



INTERNAL PROTOCOL COVID-19

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1- PREVENTION PROCEDURES

1.1. INFORMATION

- Customers will be informed of the existence of the internal protocol related to the COVID-19 coronavirus outbreak, which is available on our website at <https://setubalalive.com> in order to minimize the environmental impact.
- In addition to making the protocol available, whenever applicable, information will be made available on general measures regarding how to comply with basic infection prevention and control precautions in relation to the COVID-19 coronavirus outbreak.



NOVO | NEW | 新型冠状病毒
CORONAVÍRUS 2019-nCoV

RECOMENDAÇÕES | RECOMMENDATIONS | 建议

 <p>Quando espirrar ou tossir, tape o nariz e a boca com lenço de papel ou com o antebraço</p> <p>When coughing or sneezing, cover your mouth and nose with tissue paper or with your forearm</p> <p>咳嗽或打喷嚏时，用纸巾或前臂捂住嘴巴和鼻子</p>	 <p>Lave frequentemente as mãos com água e sabão ou use solução à base de álcool</p> <p>Wash your hands frequently with soap and water or an alcohol-based solution</p> <p>经常用肥皂水或含酒精的溶液洗手</p>	 <p>Evite contacto próximo com pessoas com infeção respiratória</p> <p>Avoid close contact with people suffering from respiratory infections</p> <p>避免与有呼吸感染症状者密切接触</p>
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EM CASO DE DÚVIDA LIGUE
IF IN DOUBT, CALL
若有任何疑问，请直接电话询问

SNS 24
808 24 24 24



1.2. HYGIENIZATION PLAN

- We comply with the hygiene or disinfection of the equipment used, after each activity, according to the rules applicable to each type of equipment. The same can be verified through the Hygiene Record, available on any vessel.

- Hygiene or disinfection of the equipment used, after each activity, according to the rules applicable to each type of equipment. Lavagem a temperaturas elevadas do vestuário que foi usado nas atividades (cerca de 60°C).

1.3. FOR EMPLOYEES

- Distribution of information, within the scope of the activity, preferably in digital / online support and via telephone before the activity. (reducing the briefing times).
- If applicable, compliance with internal hygiene and safety protocols by partners involved in the activities.
- In the event that the employee becomes contaminated, customers who had activities within the past 15 days will be contacted and activities will be suspended until he is recovered.
- A system for washing and disinfecting equipment is in place, in accordance with the DGS 'instructions for these specific materials. In case there is no specific indication, properly using a disinfectant product approved by the health authorities.
- If applicable and, as far as possible, allow sufficient time between the end of one activity and the beginning of the next, in order to avoid crossing or crowding customers.
- Before and after each activity, the employee will perform a hand disinfection.
- Customers will be asked to inform us, preferably up to 15 days after the provision of the service, the eventuality of symptoms arising in the state of health related to the pandemic COVID-19.
- When booking the tour / boat rental, customers will be advised not to travel for activities if they have any of the symptoms referenced to COVID19.

1.3.1. Stock of cleaning and sanitizing materials

Product	Function	Used	Dilution
Detclor Pinho	Detergente gel com cloro activo lavagem e desinfeção de todo o tipo de superficies	Washing and disinfection of all surfaces	1 cap for each liter of water
Bactogerm	bactericidal disinfectant and liquid check disinfection of surfaces that are not in contact with food	Washing and disinfection of all surfaces that are not in contact with food	Pure
Gelcool	Hand Disinfectant	Hand disinfection	Pure
Alcool Gel	Hand Disinfectant	Hand disinfection	Pure

1.4. COLLABORATORS SETÚBAL ALIVE

1.4.1. Formation

- All employees have specific training / information on:
 - Internal protocol for the COVID-19 coronavirus outbreak.
 - How to comply with basic precautions for prevention and infection control in relation to the COVID-19 coronavirus outbreak, namely:

- hand hygiene: wash your hands frequently with soap and water for at least 20 seconds or use hand sanitizer that has at least 70^o of alcohol, covering all surfaces of the hands and rubbing them until they are dry.
- Respiratory etiquette: cough or sneeze into the forearm or use a tissue, which should then be immediately thrown away; hand hygiene always after coughing or sneezing and after blowing; avoid touching the eyes, nose and mouth with your hands.
- social conduct: change the form of contact between workers and customers, avoiding (when possible) close contact, handshakes, kisses, shared jobs, face-to-face meetings and sharing of food, utensils, glasses and towels.
- The employee must carry out the exercise of assessing his health status. (Assess feverishness, check for cough or difficulty breathing).
- How to comply with the guidelines of the General Directorate of Health for cleaning surfaces and treating clothes in establishments that are information similar or complementary to this internal protocol:
- The equipment provided on the tours will, as far as possible, be disinfected and / or have undergone a quarantine period..

1.4.2. Individual protection equipment

- Enough for all employees. Masks and gloves are available to all our employees for the performance of vessel rental activities, with or without crew.

1.4.3. Designation of the responsible

- The person in charge of the company will trigger the procedures in case of suspected infection (accompanying the person with symptoms to an isolation space, providing the necessary assistance and indicating to the client how to contact the national health service).
- The person in charge of the company is previously identified: Vanda Sousa

1.4.4. Conduct

- Daily self-monitoring to assess fever, cough or difficulty breathing..
- The person responsible to customers must respect the following forms of presentation / compliance,
 - keep your distance, avoid physical contact, including handshakes
 - the excessive use of personal ornaments (bracelets, threads, rings, etc.) is not recommended
- The person responsible for disinfection must be familiar with the products to be used (detergents and disinfectants), the precautions to be taken with their handling, dilution and application in safe conditions, how to protect themselves during the cleaning procedures of the equipment.

1.5. CUSTOMERS SETÚBAL ALIVE

1.5.1. Individual protection equipment

- In sufficient numbers, taking into account the maximum capacity of the groups;
- Supply of alcohol-based hand sanitizers, whenever justified, to participants in activities;
- other personal protective equipment that is relevant to the activity, such as masks.

1.5.2. Conduct

- Compliance with the rules for the use of equipment in accordance with this internal protocol and with the guidelines for social distance recommended by the Directorate-General for Health.
- Contact the person in charge of the company if, 15 days after the activities, you have symptoms that fit the “Suspicious Case”.
- In case of presenting referred symptoms, do not go to the place of activities.
- Respect the guidelines of the responsible.
- Customers will be asked to use masks on the routes they take to the meeting point and, preferably, to bring their means of disinfecting hands.
- Alternatively, the guardian will spray his hands.
- Distribution of information, within the scope of the activity, preferably in digital / online support.

2. PROCEDURES IN CASE OF SUSPECTED INFECTION

2.1. DEFINITION OF SUSPECTED CASE

All people who develop an acute respiratory **cough** (persistent or worsening of usual cough), or **fever** (temperature $\geq 38.0^{\circ}\text{C}$), or **dyspnoea / difficulty breathing**, are considered suspects of COVID-19.

2.2. RESPONSIBLE FOR IMPLEMENTING THE PLAN

It is the person in charge who directs the suspected cases to an isolation space and who provides all the necessary support, prohibiting the approach of any other person until the arrival of the medical emergency team.

Responsible	Contact
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2.3. ACTION PLAN

Whenever there is a suspicious case situation, according to the definition presented above, the following action plan should be followed:

- The person responsible must provide the necessary assistance to the suspected infection and indicate to the client how to contact the National Health Service.
- The client will be asked to wear a mask until the health authorities, activated by DGS, arrive.
- Health telephone guidelines 24 will be complied with.
- In case of the need to store the waste produced by the suspected infection in a plastic bag that, after being properly closed, must be sent to an appropriate final destination (eg licensed operator for the management of hospital waste with biological risk).
- If the customer performs the due diligence indicated by the SNS24 Line and is indicated to go to a hospital, the person in charge, to avoid the risk potential for all parties involved, will make a permanent telephone contact to check the situation.

1. REGISTRATION OF ACTS / INCIDENTS

A record of the occurrence will be made as follows:

Occurrence Description	Action measures	Date of occurrence	Obs.
Name: Local: Symptoms:			