down.
- Develop a schedule for more routine cleaning and disinfection.
- All work personnel must wear mask, being the wearing of gloves optional depending on the functions to be performed. If disposable gloves are worn, they should be changed frequently, and hands washed between changes.
- Employees must integrate disinfection of elbows, forearms and hands frequently into their work routine, and maintain physical distance between co-workers, as well as with clients and other personnel.
- During the handling of food, correct handling practices appropriate to workplace will be maintained. Taking into consideration that this approach to the new contagion



Ministerio de Turismo

“Año de la Consolidación de la Seguridad Alimentaria”

RNC-401-03681-9

prevention measures should not under any circumstances relax food safety standards.

- Whenever possible, implement menu screens or through QR codes to be displayed on mobile phones. In case of not having digital options, use disposable menus.

Preventive measures during the activity of paintball in facilities and during the development of it

- Inform customers about security protocols to prevent the spread of COVID-19.
- All equipment to be used by clients (helmets, guns, tanks, masks, vests, etc.) must be sanitized in front of them for their safety and confidence, and after each use.
- The established safety distance will be maintained throughout the activity.
- Have hydroalcoholic solution stations for hands available in all possible places, as well as gloves, masks and disposable tissues to equip clients.
- Measures for food and beverages service would be advisable to do so while maintaining strict hygienic measures, with individual packaging for each client.
- Groups will be of a maximum of 10 players. Divided into 2 teams of 5 players.
- Will be able to buy new and bagged paintball masks.
- Once paintball activity is over, leave the facilities to avoid the crowding of people.
- A clean and disinfected diver will be provided, although the group prefers to bring their own clothes, they can do it freely, and if so, we recommend the entire group bring a white and a black shirt per person to do the equipment in the field.

B.4. Subsector: Marine transport and water sports

Scope of application: These measures are mandatory for Maritime Transport and Water Sports, which include snorkeling, surf school, sailing, kayak and bananas, in order to safeguard the health of tourists, employees and collaborators.

Ground transportation of clients to the point where the activity will take place, or they will embark to carry out any of these:

- Means of transport must be disinfected and ventilated before picking up customers, both on the way out and on the way back, paying special attention to all those surfaces most likely to be touched by passengers (handles, rails, seats, etc.).



Ministerio de Turismo

“Año de la Consolidación de la Seguridad Alimentaria”

RNC-401-03681-9

- Groups must be small, guaranteeing the distance of one seat between passenger and passenger or the measure indicated by authorities, provided that they are not cohabitants of the same family nucleus. Seats that can and cannot be occupied must be clearly marked.
- Customer's temperature must be taken before boarding the transport.
- Vehicles must have a sign indicating that both passengers and service providers must wear a mask at all times.
- Drivers must have a hydroalcoholic solution, which must be used by passengers when getting into the vehicle, as well as disposable tissues to offer to passengers.

During the development of the activity

- Inform customers about hygienic and sanitary measures to be followed in the facilities to prevent the spread of COVID-19.
- Make sure there are handrails available for boarding boats to limit crew exposure to helping people get on the boat.
- All equipment to be used by clients (tanks, masks, snorkel tube to breathe, flaps, paddles, kayak seat, sail rail, seats and banana handles, etc.) must be sanitized before and after each use with appropriate disinfectant products. In the case of snorkel tubes, it is recommended that they be disposable.
- A maximum capacity must be established to carry out the activity, so as to ensure the maintenance of the participants physical distance during all stages.
- If the activity requires the removal of the mask during its development, ensure that it is at a good distance from another person and the mask will be worn again immediately after the activity is finished.
- Have hydroalcoholic solution stations for hands available in all possible places, as well as gloves, masks, and disposable tissues to equip clients.
- Communicate the importance of washing and disinfecting hands frequently, keeping masks on and not touching face.
- Bathrooms of the establishments to visit within excursion plan, must be clean and sanitized and have water, soap, disposable paper and pedal trash cans at all times, as well as a person in charge of constant disinfection of locks, toilet handles and sinks.
- Measures food and beverage service would be advisable to do so while maintaining strict hygienic measures, with individual packaging for each customer.
- Do not share sunscreen creams or lipsticks with other people.



Ministerio de Turismo

“Año de la Consolidación de la Seguridad Alimentaria”

RNC-401-03681-9

- Good practices on the peaks for surfing (for example: respecting the shift in order of arrival to the break or peak area, not jumping waves, respecting the recommended minimum distance of 4 meters).
- Do not allow beach chairs, umbrellas, coolers, etc., to be shared between people from different households.

