

## MOPT-ICT-DGME-01 Protocol for the operation of ports and cruise ships due to the health emergency by COVID-19.

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**Approval:**

As stated in Article 4, paragraphs a) to f), from the Presidential Directive 082-MP-S, "About the protocols for the reactivation and continuity of the sectors during the state of national emergency by COVID-19", we hereby give our approval to the following "Protocol for the operation of ports and cruise ships due to the health emergency by COVID-19, as the leaders of the sectors involved in the activity of the reception of cruises.

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## FOREWORD

According to Law No. 5395, the Ministry of Health is the institution in charge of "...the definition of the national health policy, the training, planning and coordination of all public and private activities related to health, as well as the execution of those activities that fall within its competence according to the law. It shall have the power to issue autonomous regulations on these matters". (Art 2, Law 5395). Its mission is to guide and lead the social actors for the development of actions that protect and improve the physical, mental and social health status of the inhabitants, through the exercise of the steering role of the National Health Care System, focusing on health promotion and disease prevention, promoting a healthy and balanced human environment, under the principles of equity, ethics, efficiency, quality, transparency and respect for diversity.

Within the context of the declaration of a state of emergency throughout the territory of the Republic of Costa Rica, officially stated in Executive Decree 42227-MP-S as a response to the pandemic caused by COVID-19; and given the ease of contagion and propagation of this virus, the Ministry of Health, as the rector of the National Health Care System, defined a series of preventive measures in view of the possibility of contagion in workplaces or vacation centers.

In line with the above, this protocol is proposed to facilitate the resumption of Maritime Tourism specifically for the attention of cruise ships, excursionists and crews, in the ports of Puntarenas, Quepos, Golfito, Caldera, Playas del Coco, Limón and Moín, through measures that will reduce exposure to SARS-CoV-2 virus to a minimum. It is understood that the operation of the sector encompasses the interaction between ship's crews, passengers and the personnel on land during port calls. This interaction takes place between passengers and crew members, with personnel on shore such as shipping agents, inspectors, pilots, stevedores, carriers, drivers, tour operators, suppliers and official authorities, among others; in all maritime and land facilities, intended for the protection, shelter and provision of all kinds of services to cruise ships, passengers, companies and users, both national and foreign. Likewise, this protocol establishes the conditions for the reception of the cruise ships, their passengers and crew members in Costa Rican ports.

The local authorities, professional organizations and employment companies have established guidelines and requirements for workers on land, crew members and cruise ship passengers that may differ from those defined by the cruise industry's leading international organizations in source markets, such as guidelines and recommendations for protocol development (Healthy Sail Panel Recommendations, CDC, ECDC, and EU Healthy Gateways guidelines). Hence the need to promote this Protocol and make it known to all those involved in this important activity.

This protocol has been developed in compliance with the Presidential Directive No. 082-MP-S, aimed at central and decentralized public administration "*On the protocols for the reactivation and continuity of the sectors during the state of national emergency due to COVID-19*", the institutional technical measures and those that have been defined through the decrees, guidelines and any other legal instrument, issued by the Executive Branch in response to the emergency because of COVID-19.

This document is subject to permanent review and updating processes, in order to respond, at all times, to current health needs and guidelines, in accordance with the evolution of the pandemic.

The following participants and organizations developed this protocol collaboratively:

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## **1. OBJECTIVE AND FIELD OF APPLICATION**

The objective of this protocol is to guide temporary health security actions, defined for the attention of the cruise ships, within the port facilities authorized by the Executive Branch to receive tourists and passengers, namely Puntarenas, Quepos, Golfito, Caldera, Playas del Coco, Limón and Moín. Moreover, to establish preventive measures, within the areas in which the services are provided to the ship and the passengers. It is worth mentioning that the validity and entry into force of this protocol, is subject to an amendment to Executive Decree No. 42690-MGP-S, which allows the entry into the country of passengers and crew of cruise ships.

All those involved in the ship/port interface must comply with the measures defined in this document. Its implementation seeks to maintain, at all times, the best safety conditions for all personnel, whether they are seafarers or land-based workers who must come on board, even if for a limited time, and not to subject anyone to unnecessary risks. The aforementioned to minimize the effects of the pandemic on the health of visitors and collaborators, so that all links in the value chain can continue to carry out their activities and avoid the contagion and spread of the virus, in line with the prevention and mitigation actions dictated by the Ministry of Health for the attention of COVID-19 alerts.

The scope of this protocol does not apply to the establishments and commercial areas surrounding the ports, such as restaurants, stores, supermarkets, nor to tourist transport activities, handicraft sales and tour operators, since for them the sectoral protocols and specific guidelines dictated by the Ministry of Health according to the type of commercial activity apply. This protocol does not apply to crews other than those belonging to the cruise ships.

The Costa Rican Institute of Pacific Ports (INCOP), Atlantic Coast Port Authority and Economic Development Board (JAPDEVA) and the Ministry of Public Works and Transport (MOPT) are responsible for the design and compilation of this document, with the support of the Costa Rican Tourism Institute (ICT), in coordination with other government institutions such as the Ministry of Health, and other recognized public and private entities related to the development of productive activities. Once approved, this protocol was sent to the Secretary of the Governing Council for its registration.

The personal and health data provided by passengers on board a cruise ship or any other person directly or indirectly involved in the service of these ships are strictly confidential and will be handled in accordance with the scope of Law No. 8968, law and regulations for the protection of personal data, issued on July 7, 2011.

This Protocol will be reviewed periodically and the current version will be published on the following websites belonging to the Ministry of Public Works and Transport (<http://repositorio.mopt.go.cr>), the Costa Rican Tourism Institute (<https://www.ict.go.cr/es/servicios-institucionales/material-de-apoyo-coronavirus-sector->

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[turismo.html](#)), the webpage of the Presidency of the Republic ([www.covid19.go.cr](http://www.covid19.go.cr)), as well as on the Port Authorities' webpages ([www.incop.go.cr](http://www.incop.go.cr) and [www.japdeva.go.cr](http://www.japdeva.go.cr)).

## 2. REFERENCE DOCUMENTS AND GUIDELINES

For the development of this protocol, the following documents were used as reference and basis:

- a. National Guidelines for Disease Surveillance COVID-19, Costa Rica, April 24, 2020, and its updates.  
<https://www.ministeriodesalud.go.cr/index.php/centro-de-prensa/noticias/741-noticias-2020/1532-lineamientos-nacionales-para-la-vigilancia-de-la-infeccion-por-coronavirus-2019-ncov>
- b. General guidelines to resum human activities in the midst of the COVID-19. April 27, 2020 and its updates. <https://www.ministeriodesalud.go.cr/index.php/centro-de-prensa/noticias/741-noticias-2020/1532-lineamientos-nacionales-para-la-vigilancia-de-la-infeccion-por-coronavirus-2019-ncov>
- c. Presidential Directive N°082-MP-S addressed to the Central and Decentralized Public Administration on the protocols for the resumption and continuity of the sectors during the national state of emergency by COVID-19, its updates and amendments:  
[https://www.hacienda.go.cr/docs/5eaa2b0c2d165\\_Directriz%20%20082-MPS%20Protocolos%20especificos%20sectores.pdf](https://www.hacienda.go.cr/docs/5eaa2b0c2d165_Directriz%20%20082-MPS%20Protocolos%20especificos%20sectores.pdf)
- d. National Law on Emergencies and Risk Prevention, No. 8488, November 22, 2005 and its amendments:  
[http://www.pgrweb.go.cr/scij/Busqueda/Normativa/Normas/nrm\\_texto\\_completo.aspx?nValor1=1&nValor2=56178](http://www.pgrweb.go.cr/scij/Busqueda/Normativa/Normas/nrm_texto_completo.aspx?nValor1=1&nValor2=56178)
- e. WHO, International Health Regulations, version 2016:  
<https://www.who.int/ihr/publications/9789241580496/es/>
- f. American Association of Port Authorities (AAPA), COVID-19 Protocols Best Practices for the Port Industry.  
<https://www.aapa.ports.org>
- g. International Maritime Organization (IMO) Circular No. 4204 /Add 16, May 6, 2020:  
<https://www.imo.org>
- h. Supporting graphic arts:  
<https://www.ministeriodesalud.go.cr/index.php/centro-de-informacion/material-comunicacion/protocolos-ms>
- i. Recommendations from the Healthy Sail Panel, September 21, 2020:  
<https://safety4sea.com/wp-content/uploads/2020/09/healthy-sail-panel-full-recommendations.pdf>

## 3. DEFINITIONS, ABBREVIATIONS AND ACRONYMS.

For the purpose of interpretation and reading of this document, the following definitions and abbreviations are established:

