



INTERNAL PROTOCOL CARRISTUR

**Turismo de Portugal
Clean & Safe Stamp**



9th July 2020



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1. FRAMEWORK, CONTEXT AND OBJECTIVES

1.1. Framework

CARRISTUR – Inovação em Transportes Urbanos e Regionais, Sociedade Unipessoal, Lda. operates in two main areas: Tourism and Training.

Specialized in touristic mobility at national level, it's a well qualified and certified company with experienced and professional teams to ensure a full and quality service, either on its panoramic hop on hop off bus tours, tramway tours or cruises, or in its renting services.

Within its own mission, the company's goals are:

- The unconditional satisfaction of our clients, so they can become allies promoting our products;
- Constant innovation through internal creative and dynamic structure towards the client, always aiming a quick answer to new market opportunities;
- Motivating team work with respect for everyone's role including the hierarchy as facilitators to client relations;
- Respecting our competitors, adopting a constructive position towards the market;
- The recognition as a company of transport, tourism, training, and studies at European level.

1.2. Context

The world has changed so much in such a short time and businesses are changing and will keep changing along with it.

When talking about demand, the ideal is to gain back client trust, gathering all conditions so he can go back on tourism. This requires focusing on P2P relations (people to people) on a sector made by people, for the people.

According to prediction, at first, the internal tourism will be the first priority to tourists, since he will be looking for nearby destinations, barely massive which inspire trust.

For the international tourist, and since our country was already appreciated as a great vacation destination in different areas, comes now the safety and trust passed during the emergency status, which will most likely ensure trust in people and in this way make Portugal a destination for closer international markets.

Some market analysis show that mass tourism in certain destinations will take longer to recover, for the obvious reasons associated to social distance.

Therefore, regarding the international public health emergency, declared by the World Health Organization on January 30th 2020, as well as the declaration of COVID-19 as a pandemic on March 11th 2020, it's in the best interest of Carristur to adopt the necessary measures to mitigate the spreading of impacts at several levels.

1.3. Objective

This document aims for providing orientation regarding prevention and planning the answer to the threats of COVID-19 propagation and contagion, within the operational and commercial reality of Carristur.

That way, different answers must be outlined, implementing measures and minimizing the associated risks to COVID-19 outbreak, to regain the trust of their workers, service providers, clients and partners.

It's the reason why Carristur obtained the certification CLEAN & SAFE, promoted by Turismo de Portugal, committing to implement good practices: applying the guidelines and recommendations of the General Health Directive (DGS) to Carristur reality, the company believes that it's in a position to recover the confidence of their various stakeholders.

To elaborate this document, Carristur took into account the whole value chain of touristic activity, the standards required by Turismo de Portugal for the certification CLEAN & SAFE and the guidelines and recommendations of DGS.

The present plan describes the first steps Carristur considers important to create a safe environment, procedures to adopt in its various daily activities to prevent, act and control COVID-19 infected cases, and it's being prepared to respond three ways: social distancing, the use of personal protective equipment and health safety.

It's intended to guarantee safety and reassure touristic activities that ensure compliance with hygiene and cleaning requirements for the prevention and control of Covid-19 and other possible infections, thus reinforcing the tourist's confidence in the destination.

These guidelines can be updated at any given moment, regarding the evolution of the epidemiological picture of COVID-19 in Portugal.

2. CLEAN & SAFE STAMP - TURISMO DE PORTUGAL



Turismo de Portugal Certification Clean & Safe for Carristur implies the observance of the following requirements:

2.1. As Travel Agency with facilities

CLEAN & SAFE Facility Certificate

Registo nº 2308 - Carristur - Inovação Em Transportes Urbanos e Regionais Sociedade Unipessoal, Lda

World Health Organization declared Coronavirus causative agent of COVID-19, as an international public health emergency.

To avoid risks and infections, ensuring the existence of an internal protocol that defines the necessary prevention, control and surveillance procedures, this establishment declares to comply with the requirements defined by Turismo de Portugal, according to the guidelines of the Directorate-General for Health, which allow you to consider it a CLEAN & SAFE Establishment.

The Travel Agency has physical facilities.

I. Training to all employees

All employees had information and/or specific training about:

- Internal protocol on the outbreak of COVID-19 Coronavirus.
- How to comply with basic infection prevention and control precautions for the COVID-19 coronavirus outbreak, including the procedures:
 - hand sanitizing: wash your hands frequently with soap and water for at least 20 seconds or use hand sanitizer of at least 70° of alcohol, covering your hands and rubbing them until they are dry.
 - respiratory etiquette: cover cough or sneeze with flexed elbow or using a tissue, which should then be immediately disposed; Always wash your hands after coughing or sneezing and after blowing your nose; Avoid touching your eyes, nose and mouth.
 - social behaviour: change the frequency and form of contact between workers and with customers, avoiding (when possible) close contact, handshakes, kissing, shared workstations, in-person meetings, food sharing or utensils, glasses and towels.
- How to comply with daily self-monitoring to assess fever (measure body temperature twice a day and record the measurement, value and time), check for coughing or breathing difficulty.
- How to comply with the guidelines of the General Directorate of Health for surface-cleaning and laundry care in establishments.

II. Information to all clients

The following information is available to all customers:

- How to comply with basic precautions for prevention and infection control of coronavirus outbreak
- Internal protocol for the COVID-19 coronavirus outbreak.

