



COSTASOL
DELUXE TRANSPORT



CONTINGENCY PLAN AGAINST COVID-19

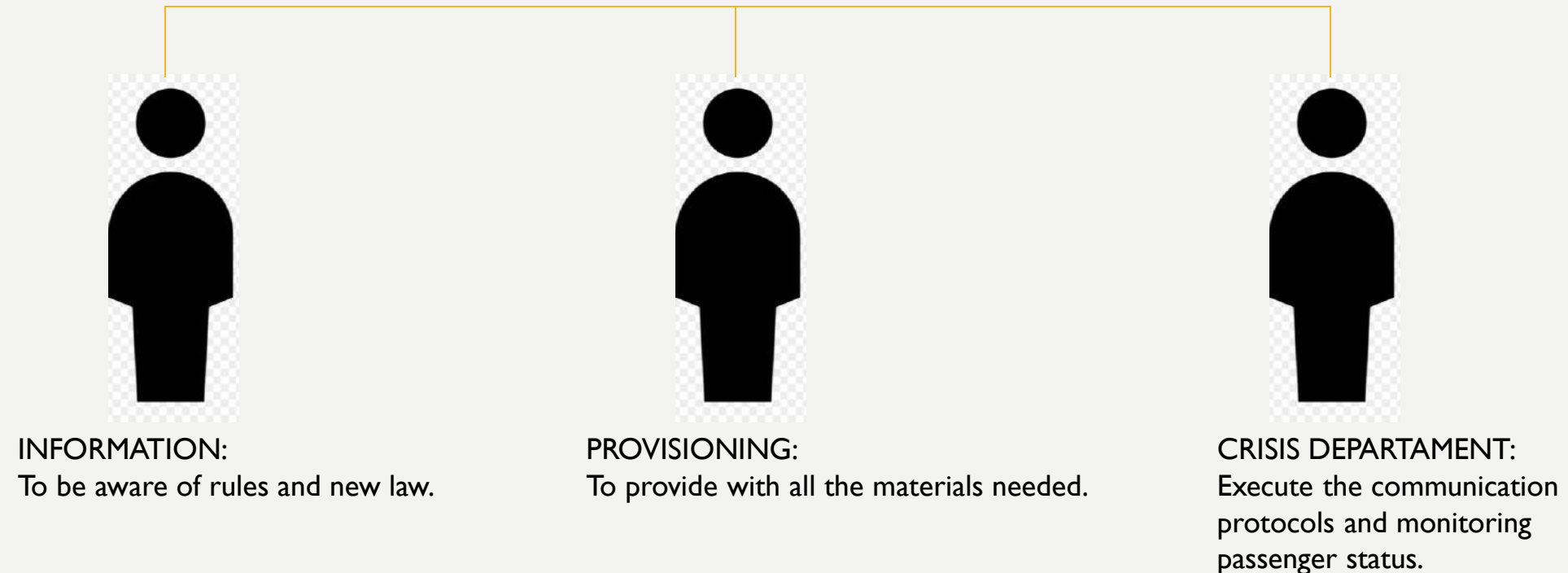
In compliance with the guidelines and recommendations issued by the health authorities, this document establishes the protocols for action and protection of all the Costasol Deluxe Transport team, and of our clients.

Safety is our absolute priority and all the measures described below will be rigorously applied to guarantee the preservation of health.



SAFETY & MANAGEMENT COMMITTEE

A committee has been created to establish, develop, execute and analyse prevention measures and their effectiveness against the virus. The committee will assume the definition of strategies and decision making for the minimization of hygienic-sanitary risks by COVID-19 by adjusting to the dictated guidelines and recommendations of the health authorities



FUNCTIONS

- Gather the information to make the according decisions (consulting with authorities, employees, specialists...)
- Carry out a risk assessment in order to obtain the necessary information for the design of preventive measures.
- Prepare a **“Contingency Plan”** to protect the staff, plus those other measures that are determined for the customers protection..
- Implementation of the “Plan”.
- Disseminate the plan and train the staff on the measures for its proper implementation.
- Provide human resources and necessary protection materials to staff and passengers included in the “Contingency Plan”.
- Guarantee the supply and placement of gels and masks at the main points (office, WC’s, vehicles...)
- Assess its effectiveness with the ability of modify if necessary based on the demonstrated efficacy.
- Supervision of compliance with the recommendations and guidelines issued by the health authorities, by both employees and passengers. As well as the additional measures contained in the “plan”, resulting from the evaluation of the risks assessment and preventive measures.
- Coordinate between the following parts:
 - The committee members,
 - The employees,
 - The suppliers and subcontractors.
- Inform the client before the confirmation of reservation about the conditions of the service and preventive measures established for their acceptance.
- Creation of the “Crisis Cabinet” to execute protocols to cope for a potential positive case in virus.
- Keep the contact information of all passengers for a minimum of four weeks after the trip, in case it is necessary to “perform traceability of contacts”.



