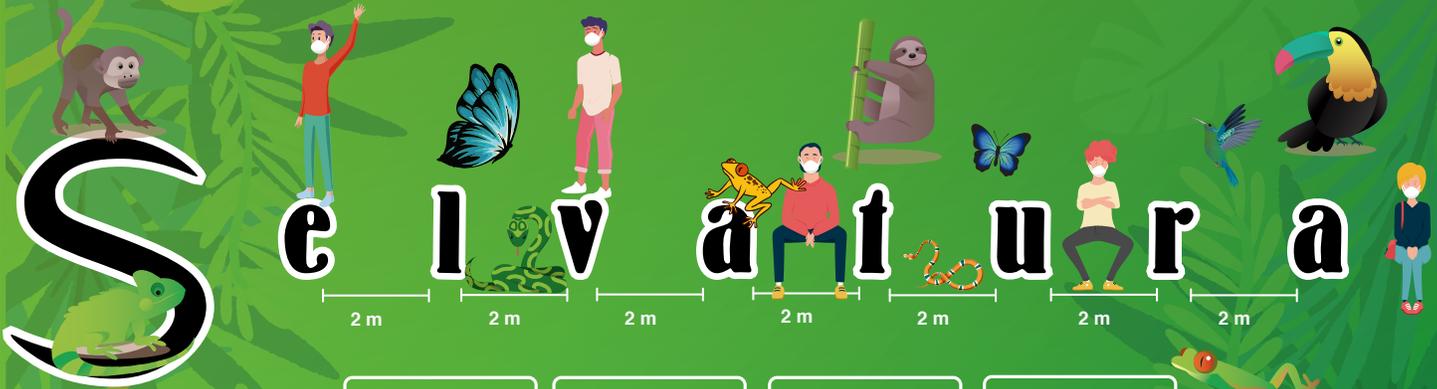




# BIO-SAFETY MANUAL FOR



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## Introduction

Currently in Costa Rica as well as globally, we are facing a new reality due to the COVID-19 pandemic. This is why at Selvatura Park, we have developed this biosafety manual that strengthens the fundamental pillars of health, safety and hygiene in the operation of our activities. In this sense, we have designed new standards in order to convey confidence to travelers, our staff, and our partners in these challenging times.

## Objectives

- Ensure the health of employees and guests.
- Reactivate the different facilities of Selvatura Park, following the requirements and guidelines established by the Costa Rican Tourism Institute (CTI) and the Ministry of Health (MH).
- Avoid contagions.

## Abbreviations

- Ministry of Health (MH)
- Costa Rican Tourism Institute (CTI)
- Costa Rican Social Security Fund (CSSF)
- World Health Organization (WHO)
- Coronavirus 2019 (Covid-19)
- Personal Protective Equipment (PPE)





## Definitions

### Coronavirus (CoV):

A wide family of viruses that can cause various conditions, from the common cold to more serious illnesses, such as the coronavirus that causes the Middle East Respiratory Syndrome (MERS-CoV) and the one that causes Severe Acute Respiratory Syndrome (SARS-CoV-2). The new coronavirus is a virus that had not been previously identified in humans.