III. The company has

- Personal protective equipment in sufficient numbers for all workers.
- Stock of single-use cleaning materials proportional to their dimensions, including single-use cleaning wipes moistened with disinfectant, bleach and alcohol at 70^º.
- Dispensers of alcohol-based antiseptic solution or alcohol-based solution.
- Waste container with non-manual opening and plastic bag.
- Equipment in the sanitary facilities for hand washing, with liquid soap and paper towels.

IV. The company ensures

- Washing and disinfection, according to the internal protocol, of used surfaces, by employees and customers, ensuring the control and prevention of infections, and resistance to antimicrobials.
- Wet cleaning should be preferred over dry cleaning and using a vacuum cleaner.
- Air renovation of rooms and enclosed spaces is done regularly.
- Cleaning, several times a day, surfaces and objects of common use (including counters, light and elevator switches, door handles, cabinet handles).
- Supply of alcohol-based hand sanitizers, whenever justified.

V. The service organization ensures

- Maximum occupancy of the facilities, per m², according to the recommendations of the General Health Directorate.
- Maintaining the social safety distance between customers within the facilities, in accordance with the recommendations of the General Health Directorate.
- The disclosure of information, within the scope of the activity, preferably in digital / online support.
- Compliance with internal hygiene and safety protocols by the partners involved in the programs sold by the Travel Agency.
- May there always be a collaborator at the service, responsible for triggering the procedures in case of suspected infection (accompanying the person with symptoms to the isolation space, providing the necessary assistance and contacting the national health service).

2.2. As Tourism Recreation Agency with facilities

CLEAN & SAFE Facility Certificate

Registo nº 701/2015 - CARRISTUR - Inovação em Transportes Urbanos e Regionais, Sociedade Unipessoal, Lda

The World Health Organization has declared the Coronavirus causal agent of COVID-19 as an international public health emergency. To avoid risks and infections, ensuring the existence of an internal protocol that defines the necessary prevention, control and surveillance procedures, this establishment declares to comply with the requirements defined by Turismo de Portugal, according to the guidelines of the Directorate-General for Health, which allow you to consider it a CLEAN & SAFE Establishment.

The Tourism Recreation Agency has physical facilities.

I. Training to all employees

All employees had information and/or specific training about:

- Internal protocol on the outbreak of COVID-19 Coronavirus.
- How to comply with basic infection prevention and control precautions for the COVID-19 coronavirus outbreak, including the procedures:
 - hand sanitizing: wash your hands frequently with soap and water for at least 20 seconds or use hand sanitizer of at least 70% of alcohol, covering your hands and rubbing them until they are dry.
 - respiratory etiquette: cover cough or sneeze with flexed elbow or using a tissue, which should then be immediately disposed; Always wash your hands after coughing or sneezing and after blowing your nose; Avoid touching your eyes, nose and mouth.
 - social behaviour: change the frequency and form of contact between workers and with customers, avoiding (when possible) close contact, handshakes, kissing, shared workstations, in-person meetings, food sharing or utensils, glasses and towels.
- How to comply with daily self-monitoring to assess fever (measure body temperature twice a day and record the measurement, value and time), check for coughing or breathing difficulty.
- How to comply with the guidelines of the General Directorate of Health for surface-cleaning and laundry care in establishments.

II. Information to all clients

The following information is available to all customers:

- How to comply with basic precautions for prevention and infection control of coronavirus outbreak
- Internal protocol for the COVID-19 coronavirus outbreak.

III. The company has

- Personal protective equipment in sufficient numbers for all workers.
- Personal protective equipment available for clients (max capacity of groups)

- Stock of single-use cleaning materials proportional to their dimensions, including single-use cleaning wipes moistened with disinfectant, bleach and alcohol at 70°.
- Antiseptic solution dispensers of alcoholic
- Dispensers of alcohol-based antiseptic solution or alcohol-based solution near the entry / exit points, and whenever applicable by floor, at the entrance to the restaurant, bar and common sanitary facilities.
- Waste container with non-manual opening and plastic bag.
- Equipment in the sanitary facilities for hand washing, with liquid soap and paper towels.

IV. The company ensures

- Washing and disinfection, according to the internal protocol, of used surfaces, by employees and customers, ensuring the control and prevention of infections, and resistance to antimicrobials.
- Cleaning, several times a day, surfaces and objects of common use (including counters, light and elevator switches, door handles, cabinet handles).
- Wet cleaning should be preferred over dry cleaning and using a vacuum cleaner.
- Air renovation of rooms and enclosed spaces is done regularly.
- In the areas of restaurants and beverages, if they exist, the reinforcement of the hygiene of utensils, equipment and surfaces and the direct manipulation of food by customers and employees is avoided as much as possible.
- In the areas of food and beverages, if they exist, the reinforcement of the hygiene of utensils, equipment and surfaces, and the direct manipulation of food by customers and employees is avoided as much as possible.

V. The internal cleaning and sanitation protocol guarantees:

- The washing, at high temperatures, of clothing used in activities and other accessories made available (eg towels), by employees and customers (around 60°C).
- Supply of alcohol-based hand sanitizers, whenever justified, to participants in activities.
- Sanitizing, or disinfection of the equipment used, after each activity, according to the rules applicable to each type of equipment.
- Sanitizing, or disinfection of the transport vehicles used, after each activity, and in accordance with the rules applicable to each type of transport.

VI. The internal cleaning and sanitation protocol guarantees

- The maximum occupancy per m2 recommended by the General Health Directorate, in the case of activities developed in closed spaces.
- Maintaining a social safety distance between participants in the activities, in accordance with the recommendations of the General Health Directorate.
- Maximum occupancy of the means of transport used in the activities, according to the recommendations of the General Health Directorate.
- The disclosure of information, within the scope of the activity, preferably in digital / online support.
- Compliance with internal hygiene and safety protocols by partners involved in the activities.