At the end of the sports activity:

- Do not use public showers.
- Avoid using shared hoses and foot washers.
- Each person must use their own towel, it should not be shared.
- Do not disinfect sports equipment in shared showers or footbaths.

In case of detected any person (employees, tourists, collaborators) with symptoms compatible with COVID-19, they must be immediately isolated from the rest of people, and must be communicated to the person in charge of the facilities and the relevant authorities according to public 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 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.

B.5. Subsector: Parasailing

Scope of application: These measures are mandatory for the practice of Parasailing, in order to safeguard the health of tourists, employees and collaborators.

Ground transportation of the client to the point where the activity will take place:

- Means of transport must be disinfected and ventilated before picking up customers, both on the way out and on the way back, paying special attention to all those surfaces most likely to be touched by passengers (handles, rails, seats, etc.).
- Groups must be small, guaranteeing the distance of one seat between passenger and passenger or the measure indicated by authorities, provided that they are not cohabitants of the same family nucleus. Seats that can and cannot be occupied must be clearly marked.



Ministerio de Turismo

“Año de la Consolidación de la Seguridad Alimentaria”

RNC-401-03681-9

- Customer's temperature must be taken before boarding the transport.
- Vehicles must have a sign indicating that both passengers and service providers must wear a mask at all times.
- Drivers must have a hydroalcoholic solution, which must be used by passengers when getting into the vehicle, as well as disposable tissues to offer to passengers.

During the development of the activity

- Inform visitors and customers about hygienic and sanitary measures to be followed in the facilities to prevent the spread of COVID-19.
- Make sure there are handrails available for boarding boats to limit crew exposure to helping people get on the boat.
- If the activity requires the removal of the mask during its development, it will be put back on immediately after finishing the activity.
- A maximum capacity must be established for carrying out the activity, so as to ensure the maintenance of participants' physical distance.
- Have stations with hydroalcoholic solution for hands, masks and disposable tissues to equip the hikers; these should also be available at the locations where the excursion activities will take place.
- Bathrooms of the establishments to visit within excursion plan, must be clean and sanitized and have at all times water, soap, and disposable paper and pedal trash cans, as well as a person in charge of the constant disinfection of locks, toilet handles and sinks.
- Measures for food and beverages service would be advisable to do so while maintaining strict hygienic measures, with individual packaging for each client.
- Boats must be sanitized before and after each service.
- Do not share sunscreen creams or lipsticks with other people.
- Do not allow beach chairs, umbrellas, coolers, etc., to be shared between people from different households.
- All equipment used for parasailing must be disinfected after use.

In case of detected any person (employees, tourists, collaborators) with symptoms compatible with COVID-19, they must be immediately isolated from the rest of people, and must be communicated to the person in charge of the facilities and the relevant authorities according to public health protocol and applicable regulations in these cases. If the person



Ministerio de Turismo

“Año de la Consolidación de la Seguridad Alimentaria”

RNC-401-03681-9

with symptoms does not show seriousness, may be transported individually to the place where 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.

B.6. Subsector: DIVING SCHOOL

Scope of application: these measures are mandatory to carry out Diving School practice, in order to safeguard the health of tourists, employees and collaborators.

Ground transportation of the client to the point where the activity will take place, or they will embark to carry out any of these:

- Means of transport must be disinfected and ventilated before picking up customers, both on the way out and on the way back, paying special attention to all those surfaces most likely to be touched by passengers (handles, rails, seats, etc.).
- Groups must be small, guaranteeing the distance of one seat between passenger and passenger or the measure indicated by authorities, provided that they are not cohabitants of the same family nucleus. Seats that can and cannot be occupied must be clearly marked.
- Customer's temperature must be taken before boarding the transport.
- Vehicles must have a sign indicating that both passengers and service providers must always wear a mask.
- Drivers must have a hydroalcoholic solution, which must be used by passengers when getting into the vehicle, as well as disposable tissues to offer to passengers.

Within the facilities and during the development of the activity

- Inform visitors and customers about hygienic and sanitary measures to be followed in the facilities to prevent the spread of COVID-19.
- All equipment to be used by clients (respirators, tanks, harness, masks, flaps, etc.) must be sanitized before and after each use.
- At the end of the activity, masks should be worn again.
- A maximum capacity must be established for carrying out the activity, so as to ensure the maintenance of participants' physical distance.
- The following measures are recommended:



Ministerio de Turismo

“Año de la Consolidación de la Seguridad Alimentaria”

