

## De Palm Tours V.B.A

## Protocol

## Airport Operations

De Palm Tours V.B.A is carefully monitoring the COVID-19 situation, following the guidance from the World Health Organization and local health agency (DVG) and carefully following their recommendations.

At De Palm Tours, we always take cleaning seriously and put extreme emphasis on following comprehensive cleaning procedures of our vehicles – inside and out. During this time, these procedures are more important than ever.

### *EMPLOYER - DE PALM TOURS V.B.A:*

- Arranged a safe, clean and hygienic workplace for its employees. Surfaces like desks and tables and objects such as phones, doorknobs, keyboards are cleaned with disinfectant regularly.
- Ensures that surfaces that are touched by employees and guests, such as doorknobs, portable ATM swipe machines, hand railings are regularly cleaned and disinfected.
- Promotes the frequent washing of hands and gives clear instructions to its staff members.
- Has assigned Managers and the De Palm Tours HR-Department to respond to COVID-19 concerns.
- Provides enough cleaning and sanitizing products to all employees.
- Has placed hand sanitizer dispensers in visible areas of workplace. Dispensers are being refilled regularly.
- Provides its staff with the necessary protection, such as masks, gloves etc.
- Assigns employees to manage the flow of guests to make sure that both employees and guests keep a distance of 1,5 meters from each other at any given time.
- Continuously provides employees with information about the importance of social distancing, at work as well as outside of work.
- Replaced physical meetings and appointments as much as possible with online means of communication and/or telephone conversations.
- Keeps an attendance list, in case physical meetings need to take place.
- Limits access to guests entering the **airport office** and makes sure that people are maintaining a minimum distance of 1,5 meters. Only 2 employees and 2 guests are allowed in the **airport office** at any given time.
- Makes sure that employees and guests have access to areas where they can wash or sanitize their hands.
- Displays posters promoting respiratory hygiene.
- Communicates the requirements to its employees and continuously updates if required.
- Has removed all benches and chairs to sit on.
- Limits the number of guests on their buses/vans and have the necessary social distancing rules in place in their vehicles.
- Will ask its guests that do not comply with the measures to leave the building/vehicle/company property immediately.
- Will reach out and stay in contact with local public health officials to establish ongoing communications to facilitate access to relevant information before and during a local outbreak.
- Follows all applicable federal regulations and public health agency guidelines.

## *EMPLOYEES OF DE PALM TOURS V.B.A*

- Employees should follow COVID-19 policies and procedures of the employer at any given time.
- Employees not following COVID-19 policies and procedures of the employer are risking disciplinary actions.
- Employees having concerns about COVID-19 should contact their manager or HR-department.
- Employees are encouraged to stay home when feeling sick and should not return to work until the criteria to discontinue home isolation are met, in consultation with the healthcare providers and local health department.
- Employee is not allowed to enter the **De Palm Tours airport office** when there are 2 guests and 2 staff members inside the building. Employee then needs to wait until the amount of people inside the building has decreased. A maximum of 2 guests and 2 staff members at one time is allowed in the building.
- Employee temperature will be measured upon arrival at the **De Palm Tours airport office**.
- Employee needs to wash hands for 20 seconds with water and soap and put on a face mask. In the absence of water employee must use hand sanitizer with a minimum of 60% alcohol.
- Employee that needs to sneeze or cough, should use a paper napkin that should be disposed afterwards. If a paper napkin is not available, the employee must sneeze in the inside crease of the elbow.
- Employees that are showing signs of COVID-19, will be told to go home immediately and contact the hospital for a COVID-19 test.
- Employee must avoid touching the face, especially the mouth, nose and eyes.
- Employees working in the arrival hall must wear a mouth mask at any given time.
- Employees working in the area between the arrival hall and the buses, must wear mouth masks and gloves at any given time.
- Employees working in the **De Palm Tours airport office** must wear a mouth mask at any given time.
- Employees working in the **De Palm Tours airport office** behind the counter, can't come close to guests and must stay behind the shield.
- Employees providing guests with tickets/vouchers must wear gloves and these have to be changed regularly.
- Employees driving vehicles must clean all frequently touched areas with disinfectant: railings, door, steering wheel, controls, microphone, keys, seatbelt, etc.
- Employees driving vehicles must wipe down hand rails, handles and other frequently touched surfaces with disinfectant after each transfer.
- Employees driving vehicles must wait 5 to 10 minutes before wiping or allow to air dry and ensure it is completely dry before being touched by other people.
- Employees driving vehicles must wear a mouth mask and gloves at any given time and change gloves regularly.
- Employees driving vehicles must ask customers which airline they used and encourage those exiting last to sit farthest from the door.
- Employees driving vehicles must encourage passengers to practice social distancing while riding.
- Employees driving vehicles must notify passengers to remain seated while each traveling party closest to the door disembarks first.