### 3.1. Definitions.

- **Areas of dockage and permanence of ships:** Maritime strip in the jurisdiction of the port protected from the attacks of the sea. Synonym for dock.
- **CDC:** U.S. Government Agency, Centers for Disease Control and Prevention. The counterpart in Europe is the ECDC.
- **Cleaning:** Refers to the elimination of dirt and impurities from surfaces. This process does not eliminate the viruses and bacteria that are adhered to the surfaces.
- **Clearance of the vessel:** The moment when the competent authorities complete the process of entry of the vessel and approve its start of operations on land.
- **Coronavirus (CoV):** A large family of viruses that can cause various conditions, from the common cold to more serious diseases, such as the coronavirus that causes the Middle East Respiratory Syndrome (MERS-CoV) or the one that causes the Severe Acute Respiratory Syndrome (SARS-CoV). The new coronavirus (SARS-CoV-2) is a virus unidentified in humans prior to the pandemic.
- **COVID-19:** A newly discovered infectious disease caused by the SARS-CoV-2 virus, which is transmitted by contact with another infected person through inhalation of droplets from the nose or mouth when the person speaks, coughs, or sneezes; or when these droplets land on an object or surface around them and are touched by others who put their hands in their eyes, nose, or mouth (PAHO/ Ministry of Health, 2020).
- **Crew member:** Person who travels on board a vessel and works in its maneuvers, in maintenance or in the attention or service to its passengers.
- **Cruise:** Passenger ship for tourism purposes, in which passengers and crew members can stay for different periods and visit multiple destinations in one or more countries.
- **Disinfection:** It refers to the use of chemical products, such as disinfectants to eliminate viruses and bacteria present on surfaces. This process does not necessarily clean dirty surfaces, but by combating viruses and bacteria adhered to surfaces after cleaning, it reduces the risk of spreading an infection. These viruses inactivate after a few minutes of contact with common disinfectants such as freshly prepared dilution of chlorine (concentration of chlorine 1 g/L, prepared with a 1:50 dilution of a chlorine concentration of 40-50 g/L). Also effective is the application of ethanol with concentrations between 62% and 71%, or hydrogen peroxide at 0.5% during one minute. In case of using other disinfectants, the effectiveness of these must be assure. They should always be use in accordance with the instructions included in the material safety data sheets (MSDS).
- **Dispatch of the vessel:** Procedure by which each authority, within the scope of its competencies, exercises the controls and issues the pertinent administrative authorizations in order to guarantee the departure of the vessel or cruiseship from the national port, having complied with the legal provisions established in the current regulations in Costa Rica.
- **Dock Harbour Basin:** Zone or port area, comprised by a body of water, where vessels maneuver to dock or anchor.
- **Docking Manoeuvre:** Driving the vessel from the anchorage area or pilot station to the designated berth or dock.
- **Excursionist:** a visitor who travels outside its place of residence for leisure and relaxation purposes over 24 hours, except that the tourist destination, the place overnight stay and the lodging service happens in the same cruise ship.
- **Free pratique:** situation in which the representative of the Ministry of Health issues the authorization to allow or not the entry of the vessel to the port under acceptable health conditions, and the entry to the vessel of local authorities (authorized

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government representatives from entities like MOPT, DGME, DGA, SENASA, SEFITO, among others), shipping agents, port personnel or authorized operators.

- **International certificate of vaccination:** Document where the vaccines administered to a person are registered. This document is mandatory to authorize the entry of passengers into Costa Rica who have visited countries at risk because of endemic diseases, such as yellow fever.
- **Maritime Declaration of Health:** Document in which the Captain or the doctor on board writes down the information about the health situation, with the purpose of requesting the authorization of dockage or free conversation.
- **Maritime tourism:** Activities carried out by tourists who are based at sea, such as on cruise ships, yachts or sailboats; or in the practice of water sports, sport fishing, species watching or tours of coastal or island areas, among others. It includes their respective services and infrastructure on land.
- **Masks:** Sanitary product that covers the mouth and nostrils to avoid the entrance and exit of pathogens from the respiratory tract, and minimize the spread of diseases. It can be used to reduce the risk of infecting others.
- **Passenger:** Person who travels on a boat or ship, without being part of the crew.
- **Personal Protective Equipment (PPE):** All those devices, gear, accessories or clothing of various designs used by a person or worker to reduce the risk of contagion against COVID-19.
- **PFSO:** Port Facility Security Officer is the person accredited before the Directorate of Navigation and Security to assume the responsibility of the elaboration, application, revision and update of the "Port Facility Security Plan" (PFSP), to coordinate maritime security matters with the Ship Security Officers (SSO) and the port personnel. The PFSO communicates the arrival of the ships to the port, and coordinates the entry and exit of the official authorities with the security officers at the port facility.
- **Pilot:** Advisor to the captains of the vessels in the docking and undocking maneuvers or any other nautical maneuver within the port area.
- **Port:** A place on the coast authorized by the Ministry of Public Works and Transport (MOPT) to dock and receive cruise ships and vessels.
- **Port Authority:** Government entity in charge of managing and/or supervising a port or group of ports, terminals or facilities; carrying out or approving the scheduling; the port operation, either directly or through a concessionaire, and the administration of the goods and the port services.
- **Port Captaincy:** Regional Representative of the Maritime Authority.
- **Port facility:** Set of buildings or structures built in the port and the equipment intended for the assistance of vessels and the provision of port services.
- **Port terminal:** Site located in a port, which includes the port infrastructure and equipment. It covers land and water facilities and allows for the integral performance of port operations, on either land or water.
- **Port zone:** area of the national territory within the physical limits of the land and maritime areas assigned to the ports. It includes the areas delimited by the physical perimeters on land, breakwaters, docks, anchorage areas, access channels and pilot stations.
- **Private Port Operator/Authority:** Concessionaire in charge of a port or group of ports, terminals or facilities, being entitled of the programming, development, operation and administration of the goods and the provision of port services.
- **Procedure:** Specific method to perform the measures indicated in the sectorial protocol, showing how the organization puts them into practice.

- **Public Port Operator/Authority:** Government entity in charge of a port or group of ports, terminals or facilities, entitled of the programming, development, operation and administration of goods and the provision of port services.
- **Reception of the vessel:** Procedure, by which each authority, within the scope of its competence, exercises the controls and issues the pertinent administrative authorizations in order to guarantee the entry of the vessel or ship to the national port, having complied with the provisions established in the Costa Rican legal system.
- **Roadstead:** is a body of water sheltered from rip currents, spring tides, or ocean swell where ships can lie reasonably safely at anchor without dragging or snatching. It can be open or natural, usually estuary-based, or may be created artificially.
- **Sectorial protocol:** Agreement between the actors that share common elements of a sector, to implement the guidelines established by the Health Authorities. For practical purposes of this document, the word *protocol* is reference to *sector protocols*.
- **Service provider:** Individual or legal entity that has the corresponding permits from the port authorities to offer services within the port facilities (tour operators, artisans, transporters, taxi drivers, among others).
- **Shipping Agent:** Legal entity that, by delegation of the shipowners or shipping companies, exercises the representation of their commercial interests in the port of call. The shipping agent must be registered in the Administrative Maritime Registry of the Directorate of Navigation and Security of the Ministry of Public Works and Transport, accredited as such before the Directorate General of Immigration and Foreignness Services and before the regional port authority.
- **Shipowner:** Natural or legal person who is in charge of the nautical management of a ship under his own name, whether or not he is the owner of the ship.
- **Tariff:** or fee is the amount that the port operator charges to the users of the facilities for the port services. In Costa Rica, the ARESEP is the Public Services Regulatory Authority.
- **Tourist:** Person who travels for recreational or health purposes, to carry out unpaid recreational, cultural, or sports activities and who spends the night at the destination.
- **Tourist destination:** a place on land visited by tourists and excursionists. It includes attractions, national parks, gastronomic centers, handcraft sales and any other place that provides related services.
- **Tour Operator:** Natural or legal companies that offer and operate tourist packages for tourists and excursionists. Tours are adquire by the cruise lines or directly by the excursionists.

### 3.2. Abbreviations and Acronyms.

- ARESEP: Public Services Regulatory Authority (Autoridad Reguladora de Servicios Públicos, in spanish)
- CCSS: Costa Rican Social Security System (Caja Costarricense del Seguro Social, in spanish)
- CLIA: Cruise Lines International Association
- DGA: General Directorate of Customs (Dirección General de Aduanas, in spanish)
- DGMA: Directorate General of Immigration and Foreignness Services (Dirección General de Migración y Extranjería, in spanish)

- DNS: Directorate of Navigation and Security (Dirección de Navegación y Seguridad, in spanish)
- PPE: Personal Protective Equipment
- FCCA: Florida & Caribbean Cruise Line Association
- ICT: Costa Rica Tourism Institute (Instituto Costarricense de Turismo, in spanish)
- INCOP: Costa Rican Institute of Pacific Ports (Instituto Costarricense de Puertos del Pacífico, in spanish)
- JAPDEVA: Atlantic Coast Port Authority and Economic Development Board (Junta Administración Portuaria y de Desarrollo Económico de la Vertiente Atlántica, in spanish)
- MINSA: Ministry of Health (Ministerio de Salud, in spanish)
- MOPT: Ministry of Public Works and Transport (Ministerio de Obras Públicas y Transportes, in spanish)
- MSDS: Material Safety Data Sheet
- WHO: World Health Organization.
- PFSO: Port Facility Security Officer.
- PFSP: Port Facility Security Plan
- SEFITO: State Phytosanitary Service (Servicio Fitosanitario del Estado, in spanish)
- SENASA: National Animal Health Service (Servicio Nacional de Salud Animal, in spanish)
- SUGESE: General Superintendence of Insurance (Superintendencia General de Seguros, in spanish)

#### 4. PRINCIPLES

The Maritime Tourism sector and, mainly, the operators, authorities and other persons involved in the activities in the ports where the cruise passengers disembark, are committed to comply with the accepted principles of proper conduct, in the context of the pandemic, even when the situation become even more difficult. The following are the principles under which this protocol is developed and implemented:

- Accountability
- Transparency
- Ethical behavior
- Collective construction in conjunction with stakeholders
- Respect for the principle of legality
- Respect for human rights
- Spirit of Service

#### 5. OPERATIONS MANAGEMENT

The maritime operation involves multiple actors, and the active participation of all the personnel that work and transit through the ports is fundamental in order to maintain the best sanitary conditions for the reception of cruise ships, passengers, and crew members, which has an impact on the health of the employees, passengers, service providers, and crew members themselves.