RNC-401-03681-9

- During the checking of rental equipment prior to the dive, the second stages will not be breathed, if necessary, the purges will be pressed.
 - PRE-DIVE Control will be carried out on the surface and only the second main stage will breathe.
 - Oral Inflation of vest will not be employed.
 - In the event of an underwater air emergency, the partner's octopus will not be used. In this case, the emergency equipment carried by the staff with a disposable mouthpiece will be used in the second stage.
-
- Boats must be sanitized before and after each service
 - Have stations with hydroalcoholic solution for hands, masks and disposable tissues to equip the hikers; these should also be available at the locations where the excursion activities will take place.
 - Bathrooms of the establishments to visit within excursion plan, must be clean and sanitized and have water, soap, disposable paper and pedal trash cans at all times, as well as a person in charge of constant disinfection of locks, toilet handles and sinks.
 - Measures for food and beverage service would be advisable to do so while maintaining strict hygienic measures, with individual packaging for each customer.
 - Do not share sunscreen creams or lipsticks with other people.

Preventive measures before leaving home specific to perform the activity:

- Bring a portable hydro-alcohol bottle, bring own self drinking bottle and marked it with initials.
- Preferably carry a compartment for waterproof and single use “wetsuit”.
- Wear closed shoes (not flip-flops) and long pants preferably.

At the end of the sports activity

- Do not use public showers.
- Avoid using shared showers, hoses, and footbaths.
- Each person must use their own towel, it should not be shared.
- Do not disinfect sports equipment in shared showers or footbaths.

In case of detected any person (employees, tourists, collaborators) with symptoms compatible with COVID-19, they must be immediately isolated from the rest of people, and



Ministerio de Turismo

“Año de la Consolidación de la Seguridad Alimentaria”

RNC-401-03681-9

must be communicated to the person in charge of the facilities and the relevant authorities according to public 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 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.

B.7. Subsector: Restaurants

Scope of application: These measures are mandatory for bars, restaurants and other fast-food establishments (whatever the building/facility in which they are located), in order to safeguard the health of tourists, employees and collaborators.

General measures

Calendars for the opening of hotels and other services, as well as the capacity allowed in them will be subject to those established and published by the relevant authorities.

In the case of hotels, keep most a la carte restaurants open independent of hotel occupancy.

Organizational measures:

- Have hydroalcoholic solution stations both at the entrance to the premises and in all possible areas inside, ensuring their replacement.
- Have a poster indicating the maximum capacity allowed.
- Groups larger than 10 people or those determined by the relevant authorities at any given time will not be allowed.
- Ensure proper functioning of ventilation systems and increase outdoor air circulation as much as possible (opening windows and prioritizing tables outside).
- Organize the tables and chairs in such a way as to keep the physical distance between clients. In case furniture is stationary, make sure that guests and groups of guests are seated 2 meters away from other groups.
- Implement markings on the floor to indicate the distance to keep, avoiding contact, as well as signs that encourage hand hygiene and wearing mask whenever you are not eating and/or sitting.



Ministerio de Turismo

“Año de la Consolidación de la Seguridad Alimentaria”

RNC-401-03681-9

- Remove all seasonings (ketchup, mustard, hot sauces, sugar, saltshakers, pepper, oils) and self-service or shared items, such as napkins, toothpicks, sorbets, matches and ashtrays. These items must be provided upon request. In the event that they are available somewhere where the customer can access, it will be in single-dose format, guaranteeing the non-handling of more items that are not going to be used.
- Limit the number of employees allowed simultaneously in break rooms or dressing rooms, so that it is maintained physical distance inside.
- Place furniture in the waiting and reception area so that physical distancing can be allowed, whenever possible.
- Eliminate self-service hydration stations both in restaurants and in common areas.

Measures for the entry of clients:

- At the time of receipt, the customer will be explained the hygienic and sanitary measures to be followed to prevent contagion by COVID-19 to convey security. Clients should be encouraged to use paper bags or envelopes to store the masks while consuming drinks or food, avoiding leaving them on the table.
- It is recommended to carry out a temperature control to customers before entering the establishment, not allowing entry to people who have a temperature equal to or greater than 38° C or 100.4° F.
- Ensure customers disinfect their hands before entering the establishment. It is recommended to have disinfectant mats for shoes.
- Clients must wear mask to enter, being able to remove them after taking a seat.
- In the event that the premises are full, ensure clients respect physical distance indicated by the marks on the floor.
- Have signs in the service area to inform the customer that tables are cleaned and disinfected before sitting down.

Cleaning and disinfection measures

- All establishments must comply with the general cleaning and disinfection standards indicated in this protocol (general part) and especially of all the surfaces of the establishment with greater contact: bars, tables, chairs, stools before opening doors to the public, during the service and after the end of the work day. They must be controlled and permanently recorded.



