



connectDMC

T R A V E L S E R V I C E S

HYGIENE AND SANITATION PROTOCOLS

INTRODUCTION

The most important commitment to CONNECT DMC is to safeguard the safety and protection of our customers, as we have strictly studied the best hygiene and health practices dictated by the relevant health institutions.

As a company we are committed to adopting new measures in a responsible manner, prioritizing the safety of our clients, employees and partners.

Our goal is to make our customers feel safe while enjoying and having fun visiting our destinations. In this document we will be detailing the hygiene and sanitation protocols that will be implemented in each of the service areas that we offer as a full service DMC, maintaining the quality that sets us apart.

STAFF'S HYGIENE AND HEALTH

In order to provide a good service and take care of the health and safety of our clients, we have to start with our staff. To do this, we have created hygiene and health procedures to protect all our associates.



TRAINING

All our staff will receive proper training on the new standard and the measures that we as a company are taking in each of the processes and services that we offer following the parameters of the health authorities.



COVID-PRO PROGRAM

This program consists of providing the necessary training to a member of our staff in each destination to acquire the basic medical knowledge and protocols to handle situations and to supervise the staff and processes.



TEMPERATURE SCANNING

All staff must go through the temperature scanning process daily at the beginning and end of their shift, which will be carried out through a professional temperature monitoring equipment without physical contact.



OFFICE CLEANING & DESINFECTION

Daily cleaning and disinfecting of offices on floors and surfaces including desks, telephones, computers, switches and other contact areas will be done daily.



USE OF MASK

The use of masks will be mandatory for all personnel, both in offices and during operations. All staff will have access to masks only provided by the company and that meet the safety standards approved by health institutions.



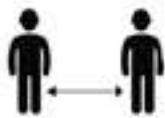
USE OF GLOVES

Gloves will be used only when touching surfaces that may be contaminated, when it is necessary to pass a document, or other object to other individuals, when handling food, when using cleaning or disinfection products, among other specific situations.



HAND WASHING

Staff should wash their hands for 20 seconds at the beginning of each shift, when touching a surface, when sneezing, or at most every 1 hour, and dry them with towels or disposable paper. In case they have limited access to soap and water, they will always have antibacterial.



SOCIAL DISTANCING

A distance of 5 feet (1.5 meters) will be required between the staff and customers. In case they need to carry out an activity in which 2 or more people are necessary and the required distance cannot be maintained, the staff will create a "work team" between them, thus limiting their exposure, but maintaining the distance between other people.



PERSONAL PROTECTIVE EQUIPMENT

In addition to the mouth covers and gloves, the staff will have access to all necessary equipment to carry out their tasks, thus minimizing the risk of exposure. We will also ensure that our partners and suppliers have the necessary equipment to safeguard the safety of their employees, our staff and our clients.



MEET & GREET

Staff will be waiting for the client wearing gloves and mask. The arrival manifest will be handled electronically through a tablet. We will maintain a distance of 5 feet (1.5 meters) between the client and the staff and will be asked to maintain the same distance from other people.



BAGGAGE HANDLING

The Connect DMC staff will not touch the luggage, the client will have to personally carry their bags to the vehicle that will be waiting to take them to the destination hotel, leaving the luggage near the unit where our staff will disinfect it before entering the transportation.



ARRIVAL TRANSFER



All units will have sanitizer that must be used by customers when entering the vehicle.



All vehicles will have a limited number of passengers to ensure that a safe distance is maintained between one person and another.



At the end of each transfer, the vehicle will be deeply disinfected to avoid any possible source of infection, focusing on the areas of greatest contact.



During the transfer, both Connect DMC staff and clients must wear masks. In case the client does not have masks, our staff will provide one.



The water bottles in the units will be limited only if the client requests it. In this case, the client will personally take the bottle avoiding the manipulation of other people.



The staff will replace their gloves at the end of each transfer and will carry out all the necessary hygiene measures.



For transfers in sprinters and buses, the seats that must be used by passengers will be previously identified to ensure that they comply with the necessary distance.



Only private and non-stop transfers will be offered to avoid contact with other unrelated people.



We will comply with the designated vehicle sanitation process procedures and other hotel requirements.



The front seats may not be occupied by customers to avoid closeness with drivers and staff.



HOTEL ARRIVAL



According to the arrival protocols of each hotel, we will be adapting our arrival procedures, respecting the measures that each hotel has individually.



The group coordinator will be waiting at the hotel with a sign indicating where the guest should go.



The Connect DMC staff will open the doors of the vehicle for customers to exit, preventing them from having contact with surfaces.



The hotel will be responsible for offloading the suitcases from the vehicle.