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The constant coordination and communication between shipping agents, cruise lines, port authorities, service providers and local authorities, especially those in the health sector, is vital for the implementation of the protocol, in order to guarantee the health safety of passengers and to create clean and controlled environments that will allow the gradual reopening of maritime cruising activity.

The present protocol develops the guidelines to follow during the attention of cruise ships in ports, based on the analysis of the risk of contagion at each point of contact. These measures are subdivided into:

- a. Guidelines for the operation of cruise ships in ports
- b. The implementation of preventive guidelines in port facilities

Note: Must incorporate these measures into the agreements of ALL service providers and shipping agents, and must include measures for acting and responding to a suspicion of contagion of either COVID-19, other infectious diseases, or other health risks.

Sanitary and hygiene standards:

- a. Promote a culture of health and hygiene among personnel working in ports.
- b. Guarantee equipped spaces for men, women and people with reduced capacities, for hand washing in the different areas of the port, where visitors and collaborators can access.
- c. Comply with current regulations issued by the competent authorities.
- d. To supervise all sanitary and hygienic guidelines in a constant way.
- e. Promote guidelines that improve the health of workers.
- f. Interact as little as possible with any person during all daily activities and customer service.
- g. To have mechanisms to respond to any health event or contingency that may arise.
- h. To ensure, in a permanent way, the availability of personal protection equipment, in sufficient quantity, through a strategic, budgetary and logistic planning, consistent with the fulfillment of the procedures established in this protocol.
- i. Constantly update the procedures by implementing continuous improvement processes to respond to the changing environment in the health and economic fields.
- j. Provide the necessary infrastructure to optimize the health standards for passengers, crew and port personnel, within the real possibilities of harnessing potential improvements at port facilities.

## **6. GENERAL GUIDELINES AT PORT FACILITIES**

The port operators and the local Port Authority that attend to cruise operators will issue basic recommendations that will serve as a guide to establish a plan of continuity and recovery of this activity, with the maximum sanitary guarantees for the visitors; the crew; and the collaborators of the port operators, service providers, shipping agents, regional and national authorities and any other client or user of the port facilities.

The measures to be followed during the resumption of cruise ship operations will be subject to the provisions of the authorities of the Ministry of Health, the National Emergency Commission, recommendations from organizations specializing in public health issues such as the WHO, CDC, ECDC, among others, and consideration of proposals from cruise line associations such as the CLIA and the FCCA, provided they do not contravene the minimum standards set by national authorities and are endorsed by the Steering Committee on Public Health. The coordination will be in charge of the Regional Port Authority and the private port operator, if there are any, who will have to do it:

- a. Mark the facilities to ease the physical distance of 1.8 meters.
- b. Ensure that all passengers, crew and any person transiting the port wear a mask. The use face shield is optional and will only be accepted as a complement to the mask. Take into consideration the exceptions provided in the guidelines of the Ministry of Health.
- c. Ensure that all personnel working at the port wear personal protective equipment (PPE) as specified in Table 1.

**Table 1. The use of PPE according to the task**

Task	Mask	Face shield	Hat	Protective gear (uniform)	Gloves	Boots
Reference image:						
Port Security	M	R		M		
Operations Department	M			M		
Dock manager	M			R		
General Services (Cleaning and maintenance)	M	R	M	M	M	M
Docking and undocking of the ship	M	R		M		
Equipment/Machinery operator	M	R		M		
Contact with guests and crew	M	R		M		
Occupational Health	M	R		R		

**M: Mandatory**

**R: Recommended**

**Note:** The use of reusable masks is a recommendation (e.g. black color mask).

**Source:** Own elaboration with information from JAPDEVA and INCOP.

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- d. Add breaks in the work procedures, so that the personnel have the opportunity to wash their hands frequently.
  - e. Place dispensers of antibacterial gel based on 70% alcohol, in strategic points within the port facilities, so that it is accessible to passengers, crew and all personnel working in the port.
  - f. Verify at the point of entry that personnel do not present symptoms related to COVID-19 disease, for example, fever, dry cough, headache, loss of smell, among others.
  - g. Coordinate with the nearest Health Center for medical attention in the event of not having adequate medical services within the port facilities.
  - h. Implement disinfection routines in all common areas of the port, and document the routines in a logbook. The port operator will review compliance with these routines by tenants and other stakeholders.
  - i. Establish continuous cleaning schedules for contact surfaces, based on the flow of users and visitors at the facilities.
  - j. Place signs and recommendations to ensure physical distance, hand hygiene and prevention measures in visible places throughout the port.
  - k. Provide messages to passengers, crew and terminal personnel in a clear manner, through the information media available in each port, and by placing signs in Spanish and English. Use protocols materials described in Annexes 1 to 6.
  - l. Ensure adequate ventilation in all areas of mobilization of passengers and crew, to try to achieve the maximum possible number of cycles of air renewal.
  - m. Ensure the maintenance and cleaning of all air conditioning and ventilation systems in the port, especially the filtering elements.
  - n. Ensure compliance by all institutions and companies, their obligation to develop and socialize the guidelines and standards for the prevention of contagion by COVID-19.
  - o. Reinforce hygiene, cleaning and disinfection measures in all port facilities.
  - p. To adopt the necessary measures to comply with the document "Guide of Good Practices in the Work Centers" issued by the Ministry of Health.
  - q. Ensure that the products for hygiene, cleaning and disinfection of the different areas of each port, comply with the provisions issued by the Ministry of Health, and that their application is made in accordance with the instructions and recommendations of the manufacturers, indicated in the Material Safety Data Sheets (MSDS) and in the technical data sheet.

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## 7. SPECIFIC GUIDELINES IN PORTS

### 7.1. Measures for the operation of cruise ships in ports

#### 7.1.1. Measures prior to the vessel's arrival at the port

The Shipping Agent, representing the cruise line or the cruise operator, will be responsible for providing the following information, at least 48 hours prior to the vessel's arrival:

To the Ministry of Health (MINSa):

- a. Maritime Health Declaration of the vessel, updated according to the latest requirements defined by the MINSa. The maritime declaration of health must report any case of illness on board compatible with COVID-19, to inform the competent authorities of the port and the MINSa.
- b. Preliminary information on the state of health of each one of its crew members and guests, including full name, nationality, residence, passport number, personal insurance company and type of insurance, their health status, and the social or family group or bubble with whom they are traveling. The competent authorities shall verify this information.
- c. Affidavit signed by the Captain of the vessel certifying that the vessel has the facilities, equipment, medicines, supplies and personnel, such as medical, clinical chemical laboratory, radiology, respiratory therapy, nursing and auxiliary, and that the vessel has a section properly isolated and conditioned to care for and maintain in quarantine all individuals suspected or confirmed to have contracted the virus. The above to provide adequate care to mild or moderate cases of COVID-19. In addition, the affidavit must indicate the number of ventilators the vessel has for the stabilization of patients who have worsened, prior to their transfer to a medical facility.
- d. The route or itinerary of the vessel along the last 10 ports of call before arrival, and the following port of call and destination, to allow traceability of its route.
- e. Ensure the submission of the Health Pass Form, at least 48 hours prior to arrival at a Costa Rican port of call, filled by each of the guests and crew members who plan to or must disembark from the vessel at a national port. Each passenger or crew member must upload a copy of its medical insurance to the Health Pass Form, and/or the insurance provided by the cruise line or cruise operator, as indicated in section 7.1.7 of this Protocol. This form is available for submission online at the following link: <https://www.salud.go.cr>
- f. Affidavit signed by the captain of the vessel or a legally accredited representative, indicating that the cruise operator has verified that all guests and crew members hold a medical insurance, meeting the requirements specified in section 7.1.7, covering the expenses of medical care in Costa Rica due to COVID-19 treatment. All guests and crew members on board of any cruise ship docking in a Costa Rican port must have their own medical insurance with coverage for COVID-19, epidemics, or pandemics valid in Costa Rica, as indicated in section 7.1.7 of this Protocol.
- g. Affidavit signed by the Captain of the vessel, or a legal representative of the cruise line or cruise operator, stating that it has a medical insurance policy provided by an

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insurance company authorized by the SUGESE, or by an international insurance company with valid coverage in Costa Rica for COVID-19. It must protect guests and crew members during their stay in a Costa Rican port, in accordance with section 7.1.7 of this Protocol.

- h. Affidavit signed by the Captain of the ship or the legal representative of the cruise operator, stating that while in Costa Rica, it will be responsible for the medical expenses of any guest or crew member who does not have a medical protection plan, or for any reason, the personal insurance nor the cruise line's insurance policy covers those expenses. In furtherance of medical care, this embraces other expenses such as lodging, food, internal transfers for companions, for an amount of up to five thousand U.S. dollars per person, apart from repatriation expenses, transfers of the sick passenger and companions in an ambulance flight to their country of origin or to a third party arranged by the cruise operator; and in case of death, the repatriation expenses of the deceased and funeral expenses occurred in Costa Rica, according to the dispositions of the Ministry of Health.
- i. Affidavit signed by the Captain of the ship or its legal representative, authorizing the shipping agent to cover, on its behalf, any expenses for concepts indicated in the previous item, agrees to reimburse these expenses immediately upon presentation of the corresponding invoices, and authorizes the shipping agent to issue, on its behalf, the purchase orders required to achieve these objectives.
- j. Affidavit stating that the cruise operator has no outstanding debts with the Costa Rican Social Security System (CCSS) due to medical care of guests or crew members who have entered the country on one of its vessels. In the event that the cruise line maintains any debt with the CCSS for the care of any passenger or crew member with COVID-19, it must settle it as a condition for allowing the docking of any vessel operated by this cruise line. The Captain of the ship or its legal accredited representative should sign the affidavit.
- k. Provide the cruise line's protocol in the event of an emergency caused by COVID-19.
- l. The cruise line or shipping agent, as appropriate, shall comply with all applicable, legally established requirements for docking the vessel prior to the pandemic.