Ministerio de Turismo

“Año de la Consolidación de la Seguridad Alimentaria”

RNC-401-03681-9

- It is recommended to have posters in the service area to inform the customer that tables are cleaned and disinfected before sitting down.
- Develop a schedule for more routine cleaning and disinfection.
- During the service, place emphasis on frequently cleaning and disinfecting all those areas that may be touched by employees, collaborators and customers, such as: equipment handles, soft drink and beer taps, contact surfaces, bar, door handles, trays with those that transport food and drink, etc.
- Sanitize all soda taps, bar equipment, and nozzles daily.
- Tables and chairs must be cleaned and disinfected by the worker after use by each client, preferably with disposable paper.
- Wash all dishes, glasses, cutlery, etc. at a temperature above 70° C. For this, a maintenance record of the dishwasher must be kept.

Measures for staff

- All work personnel must wear the mask at all times, being the use of gloves optional depending on the functions to be performed. If disposable gloves are used, they should be changed frequently and hands washed between changes.
- Employees must integrate the disinfection of elbows, forearms and hands frequently into their work routine, and maintain physical distance between their co-workers, as well as with customers and other personnel.
- Avoid touching nose, eyes and mouth.
- It is recommended not to use the mobile phone and in the case of using it, a new hand hygiene should be carried out.
- For food handlers, you must maintain proper food handling practices appropriate to their job. Taking into account that this approach to the new person-person contagion prevention measures should not under any circumstances relax food safety standards.
- Waiters are recommended to disinfect their hands after removing drinks from tables and delivering them to bars or offices.
- Employees must keep all their personal belongings in a self-contained bag that can be tied or sealed to be kept in their lockers.
- Monitor and completely avoid handling by the customer of food, equipment, household items, etc. that may be used by a customer from another living unit.
- It is recommended to cover the food until it is delivered to the table and to clean the food lids between uses.



Ministerio de Turismo

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

Specific kitchen measures

- For cleaning and environmental disinfection of surfaces, the disinfectant and its concentration will be carefully selected in order not to deteriorate the surfaces and to avoid or minimize toxic effects.
- It is recommended to maintain a physical distancing in their jobs.
- The kitchen staff will wear a mask at all times.
- Utensil washing: Preferably in the dishwasher. Clean more frequently and leave a record of it of all those kitchen surfaces likely to be touched by different personnel (freezer handles, refrigerators, cameras, swing doors ...)
- Wear hair masks and nets during food preparation.
- Wash your hands frequently.
- Do not exchange utensils between chefs without prior cleaning.
- Use paper to clean surfaces.
- Raw food: Clean and disinfect all food that is going to be eaten raw. Use food-grade disinfectants.
- Cooked foods: Apply conditions that guarantee pasteurization.
- Follow the 4 key steps to food safety: Clean, Separate, Cook and Chill.
- Rearrange space and separate workstations (when possible) to ensure physical distance. Stagger workers at counters, tables, and kitchens for food preparation.
- Restrict access from kitchen and storage areas to kitchen and service personnel only. Deny user access and discontinue (where applicable) a "chef's table" in the kitchen.
- Keep inventories smaller than normal in case of possible contamination and the need to destroy stored items.

Merchandise Reception Measures

- The reception of the merchandise must be as fast as possible and maintaining the recommended physical distance.
- The temperature of each delivery man should be taken. Those with a temperature equal to or greater than 38° C or 100.4° F, must report and their entry must be denied.
- Require the use of a mask from delivery personnel.
- Designate a specific area for the reception of merchandise and avoid the circulation of suppliers within the establishment.



Ministerio de Turismo

“Año de la Consolidación de la Seguridad Alimentaria”

RNC-401-03681-9

- Bottled: fumigate with chlorinated solution for disinfection. Let the product apply for at least 5 minutes and rinse with a disposable cloth or paper towel.
- Fresh produce (not vacuum packed): discard original packaging and store in a safe container.
- Vegetables: Disinfect all vegetables by triple washing, and store dry in the cold room or refrigerator.
- Fresh proteins (vacuum packed): make sure none of the covers are torn, disinfect and rinse with a single-use cloth or paper towel, store as quickly as possible at 5°C or less.
- Frozen products in general: remove the original box as soon as possible, store at -18°C immediately.
- Sanitize receiving areas after each delivery.

Bathrooms

- Place disinfectant stations for hands at the entrance of the bathrooms, ensuring their supply and replacement.
- The bathrooms must have running water, soap and disposable hand drying paper at all times, guaranteeing their supply and replacement.
- The bathrooms must have trash cans with a lid and pedal opening.
- Remove reusable hand towels and do not allow use of air dryers. Only use disposable hand towels.
- Stop providing shared hygiene or sanitary products. comb, brush, mints, hair spray, lotion, cologne, etc.
- Clean and disinfect bathrooms regularly (at least every two hours), including locks, toilet handles, and sinks.