- May there always be a collaborator at the service, responsible for triggering the procedures in case of suspected infection (accompanying the person with symptoms to the isolation space, providing the necessary assistance and contacting the national health service).
- The decontamination of the isolation area whenever there are positive cases of infection, and reinforcement of cleaning and disinfection whenever there are patients suspected of being infected, especially on surfaces frequently handled and most used by the same, as indicated by DGS.
- The storage of waste produced by patients suspected of infection in a plastic bag that, after being closed (eg with a clamp), must be segregated and sent to a licensed operator for the management of hospital waste with biological risk.

3. CARRISTUR INTERNAL PROTOCOL

3.1. Virus and disease characterization

Sars-Cov-2 is a virus that consists of fragments of Ribonucleic Acid (RNA) surrounded by a lipid membrane, which penetrates the organisms of animals (the hosts), namely the Human Being, through its airways, and which uses its cells to reproduce (Fig. 1), weakening your immune system.

Sars-Cov-2 is the acronym for Severe Acute Respiratory Syndrome Corona Virus 2, which can cause a high weakness of the organs of the Respiratory System causing the Corona Virus Disease, commonly known as COVID, which for being detected in 2019, is called COVID-19.

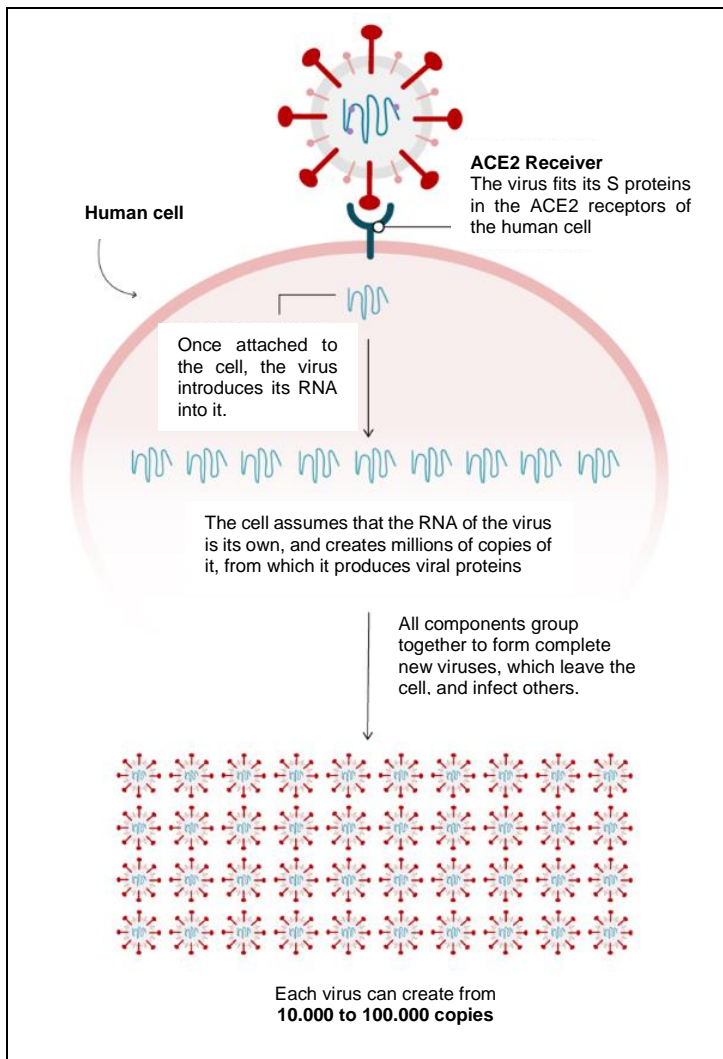


Image 1 – Constitution and reproduction of the Sars-Cov-2 virus
(Source: BBC)