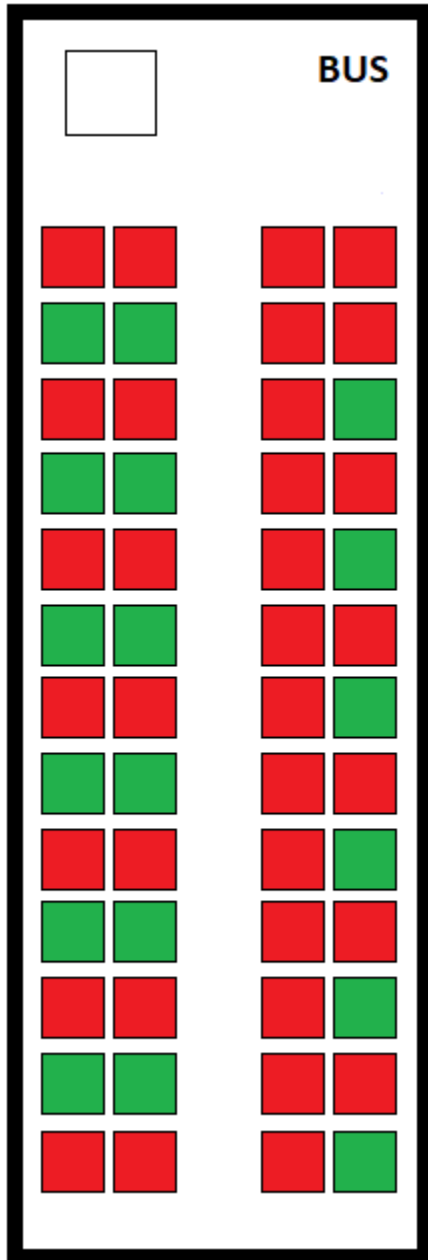
- Employees driving vehicles must advise passengers inside the vehicle to remain seated up until the driver has exited the vehicle.
- Employees handling luggage must wear a mouth mask and use new disposable gloves for each set of customer luggage and replace these immediately afterwards.
- Employees can no longer provide guests with brochures. These brochures have to be placed on the seats in the buses.
- Employees must wash their hands regularly for 20 seconds with water and soap. If water and soap are not available, the employee has to disinfect hands with hand sanitizer that contains 60% alcohol or more.
- Employees have to practice routine cleaning and disinfection of frequently touched surfaces.

#### *GUESTS OF DE PALM TOURS V.B.A*

- Guests are being asked to keep a distance of 1,5 meters from De Palm Tours employees and other people while greeting.
- Guests are not allowed to enter the **De Palm Tours airport office** when there are 2 other guests and 2 staff members inside the building. Guest then needs to wait until the amount of people inside the building has decreased. A maximum of 4 people at one time is allowed in the building.
- Guests should follow directions on the ground while keeping a distance.
- Guests temperature will be checked before entering a vehicle of De Palm Tours (Bus, van, private car)
- Guests are being asked to use hand sanitizer before entering a vehicle of De Palm Tours (Bus, van, private car)
- Guests that are showing signs of COVID-19, will be refused boarding on the De Palm Tours buses, vans or private cars and directed to the **Airport Authority**.
- Guests are being asked to keep a distance of 1,5 meters from De Palm Tours employees and other people while waiting in line to board a vehicle.
- Guests are being asked to handle their own luggage and put their luggage in the luggage compartment of the bus, unless a guest specifically requests assistance.
- Guests are being asked to stow luggage with a distance in between items.
- Guests are being asked to wait for other guests until they physically sit on their seats.
- Guests are only allowed to sit on the indicated seats and not on the seats that are covered.
- Guests are not allowed to remove seat covers.
- Guests should follow instructions from De Palm Tours staff in regard to social distancing and boarding the vehicle.
- Guests disembarking the vehicle and requested assistance with luggage have to move 1,5 meter from the door and the luggage compartment.
- Guests that do not comply with the measures are being asked to leave the building/vehicle/company property immediately.

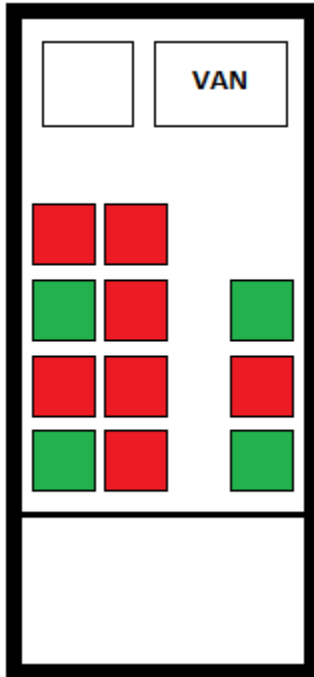
### SEATING PLAN ON BUSES

- Seats on the buses that are available for guests to use do not have a plastic cover.
- Seats on the buses that are covered with a clear plastic bag are not supposed to be used by guests.
- Seats in a “red” color are not available.
- Seats in a “green” color can be used.



### *SEATING PLAN ON VANS*

- Seats on the vans that are available for guests to use do not have a cover.
- Seats on the vans that are covered with a clear plastic bag are not supposed to be used by guests.
- Seats in a “red” color are not available.
- Seats in a “green” color can be used.



### *SEATING ON PRIVATE CARS*

- Only parties that are travelling together can board the same car.