To the General Directorate General of Immigration and Foreignness Services:

- a. Comply with all immigration requirements previously established for the control of passengers and crew members on board the cruise ship, as well as the country's sanitary entry requirements.

To the port authority and the port operator:

- a. Submit the Cruise Line Protocol in the event of a COVID-19 emergency.

To the cruise operator:

- a. Submit to the Cruise Line the Costa Rican entry requirements and this protocol.

If crew members or guests traveling on board the vessel are suspected or declared positive cases of COVID-19, the cruise ship should not be prevented from docking at a local port, nor disembarking passengers infected should be prevented from transfers to another country aboard an ambulance plane, or to receive medical attention or quarantine in Costa

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Rica. However, depending on the hospital capacity and health system situation in the country, the Ministry of Health may evaluate the risk and determine if the vessel can disembark passengers at the port, or if it should sail to another country.

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The personal and health data of all guests and crew members shall be strictly confidential and under no circumstances may it be disclosed to third parties without their express written authorization. The above in accordance with the scope of Law No. 8968, Law on the Protection of Individuals regarding their Personal Data, of July 7, 2011, and its Regulations.

#### 7.1.2. Measures for the execution of the free pratique and entry of the cruise ship.

The competent authorities involved in the free pratique process and upon the arrival of the vessel shall strictly apply the following measures:

- a. Free pratique procedures should be conducted virtually to avoid exposure and contact, unless it is necessary a face-to-face verification of the cruise ship or its passengers.
- b. If for any reason, it is inevitable for the authorities to perform the entry process or the free pratique face-to-face, the authority must have prior authorization or the presence of representatives from the Ministry of Health. If so, the following shall be considered:
  - i. Only representatives of the Ministry of Health, the representative of the Directorate General of Immigration and Foreignness Services and/or members of any police or security corps on duty, may enter the cruise ship. If the participation of any other authority is required, it should be virtually by digital means.
  - ii. Authorized authorities and personnel must implement the following preventive guidelines prior to entering the vessel:
    - Use external corridors instead of accessing through crew accommodation levels.
    - Remain as little time as possible inside the vessel to perform shipboard tasks.
    - Maintain the physical distance of 1.8 meters and limit interaction with crew members involved in the free pratique process to the absolute minimum.
    - Avoid physical contact with people on board the vessel; apply the greeting protocols in Annex #4.
    - Wear a mask, making sure that it covers the mouth and nose.
    - Avoid touching the face, especially the eyes, nose and mouth, before washing hands.
    - Disposable masks should be discarded inside a closed plastic bag, in trashcans with a plastic bag and lid.
    - Wash hands properly before and after putting on the mask.
- c. The immigration guidelines for the face-to-face verification process of passengers and passports shall be respected during the embarkation and disembarkation of guests and crew members entering or leaving the country. Therefore, the cruise line or, otherwise, the shipping agent, must set up a space facilitating physical distancing, where it is possible for passengers to wear biosecurity equipment or PPE, and where mobile acrylic screens are used for the protection of all persons, allowing the face-to-face verification process to be carried out safely.

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**Note:** The competent authorities will grant the free pratique and will authorize the arrival of the vessel, when the corresponding documents have been received to satisfaction, either digitally prior to arrival, or otherwise, when the vessel docks at the pier during its verification.

### 7.1.3. Measures during passenger disembarkation at ports

The cruise operator and the shipping agent as its representative, along with the port operator shall ensure the following:

- a. Guests and crew members planning to disembark from the cruise ship must have completed the online Health Pass Form and uploaded all documents at least 48 hours prior to their arrival at a Costa Rican port. The documents to upload consist of a copy of its personal medical insurance policy and/or the medical insurance policy provided by the cruise operator, as stated in section 7.1.7 of this protocol. The form is available online at the following link: <https://salud.go.cr>.
- b. The following activities are responsibility of the cruise operator prior to the disembarkation of cruise passengers and crew:
  - Ensure that all cruise passengers and crew use a mask (reusable or disposable, without valve), an essential requirement during the entire stay. Exceptions to this requirement are children under 4 years old or passengers who have special medical condition and whose condition is duly evidenced, in which case, they will be allowed to use a face shield as a substitute for the mask.
  - Control the disembarkation of cruise passengers in coordination with port security, in order to avoid crowds, maintaining physical distance between each family and social travel bubbles.
  - Inform the procedures for access and use of port facilities that have been implemented to ensure compliance with the hand washing, sneezing and coughing protocols, no-face touching, and other greeting procedures described in Annexes 1 to 6.
  - Check the temperature of all passengers and crew members prior to disembarkation.
  - Remind all cruise ship passengers of the requirements to authorize transit, entry or stay in Costa Rican territory, according to the length of stay and travel purpose.
- c. The following activities are responsibility of the port operator prior to the disembarkation of cruise passengers and crew:
  - Disinfect the terminal and facilities prior to disembarkation of cruise passengers and disinfect areas with high passenger transit while the ship is docking.
  - Install and maintain in good condition, floor markers and signs in areas where cruise passengers must stand in line, to maintain a physical distance of at least 1.8 meters.
  - Design and provide entry and exit areas for passengers taking tours, assuring physical distancing.

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- Guarantee the reservation of piers for vessels, and the embarkation and disembarkation schedule for cruise passengers.
  - Coordinate when two or more cruise ships arrive at a port at the same time, so that embarkation and disembarkation processes, the entry of suppliers, services providers, agents, and others do not coincide.
- d. Cruise passengers will disembark in a controlled manner, in groups, in accordance with the protocol established by the cruise line, according to their categorization, giving priority to those who have previously purchased a tour. In all cases, a physical distance of 1.8m, the use of masks, hand washing and disinfection, sneezing protocols, among other risk mitigation guidelines should be complied, as established in this protocol and in the cruise lines' protocols.
- e. Guests who have not purchased tours and wish to visit port facilities or port cities on their own, may do so as long as the cruise operator protocols and the regulations issued by the Ministry of Health allow it. They must abide by the mitigation measures established by the cruise line, as well as the protocols established by local and national authorities for each of the activities they carry out. In case of non-compliance with this measure, the cruise line may prevent the passenger from boarding the ship.

#### 7.1.4 Measures for internal transportation services for cruise passengers and crew within the port facilities.

The cruise line, in coordination with the Shipping Agent and the tour operator, should coordinate the following:

- a. Physical distancing of 1.8 meters should be kept during the waiting time prior to the transfer of passengers and/or crew members in transportation units.
- b. The transportation service provider in charge is responsible for the cleaning and disinfection of each transport unit, using products authorized by the MINSA (Ministry of Health).
- c. The tourist transport provider operating within the port will follow the guidelines stipulated by the sub-sector in Protocol *ICT-P-11, Specific Protocol for Tourism Transport Activities*.

#### 7.1.5. Measures to implement in transit areas within port facilities.

The port operator is required to:

- a. Continuously clean and disinfect restrooms, ensuring water, liquid antibacterial soap, disposable towels and 70% alcohol-based hand sanitizer.
- b. Place hand-washing stations and supplies at various points throughout the port facilities.
- c. Place 70% alcohol-based hand sanitizer stations and disinfectant wipes available for visitors to clean seats in waiting rooms.
- d. Place step garbage bins with bags and lids for the proper disposal of waste.
- e. Continuously clean and disinfect areas, touch points and surfaces of frequent contact between passengers.
- f. Relocate furniture and equipment respecting physical distancing measures (signage).

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- g. Place visible signage on protocols for coughing, sneezing, hand washing and other forms of greeting, described in Annexes 1 to 6, in Spanish and English languages.

#### 7.1.6. Measures in restroom facilities

The port operator must:

- a. Place hand sanitizers stations at the entrances to the restrooms.
- b. Place markers on the floor or signage to guide visitors as to where lines should be located at the entrances to the restrooms.
- c. Provide step garbage bins or touchless bins with lids and bags for waste disposal.
- d. Ensure the supply of clean water and washbasins as required, in accordance with current sanitary legislation.
- e. Maintain a permanent supply of liquid hand sanitizing soap in lavatories and disposable hand towels.
- f. Use only disposable hand towels.
- g. Establish routine procedures for disinfecting restrooms at least every two hours.