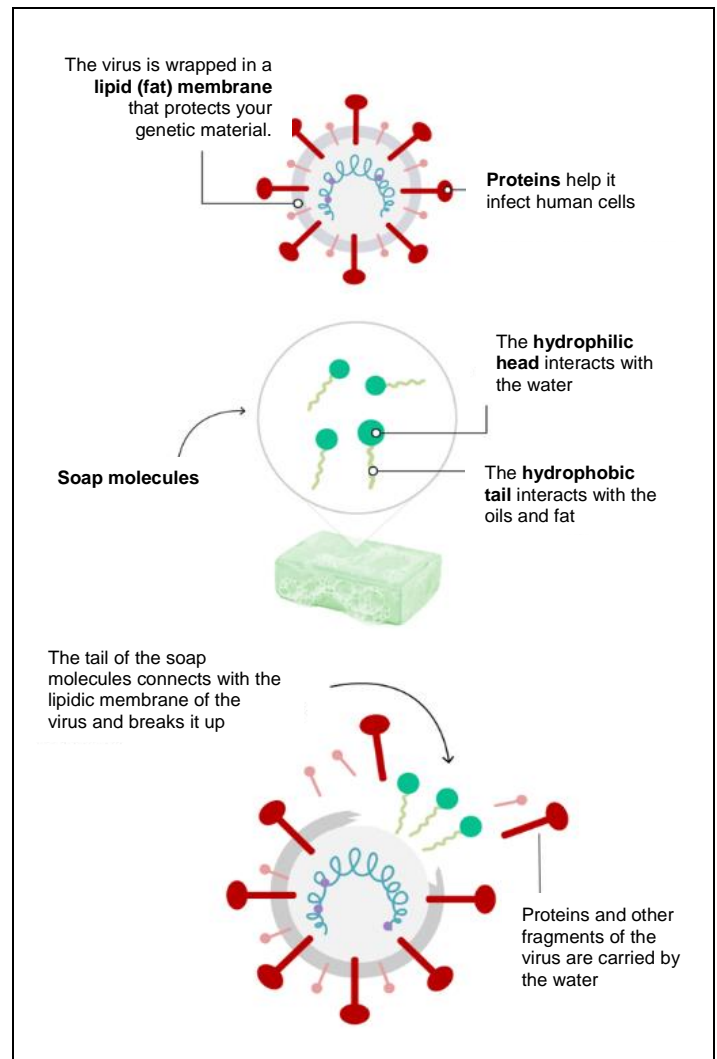


Image 2 – Soap-destroying action on the Sars-Cov-2 virus
(Source: BBC)

This disease can cause symptoms similar to those of a common flu (fever, dry cough, difficulty breathing, muscle pain and tiredness), although it can progress quickly to more serious diseases, especially in individuals with chronic illness.

It is now known that it is possible to destroy the membrane surrounding these viruses and, therefore, prevent their reproduction and dissemination, through the action of soap (Image 2),

Thus, the essential actions to fight the spread of this virus should focus on:

- Increased frequency of hygiene
- Increased frequency and efficiency of surface cleaning and disinfection
- Aeration of spaces
- Social Distancing
- Creation of entry barriers to viral agents into the respiratory tract (use of Personal Protective Equipment)

3.2. Prevention Procedures

3.2.1. Prevention Procedures at the facilities (Offices, shops, kiosks and vehicles)

a) Signalling and information:

- Employees, customers and service providers are aware of, and have access to this Internal Protocol regarding the COVID-19 coronavirus outbreak, sent to employees by email and will be available for public consultation through the websites associated with the company and its brands - <https://carristur.pt> ; www.yellowbustours.com and www.aerobus.pt.
- Information on how to comply with the basic precautions for prevention and infection control of COVID-19 coronavirus outbreak will be available through strategic and clearly visible locations in all stores, kiosks and offices.

b) General Sanitization Plan (facilities and vehicles)

- Sanitization or disinfection of vehicles, equipment and buildings used, at the end of each day of activity, in accordance with the rules applicable to each type of space and equipment.
- Washing and disinfection of surfaces where employees and customers pass, ensuring control and prevention of infections and resistance to antimicrobials.
- Cleaning surfaces and objects of common use, several times a day.
- Wet cleaning should be given preference over dry cleaning and vacuum cleaning.
- Air renovation in rooms, closed spaces and vehicles regularly, according to the following precautions:
 - Replacement of air conditioning filter systems
 - Increase ventilation through windows
 - Deactivation of recirculated air
- Clean desk policy - essential to reduce the risk of contagion and speed up the deep cleaning of buildings.
- In places where drinks or food can be distributed (cafeterias / pantries), hygiene of utensils, equipment and surfaces must be reinforced and direct manipulation of food by customers and employees should be avoided as much as possible.
- The bucket and mop for the floor are usually reusable, so you must ensure that these devices are cleaned and disinfected at the end of each use. The bucket and mop must be different for the areas

mentioned above. For example: the bucket and mop used in bathrooms, should not be used in eating areas, or in other public spaces.

- The floor will be washed according to the protocol established by the specialized company, in order to guarantee the cleanliness of the space.
- In sanitary facilities, washing should be carried out, preferably, with a product that contains detergent and disinfectant composition.
- All used material in the activities must be disinfected after each use.

c) Suitability of vehicles

- Panoramic Buses: Placement of plastic curtain in the driver's cockpit.
- Vehicles on Aerobus, Airport and Rental services: placement of retractable roll panel (curtain) in cockpit.
- Providing, on the vehicles:
 - Disinfectant / alcohol gel dispenser
 - Trash bins for paper and gloves.
- Demarcate recommended seats (interspersed lines), and the lower floor of the bus should have fewer recommended places.
- Marking lines on the floor to distance waiting customers.
- Creation of a circulation plan inside buses to avoid contacts between customers entering and leaving vehicles, and minimizing contacts with the driver:
 - Direction arrows placed on the floor of vehicles
 - Arrows to differentiate the entry and exit lines.
 - Exit exclusively through the back door.
 - Next to the stairs, a sign to reinforce the exit through the rear door.
- Review air conditioning filters and cleaning / disinfection solutions (HEPA filters)

d) Shops capacity

- Compliance with the guidelines of the Directorate-General for Health of only 1 person / 20m² in closed commercial spaces.

e) Adequacy of the isolation site

- The places for isolation of suspected or confirmed cases of COVID-19 have been selected, considering that:
 - They can be ventilated naturally or with a mechanical ventilation system, but without the function of air recirculation,
 - They have smooth and washable coverings, a bathroom inside or nearby, to be used only by that person,
- These spaces will have a stock of cleaning materials, surgical masks and disposable gloves, thermometer, autonomous waste container, waste bags, used clothes collection bags, kit with water and some non-perishable foods.
- Isolation spaces are identified in point 3.3. (Procedures in case of suspected infection)

f) Sanitizing equipment

- Alcohol-based antiseptic solution dispensers will be placed next to the entry / exit points, and whenever applicable: in places where any drinks or food can be distributed, and in any existing sanitary facilities open to customers.
- Liquid soap for hand washing and paper towels will be available in all sanitary facilities.