CRISIS CABINET

In case of doubt regarding a possible case, due to any of the common symptoms of the virus detected, the committee must be informed immediately so that the cabinet executes the relevant protocols:

STAFF:

1. Put on a face-mask immediately.
2. The Occupational Risk Prevention Service will be contacted to enable the telephone number or corresponding health center. Their instructions must be followed.
3. The Company will be informed.

PASSENGER:

1. Access to the vehicle is forbidden .
2. Provide information of the health care centers, hospital and emergencies. (900 222 000)
3. Inform the travel agency or tour operator.
4. Extreme precautions during the journey with the other passengers.
5. Contact hotel/accommodation.
6. Track passenger status.

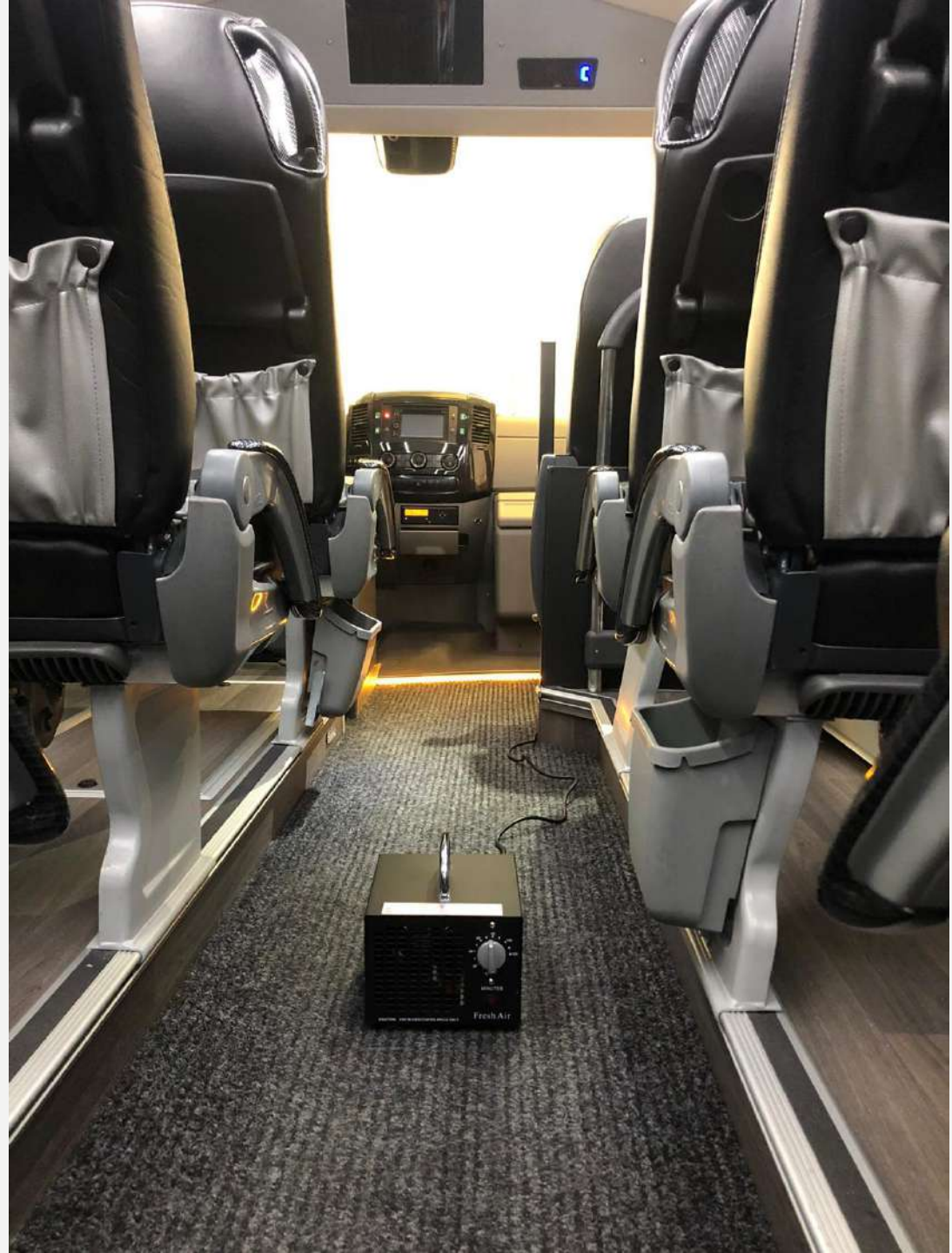


CLEANING AND DESINFECTION MEASURES

Vehicle, material and equipment used during the provision of the service must be cleaned and disinfected at the end of each service. This cleaning must be carried out in safety conditions for the staff as well as for the passengers:

- Complete cleaning and disinfection (steering wheel, handrails, belts, aisles, dashboard, handbrake, cabin, railing, fuel cap, light switches,...)
- Ventilation of the vehicle or cabin at the end of the service and as often as possible.
- Collection of bins so they are sealed and transferred to the according waste collection point.
- The use of disinfecting cleaning products safely. Disinfectants will be used as dilution of freshly prepared bleach or any of the disinfectants that have been authorized by the Ministry of Health. When using the products, the indications on the product's label/safety sheet will be respected.
- Cleaning and disinfection will be carried out after each service, between clients.
- At the end of each day, air purification systems will be used through ozone generators.





PROTECTION MEASURES

OFFICE STAFF

- All staff must know the “Contingency Plan” designed and specifically, their responsibilities in the framework of risk management..
- Avoid greeting with physical contact, including shaking hands, both to other colleagues and passengers. The safety distance should be respected whenever possible.
- FACE MASK is mandatory. In any case, you must implement whatever is dictated by the authorities.
- Dispose of any personal hygiene waste, especially disposable tissues, as well as PPE immediately in the bin or containers available and with NON-MANUAL operation.
