



ICT-P-007

# Specific protocol

# for Car Rental Activities

**TOURISM SECTOR**

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# FOREWORD

As part of the declaration of a national state of emergency throughout the territory of the Republic of Costa Rica, made official by **Executive Decree 42227-MP-S, as a result of COVID-19**, and, given the characteristics of the pandemic and the various forms of infection of the virus, preventive health measures have been defined by the Ministry of Health, as the governing body in the context of this response phase and in the event of contagion in a workplace.

## OBJECTIVE AND FIELD OF APPLICATION

The objective of this document is to establish the requirements that allow the reactivation of the tourism sector under the COVID-19 alert. **This protocol provides the hotel subsector with guidelines so that they may gradually provide clients with their services**, at least at 50% of their capacity, while avoiding chains of contagion.

## HYGIENE AND DISINFECTION

### CLEANING, HYGIENE AND DISINFECTION PROCEDURES

The establishment must ensure access to antibacterial soap, gel alcohol with a composition of at least 60%, disposable towels for drying hands, in common spaces for customer use and service staff.

The establishment must ensure that customers respect the safety distances established by the Ministry of Health (1.80 meters).

The establishment must ensure the replacement of antibacterial soap, alcohol gel with a composition of at least 60%, disposable towels and other requirements for the use of the client and the service personnel.

Paper dispensers, gel alcohol with a composition of at least 60% and soap should be periodically disinfected, taking into account the level of use.

The establishment must intensify cleaning and hygiene measures, primarily regarding high contact surfaces (handles, reception furniture, elevator buttons, door knobs, computer equipment, dataphones, remote controls, telephones, room cards/keys, time punches, guardrails, etc.).

The administration must ensure the safety conditions in the cleaning of public areas.



The company must guarantee the use of cleaning and disinfection products in accordance with those indicated on safety data sheets.

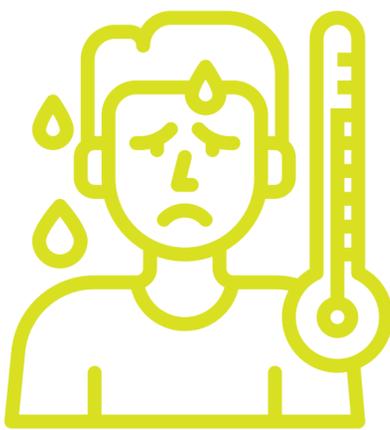
**Service shuttles must be cleaned and disinfected** before and after each run, and rental vehicles must be cleaned and disinfected before and after each rental.

**The company must maintain daily records of cleaning carried out**, as well as a record of the products used.

Protocols for sneezing and coughing, hand washing, alternative forms of greeting, not touching the face and populations at risk, must be displayed in a visible area and in the most common languages used by tourists. (See annexes).

Establish a daily monitoring of workers' health status and document it.

The company must guarantee personal protective equipment (non-surgical gloves, acrylic shield/face mask, glasses) to staff providing direct customer service, as well as ensure its correct use in the performance of their duties. (For cleaning tasks use of vinyl/nitrile gloves.)



The company must **restrict the attendance of employees who present flu symptoms**, respiratory symptoms, or symptoms associated with COVID-19.

Provide employees with information regarding the prevention and containment measures established by the administration for the emergency of COVID-19, according to official guidelines issued by the Ministry of Health.

Provide the time and means for the proper hand hygiene.

**Frequently disinfect, throughout the work day**, objects of use as well as elements in the workplace.

**Do not share work equipment or devices of other employees.** In the event that there is alternation in the use of certain equipment or devices, the establishment must establish cleaning and disinfection guidelines between use and use to reduce the risk of contagion.

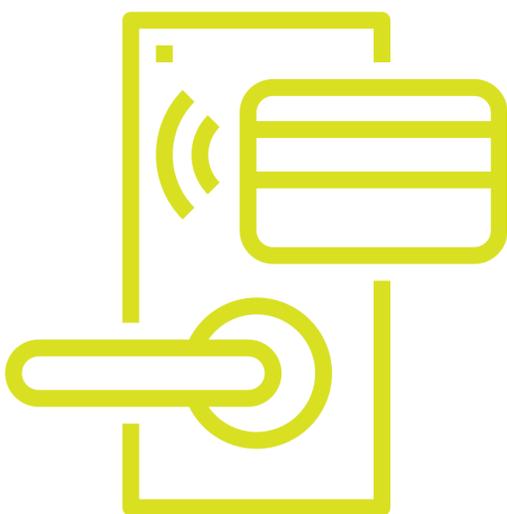
Wear clean work clothes daily and **use personal protective equipment provided by the administration** to carry out tasks.