Payment measures

- Install a glass / plastic / Plexiglass protector around certain areas of the teller stations, if possible, to create a barrier between customers and tellers.
- Encourage the use of digital point of sale (POS) systems known as Verifone where possible to reduce cash transactions. Notify customers of cashless payment preference before entering so they can plan accordingly. Disinfect the POS machine after each use.
- When you have several cash register stations, encourage physical distancing between them. Disinfect the folders or containers in which the customer's account is kept and the pens with which customers sign.



Ministerio de Turismo

“Año de la Consolidación de la Seguridad Alimentaria”

RNC-401-03681-9

- Employees must sanitize or wash their hands after interacting with customer credit cards, card machines, and cash. Sanitize or wash your hands after accepting tips.

Identification and communication of suspicious and / or confirmed

- personnel In the event that any person (employees, tourists, collaborators) with symptoms compatible with COVID-19 is detected, they must be immediately isolated from the rest of the people, they must be communicated to the person in charge of the facilities and the relevant Authorities according to Health protocol Public and applicable regulations in these cases. If the person with symptoms does not show seriousness, they will be transported individually and maintaining all safety and hygiene measures to the place where they are staying (for international people) or to their place of residence (for residents), and subsequently the established protocols will be followed.

Bars

As a complement to the general measures, the bars must comply with the following specific measures:

Organizational measures

- Designate areas behind the bar exclusively for beverage preparation. If possible, install glass / plastic / Plexiglass to cover the bar where drinks are being prepared to create a barrier between customers and bartenders.
- Do not allow customers to crowd in frequently traveled spaces, they must remain at their tables. For this, it is recommended to provide service only to seated people and avoid bar service if they are not properly protected with screens or similar.
- Place menus / letters on screens or through QR codes to be viewed on their mobile phones. Use the bar's social media when possible to display menus and encourage customers to use their personal phones to search for food options instead of receiving a physical menu. Information for the link should be posted at the entrance and / or on the wall (s) of the bar. If possible, use of complimentary WiFi should be allowed for customers, if required to access the menu. If digital operations are not available, use disposable printed menus or signage. Menus printed on paper should be discarded after use.

Social and cultural activities



Ministerio de Turismo

“Año de la Consolidación de la Seguridad Alimentaria”

RNC-401-03681-9

- Limit social and cultural activities to those that can be achieved by maintaining physical distancing, such as musical performances, dance shows, etc.
- Secure 2 meters of space between the client and the performers on the stage or designated area.
- Disinfect microphones before each use for karaoke and music activities.

Restaurants

- Specific measurements for the salon Encourage large groups (6 and above) to make reservations in advance and set a maximum number of reservations that can be made for any day. The maximum group size should not be more than 10 individuals.
- Minimize the number of waiters who interact with the customer.
- After each customer, all disposable items will be removed and all items that may have been in contact with customers' hands will be cleaned and disinfected.
- Eliminate the ability for users to sit alone and guide customers to seats to ensure distance between tables is maintained. If this is not possible given the compliment of the staff, clearly indicate which seats can be used by using markings and signs.
- Prepare the tables just before the reservation or set the table in front of the client.
- Reduce the time of environmental exposure of cutlery and crockery, protecting them until use.
- It is recommended to install hydroalcoholic solution dispensers / systems on customer tables. (There must be a dispenser at the entrance of the restaurant, for the mandatory use of each diner when entering the establishment)

Buffets

They should preferably be assisted and in cases where this is not possible, all necessary contagion prevention measures shall be taken, such as the following: Ensuring the mandatory use of gloves by all staff (workers and customers) both at the entrance and whenever any clamp, spoon, plate, buffet machines, etc. is handled.

- Ensure physical stating in all areas, by means of marks or signs on the floor.
- Arrangement of hydroalcoholic solutions at as many points as possible.
- Change buffet tweezers minimum every 30 minutes and leave check in; glass screens.
- Encourage the use of single-dose and individual portions in as many dishes as possible,
- Placement of trash cans with lid and pedal in as many places as possible.



Ministerio de Turismo

“Año de la Consolidación de la Seguridad Alimentaria”

RNC-401-03681-9

In the case of assisted buffets, gloves and other personal protective equipment by staff, as well as the use of glass screens where possible, should be used as a mandatory.