EXCURSIONS & ACTIVITIES

We will be limiting our portfolio of excursion suppliers only to those who meet the same hygiene and sanitation standards that Connect DMC is implementing based on the best security practices for our clients and our staff.



The capacities of all excursions will be updated to allow social distancing.



Check-in for activities or registration will be done electronically to avoid the use of paper, where possible.



A new investigation process will be carried out for all suppliers to ensure that our measures align with their operation.



In all cases, there will be antibacterial gel stations in the parks, boats or any platform where the excursion takes place.



Frequent and deep cleaning of all areas and surfaces where customers and staff have contact.



All the equipment and platforms that are used in the excursions will be deeply disinfected before starting and after finishing the activity.



In most cases, and where possible, clients will be asked to maintain the use of face masks.



TRANSFERS FOR ACTIVITIES

To ensure the safety of clients, it is always recommended to use private transportation for tours to avoid stops and contact with other unrelated people. We will implement all the hygiene and safety measures described above in point 3. In case of using shared transportation provided by the tour, the client will be asked to follow all safety and hygiene measures. All shared transportation of our tours will take the following measures:



Number of passengers will be limited to a smaller number to maintain distance.



All passengers will be asked to wear masks and if they do not have one, we will provide one.



Antibacterial gel will be placed in all units.



Both staff and drivers will wear mask and gloves.



Units will be washed and disinfected after the end of each service.

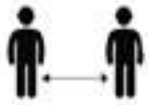


HOSPITALITY DESK

For the hospitality desks, an effort will be made to keep as few staff as possible according to the number of people in the program, and a transparent barrier will be installed to efficiently serve clients, reducing contact. If two or more agents are necessary, an attempt will be made to maintain the distance between them. Antibacterial gel stations will be located on the tables and the offer of products and services will be presented through a tablet or PC. Tickets and vouchers will be sent electronically in order to avoid contacts that put at risk the exposure to contracting the virus.

OFFSITE VENUES

For all offsite events we will be implementing all the necessary procedures to ensure the hygiene and safety of our clients, staff and partners.



The capacity per venue will be reduced according to the social distancing norm. Service personnel will wear gloves and a mask at all times and will try to maintain distance when possible.



In the case of venues such as restaurants and bars, only those that comply with the protocols approved by the authorities will be offered in our portfolio.



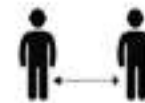
A total disinfection of the venue before the event will be required, paying special attention and permanent cleaning throughout the event to the most vulnerable areas and places of greatest contact.



Kitchens and back of the house must be thoroughly and completely disinfected and a continuous disinfection of bathrooms and areas such as bars.



In the event of detecting a person, whether staff or client, with fever or with any other symptom of illness, they will be prohibited from entering the event and will immediately be given the appropriate assistance.



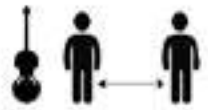
At the time of the return from the venue to the hotel, schedules will be designated by groups of 10 people for departures to avoid conglomerations and spaces will be demarcated to maintain social distance.



Pre-event meeting with service staff and Connect DMC staff to make sure that EVERYONE is properly trained on what protocols should be taken during the event.

ENTERTAINMENT & PRODUCTION

Hygiene and safety measures are extended to all services provided by Connect DMC to our clients and third parties that provide services. Here are the measures that will be implemented in all events that contain entertainment and production.



Although the social distancing rule requires that a distance of at least 5 feet (1.5 meters) be maintained, in the case of musicians or artists of any type of entertainment they will be asked to maintain a distance of at least 10 feet (3 meters) from the public. Normally these people, by the nature of their work, perspire more and breathe deeper which can spread the virus to farther distances.



We will try to avoid the use of microphones and controls for presentations, but if necessary they will be disinfected before and during the event constantly and at the end of each presentation. In all cases, pedestals that hold the microphones will be used to avoid physical contact, and in the case of the screen controls, it will be manipulated by personnel wearing gloves.



All entertainment providers, just like the staff, will be monitored by temperature thermometers and evaluated with key questions to see if they have any symptoms.



All entertainment providers must disinfect all their instruments and an attempt will be made to keep a safe distance between them during the presentation.

GIVEAWAYS

Welcome gifts and room drops have always been details that make a positive impact on the programs. Our wide variety of gift options will be limited to those that can comply with hygiene protocols and always following the line of sustainability that characterizes our company



All products will be thoroughly disinfected prior to delivery to the hotel and handled with gloves. Once brought to the hotel, they will once again undergo an on-site disinfection process.



All products that by their nature may deteriorate after passing the disinfection process will be removed from our catalog.