### Types:

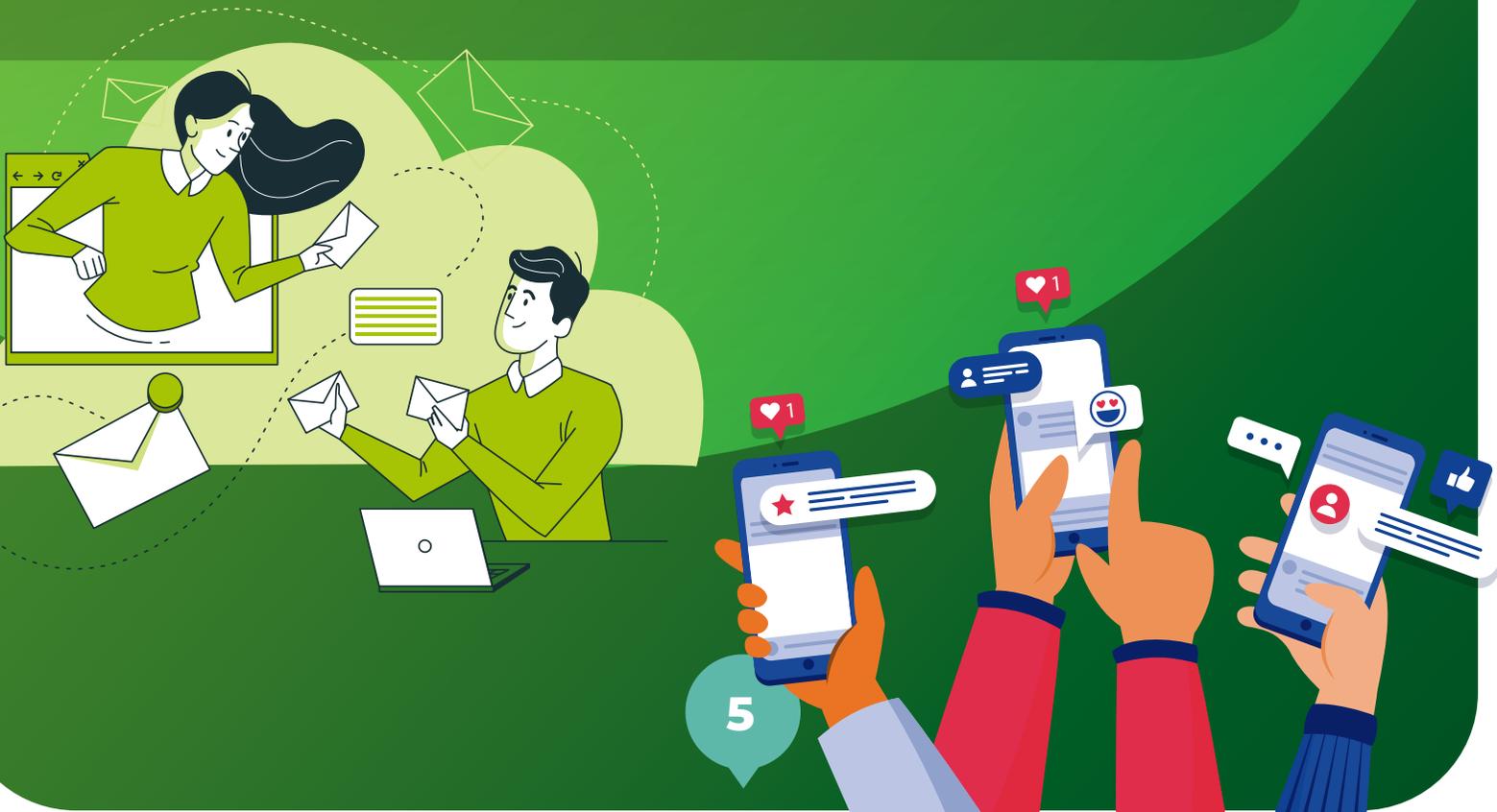
It is important to note that there are four other globally endemic coronaviruses: HCoV-229E, HCoV-NL63, HCoV-HKU1, and HCoV-OC43. These coronaviruses are different from the new coronavirus called SARS-CoV-2, which produces the disease commonly called COVID-19.