3.2.2. Prevention procedures for Employees

a) Training/Information

Point 4 of this document contains all necessary information for employees on basic precautions for infection prevention and control.

b) Personal Protective Equipment (PPE)

The company will provide:

- Masks (social) for all employees in Customer Service (3 per employee with TNT filter refills)
- Disposable masks for customers, on first use, at Yellow Bus Kiosk or shops, by presenting a Yellow Bus ticket and following the procedure described in the line d), of this point, in part referring to the sales/tickets agents.

The Client must disinfect his/her hands with a disinfectant solution based on alcohol or gel alcohol provided by the ticket agent, then the mask pack is presented to him/her and the client removes the mask he needs from there.

- Sanitizing gel for hand hygiene
- Acrylic panels / curtains / visors (depending on the conditions of the local structure) in places of direct public contact

c) Designation of those responsible

Those responsible for the management and replenishment of stocks, for the management of cleaning and biohazardous waste teams and for the management of suspect cases are designated in Table 1.

Those responsible must keep a record of the procedures involved in their performance.

Table 1 – Responsible for Compliance with the Internal Protocol

| Sanitizing products management and restocking | | |
|---|--------------------------------------|---------------------------|
| City | Main Responsible | Surrogate Responsible (1) |
| Lisboa | Vítor Santos | João Oliveira |
| Porto | Mariana Ferreira | Joaquim Cruz |
| Madeira | Miguel Ascensão | Humberto Afonso |
| Braga | Operation suspended indefinitely (2) | |
| Guimarães | Operation suspended indefinitely (2) | |
| Coimbra | Operation suspended indefinitely (2) | |
| São Miguel | Operation suspended indefinitely (2) | |
| Cleaning and biohazard waste teams management | | |
| City | Main Responsible | Surrogate Responsible |
| Lisboa (Headquarters) | Vítor Santos | João Oliveira |
| Lisboa (Buses) | Fernando Gomes | Hugo Blé |
| Lisboa (Trams and Boats) | David Simões | José Neves dos Santos |
| Lisboa (Kiosk and Sta Justa Lift) | David Simões | José Neves dos Santos |

| | | |
|---|--------------------------------------|-----------------------|
| Porto | Mariana Ferreira | Joaquim Cruz |
| Madeira | Miguel Ascensão | Humberto Afonso |
| Braga | Operation suspended indefinitely (2) | |
| Guimarães | Operation suspended indefinitely (2) | |
| Coimbra | Operation suspended indefinitely (2) | |
| São Miguel | Operation suspended indefinitely (2) | |
| Gestão da situação de caso suspeito dentro e fora das instalações | | |
| Cidade | Main Responsible | Surrogate Responsible |
| Lisboa | António Silva | Fernando Gomes |
| Porto | Pedro Albano | Joaquim Cruz |
| Madeira | Miguel Ascensão | Humberto Afonso |
| Braga | Operation suspended indefinitely (2) | |
| Guimarães | Operation suspended indefinitely (2) | |
| Coimbra | Operation suspended indefinitely (2) | |
| São Miguel | Operation suspended indefinitely (2) | |

(1) In the absence of the Main Responsible

(2) Responsible to define when these operations are resumed, when this document will be revised and updated

d) Conduct and Scales / Shifts

In the fixed locations, the recovery will be gradual with restrictions and definitions of the individual space.

- Compliance with Basic Infection Prevention and Control Precautions (Point 4 of this document).
- Temperature measurement at the entrance to the facilities.
- Mandatory use of mask in the common areas, training rooms and meeting rooms.
- New procedures for the reception of goods / orders that guarantee the safety of employees, service providers and suppliers, with prior knowledge given to all those involved in the circulation circuits in the installations and the safety rules to be observed.
- Creation of internal procedures to guarantee the social distance of employees
 - Social Etiquette:
 - Prohibition of (physical) greetings
 - Encouraging compliance with the general measures of the DGS described in point 4 of this document.
 - Working hours at the facilities:
 - Select entry hour, between 8h00 and 10h00, and exit between 17h00 e as 19h00, to make sure no entering and exiting peaks occur;
 - Enable teleworking to:
 - Employees in risk groups;
 - Employees who need to respond to family needs.
- Work stations:
 - Customer Service points and drivers concentrated at the reception of Building A, and at the Driving School Secretariat;
 - Protection of work stations with external contact (reception) with acrylic protection;
 - Work stations with recommended social distancing;
 - Employees must sanitize their work station (utensils, keyboards and desk) with alcohol-based antiseptic solution several times throughout the working day.
- Meetings:
 - Promote remote meetings;
 - Face-to-face meetings with a small number of people and secured social distance.

- Cafeterias / Spaces for meals:
 - Cafeteria staff must wear a mask when serving food;
 - Cafeteria with demarcated places diagonally arranged with intervals;
 - Respect safety distancing for people meeting before and after the waiting line, according to the markings on the floor;
 - Avoid use of the pantry in group
 - Promote contactless card payment.

