



COVID19

WHY CLIENTS SHOULD CHOOSE A COMPANY WITH CLEAN AND SAFE CERTIFICATION

In response to the COVID-19 pandemic, the Portuguese Tourist Board (Turismo de Portugal) has created the “**Clean and Safe**” certification to identify companies in the sector that comply with the minimum hygiene and careful cleaning requirements for the prevention and control of this virus or other possible infections. This provides tourism enterprises, tourist entertainment companies and travel agencies with a tool that certifies them as safe establishments according to the recommendations of the Portuguese Health Authority (DGS – General Health Directorate).

By introducing this measure, the national tourist authority intends to promote **Portugal as a safe destination that is taking serious precautions to avoid the spread of the virus**, thus boosting the confidence of those who visit the country. These are the requirements which **Ocean4You** fulfils to provide clean and safe experiences and tours to all our future clients.

STAFF TRAINING

All our staff receive specific information / training regarding:

Internal protocols regarding the COVID-19 coronavirus outbreak.

How to comply with basic infection prevention and control measures for the COVID-19 coronavirus outbreak, including the following procedures:

Hand hygiene: wash your hands frequently with soap and water for at least 20 seconds or use hand sanitiser that has at least 70% alcohol, covering all surfaces of your hands and rubbing them until they are dry.

Respiratory etiquette: cough or sneeze into your bent forearm or use a tissue, which should then immediately be thrown away; always wash your hands after coughing or sneezing and after blowing your nose; avoid touching your eyes, nose and mouth with your hands.

Social conduct: change the frequency and form of contact between workers and between staff and customers, avoiding (when possible) close contact, handshakes, kisses, shared workstations, face-to-face meetings and the sharing of food, utensils, cups, and towels.

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Establishment
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SAFE SERVICE DELIVERY, ORGANISED ACCORDING TO THESE REGULATIONS

Respect the maximum occupancy of the facilities, per m², according to the recommendations of the General Health Directorate.

Maintain safe social distancing between customers within the facilities, in accordance with the recommendations of the General Health Directorate.

Maintain safe social distancing between the participants in activities, according to the General Health Directorate recommendations.

Distribution of information, within the scope of the activity, preferably in digital / online format.

Compliance with internal hygiene and safety protocols by the partners involved in the programmes sold by **Ocean4You**.

That there is always a member of staff available who is responsible for triggering the procedures in the case of suspected infection (accompanying the person with symptoms to the isolation space, providing the necessary assistance and contacting the National Health Service through the Saúde24 line).

Maximum occupancy of the means of transport used in the activities is in accordance with the General Health Directorate recommendations.

Waste produced by patients suspected of infection is stored in a plastic bag which, after being sealed (e.g. with a tie or clip), must be separated and sent to a licensed operator for the management of hospital waste with biological risk.

INFORMATION FOR ALL CLIENTS

The following information is available to all clients:

- How to comply with basic infection prevention and control precautions for the COVID-19 coronavirus outbreak.
- What the internal protocol is for the COVID-19 coronavirus outbreak.

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SAFE COMPANY PROCEDURES

- Washing and disinfection, in accordance with the internal protocol, of the surfaces where employees and customers circulate, ensuring the control and prevention of infections and resistance to antimicrobials.
- Cleaning surfaces and objects in common use (including counters, light switches, door handles and cabinet handles) several times a day.
- Preference will be given to wet cleaning over dry cleaning and the use of vacuum cleaners.
- The air within closed spaces is renewed regularly.
- Alcohol-based hand sanitisers are supplied, whenever justified.
- Personal protective equipment is available to clients. The equipment used is cleaned after each activity, according to the rules applicable to each type of equipment.
- Clothing and other available accessories (e.g. towels) used in activities by employees and customers are washed at high temperatures (around 60°C).
- The means of transport used are cleaned or disinfected after each activity, according to the rules applicable to each type of transport.
- **Ocean4You** has sufficient personal protective equipment for all workers.
- Stock of single-use cleaning materials, including single-use cleaning wipes moistened with disinfectant, bleach and 70% alcohol.
- Dispensers of alcohol-based antiseptic solution or alcohol-based solution.
- Waste container with disposable plastic bag.
- Equipment for washing hands with liquid soap and paper towels in the sanitary facilities.

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