### COVID-19:

It is the most recently discovered infectious disease caused by the coronavirus SARS-CoV-2, it is transmitted by contact with another person that is infected by the virus. The disease can spread from person to person through micro-droplets from the nose or mouth that are ejected when an infected person speaks, coughs or sneezes. Contagion can also occur if these micro-droplets fall on objects and surfaces that are touched by a person, and then this person touches its eyes, nose or mouth (PAHO / WHO, 2020). These viruses are inactivated after a few minutes of contact with common disinfectants such as a freshly prepared chlorine solution (chlorine concentration 1 g / L, prepared with 1:50 dilution of a chlorine concentration 40-50 gr / L). Concentrations of 62-71% ethanol or 0.5% hydrogen peroxide in one minute are also effective. In case of using other disinfectants, the effectiveness of these should be ensured. They should always be used according to what is indicated in the safety data sheets (technical data sheet).

## Communication Strategy

- We have developed a plan to provide important information to guests on how to have a safe adventure prior to their arrival at the park. This will be done through communications on newsletters, brochures and digital media such as social networks and websites. All communications will comply with the guidelines already established by the MH and the CTI.
- We have placed signage on coughing and sneezing protocols, hand washing, greeting recommendations, hygiene recommendations such as avoidance of touching one's face in public areas without washing one's hands. This signage has been placed in common areas with the most transit in various languages and in visible spaces.
- Through our official channels, we keep our guests and business partners informed of the services that will continue to be provided by the operating staff.



## Hygiene and Disinfection

- Bear in mind that hand washing is still the most effective hygiene practice to control contagion of COVID-19, especially in the case that you cannot use hand sanitizer.
- The hand washing protocol is enforced and encouraged before, during and after the working day. We have sinks with water, soap, towels to dry your hands, and trash cans with lid and pedal.
- We encourage and enforce cleaning and hygienic measures, focusing on those surfaces that are frequently touched: handles, reception furniture, door knobs, computer equipment, credit card swipers, areas intended for the reception of tourists, public health services, common areas, dining rooms, customer service areas, handles, handrails, locks, telephones, surfaces of desks, pens, etc.
- We use products such as hand sanitizer and quaternary ammoniums that are certified against COVID-19 and have technical specifications. Side effects of alcohols describe irritation and dry skin. With respect to quaternary ammonia, these compounds can cause irritation of skin and mucous membranes (including eyes) at high concentrations. In contrast, diluted solutions do not usually cause skin irritation. In allergic people they can produce atopic dermatitis with nasal irritation or obstructive bronchial afflictions. People who have prolonged contact with these products can present contact dermatitis. It is very important that the dilution of these compounds is centralized and that the staff handling them always wear gloves. For each product there will be a technical or safety data sheet plus training on usage and dilution.





## Hygiene and Disinfection

- For work surfaces, floors, walls, doors, desks, shoes, vehicles, and other surfaces:
  - Use of quaternary ammonium, following the instructions of each supplier for dilution or use if it is less concentrated. Wait at least 10 minutes for it to act.
- For sanitary services, a chlorine concentration of 5: 100 should be used; all this according to the recommendation of the Ministry of Health.
- We established cleaning and disinfection schedules according to the movements of the staff and the attention of guests. At a minimum, all objects that one person has come into contact with must be disinfected before being used by another person.
- We are keeping a record of cleaning and disinfection in each department.
- We guarantee PPE (non-surgical gloves, mask / acrylic mask) to restaurant and kitchen staff, cleaning maids, maintenance, as well as ensuring its correct use in the performance of their duties.
- We carry out constant training processes in topics such as: disinfection, handling of PPE, handling of cleaning products, among others imparted by HR Staff and the Company Doctor.
- We guarantee at all times cleaning implements such as disposable towels to dry hands, antibacterial soap, and hand sanitizer. In the event of a shortage, the staff must notify company doctor who will take appropriate measures with the management.
- We have disinfection stations and hand sanitizers in different areas so that guests can use them whenever they need.
- The use of common areas adheres to the guidelines established by the MH regarding the capacity of people who share these spaces in pursuit of social distancing.