#### 7.1.7. Measures concerning the cruise ship, guests and crew members during their stay in ports. Medical insurance.

The cruise lines and their representatives, the shipping agents, in conjunction with the port operator, when applicable, shall ensure the following:

- a. Maintain constant surveillance of crew members and passengers in order to detect the appearance of any symptoms associated with COVID-19 at an early stage.
- b. In case of identifying a person with symptoms consistent with COVID-19, must inform the Port Operator, the Local Port Authority and the Port Captainty.
- c. Restrict interactions between crewmembers, passengers and personnel working at the Port to only those encounters that are critical and essential to maintain continuity, operation and supplies to the vessel.
- d. Restrict the disembarkation of personnel on board while the vessel is docked at a port, especially those who do not have related duties in charge. This restriction shall not apply to personnel disembarking as part of a crew change or to guests and crew members disembarking to receive or attend to an emergency situation, not available on board the vessel.
- e. Notify to the Shipping Agent any need that may arise while the vessel remains at the port, so that the agent may carry out the corresponding procedures with the competent authorities.
- f. All guests and crew members aboard any cruise ship docking in Costa Rica must have a medical insurance that guarantees the public medical centers and hospitals of the Costa Rican Social Security System (CCSS) and authorized private medical centers or hospitals, coverage of all expenses for the care of any COVID-19 infected cruiser or crew member. This insurance must also cover quarantine, transportation and lodging expenses for infected persons and their companions, with the minimum coverages detailed below.
- g. The insurance policy belonging to each guest or crew member may be provided by a local insurance company authorized by SUGESE; or with an international insurance company, in such case the coverage must be valid in Costa Rica.

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- h. The minimum conditions for the insurance are the following: It must cover medical expenses incurred by the insured patient during his/her stay in the country, for an amount of up to USD 50,000 (fifty thousand US dollars) per person, as minimum coverage. Moreover, a minimum coverage up to USD 2,000 (two thousand US dollars) for each infected passenger and each companion due to pandemic illness. This last coverage applies to lodging and living expenses for asymptomatic or mildly affected patients and their companions while they remain isolated in the country due to quarantine.
  - i. The Costa Rican Tourism Institute, the Ministry of Health or any other public entity authorized by the Ministry of Health will be responsible for verifying the validity, coverage and acceptance of international insurance. The aforementioned, taking as a reference the travel entry requirements by air, stated in Executive Decree 42690-MGP-S and its reforms, or as indicated in the present protocol, in the absence of a specific norm for cruise ships.
  - j. Cruise lines or cruise operators must provide an "umbrella" type medical insurance to cover those expenses not covered by the individual policies of the passengers. Alternatively, the cruise lines or the Shipping Agent may provide, for the same purpose, an insurance with full coverage that protects each passenger in all these cases, the minimum coverage amounts shall be those indicated in the previous paragraphs.
  - k. If in any case, expenses exceed the maximum amount of coverage in any of the items of these policies or if there is any deductible, coinsurance, copayment or any other description not covered by the insurer, the cruise operator, either directly or through its authorized shipping agent, shall be responsible for the cancellation of these expenses.
  - l. If due to any error, omission or any other unforeseen situation, any passenger or crew member does not have insurance coverage for COVID-19 and the cruise operator's insurance does not cover them either, the affected person's medical care expenses, lodging expenses and their companions', shall be covered by the cruise operator either directly or through its authorized Shipping Agent.

#### 7.1.8. Measures Port Operators should follow during the stay of ships.

- a. The Port Operator will not allow the pilot to remain on board the vessel while docked at a port. No other port collaborator will be allowed to remain on board the vessel, unless is carrying out official activities.
- b. Provide information about the basic measures for protection against COVID-19 to port workers, based on the guidelines established by MINSAs.
- c. Ensure the availability of appropriate personal protective equipment (PPE) for those who work in the port and have access to vessels, before encountering seafarers and passengers, as indicated in Table 1, point 6, part c).
- d. Be aware, respect and put into practice the protocols and guidelines adopted by the cruise lines and cruise operators to mitigate the effects of COVID-19, as long as they

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complement and do not contravene the guidelines and measures issued by the MINSA on this matter.

- e. Inform shore-based service providers and port authorities of all requirements related to the risk management of COVID-19, as well as those established by national authorities and cruise operators, as long as they do not contradict the guidelines issued by the MINSA. The port operator should communicate any incident or requirement through the shipping agent and, if possible, directly to the captain of the cruise ship.

#### 7.1.9 Measures for the entry of guests and crew members to port facilities.

The cruise operator and its representative, the shipping agent, should establish the necessary coordination with the port operator and service providers such as:

- a. The port operator will provide washbasins, clean water, soap and disposable towels for hand washing hygiene, and alcohol-based hand sanitizer to all cruise passengers and crew members.
- b. The tour operator must instruct cruise guests and crew members to maintain physical distance of at least 1.80 m between travel bubbles in the crosswalk areas on the way to the land transportation buses.
- c. The shipping agent, in coordination with the cruise operator, will ensure the disinfection of passenger's luggage before entering the port facilities, using a 70% alcohol-based solution spray disinfectant or any other cleaning product that demonstrates its efficiency against the virus. When a national port is the origin or final destination of the trip (Home Port), the port operator will designate a space within its facilities to carry out this cleaning task.
- d. The cruise operator must verify that no guest or crew member disembark if their temperature is 38 °C (100.4 °F) or above. In this case, the cruise operator must proceed in accordance with its own protocol for handling suspected cases of COVID-19, the measures in this protocol and current health regulations.

#### 7.1.10. Measures at security checkpoints, at the entrance and exit of the port facilities.

The port operator will be responsible for ensuring that:

- a. Security officers at port access and exit checkpoints controls will perform touchless document verification, without physical contact and ideally using virtual methods.
- b. Checks of bags, briefcases, personal items, boxes, among others, will be conducted visually. If the inspection requires handling and touching items, use the proper personal protective equipment.
- c. At the port access and exit checkpoints, the port operator will check the temperature of passengers and crew using contact-less devices. In the event that a passenger displays a temperature of 38°C or above, the port operator will proceed with a secondary valuation in place. Based on this result, a determination will be made as to whether to continue with the entry or exit of the cruiser or crewmember, as indicated in section 7.1.11. Coordinate the corresponding procedures with the shipping agent or directly with the cruise operator.
- d. Due to the significant flow of cruise passengers and crew, the devices to check the temperature must meet, at a minimum, the following technical criteria:

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- Be portable to bring them to the places where they are required.
  - Complete the measurement without physical contact.
  - Provide instant results to avoid crowds.
  - Be certified for medical use and properly calibrated.
- e. At the security checkpoints at the entrance or exit of the terminal, the port operator will check temperature of port personnel and the different stakeholders involved in the cruise ship operation. In the event that a person displays a temperature of 38°C or above, proceed according to point 10 of this Protocol, following the guidelines established by MINSA.
- f. In the event that a cruise passenger, crew member, user, port operator collaborator, or any authority disobeys the guidelines defined by MINSA, Port Security will approach the person and proceed as appropriate, according to the current regulations, both port and national.
- g. The necessary and sufficient cleaning personnel should be available for the continuous disinfection of security booths, surfaces and frequently used items.

#### 7.1.11. Measures to be taken in the event of a cruise passenger or crew member suspected to have COVID-19 infection while the ship is at the port.

In the event that a crew member or guest displays symptoms related to COVID-19, the port operator, cruise operator and its representative, the shipping agent, will be responsible for:

- a. In the first instance, the person returns to the ship in the company of the ship's medical or paramedical personnel, for assessment and eventual transfer to the isolation section assigned for suspected or confirmed COVID-19 cases within the cruise ship, in accordance with the protocols established by the cruise line itself. If the passenger cannot move itself or due its health condition and requires a vehicle to return to the cruise ship, the shipping agent will coordinate the necessary actions, following the authorized procedures for the transfer of COVID-19 suspect patients.
- b. In the event that a passenger's condition requires hospitalization or cannot be properly treated on the cruise ship, the Ministry of Health (MINSA) will be notified to coordinate their disembarkation. The medical insurance described in section 7.1.7 will cover medical, lodging, transfers, or any quarantine expenses, as well as lodging and transfers of companions. The shipping agent will coordinate the transfer of the suspected passenger and his/her companions, members of the same social or family bubble, with a health service provider authorized for the transfer of COVID-19 suspected patients.
- c. The cruise operator shall issue an affidavit in which the ship's Captain or a legally authorized representative commits to cover the expenses for medical care of each guest or crew member infected with COVID-19, not covered by the infected person's insurance, nor by the cruise operator's insurance policy. It also applies to quarantine, lodging, food and internal transfer expenses and those expenses of the members of the same travel bubble. In case of fatality, funeral expenses, cremation and repatriation expenses should also be covered. The Affidavit must specify the personal data of each sick person and the members of its social/family travel bubble. If a companion becomes infected, follow the procedures described in this protocol, and the following order to cover the expenses:
- i. The insurance of the ill passenger or crew member.
  - ii. The cruise line's or cruise operator's insurance policy.

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iii. Directly the cruise line or operator.

The cruise line must authorize its shipping agent to issue, in its behalf, the medical care orders and purchase orders required to cover the medical care, hospital care, food, internal transfers and lodging expenses of the affected persons and their companions.

- d. Advise tour operators and other service providers that if a guest displays symptoms compatible with COVID-19 while on a tour or shore excursion, the tour operator will be responsible for coordinating the guest's transfer to a medical center for evaluation. For this purpose, the tour operator must immediately contact the shipping agent to establish the appropriate arrangements.

**7.1.12. Measures to implement to authorize the ship's clearance and departure.**

- a. The cruise operator shall comply with all established requirements for clearance set sail or international departure prior to the pandemic emergency.
- b. The Captain of the ship shall submit to the Port Captain and the Ministry of Health, an Affidavit of Health of the passengers and crew onboard. It should state whether it is carrying any suspected or confirmed COVID-19 case, that it has the medical facilities, equipment, medicines, supplies and medical personnel and back-up to provide optimal treatment to these cases, and that the vessel has designated isolated cabins and equipped areas for the attention and quarantine of suspected or confirmed persons having contracted this disease.
- c. The Captain of the vessel and the Doctor on board the ship must submit to the Port Captain and the Ministry of Health an affidavit certifying that: at the time of requesting the ship's Departure Authorization, none of its passengers or crewmembers suspected or confirmed with COVID-19, require medical care shoreside and outside the vessel, that none of the affected persons on board wish to receive medical or care or quarantine in Costa Rica.
- d. In addition to the above, the cruise line must submit to the Port Captain an affidavit signed by the Captain of the ship or by a legally authorized representative, that it has no outstanding debt with the Costa Rican Social Security System for medical or hospital care of any of its passengers or crew members. The Port Captaincy shall verify the veracity of this Declaration prior to granting the ship's Departure Authorization.