- Digital cards, disposable cards. Place the cards on screens or via QR codes to be displayed on your mobile phones. Use the restaurant's social media when possible to display menus and encourage customers to use their personal phones to search for food options instead of receiving a physical menu. The information for the link must be placed at the entrance and/or on the wall(s) of the restaurant. If possible, complimentary WIFI should be allowed for customers, if necessary, to access the menu. If digital operations are not available, use signage or disposable printed menus. Menus printed on paper should be discarded after use.
- The use of tablecloths and cloth napkins should be avoided. These items shall be for single use only and shall be conveniently removed and disposed of among all services for cleaning and disinfection of table and chairs.
- Encourage the use of paper napkins.
- Remove shared self-service snacks, such as water, coffee, tea, etc. from reception areas. Remove material from the shared reception area, including magazines and books.
- Install a glass/plastic/plexiglass protector between food and customers if possible.
- All crockery, cutlery and glassware that has been exposed in the restaurant will be cleaned and disinfected in the dishwasher or dishwasher, including the one that has not been used, but may have been in contact with the hands of the customers. Wash and disinfect dishes at temperatures above 70oC.
- Tablecloths and napkins must be washed industrially; these will be for single use only and must be changed in each service. Tablecloths, napkins and work clothes should be washed at a temperature of more than 60o.
- The living and dining rooms opening the windows will be ventilated after each service.

Take-out and delivery measures

- Ensure that wraps and containers used to transport food prevent contamination of food.
- Regularly clean and disinfect refrigerators and thermal bags used to deliver meals.



Ministerio de Turismo

“Año de la Consolidación de la Seguridad Alimentaria”

RNC-401-03681-9

- Implement a safety seal on the packaging of the food to take away and reinforce the packaging of the food to be transported, to ensure that the consumer can verify that upon receipt it has not been opened during the journey.
- Require home service companies or delivery companies to comply with all hygiene and safety measures required of each establishment, for food transport.
- When delivering food to customers, either at a window or at the door, or in another area outside the restaurant, avoid, as much as possible, close contact with others.
- Encourage electronic or credit or debit card payment to decrease contact with cash bills.
- Designate a location inside or outside the restaurant that serves only takeaway orders. Maintain physical distancing through the ordering and collection process.
- Refer to the protocol of the terms of customer service for the measures corresponding to the payment process within this protocol.

B.8. Cruise Subsector

Scope of application: These measures are mandatory for cruise activity, in order to safeguard the health of cruisers, crew members and other collaborators.

The guidelines and recommendations described below are subject to state regulations that may be published by the relevant Authorities and will be complementary to the general measures of this protocol and other specific guidance guides for this subsector that may be published: Guidance Guide for cruise operation in the Dominican Republic to COVID-19, published by the Ministry of Tourism.

Any cruise operator shall establish as basic premises for COVID-19 risk management the following:

- Define and establish the permanent communication channels between the ship and the Ministry of Public Health, the Cruise Directorate of the Ministry of Tourism and the Port Authority at destination.
- Ensure the implementation of measures to reduce the transfer of COVID-19 from the operator itself and any of its employees and the destination(s) itself.
- Prior to boarding any cruise, each operator shall ensure that each port of destination is equipped with all necessary means to manage any health emergency safely, including the treatment of suspected and/or confirmed COVID-19 patients. At least:



Ministerio de Turismo

“Año de la Consolidación de la Seguridad Alimentaria”

RNC-401-03681-9

- or adequate medical facilities with qualified medical personnel
- or isolation areas/forty
- o Dedicated ambulance with the necessary equipment to perform the first interventions until their travel to the nearest defined health center.

Considerations to be taken by the company and crew

Before boarding

- The company must have a risk assessment where the risk of exposure to COVID-19 is contemplated, which should consider the ship, crew, crosshairs and communities visited.
- The ship must establish a Ship Health Certification that will serve as continuous communication and monitoring between the ship and health authorities. This health monitoring should be sent 48 hours before departure and every 24 hours once the journey begins.
- Stipulate the new maximum capacity of the ship to ensure compliance with the measures implemented.
- Identify and establish which areas and infrastructures within the complex are selected to house suspicious and/or confirmed COVID-19 persons as well as close contacts determined by health authorities.
- A COVID-19/Health Protocol Compliance Officer (OCPS) contact person(s) shall be assigned, which will deal with both the relevant authorities and the port authorities all matters relating to COVID-19. In addition, it will monitor the implementation and compliance with the measures during the cruise.
- Provide a Permanent Care Medical Unit (UMAP), composed of qualified medical personnel on board and the facilities necessary to attend to any health emergency, including coVID-19. The supply and replacement of both personal protective equipment and necessary supplies must be ensured.
- Establish constant communication and collaboration with the local and port authorities of destination where the stops are to be made.
- Each shipping company must perform quick TESTS on crew members prior to boarding, during and after landing at the end of the cruise.
- Take public health questionnaires to crossers prior to boarding, which will contain information about their provenance, possible symptomatology and whether they have been in contact with people with COVID-19 among others. The form will



Ministerio de Turismo

“Año de la Consolidación de la Seguridad Alimentaria”

RNC-401-03681-9

preferably be completed telemetrically by the cross maker although it can also be filled in physically before boarding. It is recommended that the crosser also carry all the medical personal information he/she requires (authorizations for illness) throughout the trip.