**Reusable equipment must be disinfected with at least a 70° alcohol-based solution** and disinfectant or any other cleaning product that demonstrates its effectiveness against the virus.

Guarantee personal protective equipment (gloves, mask, goggles, face masks) to staff who provide direct attention to customers, as well as ensure their use in the performance of their duties. (For cleaning tasks use vinyl/nitrile or latex gloves).

Administration must, as much as possible, tend to providers through channels that avoid contact, such as appointments, emails or video calls.

The establishment must intensify cleaning and hygiene measures, primarily regarding **high contact surfaces such as handles, reception furniture, elevator buttons, door knobs, computer equipment, dataphones**, and others.



For the delivery and return of vehicles outside of the office, the company must notify its customers ahead of time of the prevention and disinfection process implemented before delivery or return which includes:

## FOR DELIVERIES:

- Use of personal protective equipment by the agent who delivers or returns the vehicle
- Carry a disinfection kit that includes disposable wipes, disinfectants and alcohol gel.
- Try to maintain a distance of 1.8 meters from the customer.
- Ask the customer to place the driver's license and credit/debit card on the hood of the vehicle or other flat surface for data collection. Leave a copy of the contract on the vehicle hood or other flat surface so that the customer can take it.
- Disinfect hands before returning to the office with at least 60% alcohol, and once back at the workplace, implement the hand washing protocol.

## FOR RETURNS:

- Inform customers ahead of time of the prevention and disinfection process before return
- Carry a disinfection kit that includes disposable wipes, disinfectants and alcohol gel.
- Try to maintain a distance of 1.8 meters from the customer.
- Ask the customer to leave the keys in the driver's seat
- Clean high contact areas (steering wheel/ gearshift/ door handle/keys) with disinfectant and leave the keys in the front driver's seat.
- Carry out the vehicle inspection and inform the customer that they will receive their receipt or invoice via email.
- Disinfect hands before with alcohol of at least 60% returning to the office and, once back at the work place, implement the handwashing protocol.

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The establishment must notify the customer, before confirming a reservation, the conditions of service and prevention measures established, for their acceptance.

It is recommended that the establishment evaluate the implementation of payment by electronic means or contactless credit/debit cards.

It is recommended that the company implement the temperature intake to employees, customers and suppliers at the time of registering at the facility.

It is recommended that the establishment demarcate areas using footprints or lines on the ground (colored adhesive tape can be used) indicate to customers how they should position themselves when they stand in line in the reception area, bathrooms, premises entrance or waiting area if they need to wait their turn to be attended to (internal and external area of the premises).

The customer should not report to the site or activity if they present virus symptoms including coughing, sore throat, fever, or shortness of breath.

- a. The establishment must inform the customer of the options they have in case of presenting symptoms and options For rescheduling or canceling their visit.**
- b. In the event that the client must carry any type personal protection equipment, this must be previously communicated when the reservation confirmation is sent.**

As much as possible, a service schedule for providers must be established based on the requirements of the physical space, so as not to coincide with the public service hours.

- a. **The reception of merchandise or providers should, preferably, be carried out in separate areas from where the tourist activities take place.**
- b. **If possible, provider access should be different from those used by visitors and employees.**
- c. **The company is advised that coordination with suppliers be pre-scheduled via email or phone call.**

The company must generate documents with the protocols indicated by the Ministry of Health, which must be in the official language and at least in one foreign language, for the observance and understanding of all employees and clients

## CLEANING AND DISINFECTION PROCEDURES

A

### Procedure for washing your hands.

The establishment must promote hand washing in accordance with the protocol established by the Ministry of Health for this purpose. See annex 1.

In addition, the company must display the hand washing protocol in areas visible to employees.

B

### Procedures for hand rinsing and drying

The establishment must promote hand washing in accordance with the protocol established by the Ministry of Health for this purpose. See annex 1.

In addition, the company must display the hand washing and drying protocol in areas visible to employees.