**7.2. Preventive measures in port facilities**

**7.2.1. Measures to follow in administrative offices:**

The port operator shall be responsible for implementing the measures to follow in administrative offices, it shall:

- a. Have a plan to adapt the port operation in accordance with the guidelines issued by MINSA.
- b. Constantly review the MINSA guidelines for the prevention of COVID-19 contagion, and adjust the plan accordingly.
- c. Place visual signs with the protocols established by MINSA described in Annexes 1 to 6.

- d. Frequently clean high-touch surfaces (handrails, bars, doorknobs, latches, desks, telephones, reception counters, water faucets, screens, etc.) with at least a 70% alcohol-based solution, commercial disinfectants, or commercial bleach solution.
- e. Ensure inventory of cleaning supplies, cleaning and disinfecting chemicals, and personal protective equipment as indicated in Table 1.
- f. Minimize physical contact between employees. Conduct meetings preferably virtually, through digital platforms.
- g. When meetings held in-person, keep physical distancing of 1.8 meters between attendees. The meeting room must adjust to the 50% of its capacity and well ventilated. Meetings in-person may last a maximum of one hour.
- h. No one will be able to yell or speak loudly during the meeting.
- i. Implement contactless digital means for procedures and communication with suppliers, clients, shipping agents, guides, tour operators and visitors as much as possible.
- j. Places where people gather or concentrate must have natural ventilation mechanisms, without generating sudden currents.
- k. In the event of having to use air conditioning due to weather conditions, constant cleaning and filters replacement are mandatory, according to the specifications of each system. The amount of equipment and its capacity will adapt to the dimensions and occupancy of the space to ventilate, according to the manufacturer's specifications in order to ensure constant air renewal.

**Table 2. Authorized chemicals for surface washing.**

<b>Cleaning product</b>	<b>Indications of use</b>	<b>How to use</b>
Soap or detergent	Washing of surfaces prior to disinfection. Follow the manufacturer's instructions for use	Friction on the surface to wash.

**Table 2. Authorized chemicals for surface disinfection.**

<b>Disinfection product</b>	<b>Indications of use</b>	<b>How to use</b>
Ethyl alcohol (ethanol) 70%	Disinfection of surfaces and equipment. Concentration: 70%	Friction on the surface to be disinfected
Sodium Hypochlorite 0.5%	Disinfection of non-metallic surfaces. Concentration: 0.5% 5000 ppm equivalent	Friction on the surface to be disinfected
Quaternary ammonium (fifth generation)	Disinfection of surfaces and equipment. Concentration: 450ppm.	Apply the disinfectant with a cloth, mop, sponge, spray or by dipping, thoroughly wetting the entire surface. The solution should be in contact with surfaces for at least 10 minutes and allow to air dry.
Peracetic acid	Disinfection of surfaces and equipment. Concentration: 0.20% -0.35%	Apply the disinfectant solution with a cloth, mop, sponge, spray or by immersion, all surfaces must be in contact with the solution for a period of no less than 1 minute, wring out and allow to air dry.

- l. Enhance cleaning and disinfection in the facilities, especially between face-to-face meetings. Use only authorized cleaning and disinfecting products as indicated in

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Tables 2 and 3. Use disposable towels to apply to furniture. Take special care not to mix products containing chlorine with ammonia-based products.

- m. When the tasks allow it, facilitate teleworking as well as the flexibilization of work shifts, in order to guarantee a maximum capacity of 50% of the facilities' capability.
- n. Individual workspaces should not be shared.
- o. If there is no water supply for hygiene and cleaning tasks, suspend the operation immediately, until the supply resumes.
- p. Employees must always keep clean all personal items such as cell phones, tablets, pens, notebooks, among others. It is recommended to clean them upon arrival at their workstation.
- q. Keep a physical distance of 1.8 meters at all times, even when washing hands or being in common areas. In cases where physical distancing is not possible, the employer will evaluate the provision of additional personal protective equipment.
- r. Conduct a survey to identify people in vulnerable health conditions and take the necessary preventive actions to reduce the risk of contagion.
- s. The port administration will request each employee to read and sign the Affidavit described in Annex 7, to undertake and immediately inform their superiors if they show symptoms of COVID-19 or if they have been in contact with a positive case. The port administration will proceed as indicated in item 10 of this protocol.
- t. Establish schedules to use dining rooms or eating-places, in order to keep the capacity at 50% maximum.
- u. The employer may designate a person to measure the temperature of its employees at any time during the workday, using a non-contact thermometer. If the temperature is 38°C or above, a second measurement shall be taken 10 minutes later. If it continues above 38°C, proceed as indicated in item 10 of this Protocol.
- v. Personnel in charge of cleaning must use the personal protective equipment described in Table 1. Likewise, it should only use chemicals for cleaning and disinfection authorized in Tables 2 and 3. Use disposable towels to clean each workstation. The use of the same towel at two or more workstations is not allowed.

#### 7.2.2. Measures to apply in non-administrative areas:

The port operator is responsible for ensuring that its employees comply with the following measures:

- a. Each employee must address the following measures, starting from the moment they go to their workplace:
  - Maintain good daily personal hygiene.
  - Keep a physical distance of at least 1.8 meters from other people.
  - In case of showing symptoms related to COVID-19, stay home, immediately notify the direct supervisor and do not go to the workplace.
  - Hand washing and disinfection when entering and leaving the workplace, when leaving and returning home.
- b. The collaborator must comply with the following recommendations in their workplace:
  - If possible, change clothes for the uniform or work clothes inside the facilities upon arrival. Make sure the garments are clean.
  - All collaborators must follow the protocols for coughing and sneezing, hand washing and other forms of greeting described in Annexes 1 to 6.

- 
- c. Cleaning personnel must wear personal protective equipment as defined in Table 1 at all times.
  - d. After cleaning, the residues must be disposed of correctly and implement the hand washing protocol established in the annex.
  - e. Employees must keep clean personal items to use in the workplace, such as glasses, tablets, cell phones, pens, notebooks, computers, among others.

### 7.2.3 Measures for service providers and shipping agents using port facilities.

Individuals and/or legal entities using port facilities must comply with measures aimed at minimizing and preventing the spread of COVID-19. To this end, they shall:

- a. Comply with the guidelines established in the national and sub-sectorial regulations, according to their economic activity, together with the provisions included in this Protocol.
- b. Provide information and guidelines to prevent COVID-19 to all their collaborators, as well as hygiene habits during the execution of their activities.
- c. All employees of service providers and shipping agents must be insured before the Costa Rican Social Security System. In addition, employers must comply with all labor-management obligations, have an occupational risk insurance covering all their employees, and be up to date in the corresponding payments.
- d. Provide antibacterial soap, liquid or gel alcohol, and guarantee permanent availability to all collaborators.
- e. Train personnel on healthy sanitary practices given the COVID-19 national emergency, with information issued by official sources such as MINSA or CCSS. For this purpose, give informative talks and workshops to their employees and visual reminders through posters or digital media.
- f. Establish procedures to follow in possible emergency scenarios related to COVID-19, and disseminate them to all related workers. Designate responsible parties. Each employer will define the procedures according to its action field.
- g. Cultural performances within the port facilities for the reception of cruise passengers and vessels, as well as the sale of handicrafts are prohibited while the process of gradual reopening of cruise ship operations is underway.
- h. Comply with the provisions of Executive Decree No. 40556-S "Health Surveillance Regulations, regarding the notification of any suspected, probable or confirmed COVID19 case, to the following e-mail: [notificación.covid19@misalud.go.cr](mailto:notificación.covid19@misalud.go.cr)

### 7.2.4 Measures applicable to service provider companies' employees and shipping agents' employees that use port facilities.

Each service provider company and shipping agency that uses the port facilities will be responsible for the actions detailed below. The port operator must ensure the correct implementation:

- a. Know the symptoms associated with COVID-19 in detail.
- b. Stay at home when presenting symptoms related to the disease, among these: fever, cough, nasal congestion, and sore throat, lack of smell or taste, diarrhea, skin rashes.
- c. Wear personal protective equipment at all times as indicated in Table 1.
- d. Use coughing and sneezing protocol as per attached attachments.

- 
- e. Cover up when coughing or sneezing, applying the sneeze protocol when tissues are not available.
  - f. Apply the protocol for proper hand washing often, especially after using the restroom, before eating, and after wiping the nose, coughing or sneezing, between rest breaks and at the end of the workday, according to the annexes.
  - g. Do not share food during work activities.
  - h. Apply the 1.8-meter physical distance rule at all times.