Bus and Tram Drivers:

- Compliance with Basic Infection Prevention and Control Precautions (Point 4 of this document).
- Temperatures measurement at the Cabo Ruivo Station, when coming to work
- Recommendation of the use of Personal Individual Protective Equipment: Reusable mask with filter and visor (this one is applicable when there is no possibility of placing an acrylic barrier between the driver and the customer).
- On board of the buses, provision of:
 - Sanitizing gel dispenser;
 - Waste bins for used papers and gloves.
- To customers with no Individual Protection Equipment (IPE), drivers must recommend to pick a free surgical mask, presenting a Yellow Bus Ticket, at the Yellow Bus kiosks or shops.
- Decrease of passengers number to 2/3 of its capacity.
- Demarcate recommended seats (intercalated lines), being the lower decker of the bus the one with less recommended seats.
- Keep windows open for air circulation.
- Forbid food on board.
- Communication with recommendations for all common areas of the buses:
 - Responsible use of sanitizing gel;
 - Use of waste bins;
 - Hand washing;
 - Apply Social distancing;
 - Compliance with the defined rules;
 - Promote contactless payments.

Sales/tickets agents

- Recommendation for the use of Personal Protective Equipment: Disposable mask or Reusable mask with filter and visor (when it is not possible to place an acrylic/plastic barrier between the agent and the customer).
- Compliance with Basic Infection Prevention and Control Precautions (Point 4 of this document).
- Recommendation for cleaning with a disinfectant solution on all surfaces involved in customer service (balconies, TPA, pens or others).
- Disinfectant / alcohol gel dispenser available for use by employees and customers.
- Promote contactless payments.
- Provision of a mask to customers who enter inside shops (situation applied to Porto and Funchal shops) without PPE, or who are referred by drivers, as they do not have PPE to carry out our circuits. To provide the mask to customers, the following procedure must be followed:
 - 1st) The Client must disinfect his/her hands with an alcohol-based disinfectant solution or alcohol gel, provided by the ticket agent,

2nd) The ticket agent also disinfects his/her hands and pick the masks package and opens it in front of the customer, presenting it to the customer.

3rd) The customer removes the mask he/she needs from the package.

4th) The ticket agent closes the package again in front of the customer, without having touched other surfaces or objects.

e) Stock of cleaning and sanitizing products

- Stock of single use cleaning products, proportionally to the company's dimensions, including single use cleaning wipes dampened with disinfectant solution, bleach and 70º alcohol.
- Sanitizing gel dispenser;
- Waste bin with non-manual opening and plastic bag.
- Hand washing equipment with liquid soap and paper towels.

3.2.3. Prevention procedures for clients

a) Personal protective equipment

- Mandatory use of Personal Protective Equipment: Social or reusable mask in accordance with the DGS Guidelines for Passenger Transport or visors
- Provision of surgical masks to clients, by presenting a Yellow Bus ticket, at the Yellow Bus kiosks or shops.

The Client must disinfect his/her hands with a disinfectant solution based on alcohol or gel alcohol provided by the ticket agent, then the mask pack is presented to him/her and the client removes the mask he needs from there.

- On board of the vehicles, provide:
 - Sanitizing gel dispenser;
 - Waste bins for used papers and gloves.

b) Behaviours

- Decrease of the passengers number to 2/3 of its capacity.
- Demarcate recommended seats (intercalated lines), being the lower decker of the bus the one with less recommended seats.
- Keep windows open for air circulation.
- Forbid food on board, with exception for the products purchased inside the vehicles.
- Communication with recommendations for all common areas of the vehicles:
 - Responsible use of sanitizing gel;
 - Use of waste bins;
 - Hand washing;
 - Apply Social distancing;
 - Compliance with the defined rules;
 - Promote contactless payments.

3.2.4. Prevention procedures for the Company

- Compliance with the recommendations of the Directorate General of Health of maximum occupancy per square meter, in case of activities in enclosed spaces (e.g. lunch in a restaurant or visiting monuments)

- Maintenance of the social safety distance between the participants in the activities, in accordance with the recommendations of the Directorate General of Health.
- Maximum occupation of the means of transportation used in the activities, according to the recommendations of the Directorate General of Health, being fulfilled the 2/3 of the occupation in the sightseeing vehicles.
- Disclosure of information, within the activity, preferably in digital/online support.
- Compliance with internal hygiene and safety protocols by partners involved in the activities.

3.3. Procedures in case of suspected infection

3.3.1. Definition of suspected case

All individuals with any of the following symptoms are suspected of possible COVID-19 infection (Fig. 3):

| Clinical Criteria | | Epidemiological Criteria |
|---|---|---|
| Acute respiratory infection (fever or cough or difficulty breathing) requiring or not hospitalization | + | Travel history to areas with active community transmission in the 14 days before the onset of symptoms OR Contact with confirmed or probable SARS-CoV-2/COVID-19 infection within 14 days of onset of symptoms OR Healthcare professional or person who has been in a healthcare institution where patients are treated with COVID-19 |

Fig. 3 –

Criteria for identification of suspected case of infection COVID-19 (Guideline No 006/2020 of 26/02/2020)

Any employee who presents any of these symptoms before reporting to the service should not report and should contact the helpline SAUDE 24.

Employees who experience these symptoms during the course of their work should contact their supervisor, who will give them the necessary instructions to be isolated, according to the instructions given by the person responsible for the suspected case (Table 1).

The employee responsible must accompany the suspected infection case to the isolation space, provide the necessary assistance and contact the National Health Service.

If the Driver or Promoter identifies a suspect case among the customers, he should contact his manager who will give him the necessary instructions for managing the situation according to the instructions of the person responsible for the suspect case situation (Table 1).

All workers should report to their direct line manager an illness situation framed as a worker with symptoms and epidemiological link compatible with the possible case definition of COVID-19.

Whenever a Symptomatic Worker situation is reported, the employee's direct manager will immediately inform the employer (or someone designated by the employer).