Disposable towels for hand drying must be available in all areas intended for hand washing.

The administration must ensure that the soap used for hand washing is antibacterial.

There must be a trash can or container for the disposal of paper towels. It must have a non-manually operated lid to avoid contact with hands.

C

### Procedures for disinfection with effective anti-virus products

The company must use effective cleaning products against the virus, ensuring the greatest disinfection of all areas, which must be duly authorized by the Ministry of Health.

Cleaning personnel must only use products supplied by the company, with the understanding that they must be effective against the virus and its spread.



The company must establish cleaning and disinfection schedules according to staff movements and visitor attention.

A cleaning procedure must be established for the disinfection of restrooms according to the volume of visitation, which shall be determined by the administration. This cleaning procedure must not exceed one hour between each cleaning.

Cleaning personnel must ensure the supply of water, antibacterial soap, gel-alcohol solution with a composition of at least 60%, as well as paper towels in restrooms. In addition, the overflow of garbage cans must be avoided.

The company must keep track of all the cleaning and disinfection procedures established for the different work and public access areas with a log.

The company must hold weekly meetings with the cleaning, maintenance, administrative and operational staff, for the dissemination of the cleaning plans and their schedule.

The company shall establish an official list with constant updates of the staff members responsible for cleaning, disinfection, waste management, as well as personnel who must have personal protective equipment.

The company must provide ongoing training processes on issues such as disinfection, handling of cleaning products, handling of personal protective equipment, waste management, etc. In addition, it must keep records of these trainings as well as records of participating personnel, ensuring the update of 100 per cent of the staff.

## CLEANING AND DISINFECTING PRODUCTS

The company **must guarantee the use of cleaning and disinfection products that prove to be efficient** in eliminating the virus.

Cleaning and disinfection products must have an alcohol concentration greater than 70% or be efficient in eliminating the virus.

Disposable products used for cleaning and disinfection such as disposable rags, wet wipes or the like must be discarded after each cleaning. If using reusable products, they must be washed with plenty of soap and water after each use.

The chemical products used for cleaning and disinfection due to COVID-19 must be endorsed by the Ministry of Health for this purpose.

All equipment and materials used for cleaning and disinfection must be washed and disinfected at the end of the process.

To reuse a personal hygiene item, **it must be washed with the recommended solution for that purpose** by the Ministry of Health.

For greater safety, it is recommended to leave them in a sanitizing and disinfectant dissolution, recommended by the Ministry of Health.



The company must ensure the continuous disinfection and cleaning of the following surfaces and areas, as well as those deemed necessary for the correct sanitization of all facilities in general.

## IDENTIFICATION OF CRITICAL POINTS FOR DISINFECTION

- PUBLIC RESTROOMS
- EMPLOYEE RESTROOMS
- COMMON AREAS
- DINING AREAS
- EMPLOYEE REST AREA
- CUSTOMER SERVICE AREA
- WAREHOUSE AND MERCHANDISE RECEIPT AREA
- CALL CENTER OFFICES
- MEETING ROOMS
- SHUTTLE SERVICE
- RENTAL VEHICLES



The company must ensure the continuous cleaning and disinfection of electronic devices such as phones, screens, keyboards, mouse, cell phones, printers, tablets, dataphones with disinfectants, or cleaners that ensure the elimination of the virus.

The company must ensure the continuous cleaning and disinfection of objects used for the attention of customers such as: windows, electric bells, microphones, dataphones, tablets, and pens.



# PERSONAL PROTECTIVE EQUIPMENT (EPP)

According to Executive Decree No. 42603-S of September 07, 2020, the company must provide the mandatory mask for all users who require access to its services within its facilities, the foregoing being personal protective equipment.

In addition, transportation services of people, **in its different modalities, also require the use of a face mask.**

The use of a face shield shall be optional and in addition to the required use of a face mask as personal protective equipment.

The company must supply personal protective equipment to employees who provide direct customer care to avoid the spread of COVID-19 virus (mask, non-surgical gloves, acrylic masks, lenses)

When acquiring PPE, It is **recommended that you validate its quality based on the national and international standards** on the website: <https://www.inteco.org/juntos-en-la-prevencion>.

The company must declare its commitment to provide and ensure the existence of necessary inventory of personal protective equipment for employees providing direct and personal attention to customers.