## **8. HYGIENE AND DISINFECTION**

### **8.1. Cleaning, hygiene and disinfection measures to reopen**

The port operator is responsible for the following measures to restart operations:

- a. Conducting general inspections in common areas and the dock area, in order to determine if fumigation is advisable prior to opening.
- b. Verify the proper functioning of electrical, clean water, common toilet and sanitary equipment and facilities.
- c. Review and provide adequate maintenance to the air conditioning system in order to increase the frequency of filter cleaning and to have the appropriate logbook.
- d. Train personnel on how to perform daily COVID-19 restraint and prevention tasks more safely and train in the use of personal protective equipment.
- e. Place signage and information on preventive measures in visible areas, to inform passengers, crew, as well as collaborators, suppliers, clients and other users of the Terminal; concerning sneezing and coughing protocols, hand washing and others, in the most common languages used to serve tourists. See Annexes 1 to 6 of this Protocol.

### **8.2. Cleaning and disinfection procedure in the workplace**

The port operator will be responsible for ensuring the correct cleaning and disinfection procedures in every work place within the port facility, whether carried out by its own collaborators or by contracted personnel.

The activities to carry out for cleaning and disinfection of the workplace within ports:

- a. Procedures for hand washing:
  - Maintain the supply of disposable towels for hand drying, which shall be available in all stations intended for hand washing.
  - Ensure that the soap used for hand washing is antibacterial soap.
  - Provide step garbage bins for the paper towels disposal, which shall have a bag and lid and contact-less opening mechanism.
- b. Disinfection activities with effective products against the virus:
  - Cleaning personnel shall use cleaning and disinfection products supplied by ports with MINSA sanitary registration.
  - Verify that all cleaning equipment is in good use conditions; otherwise, it should be replaced.
- c. Cleaning and disinfection plan and schedule for the different areas of the facilities:
  - Port authorities will establish cleaning and disinfection schedules in accordance with personnel flows and cruise ship services.

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- At the end of every recreational activity, clean and disinfect all the dock areas with products that have a sanitary registry of the MINSA, as indicated in tables 2 and 3.
  - Keep records or logs to follow up on the roles established to cleanup and disinfection of the different areas and access to the dock.
  - Cleaning personnel should not smoke or consume food or beverages while performing cleaning and disinfection operations.
- d. Cleaning and safety personnel equipment, disinfection, waste management, and use of personal protective equipment:
- The port administration shall generate an official updated list with information on the personnel responsible for cleaning and disinfection, and waste handling and disposal, ensuring the use of protective equipment.
  - The port authorities should constantly train their collaborators in the cleaning and disinfection processes indoor and outdoor, covering the correct use according to manufacturers' specifications and precautions to avoid mixing different types of cleaners and/or disinfectants and to avoid dangerous chemical reactions.

### 8.3. Cleaning and Desinfection Products

The port operator is responsible for the supply and correct application of the following products by the personnel in charge of the cleaning and disinfection processes:

Disinfectants' specifications for cleaning and disinfection:

- a. Ensure the use of effective disinfectants to eliminate viruses and bacteria present on surfaces, in accordance with the product safety data sheets and as specified in Tables 2 and 3.
- b. Chemical products used for cleaning and disinfection by COVID-19 must have a sanitary registration from MINSA and be within their validity period.
- c. Use biodegradable cleaning and disinfection products inside the boats and in docks surroundings docks to avoid water contamination.
- d. The different types of chemical cleaners and/or disinfectants should not be mixed to avoid adverse reactions.
- e. Disposable and reusable equipment used in cleaning and disinfecting process:
  - i. Reusable equipment:
    - Towels and cloths laundered and disinfected after use.
    - Cleaning mats.
    - Hydro-washer.
  - ii. Disposable equipment:
    - Gloves.
    - Masks.
    - Paper towels.

The following are the surfaces and critical points frequently handled by collaborators and cruise ship passengers, which are a priority for the cleaning and disinfection process:

- Access to docks.
- Sorted waste containers.
- Trucks for transporting equipment and products.
- Vehicles for transporting people and equipment.

- 
- Reception areas and furniture.
  - Toilets
  - Light switches, handles and locks, pull handles.
  - Remote controls, telephones and communication radios.
  - Sinks and faucets
  - Surfaces of desks, counters, pens and doorbells in doors or entrance areas.
  - Access railings, handrails and benches.

Clean and disinfect electronic devices and equipment by applying a 70%-90% alcohol-based disinfectant solution, using a microfiber cloth.

#### 8.4. Personal Protective Equipment (PPE)

The port operator shall be responsible for providing the personal protective equipment required by the collaborators as indicated in Table 1, and for ensuring its correct use.

Equipment used by cleaning personnel:

- Rubber boots with non-slip soles.
- Nitrile gloves, non-surgical.
- Mask.
- Use PPE as indicated in the safety data sheet of each product.
- Before putting on a mask, wash hands with water and alcohol or use 70% alcohol-based hand sanitizer.
- Cover mouth and nose with the mask and ensure that there are no gaps between the face and the mask.
- Avoid touching the mask while wearing it. If strictly necessary, wash hands with an alcohol-based sanitizer or with soap and water before touching the mask.
- Change the mask once it is wet. Do not reuse single-use masks.
- To remove the mask: wash hands with soap and water, remove the fasteners from the ears, without touching the front, and dispose immediately in a trash bin with lid and bag.

**Note:** When purchasing PPE, it is recommended to validate their quality based on Costa Rican and international standards found here: <https://www.inteco.org/juntos-en-la-prevencion>

#### 8.5. Waste Management

The port operator shall be responsible for waste management process within the port terminal, which shall be carried out according to the provisions established in the applicable national regulations and will comply with the following:

- a. The company must carry out waste management in accordance with the guidelines established in the National Strategy for Waste Separation, Recovery and Recovery (ENSRVR) 2016-2021, of the Ministry of Health.
- b. The waste bag should be closed when it reaches 80% of its capacity, to avoid overflow.
- c. It should be discarded in garbage containers with lids duly identified.
- d. Recoverable waste should not be mixed with the discarded PPE.

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- h. Use step garbage bins, either swing or pedal-operated, in order to avoid contact with hands.
  - e. Once closed, the outer part of the bags to be discarded should be sprayed with chlorine solution (5000 ppm) or otherwise with an alcohol-based solution.
  - f. Wash and disinfect the garbage container every time a waste bag is removed. Use authorized cleaners and disinfectants and follow surface cleaning and disinfection procedures. At the time, personal protection measures should be enhanced and avoid chemical mixtures to prevent toxic chemical reactions.

## **9. LOGISTICS IN THE WORKPLACE**

### **9.1. Business continuity plan**

The port authority and/or the port operator shall implement the mechanisms that allow the continuity of the service provided to the vessels on-shore and offshore, guaranteeing the maintenance of the infrastructure and the necessary operability to provide an adequate service. Therefore, it must implement healthy practices and ensure compliance with the obligations established by guidelines issued by the Ministry of Health, inform policies to all its customers, cruise operators, shipowners or owners, suppliers, shipping agents of domestic and foreign ships, operating in the port facilities. All collaborators of the operator, of the shipping agents' service providers and of the authorities present at the Port shall sign the Affidavit in Annex 7 of this protocol.

### **9.2. Shifts and schedules**

The port operator will be responsible for implementing and ensuring compliance with shifts and schedules, it must:

- a. Maintain schedules adjusted to the regulations of the Ministry of Labor and Social Security, in daily coordination with the Harbor Master's Office or Port Captain's Office and with the MINSA to update the schedules according to their guidelines.
- b. Implement the necessary mechanisms so that managers can maintain, monitor and control the work of their collaborators.
- c. Implement mechanisms to control the activities of the tenants of commercial premises in such a way as to ensure compliance with the regulations issued by MINSA.
- d. Apply its Internal Operating Manual in accordance with the measures required to face the pandemic. Complying with all applicable provisions in addition to this protocol and all other guidelines that fall under its competence and compliance.

### **9.3. Physical distancing in the workplace**

The port operator shall be responsible for implementing and monitoring compliance with the measures to maintain the distance between people within the port facilities, classified as follows:

- A. Measures to keep distance between visitors and collaborators:
  - a. Personnel who must remain within the workplace must keep at least 1.8 meters of physical distance.

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- b. Place marks on the floor to make it easier for cruise passengers, crew, clients and visitors to respect the physical distance of 1.8 meters in the different areas of the port facilities.
  - c. Place signs in common areas to remind people to maintain the 1.8-meter physical distance.
  - d. Use contactless payment mechanisms to maintain the distance between the customer and the cashier or receptionist.
  - e. Personnel service should minimize cash and credit/debit cards handling.
  - f. If the employee has to handle cash (bills-coins):
    - Do not touch his or her its face after handling cash.
    - Ask the customer to place the money on the counter or other surface (analyze the use of plastic trays to hande money), not to receive it directly in the hands.
    - The employee should disinfect his or her hands before attending to the next user.
  - g. It is recommended to install a barrier (transparent plastic, glass or acrylic) between employees and customers.

B. Measures to welcome service providers at the port:

- a. The service provider must wash hands or disinfect with 70% alcohol-based hand sanitizer upon entering the establishment.
- b. Port administration should coordinate product delivery schedules and place signage to inform the process of receiving products in order to avoid crowding.
- c. Carry a minimum of personal items (pens, calculators, tablets, etc.) that may increase the risk of infection by contact.
- d. Do not place cell phones or other communication devices on surfaces, especially desks or other surfaces.
- e. Keep physical distancing of 1.8-meter, as well as the correct application of the MINSA greeting protocol.
- f. Remain in the establishment as long as strictly necessary.
- g. Suppliers should not have access to common areas while there are cruise passengers in these areas. If they must do so, they must comply with the guidelines established in this protocol, as well as any others indicated by the authorities upon entering the facilities.