- Thoroughly wash your hands after sneezing, blowing your nose, coughing or touching potentially contaminated surfaces (money, payment cards, bills,etc.) When, due to the physical characteristics of the vehicle in which service is provided, it is not possible, the use of disinfectant solution must be ensured.
- Disinfect frequently, throughout the working day, objects for personal use (glasses, microphones, telephones, etc.) with soap and water when feasible or, when is not possible, with a disinfectant solution, as well as the elements of the Workstation (screen, keyboard, mouse,etc.) with the shift change.
- DO NOT SHARE work equipment or devices with other employees.
- Wear clean clothes daily.



PROTECTION MEASURES DRIVERS

- To know the “Contingency Plan” established by the company.
- Trained for the correct application of prevention measures included in the plan..
- FACE MASK is mandatory.
- Must supervise and control the compliance by the passengers of the preventive and hygienic measures directed in the plan, as well as those indicated by the health authorities.
- Periodic control of the operation of the air renewal systems, with special emphasis on the cleaning of filters and grids.
- Avoid air recirculation mode in air conditioning systems.



PROTECTION MEASURES

PASSENGERS

- The commercial department must communicate the hygienic-sanitary guidelines (maintain safe distance, wear facemask, etc.) to customers /passengers, for the prevention of contagion by the coronavirus, at the time of booking through its usual communication channel.
- In case of intermediaries (agencies, TTOO, hotels,etc) they are responsible for transmitting the guidelines established by the company to passengers.
- Passengers are required to wear facemasks.
- Drivers will not be able to touch/place the passenger's bags in the vehicle, with the occupants themselves putting their bags where indicated.
- The body temperature will be measured before entering into the vehicle cabin.
- According to article 2 of the order TMA /348/2020 on the discretionary and private transport of passengers by bus, in which all occupants must be seated, all seats can be used.
- Passengers, if they get off the vehicle and get back on, will sit in the same seat.
- Drivers will have information about healthcare centers, hospitals and emergencies. In order to act and/or provide the information to the passengers.
- Pay special attention to trash by having the necessary bins for its correct disposal. Bins without a lid will enable deposit and easy management.





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**LUXURY
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