# WASTE MANAGEMENT



The establishment must carry out waste management in accordance with the guidelines established in the National Strategy for the Separation, Recovery and Valuation of Waste (ENSRVR) 2016-2021, of the Ministry of Health.

The company must have a unique container preferably lidded, with a foot pedal, for the disposal of waste products from cleaning and disinfection, as well as disposable personal protective equipment.

The plastic bag must be closed, before being placed in the non-recoverable waste container, when it has reached 80% of its capacity.

Dustbins must be washed and disinfected daily with hygienic and chemical products registered with the Ministry of Health, ensuring their disinfection and cleaning.

The establishment must adopt all the necessary hygienic and protection measures in the activities of prevention, reduction and separation of waste, both at the generating source, collection, storage, transport, use and final disposal of waste or hazardous waste.

A cleaning schedule for waste containers must be established and recorded in a control log.

The person who carries out the task of collecting and handling waste, must wear their PPE.

At the end of the waste collection and management process, the person responsible for this task shall carry out the handwashing according to the protocol established by the Ministry of Health.

# LOGISTICS IN THE WORKPLACE

## SERVICE OR OPERATIONAL CONTINUITY PLAN

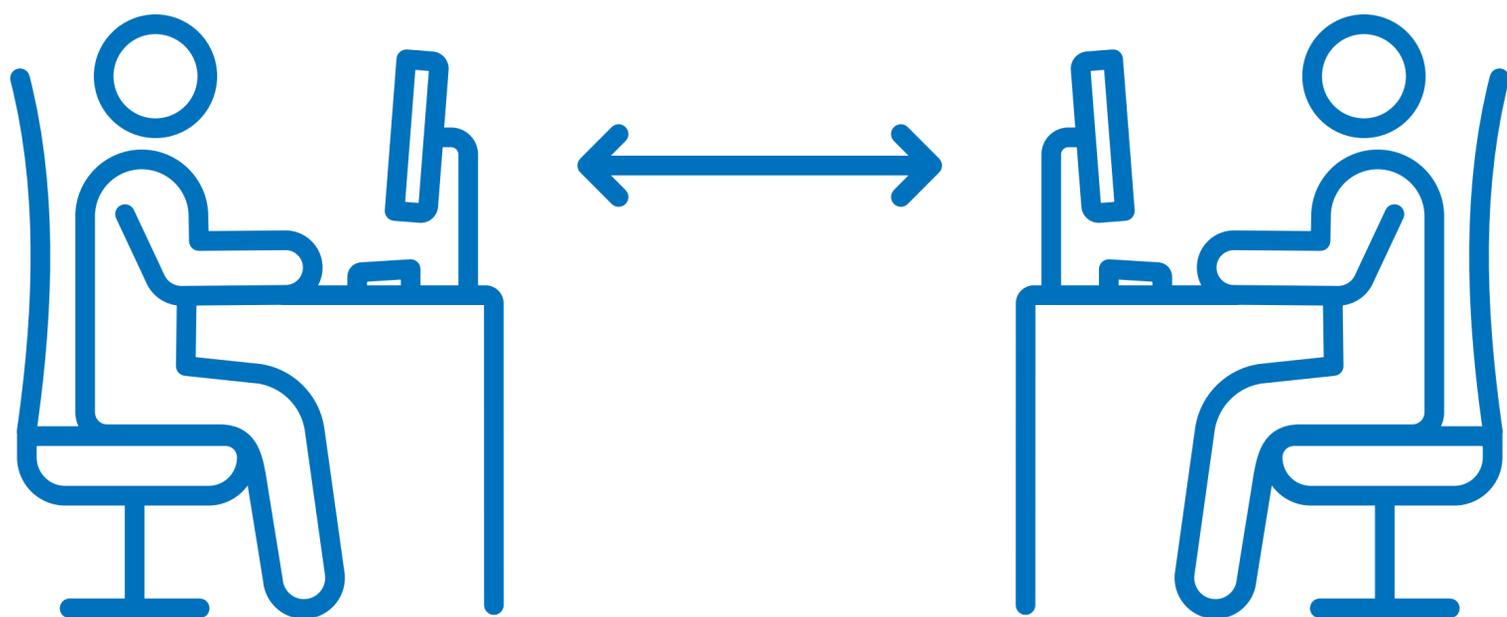
The company will divide each of the shifts into two so that the collaborators do not have interaction with each other, facilitating isolation by group, in the event of a possible suspicious case, without affecting the operation.