- Information and delivery to cruisers of the measures taken by COVID-19 operators to be applied on the cruise.
- Subject to temperature checks for both cruisers and crew members prior to boarding. It is recommended to use scanners or, if not, a method that avoids direct contact. In the case of temperatures above 38 degrees, you will not be able to board the ship, having to undergo the medical checks required by the application protocols for these cases.

During the cruise

To reduce propagation and contagion within the ship, the application of the following general measures by operators is recommended:

- Place alcoholic solution stations of at least 70% in all possible places and in sufficient quantities to promote hand hygiene. The supply guarantee and its replenishment must be monitored.
- Ensure that the bathrooms are provided with enough soap and paper dry hands. The supply guarantee and its replenishment must be monitored.
- Place posters and signage that encourage physical distancing, hand washing and respiratory hygiene in the usual languages.
- Ensure the use of mandatory mask by cruisers and crew members in all commonly used areas.
- Intensify cleaning and disinfection work, paying special attention to those surfaces with greater contact, such as handrails, doorknobs, railings, buttons, etc.
- Ensure the proper functioning of ventilation systems as well as the cleaning and disinfection of air conditioning equipment. In cases where it is possible to increase the rate of clean air renewal in air treatment equipment, work with the units to 100% outdoor air.
- Organize bar furniture and catering in such a way as to ensure physical distancing.
- Eliminate all the elements that can be shared (salts, sauce canisters, etc.) and extreme cleaning and hygiene in living rooms and kitchen during and after service.



Ministerio de Turismo

“Año de la Consolidación de la Seguridad Alimentaria”

RNC-401-03681-9

- Carry out the meal service in such a way as to guarantee safety and hygiene measures throughout the service, either through table service, assisted buffet or self-service, informing the crossers in each case the measures to be followed according to the specific protocol established. In this part, the guidelines and recommendations indicated in the national protocol, subsector Restoration, shall apply, without prejudice to those indicated by the ship itself.
- All entertainment activities will be organized in accordance with specific protocols to be followed on board, including but not limited to cleaning and disinfection of materials used, limited number of participants, physical distancing and use of masks where necessary. If security measures cannot be secured during the activity or event, it will be cancelled. The entry into operation of the different areas/services/opening-closing times will be carried out in accordance with the calendar published by the government and in accordance with the modifications that may be in the future.

Action in case of personnel with suspicious or confirmed symptoms:

In case of evidence of contagion or suspected contagion between cross-level staff or crew members, the person in his cabin should be isolated at first, where all necessary services will be provided, with the protocol activated against staff with suspicious or confirmed symptoms. Particular attention should be paid to:

- Have a certain number of cabins that will remain available and clean at all times to accommodate customers who have symptoms or have to quarantine.
- The person who, in advance of the suspected event of contagion, shall notify the UMAP, the contact person COVID-19/health protocol compliance officer (OCPS) and the captain, if the latter does not assume this responsibility,
- This UMAP and the master shall communicate by means of ship health certificates to the relevant health authorities, to the Cruise Directorate of the Ministry of Tourism as well as to the nearest port of call or others determined by current legislation, the daily health situation of the crew and cruisers on board.
- The affected person will be tested quickly, saving the quarantine person in one of the enabled cabins until the results are obtained. In such cases, the provisions shall be followed in accordance with the protocol and health measures set by the relevant authorities.



Ministerio de Turismo

“Año de la Consolidación de la Seguridad Alimentaria”

RNC-401-03681-9

- Medical personnel during visits to and/or confirmed quarantined personnel and crew personnel who may be in contact with suspected and/or confirmed personnel shall use appropriate and defined personal protective equipment for these cases.
- The cleaning of the cabin, whenever possible, will be carried out by the isolated person, providing supplies of cleaning products and lingerie, so that the contact of third parties is avoided.
- The food will be delivered to you in closed and disposable containers, with single-use cutlery and unsealed with the isolated person.
- Particular attention shall be paid to both waste and dirty laundry generated during the time of isolation by the suspect and/or infected person. All waste generated in the patient's cabin (gloves, masks, handkerchiefs, among others) must be placed in a bag inside the cabin. This bag must be identified (another color, label...) and separated from the rest until the time of disposal in the specific container dictated by the current legislation.
- Bed linen and towels in these cabins should also be put in an identified bag separate from the rest (until washing), warning laundry staff for hygienic handling (do not shake dirty laundry and avoid direct skin contact). It should be machine washed at temperatures between 60o-90oC with detergent and separated from the rest.
- The UMAP will carry out a permanent monitoring of the patient, in accordance with the established protocols. All personnel must be aware of the landing procedure of affected cruisers or crew members developed by the port authority (if applicable).

