

PREVENTION AND REACTION PROTOCOL FOR COVID-19 WHILE HANDLING GROUPS

Due to the COVID-19 pandemic decreed by the World Health Organization on March 11th, 2020, we've decided to redact the present protocol for preventing and reacting to detection of symptoms consistent with respiratory diseases while handling group travel.

DMS México must inform the client of the existence of this protocol and the client must agree with the provisions taken herein. Responsible: account executive and client.

DMS Mexico commits to the following:

- In the event that the guide or coordinator present symptoms of respiratory diseases, he/she must notify it immediately to DMS. DMS Mexico must isolate him/her immediately and notify the client. Responsible: guide, DMS Mexico
- In the event that the group is located more than 50kms away from DMS Mexico offices, DMS must seek support of the local CVB or national scope associations such as the Mexican DMC Association (AMDEMAC), to replace the person in question in a timeframe no greater than 12 hours after the report. Responsible: DMS Mexico
- If the guide is located less than 50kms away from DMS Mexico offices, DMS will provide a replacement within the next 3 working hours.
- In the event that a congress or event has hired staffing service, the provider must have replacement personnel available before the start of that day activities, in case it is needed. Responsible DMS Mexico.
- DMS Will make available to the client the possibility of hiring a daily assistance plan with adequate coverage against COVID-19 at extra cost.

PREVENTION ACTIONS

We have detected 4 basic service aspects that must comply with normativity so as to avoid, as much as possible, contagion of group participants.

Guides and/or staff:

- DMS Mexico must supply the guide and coordinator with a contagion prevention package which must include:
 - Antibacterial gel or a solution which has at least 70% of alcohol content in an amount enough for all participants and all occasions that it's required.
 - At least 1 disposable medical face mask per participant to be handed only in the event that one or several participants presents coughing, sneezing or any symptom that might indicate probable illness:
Responsible: DMS and guide/staff
- The guide, coordinator and/or client personnel will be required to inform DMS Mexico in the event of detection of any person with symptoms of respiratory illness so that these in turn inform the pertinent authorities. Responsible: all personnel from DMS Mexico as well as the final client.
- Any person who addresses the group will maintain at least un meter of distance from the nearest participant at all times while he/she speaks; in the event that this distance is not possible, the persona addressing the group must wear a medical face mask. Responsible: guide, coordinator or client's personnel.

Regarding motor coach and collective transportation:

- In the event that the vehicle has a bathroom, it must be stocked with enough antibacterial liquid soap, running water, toilet paper and disposable paper towels for hand cleaning. Responsible: Vehicle rental company, operator.

- The bathroom must carry a sign reminding and encouraging users to wash their hands with the correct technique. Responsible: bus rental company, operator.
- Before the group boarding the vehicle, it must be sprayed with disinfectant aerosol and contact surfaces, such as railings, armrests, baggage storage bins and handles, must be cleaned with disposable or reusable towels drenched in disinfectant or chlorine solution. Responsible: operator.
- Each time that the group boards the vehicle, participants must disinfect their hands with antibacterial gel or disinfectant solution with an alcohol concentration of over 70%. Responsible: guide or coordinator.
- Before boarding the bus for the first time and as many times as deemed necessary, the guide or coordinator must give indications to the participants regarding the actions that they must take or avoid taking so as to avoid contagion. Responsible: guide or coordinator with script provided by DMS Mexico.
- Each time the group deboards transportation and before they board back on, all contact surfaces, such as armrests, railings and overhead bins, must be disinfected. Responsible: operator.

Hotels, food handling and restaurants:

- DMS Mexico shall make certain that all lodgings where the group stays, have hygiene and disease prevention protocols that are consistent with proper handling of the COVID-19 virus. Responsible: DMS Mexico
- In the event of handling Box Lunches: menus that include raw food must be avoided, making sure that the provider has established protocols that insure the hygienic handling of all food and beverage items. The usage of medical facemask as well as hairnets while preparing food is mandatory as well as frequent and adequate hand washing for any person in contact with food and beverage. Frequent and conscientious sanitizing of all preparation utensils is also required. Responsible: food and beverage provider.

- DMS Mexico must make sure that any restaurant or food outlet has hygiene protocols consistent with contagion risk prevention in its installations as well as food handling as it relates to their staff, materials and proper disinfection of all surfaces that come in contact with diners, including not only tables and chairs but also other surfaces like railings, handles and others. Restaurants or venues that can ensure a distance of at least 1 meter between diners as they eat will be preferred.

Tours and activities:

- Before starting each activity, the guide will inform all participants about the protocols that pertain to tours and activities, which are detailed as follows, ensuring that everyone agrees with the decisions taken by the personnel from both the DMS and/or local operator as well as a coordinator from the direct client, and that they will abide by the dispositions that they take. In the event of disagreement by part of the participant, he/she will not be allowed to participate in such activity, without this meaning that there will be any kind of reimbursement of the cost incurred for such activity. Responsible: guide, DMS coordinator and client personnel.
- Before any visit to a public space that might be heavily concurred, the coordinator, guide or advance personnel, in accordance with the client's personnel, should they accompany, must make a visual risk assessment of the space and will agree on the actions to be taken to minimize contagion risks; they may even decide to avoid the visit altogether should they consider the risks to be too high. The staff will immediately communicate to the group their findings, as well as the actions to be taken by the group. Heavily congested spaces where physical contact with other people are unavoidable will be avoided whenever possible. Responsible: guide, DMS Mexico coordinator and Direct client personnel.
- All participants will be asked, when possible, to avoid having direct contact with surfaces exposed to public or to previous contamination. Responsible: guide and/or coordinator.

RESPONSE ACTIONS

In the event that any person is detected, regardless of them being a part of staff, providers, clients or participants, that displays symptoms of respiratory illness the following actions must be followed:

- At the moment of case detection, all group activities Will be suspended immediately, especially those that involve contact with other people.
Responsible: DMS staff and client personnel.
- DMS México must inform local authorities immediately by dialing 800-0044-800 and the Ministries of Health and Tourism to receive instructions.
Responsible: DMS Mexico.
- DMS will provide all participants with a medical facemask and will return the entire group to the hotel to begin isolation procedures. Responsible: DMS Mexico and DMS staff.
- DMS will request from all participants and staff that has been in contact with the group, to provide a list of people with which they have been in contact in the previous days. Responsible: DMS Mexico
- All indications by the local authorities will be attended as rigorously as possible.