## **10. ACTIONS FOR CONFIRMED CASES AMONG EMPLOYEES AND CLIENTS.**

The port operator shall be responsible for managing an event of COVID-19 suspected or confirmed cases and must respond according to the current regulations and as follows:

- a. Personnel must follow the indications established by MINSA in the possibility of a confirmed case or a suspected contact.
- b. Port operator will notify the corresponding Local Health Authority, to implement the corresponding actions, according to national current guidelines for surveillance of the COVID-19 disease.
- c. Port operator will cooperate with MINSA to support the investigation.

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- b. Port operators must provide MINSA with copies of the surveys results determining collaborators with risk factors, whose health condition could worsen in case of contagion. They must also provide a copy of the logbook or records describing the consultations of the collaborators' health status and symptoms related to any respiratory disease.
  - c. If any collaborator shows symptoms, provided a mask and send him/her home, requesting him/her to call 1322 to receive the instructions from the MINSA and related to the quarantine.
  - d. Without medical indications, the administration of drugs for symptomatic relief is not recommended, or unless expressly indicated by the Company Doctor. The health center will be in charge of giving the corresponding indications.
  - e. Collect personal data such as name, address and telephone number of the person (s) who had direct contact with the suspected or confirmed case, and provide it to the Ministry of Health for tracing purposes.
  - f. Close the establishment, start cleaning and disinfection procedures throughout the workplace in case of detection of confirmed COVID-19 personnel. Use all the safety and hygiene measures recommended by MINSA.
  - g. Must follow the measures stated in the current versions of the National Guidelines for Disease Surveillance COVID-19, the General Guidelines for cleaning and disinfection of physical spaces due to COVID-19, among others. All these guidelines are available on the website of the Ministry of Health: <https://www.ministeriodesalud.go.cr/index.php/centro-de-prensa/noticias/741-noticias-2020/1532-lineamientos-nacionales-para-la-vigilancia-de-la-infeccion-por-coronavirus-2019-ncov>

## 11. COMMUNICATION

The port operator shall be responsible for communicating, sharing and promoting this protocol among its collaborators, the users of the port facilities and the authorities within the port, therefore:

- a. Communicate guidelines, protocols, directives, among other official documents of interest, among collaborators through mass emails, memos and text messages in WhatsApp work groups, among other digital channels.
- b. Managers are responsible for ensuring that collaborators receive updates of the guidelines and related regulations.
- c. Communicate any additional notices or announcements to all collaborators in writing, by email, or by other electronic means or platforms such as SMS or WhatsApp messages, among others.
- d. The ICT will be responsible for the distribution of this protocol among international associations representing cruise lines such as CLIA or FCCA, the cruise lines themselves, and the health and tourism sector authorities of countries in the region and ports of call.
- e. This protocol will be available on the websites of the ICT, INCOP, JAPDEVA, MOPT, and the Presidential House once it is approved.

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## 12. APPROVAL, MONITORING, EVALUATION AND MODIFICATIONS

- a. The Minister of Public Works and Transportation, the Executive President of the ICT - Minister of Tourism, and the Directorate General of Immigration and Foreignness Services, as leaders of the sectors involved in the arrival of cruise ships and the local cruise industry, are responsible for the approval of this protocol. The above in accordance with the guidelines of Executive Directive 082-MP-S. The Executive Presidents of JAPDEVA, INCOP, and ICT, together with the Minister of Health, will be responsible for its follow-up and evaluation.
- b. The approval of this Protocol does not imply the authorization and reopening of cruise ships arrivals, docking and departure of cruise ships to Costa Rican ports.
- c. The authorization for restating cruise ships operations requires an amendment to Executive Decree 42360 MGP-S, or a legal directive of equal or higher rank that enables it [Art. 4, paragraph g) of Presidential Directive 082-MP-S].
- d. The Ministry of Health may modify, clarify or eliminate partially or totally the measures specified in this Protocol, according to the technical-epidemiological criteria on the risk of contagion of COVID-19, as stated in Article 5 of Presidential Directive 082-MP-S.
- e. Once the cruise activity described in the protocol is authorized to resume, the Ministry of Health may conduct random inspections to verify compliance with the sectoral protocols, as well as with the general guidelines issued within the framework of COVID-19 national emergency, in accordance with the provisions of Article 6 of Presidential Directive 082-MP-S. In case of finding any infraction, it may sanction the offender as indicated in Articles 363 and 364 of Law No. 5345, General Health Law and its reforms, along with other dispositions of the Ministry of Health.
- f. This Protocol may be modified, as competent authority's regulations and guidelines vary according to the evolution of the pandemic. Any modification must have the approval of the leaders of the Ministry of Public Works and Transportation, the Costa Rican Tourism Institute and the Directorate General of Immigration and Foreignness, in accordance with new guidelines, sectoral protocols or other regulations issued by the competent authorities.

### 13. ANNEXES:

#### Annex 1: Hand washing protocol.

## How should you wash your hands?



WASHING YOUR HANDS SHOULD TAKE 30 SECONDS

OR THE EQUIVALENT OF SINGING "HAPPY BIRTHDAY" TWICE



1 Wet your hands with water and shut off the tap



2 Apply enough soap to cover the surface of your hands.



3 Rub your hands together with your palms facing.



4 Rub the back of each hand with the palm of your other hand with fingers interlaced



5 Rub your palms together with fingers interlaced.



6 With fingers interlocking, rub the opposite palm with the back of your fingers.



7 Clasp your thumbs in the opposite hand and scrub in a rotational movement.



8 Rub the tips of your fingers on your opposite palm.



9 Rinse hands with plenty of water.



10 Dry hands thoroughly, ideally with a disposable paper towel.



11 Use paper towel to shut off the tap.



Ministerio  
de **Salud**  
Costa Rica

## Annex 2: When should you wash your hands?

# ¿When should you wash your hands?



Before touching your face



Before eating or preparing food



After going to the bathroom



Before and after changing diapers



After sneezing or coughing



After visiting or caring for a sick person



After touching any trash



After using public transport



After touching any animals or pets



After spending time in public spaces



After touching money or keys



After using handrails or door handles, especially in public spaces.

## Annex 3: Sneezing Protocol

### The correct way to cough and sneeze



**¡DETENGA EL CONTAGIO!**

Annex 4: Other Ways to Greet



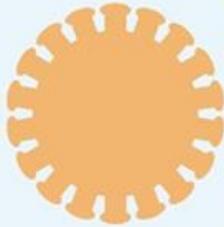
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Annex 5: Do not touch your face



## Las personas con factores de riesgo pueden desarrollar complicaciones de salud en caso de adquirir el COVID-19

Si sos:



- Diabético.
- Cardiópata.
- Hipertenso.
- Persona mayor.
- Tienes padecimientos pulmonares, cáncer o alguna enfermedad que comprometa tu sistema inmune.

Necesitamos cuidarte más:



Lavado de manos frecuente.



Nada de besos o abrazos.



Lejitos de personas con síntomas respiratorios.



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## Annex 7: Affidavit for Collaborators

### **AFFIDAVIT FOR THE PURPOSE OF PREVENTING THE SPREAD AND PROMOTING THE MITIGATION OF THE EFFECTS OF THE PANDEMIC CAUSED BY COVID-19 IN COSTA RICAN PORT TERMINALS AND AT THE SAME TIME ENSURING THE CONTINUITY OF MY WORK IN THE PORT SERVICES OF ATTENTION TO THE PUBLIC**

I, the undersigned \_\_\_\_\_(full name and surname)\_\_\_\_\_, identity document \_\_\_\_\_(type and number of document)\_\_\_\_\_, declare, under oath, that in order not to affect the operation of the company where I work, nor the continuity of the other port operations, as well as the health of other collaborators, clients and users of the port facilities of \_\_\_\_\_, I declare that I will inform the Administration:

- a. If I have symptoms related to COVID-19 disease in the last 14 days, such as fever, cough, breathing problems, runny nose, sore throat, headaches, chills, general malaise, as indicated in the National Guidelines for COVID-19 Surveillance: [https://www.ministeriodesalud.go.cr/sobre\\_ministerio/prensa/docs/lineamientos\\_nacionales\\_vigilacion\\_infeccion\\_coronavirus\\_v12\\_24042020.pdf](https://www.ministeriodesalud.go.cr/sobre_ministerio/prensa/docs/lineamientos_nacionales_vigilacion_infeccion_coronavirus_v12_24042020.pdf)
- b. If I have been in direct contact with a COVID-19 confirmed person.
- c. If I have been in direct contact with a person suspected of having COVID-19.

Additionally, I agree to report my health status to the Caja Costarricense de Seguro Social, through the EDUS digital platform.

The undersigned signs with knowledge of the penalties that Costa Rican law punishes the crime of false testimony or perjury, for providing false information in this Affidavit.

Name and Signature \_\_\_\_\_

Date \_\_\_\_\_

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## **Annex 8: Disclaimer.**

### **Disclaimer of Liability:**

This document was prepared by a multi-sectoral group composed of organizations and business representatives and by multiple public institutions involved in the activities related to cruise ships arrivals, shore excursions, disembarking and embarking of cruise passengers, as a guide for compliance with the regulations, guidelines and dispositions issued by the Ministry of Health to mitigate the effect of COVID-19 pandemic. Its authors; the persons, organizations, companies or institutions mentioned in this document, and their officials; waive any type of liability of legal order, originating from a misapplication of the measures described herein. Its purpose is to reduce, to the minimum possible, the spread of the disease. However, due to the type of virus that produces it and, given the activities developed in land, on board the cruise and off shore, it is not possible to completely avoid its spread, so despite its strict compliance, there will always be a slight probability of contagion.