In addition, assess that employees who, given the nature of their positions, can perform their functions under the teleworking modality, which will be established in an internal policy and communicated to all personnel, complying with the minimum requirements of the Ministry of Health and Labor of Costa Rica.

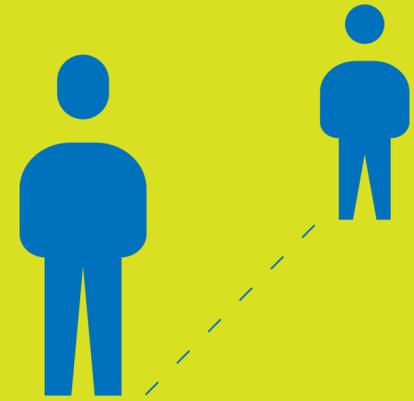
### SHIFTS AND SCHEDULES

It is recommended that establishment **divide its work teams according to the needs of the operation**, in such a manner that they do not interact with each other when there is a change of shifts to avoid the slightest physical contact between shifts.

It is recommended that the company define the schedule in groups for the different job groups of the organization, for example, based on point 7.2.1 the Administrative-Management-Commercial departments (Group A and Group B) and the Operational Staff (Group A and Group B).



# SOCIAL DISTANCING IN THE WORKPLACE



Schedules/procedures must be established in the dining rooms, eating areas and rest areas to avoid crowding of employees and thus maintain a capacity of 50% in these facilities, as well as the recommended physical distancing (1.80 meters).

Map out which employees can carry out their activities through teleworking and maintain the practice of virtual meetings even if they are in the same facilities.

The company should **encourage the practice of conducting work meetings using virtual platforms**, even if staff are on site. If this is not possible for different reasons, the organization of face-to-face meetings must be ensured the minimum distance of 1.80 meters.

**If a face-to-face meeting exceeds 60 minutes, a pause must be made**, so that staff members can wash their hands for at least 40 seconds.

All work travel (where appropriate) considered “non-essential” shall be prohibited, pending the reduction of the level of health alert in the country.

**All visitors/providers must go through a process of hand disinfection** (application of handwashing protocol and cleaning with gel alcohol) before entering the work areas, either at the entrance security booths (if you have one) or in the bathrooms before entering the premises.

It is recommended to carry out a survey of all work areas, in order to establish the plant capacity of each of them, to ensure that the distance between each of the workstations will have a minimum of 1.80 meters.

Exclusive and **one-way transit must be determined according to infrastructure of stairs and corridors** for specific groups in order to reduce person to person contact. It is established that the right is for the permanence of people, leaving the left open anyone who needs to move more quickly.

The installation of acrylic screens is recommended in areas identified as the greatest risk of contagion, due to the nature of work and high traffic of people.

Transportation provided by the company must comply with the guidelines established by the Ministry of Health and in it, personnel must comply with the distancing and disinfection measures determined by the establishment.

The company must implement an internal information campaign related to the COVID-19 disease, as well as **the implementation of a procedure for each employee to report their physical condition in case of illness** (colds, cough, fever, etc.) through some electronic means (e-mail or phone call).



## EMPLOYEE SANITARY HABITS IN THE WORKPLACE

All employees entering the office and / or work station during their work hours must comply with the following protocol:

- If the establishment has a security booth, it will be there that alcohol will be used to disinfect hands or the hand washing procedure will be implemented, as a measure of disinfection.
- For establishments that do not have a security booth, they should wash their hands with soap and water before entering the office/counter or workstation.
- If employees enter by vehicle, they must wash their hands as a first activity and/or apply alcohol as a measure of disinfection.
- Staff must compulsorily clean their belongings and their workplace at the beginning and end of their working day, using disinfectant, alcohol of at least 70% or any product that ensures the elimination of the virus.
- Office and / or work station staff must wash their hands frequently in order to prevent contagion and create the habit among employees. For this, the Supervisor and / or department head must determine the reminder mode
- Reduce contact through the transfer of papers, pens and other objects as much as possible.
- Once their work schedule is over, the employee must apply the hand washing protocol or use alcohol gel of at least 60%.