3.3.2. Recognition of suspected case

a) Worker in the administrative building

Any employee working in the administrative building with signs and symptoms of COVID-19 and epidemiological link, or who identifies an employee in the company with criteria compatible with the definition of a suspect case, informs the manager directly (preferably by telephone).

- The direct line manager receives communication of symptoms from the worker;
- The direct manager performs the simple symptomatology screening through the questionnaire in Annex I;
- If the screening is negative - gives instructions to maintain the activity and communicate again in case of possible aggravation;
- If the screening is positive - give guidance for the worker to go to the Isolation Area;
- In the Isolation Area the worker contacts the Health Line 24 - 808 24 24 24 and communicates to his direct manager;
- The manager informs the Suspect Case Manager defined in Table 1;
- The Isolation Area will be forbidden to anyone until it is sanitized.
- Hygiene should be requested by the Suspicious Case Manager to the Cleaning Team Manager defined in Table 1.

b) Crewmen on duty

Any crew member on duty with signs and symptoms of COVID-19 and epidemiological link, or who identifies a worker in the company with criteria compatible with the definition of a suspect case, informs the manager directly (preferably by telephone).

- The direct line manager receives communication of symptoms from the worker;
- The manager gives order to complete the trip and, at the terminal, with the vehicle empty, request new telephone contact;
- The direct manager performs the simple symptomatology screening through the questionnaire in Annex I;
- If the screening is negative - gives an indication to maintain the activity and communicate again in case of possible aggravation;
- If the screening is positive - give guidance so that the worker picks up at Cabo Ruivo Station (Buses), parking the vehicle next to the emergency exit next to the administrative building or Santo Amaro Station (Trams) parking the vehicle on Line 12 (Washing);
- Ask the worker to contact the Health Line 24 - 808 24 24 24 and communicate to his direct line manager;
- The manager informs the Suspect Case Manager defined in Table 1;
- The crew member waits inside the car until health assistance *Saúde 24* arrives;
- The car will be prohibited to anyone until it is sanitized;
- Hygiene should be requested by the Suspicious Case Manager to the Cleaning Team Manager defined in Table 1.

c) Ticket sellers and lift attendants

Any crew member on duty with signs and symptoms of COVID-19 and epidemiological link, or who identifies a worker in the company with criteria compatible with the definition of a suspect case, informs the manager directly (preferably by telephone).

The direct manager receives communication of symptoms from the worker;

- The manager has the kiosk / shop / cabin closed;
- The direct manager performs the simple symptomatology screening through the questionnaire in Annex I;
- If the screening is negative - gives order to maintain the activity and communicate again in case of possible aggravation;
- If the screening is positive – gives order to the worker to go to, or stay inside the Santa Justa Elevator Shop;
- Request the worker to contact the Health Line Saúde 24 - 808 24 24 24;
- The worker waits inside the shop until assistance by Health 24 arrives, and must be accompanied by the Suspicious Case Management Officer defined in Table 1 for each city;
- The shop will be prohibited to anyone until its sanitization.
- Hygiene should be requested by the Suspicious Case Manager to the Cleaning Team Manager defined in Table 1.

d) Worker off duty

Any worker at home, who shows signs and symptoms of COVID-19 and epidemiological link informs the manager directly by telephone.

- The direct manager receives communication of symptoms from the worker;
- The direct manager performs the simple symptomatology screening through the questionnaire in Annex I;
- If screening is negative – worker is allowed to come to work, and report again in case of any aggravation;
- If the screening is positive the line manager asks the worker to stay at home and contact the Health Line Saúde 24 - 808 24 24 24;
- The direct line manager provides replacement in the service whenever necessary and records the absence provisionally.

e) Client with suspicious symptoms – formative area

Any trainee who shows signs and symptoms of COVID-19, and epidemiological link or with criteria compatible with the definition of a suspected case;

- The Trainer, identifying the situation, performs the simple screening of symptoms, through the questionnaire in Annex I;
- If the screening is negative - indicates the trainee to keep the activity, and to communicate again in case of eventual aggravation;
- If the screening is positive - give guidance to the trainee to go to the Isolation Area
- In the Isolation Area, the trainee should contact the Linha Saúde 24 - 808 24 24 24, and should be accompanied by the person in charge of suspect case management defined in Table 1 for Lisbon.
- The Isolation Area will be forbidden to anyone until it is sanitized;
- Sanitization should be requested by the Suspicious Case Manager to the Cleaning Team Manager defined in Table 1.

f) Client with suspicious symptoms – operation

Any crew member on duty, being approached by a client with signs and symptoms of COVID-19, and epidemiological link, must:

- Immobilize the vehicle, safely;

- Immediately inform the direct manager (preferably by telephone).
- The direct manager receives communication, and performs the simple screening of symptoms, through the questionnaire in Annex I;
- If the screening is negative:
 - The manager gives indication to maintain the activity, and to communicate again, in case of eventual aggravation;
- If the screening is positive:
 - The crew member turns on the air conditioning and / or opens the windows, facilitating the vehicle's ventilation;
 - The crew member tries to isolate the client with symptoms, asking the other clients to leave the vehicle, and to stay close to the vehicle until new guidelines by *Linha Saúde 24*;
 - The crew member gets out of the vehicle and calls *Linha Saúde 24* (808242424) or 112, and follows the instructions given by that service;
- If the situation is not validated by *Linha de Saúde 24*:
 - Clients who wish to do so are allowed to re-enter;
 - The vehicle remains in service following the instructions of the direct manager;
- If the situation is validated by *Linha de Saúde 24*:
 - The crew member follows the instructions and procedures indicated by *Linha Saúde 24*;
 - The crew member shall inform his/her direct line manager who shall report the occurrence to the Suspect Case Manager defined in Table 1 for each city;
 - When the collection of the vehicle is authorized, the crew member goes to Cabo Ruivo Station (Buses), parking the vehicle next to the emergency exit, next to the administrative building; or to Santo Amaro Station (Trams) parking the vehicle on Line 12 (Washing);
 - At the end of the incident, the vehicle will proceed to a cleaning and disinfection procedure by the service provider, being forbidden to anyone, until it's sanitized.
- Hygiene should be requested by the Suspicious Case Manager to the Cleaning Team Manager defined in Table 1.