## Solid and liquid waste management

- The waste generated during cleaning and disinfection of COVID-19, must be classified and disposed of according to the guidelines of the MH, General Regulations for the Classification and Management of Hazardous Waste.
- Each department must assign a collaborator for the waste management job, ensuring training for staff to know the procedures and risks involved in such work, as well as ensuring the proper use of PPE. Handling, separation, storage and processing must be done at the source of the waste with PPE. The bags must be tightly closed and stored in a safe place to avoid contamination before final disposal.
- Disposable gloves should be used by sanitation staff and will be removed until the next bag is put in place.
- Handling, separation, storage and processing is done at the source of the waste with disposable gloves.
- The bag and garbage can be identified as biohazard waste, ideally in a red, leak-proof bag of moderate thickness to avoid punctures. The bags must be tightly closed and stored in a safe place to avoid contamination. The rest of the waste from the common areas is managed according to the solid waste management plan.
- Processing, transfer, transportation and final disposal must also be done using PPE.
- Hand washing must be carried according to the protocol established by the MH, at the end of the waste collection and handling process.
- Accumulation of solid waste must be avoided.





## Organization in the workplace

Our mind is set on the safety of our collaborators and guests, therefore, following the guidelines established by the MH, we have implemented these measures and reinforce those that already exist:

- Wearing clean work clothes.
- Staff and guest must go through temperature control before entering our main park area to ensure that they do not present a fever. However, if they present a temperature of 37.5 °C, they will not be allowed to enter the premises.
- Hand washing must be carried before the start of the working day.
- Staff with a cold or flu shall stay at home and contact the company doctor via phone / Whatsapp for further instructions.
- Identification of staff at risk will be carried.
- Training of all staff via talks and video calls on:
  - Awareness of protective and preventive measures.
  - Disinfection and handling of cleaning products
  - Handling of Personal Protective Equipment: correct use and disposal.
  - Waste management.
  - Sensible approach to viruses.
  - Immune System I.
  - Immune System II.
  - Microbiota: What is it?

## Organization in the workplace

- We keep staff informed about the national situation of the COVID-19 pandemic from official sources such as MH and CSSF, through our internal bulletin.
- We communicate and raise awareness of the need to use health services in the event of suspicion of symptoms or signs of COVID-19 contagion.
- We dictate and supervise the policies of hours of entry, exit and meal breaks, taking into account the rules of social distancing in common areas.

## Protocol for departments that provide direct guest services

- Before guests enter the reception, a temperature control will be carried out. If the guest's temperature is normal it will be led to the shoe disinfection area and finally after this to the hand washing station. There will be water, soap, towels and a trash can with a lid and a pedal for towel disposal.
- We have established marks on the floor to indicate to guests where they should be located when they queue at the reception area, restrooms, entrance to the areas, waiting area in case they should wait for their attention.
- We encourage electronic payment, preferably contactless. In the event that this is not an option, the card will be manipulated with the PPE that will be discarded, following the previously described guidelines.
- We promote social distancing. There will be no handshakes and all physical contact with visitors will be avoided.
- The company doctor will be notified in the event that any guest shows respiratory symptoms such as coughing, fever or breathing difficulty.



## ther aspects

- We evaluate psychosocial risk factors. Although this element is not an infectious risk, it is important to consider it for a comprehensive management of the situation.
- Assess the implementation of flexible hours for the development of the operation.
- In the event that any of our staff must assist a guest, they will use the PPE.
- We instruct our staff on the need to inform the management of any personal contact with persons in quarantine or exposed to COVID-19.

## Actions when there is a suspicious case of COVID-19 from the staff.

- The company will immediately notify the respective health authorities.
- The company will activate the cleaning and disinfection protocol for the work area of the suspected staff member, as well as for those common areas and places where the staff member may have circulated.
- If a case is confirmed, we will follow the guidelines established by the MH.
- Establishments are required to ensure the confidentiality of information and protect the identity of people with confirmed cases of COVID-19.