If any of the employees use any of the common areas, they must ensure their cleaning and disinfection.



# ACTIONS FOR CONFIRMED CASES AMONG EMPLOYEES

## PEOPLE WITH RESPIRATORY OR SUSPECTED SYMPTOMS, ACCORDING TO THE GUIDELINES PROVIDED BY THE MINISTRY OF HEALTH, MUST PROCEED AS FOLLOWS:

- If the person presents respiratory symptoms, he or she should not report to the workplace.
- Call 1322 for guidance.
- Go to the nearest health center and report your condition to the company's human resources and occupational health department.

## IF THE PERSON IS DIAGNOSED AS A "SUSPECTED CASE" OF COVID-19 BY A DOCTOR, HE OR SHE MUST:

- Stay in home isolation for the days indicated by the doctor.
- Comply with official "isolation" indications, as established by the Ministry of Health

## IN EACH CASE, THE DEPARTMENT OF HUMAN RESOURCES AND OCCUPATIONAL HEALTH WILL MAINTAIN CLOSE COMMUNICATION TO MONITOR THE EMPLOYEE'S HEALTH STATUS. IN ADDITION TO THIS, THE FOLLOWING PROCEDURES MUST BE CARRIED OUT:

- Inform the relevant health care department and comply with the indications issued by it.
- Provide a list of persons with whom the employee has been in contact with for more than 15 minutes at less than 1.8m over the last 14 days will be detailed.
- Contact cleaning and disinfection providers to proceed in the event of a confirmation of COVID-19. In addition, employees must be informed about the measurement and evacuation of the area.

## FOR A CONFIRMED CASE, THE FOLLOWING STEPS MUST BE FOLLOWED:

- The Ministry of Health will be asked to lift the sanitary order on people who had direct contact, and customers and/or suppliers who came into direct contact with the person diagnosed positive for COVID-19 positive must be notified.
- Other personnel who have not been sent to isolation will be followed up to determine if they present symptoms in the next 14 days.
- The record of confirmed cases will be kept through a digital log and those in charge of this information are the Department of Human Resources and Occupational Health, including details of their work, work area, tools and direct contacts.

The information corresponding to suspicious or confirmed cases among the workforce must be handled confidentially by those involved in the organization's decision-making processes who have access to it.

Should it be required to establish communication with the press, the emergency committee structure defined in the organization in the emergency preparedness and care plan must be followed, where the General Manager is the only one authorized to disclose information, or if applicable, the person previously designated by him or her in writing



If any suspicious or confirmed case is detected, **Human Resources and Occupational Health will be responsible for maintaining communication with the affected person** to monitor their health status and proceed in accordance with the protocol.

Internally, the workforce will be kept informed of the current situation in the event of a suspicious or confirmed case, as well as of the measures to be taken at that time.

The company must **immediately activate the cleaning and disinfection procedure** at the confirmed employee's workplace, as well as in those common areas and sites visited in the workplace.

The company will proceed to gather a list of direct contacts, which contain at least the full name, telephone number and email, to be sent to the Ministry of Health.

When faced with a confirmed or suspicious case of COVID-19 from an external customer, the company must coordinate as appropriate according to the guidelines established by the Ministry of Health or the CCSS.

The establishment **must ensure the confidentiality of information and protect the identity of individuals.**

The **reinstatement of the affected employee will be carried out by means of a medical discharge** issued by the CCSS doctor. Similarly, if applicable, the Department of Occupational Health will monitor as appropriate.

# COMMUNICATION

The establishment must define a reliable and official verbal or written communication channel to share information related to COVID-19 that is truthful and coming from the Ministry of Health (information boards, posters, official signage in visible places, digital channels, among others).

The Legal Representative of each company shall designate, through an e-mail from the company, the person responsible for distributing official information about COVID-19.

The Legal Representative of each company shall designate by internal e-mail the person responsible for handling the emergency, who will be the spokesperson with the different authorities, according to the communication procedures or the guidelines issued by the Executive Branch.

The means of publication of the protocol, once approved by the Minister of Tourism, will be the official website of the Costa Rican Tourism Board, the Ministry of Health and CANATUR.



## APPROVAL, MONITORING AND EVALUATION

### AUTHORIZATION

The Minister who must approve this sectoral protocol is Mr. Gustavo Segura Sancho, Minister of Tourism.