



# SELO "CLEAN & SAFE"

## TOUR OPERATORS WITH FACILITIES | Requirements to comply with

### ▼ TRAINING FOR ALL EMPLOYEES ▼

> All Employees will receive information and/or specific training on:

- > Internal rules relating to the COVID-19 coronavirus outbreak.
- > How to take basic precautions to prevent and control infection relating to the COVID-19 coronavirus outbreak, including the following procedures:

**\_Hand disinfection:** wash hands frequently with soap and water for at least 20 seconds, or use hand disinfectant containing at least 70° alcohol, covering all surfaces of the hands and rubbing them until dry.

**\_Breath etiquette:** cough or sneeze into your bent forearm or use a tissue, which must then be binned immediately; always disinfect your hands every time you cough or sneeze and after blowing your nose; avoid touching your eyes, nose and mouth with your hands.

**\_Social behaviour:** change the frequency and form of contact between employees and between employees and customers, avoiding (where possible) close contact, handshakes, kisses, shared workstations, physical meetings and shared meals, utensils, cups and towels.

> How to self-check daily for fever (take body temperature twice a day and record the reading and time of check), check for coughing or difficulty in breathing.

> How to comply with Ministry of Health guidelines for cleaning surfaces and dealing with clothing at work premises.



### ▼ THE SERVICE ORGANISATION ENSURES ▼

> Observance of the maximum permitted occupation per m2 recommended by the Ministry of Health, if business is conducted in enclosed spaces.

> Maintenance of social distancing between those involved in business activities, in accordance with Directorate General for Health recommendations.

> Observance of the maximum permitted occupation of means of transport used in business, in accordance with Directorate General for Health recommendations.

> The distribution of information relating to business, preferentially in digital/online form.

> Compliance with internal health and safety rules by partners involved in business activities.

> That there is always a responsible employee on duty to activate the procedures in the event of suspected infection (taking the person with symptoms to the isolation area, providing him/her with the necessary assistance and contacting the national health service).

> Decontamination of the isolation area whenever there are positive cases of infection, and extra cleaning and disinfection whenever there are patients suspected of being infected, particularly as to those surfaces that are frequently touched by hand and likewise most used, in accordance with Directorate General for Health recommendations.

> Storage of any waste produced by patients suspected of being infected, in plastic bags which, when sealed (e.g. with a clamp) must be separated and sent to an operator licensed to deal with biological-risk hospital waste.



## ▼ INFORMATION TO ALL CUSTOMERS ▼



### > The following information is available to all customers:

- > How to take basic precautions to prevent and control infection relating to the COVID-19 coronavirus outbreak.
- > Internal rules relating to the COVID-19 coronavirus outbreak.

## ▼ THE COMPANY ENSURES ▼



- > Washing and disinfection, in accordance with internal rules, of areas where employees and customers circulate, ensuring control and prevention of infections and resistance to antimicrobials.
- > Cleaning, several times a day, of areas and objects in general use (including counters and desks, light switches and lift buttons, doorknobs and cupboard door handles).
- > Wet cleaning in preference to dry or vacuum cleaning.
- > Regular renewal of air in rooms and enclosed spaces.
- > In areas where food and drink are served or stored, if any, extra disinfection of utensils, equipment and surfaces, and avoidance as far as possible of direct handling of foodstuffs by customers and employees.

## ▼ THE COMPANY HAS ▼



- > Sufficient sets of individual protective equipment for employees involved in business activities.
- > Individual protective equipment available to customers (maximum group capacity).
- > Stock of single-use cleansing materials in proportion to its size, including single-use paper towels moistened with disinfectant, bleach and 70° alcohol.
- > Alcohol-based antiseptic solution or alcohol-based solution dispensers at entrance/exit points, and, wherever applicable, on each floor, at entrances to restaurants, bars and WCs in general use.
- > Pedal-operated waste bins with plastic liners.
- > Equipment for handwashing with liquid soap and paper towels in WCs.

## ▼ INTERNAL SAFETY CLEANING AND DISINFECTION RULES ENSURES ▼



- > High temperature washing of cloakrooms and other accessories provided (e.g. towels), used in business activities by employees and customers (around 60° C).
- > Provision of alcohol-based hand disinfectant dispensers, wherever necessary, for persons participating in business activities.
- > Cleaning or disinfection of equipment used after every activity, in accordance with the rules that apply to each type of equipment.
- > Cleaning or disinfection of means of transport used, after every activity, in accordance with the rules that apply to each type of transport.



**Requirements that the Tour Operator ensures that fulfils  
all the requirements of the Clean & Safe Stamp.**