## **Specific activities for the staff at El Jardín Restaurant**

- Following the recommendations of the MH, a ventilated terrace has been built support to maintain social distancing.
- We have a footbath mat with disinfectant solution at the entrance of the restaurant.
- The option of downloading the restaurant's menu through a QR code is offered.
- Unnecessary contact with objects or surfaces is avoided.
- The recommended safety distance (2 meters) between the tables is maintained. We will follow the guidelines of the MH regarding the percentage capacity for the restaurant.
- Use PPE: a face mask will be used when handling food.
- We will keep a record of cleaning and disinfection, for this there will be a person in charge who will supervise this activity.

## **Specific activities for kitchen staff**

- PPE must be used and physical distance maintained.
- For food preparation, staff will adopt the frequent habit of washing hands with soap and water in the space designated for this purpose. Workers who handle food should not use hand sanitizers, due to the risk of food contamination.





## Supply

- Suppliers will be received by appointment and at specific times and a temperature control will be carried at arrival.
- Suppliers of raw materials and ingredients cannot enter food handling sites and must deliver their products at the assigned area for checking and verifying deliveries, maintaining a minimum distance of 2 meters with staff and remaining the least possible time in the facilities.
- Raw materials will be disinfected before entering warehouses and food handling areas.

## Specific activities for Transportation staff

- Each driver will carry a digital thermometer to control the temperature of each passenger, in the event that a guest has a temperature equal to or greater than 37.5 ° C, the transportation service will not be provided and the hotel will be notified so that they can execute their action plan against suspected cases of COVID-19.
- Each unit will have hand sanitizer available.
- Cleaning and disinfection of all seat surfaces, before and after each trip will be carried. Giving special emphasis to the support surfaces for the hands, using products for this purpose.
- All transportation units will have signs behind the seats reminding the handwashing, coughing, and sneezing protocols in English and Spanish.
- We will promote open ventilation during the travel route, ensuring air quality.
- Each unit will have a trash can with a lid.
- Passengers will be required to wear a face mask during the transportation.



### **Specific activities for Souvenir staff**

- We will serve customers at the cashier through acrylic windows, this is in order to reduce the exposure of staff. The space between the window and the counter will be approximately 20 cm.
- We promote and supervise that the minimum distance between people (2 meters) is maintained.
- We will follow the guidelines of the MH regarding load capacity for the souvenir shop.

### **Specific activities for Canopy staff**

- Each canopy guide will have its own PPE.
- We decreased the number of people per tour to avoid crowding on the tours.
- The park has a new zipline gear cleaning and disinfection area duly labeled, in this way we guarantee that they our zipline gear is in optimal conditions. In the case of textile gear, it should be washed with warm water at no more than 65 °C using a neutral soap and provide normal drying time.
- Rigid and metal equipment is disinfected with solutions of at least 60% isopropyl or ethil alcohol.
- We disinfect the rescue gear daily.



### **Specific activities for Maintenance staff**

- Staff that works in this department use PPE and are knowledgeable about cleaning and disinfection protocols.
- They must apply social distancing with colleagues and other departments.

### **Specific activities for Photography staff**

- We have installed a double monitor, one operated by the photographer and on which the guest will be shown their photos.
- We clean and disinfect the equipment following the manufacturer's instructions.

### **Specific activities for Naturalist Guides**

- We inform guests about security measures during the tour.
- On guided tours, we will place an insulator between the telescope lens and the guest.
- Disinfection of the equipment (telescope) will be followed according to the manufacturer's instructions.

#### **Exhibitions and Trails:**

- We promote social distancing between social bubbles.
- We have placed a sink with water, soap, disposable towels to dry your hands, a trash can with a pedal and a lid at the entrance of the exhibition's area.
- In the hours of greater flow of visitors, guides with their guests must wait five (5) minutes, after a group has entered the trail where they are heading.
- Each guide will handle a maximum of 6 to 8 people.
- The reception supervisor will be notified of the change of path if necessary.