In addition to these measures, operators shall ensure with respect to crew members:

- Relocate all crew to single occupancy cabins with private bathrooms (where possible). If a cabin is shared, it is recommended that it be with the same companions.
- Cancel all face-to-face employee meetings, group events, or social gatherings.
- Establish safety measures to prevent contagion in all common areas of the crew. Modify the crew's meal service to facilitate physical distancing (reconfigure dining room seats, stagger meals, encourage meals in the cabin, etc.).
- Carry out daily monitoring through temperature control, to detect possible symptoms and keep track of this

From the scope of self-protection by crew personnel, the following recommendations are made:



Ministerio de Turismo

“Año de la Consolidación de la Seguridad Alimentaria”

RNC-401-03681-9

- Perform a self-assessment and communicate if any of the symptoms of COVID-19 are detected.
- Stay in the cabin as long as possible during non-working hours.
- Maintain physical distancing among other crew members and passengers during and after business hours.
- Wash hands frequently with soap and water and/or disinfectant gel.
- Wear a mask as long as they are outside your cabin.
- Make proper use of your personal protective equipment, avoiding sharing them with colleagues and ensuring their storage and disposal.
- Do not use greeting methods that involve contact with the other person.
- Do not share personal materials or items, such as phones, computers, tablet, etc. or, where applicable, disinfect them before and after.
- Landing of crew members
- Port authorities where stopovers are made during the course of the cruise ship shall lay down the measures imposed for the possible disembarkation of the crew. In case of disembarkation, the crew must know and comply with the measures required by the local communities.
- Once the cruise is complete, the crew must perform a new quick TEST and take additional precautions to protect others until they obtain the result of the cruise.

Considerations to be taken by cross-players

In the protocols for adapting and updating these measures by each cruise operator, all guidelines to be taken by cruisers should be described to avoid the risk of COVID-19 contagion, including at least the following recommendations:

Booking and boarding process

- Do not cruise if you are sick, know you have COVID-19 or if you have been exposed to a person with COVID-19 in the last 14 days.
- Complete and sign a mandatory health questionnaire, which must be delivered to the company prior to boarding. In this questionnaire they must provide the company with the contact details and all information necessary to facilitate tracking in case of positive or suspicious.
- Read and understand the rules imposed by the company on the measures to be taken during the cruise to prevent transmission of the virus.



Ministerio de Turismo

“Año de la Consolidación de la Seguridad Alimentaria”

RNC-401-03681-9

- Before boarding, undergo a temperature check.

During the cruise

- Avoid close contact by maintaining the established physical distancing of anyone other than your family nucleus.
- Wear mandatory mask when in all public places.
- Wash hands frequently with soap and water and/or use hydroalcoholic solution.
- Avoid touching your eyes, nose or mouth without washing your hands beforehand.
- Stay in the cabin in case you show any COVID-19 symptomatology and communicate it to any crew member immediately.
- Follow the instructions given by crew members regarding the measures to be taken.

During excursions

- Cruisers should be informed about the measures imposed by the different locations where the visit/excursion is to be carried out.
- Do not disembark if you show fever or any other symptoms related to COVID-19.
- Know and follow the landing and re-boarding procedures established by the ports where the stopovers are made. In this sense, it will be the cruise operator who must inform both the crew and cruisers at all times of the measures to be followed.
- Ensure that tour companies maintain adequate protective measures to prevent contagion. In order to do this, good communication and check in COVID-19 with these companies must be ensured prior to the realization of these companies to ensure the safety of the cruiser.
- Carry out for as long as all safety measures imposed by local authorities remain outside the ship, emphasizing physical distancing with anyone other than their family nucleus, use of mask, frequent hand washing.
- Undergo a temperature check before entering the boat after the tour is complete.

Once the cruise is over

- Take extra precautions to protect others for 14 days after your arrival.
- If you show any symptoms within 14 days of your arrival, please contact the medical services established in each country of residence.



Ministerio de Turismo

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

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.

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.



Ministerio de Turismo

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

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.

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?



Ministerio de Turismo

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

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