3.3.3. Identification of Insulation Areas in Carristur Facilities:

The placement of the worker in an isolation area aims, objectively, to prevent the spread of the disease by restricting contact of the sick worker (with signs and symptoms and epidemiological link compatible with the definition of a suspect case, criteria mentioned in Table 1).

It will be in this space that the screening/evaluation by the *Linha Saúde 24* will be carried out using the phone installed there.

From that moment on, the use of the isolation areas by all workers will be prohibited and a sign will be displayed on the access door stating: "INSULATION".

These spaces shall be equipped with the material described in paragraph 3.2.1(e) and listed in Table 2 and the person responsible for stock management shall keep an up-to-date inventory register of the various Insulation Zones with the following data:

Table 2 – Inventory of Supplies for Insulation Areas

| Material | Inventory date | Material Replacement | Observations |
|----------|----------------|----------------------|--------------|
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |

a) Lisboa: Executive Headquarters - CARRIS Cabo Ruivo Station

In Cabo Ruivo facilities, if the procedure is activated, the isolation room located between annex 1 and annex 2, as well as the respective sanitary facilities, will be used.

This room and sanitary facilities will be prohibited, being for the exclusive use of the worker with symptoms/case suspicion.

b) Lisboa: Santo Amaro CARRIS Station (Trams Operation)

The Tram drivers assigned to the Carristur operation in Lisbon (Hills Tramcar Tour and Rentals) are covered by CARRIS's Contingency Plan for Santo Amaro Station, so the isolation room is the one defined by it and which is located next to the Framework Area.

However, if any tram retires due to suspicion of virus, the crew will have to retire with the tram to line 12 and remain there, until new guidelines.

c) Lisboa: Santa Justa Lift and Kiosk

If any of the ticket sellers (from the kiosk or the Elevator Shop) or lift attendants have symptoms that lead to the suspicion of having contracted the virus, he should be isolated in the Santa Justa Elevator Shop, which at this time is closed to the public.

If it's the case of a ticket seller in Comércio Square Kiosk, he should walk - with a mask on - to the Lift Shop. The affected person stays inside the shop and the ticket seller who was assigned there will be outside, giving logistical support to the person who is in isolation, until further orders from his direct manager.

d) Porto: SARCOL facilities

In Carristur's premises at Business Unit SARCOL, in Porto, if the procedure is activated, a container, duly isolated, will be used, located at this Business Unit and the remaining Contingency Plan of this Business Unit will be applied.

e) Porto: Shop

The isolation of the employee who is affected will be carried out inside the shop, the remaining employees leave and close the shop.

f) Porto: Kiosk

The isolation of the employee who presents suspicious symptoms of infection will be carried out inside the kiosk, the remaining employees will leave and the public service will be closed.

g) Operations in Coimbra, Braga, Guimarães and Madeira (offices)

As Yellow Bus operations are guaranteed by local transportation partners, the employees where suspicions of infection with COVID-19 are detected, the isolation zones are those established by the respective partner companies.

h) Madeira: Shop

In the Madeira shop, the employee or customer who is indicated as a suspected case of infection will be isolated in the restrooms of these facilities, closing it to public.

i) Azores

The operation in São Miguel is suspended indefinitely, so to reopen in time to control the pandemic, the strategy to be applied will be defined at that time and this document will be duly reviewed.

3.3.4. SNS 24 Assessment

The SNS 24 health professional asks the sick worker about signs and symptoms and epidemiological link compatible with a suspected case of COVID-19. After assessment, SNS 24 informs the Worker:

- If it is not a suspect case of COVID-19: defines the procedures appropriate to the clinical situation of the worker;
- If it is a suspected case of COVID-19: SNS 24 contacts the Medical Helpline (LAM) of the Directorate General of Health for validation of the suspicion. From this validation the result may be:
 - Unvalidated Suspect Case, this is closed to COVID-19. The NHS 24 defines the usual and adequate procedures for the worker's clinical situation. The worker informs the employer of the non-validation, and the latter must inform the doctor of the work in charge.
 - Validated Suspect Case, DGS activates INEM, INSA and the Regional Health Authority, starting the epidemiological investigation and contact management. The direct manager of the Worker informs the employer of the existence of a validated suspect case in the company.

3.3.5. If it is a Validated Suspected Case

- Sick worker must remain in the "isolation" area (with surgical mask, as long as his clinical condition allows it), until the arrival of the team from the National Institute of Medical Emergency (INEM), activated by the DGS, which ensures transportation to the reference Hospital, where biological samples will be collected for laboratory tests;
- Other workers are not allowed access to the "isolation" area (except for workers assigned to provide assistance);
- The employer collaborates with the Local Health Authority in identifying the patient's close contacts (validated suspect case);
- The employer shall inform the occupational physician responsible for the health surveillance of the worker;
- The employer informs the other workers of the existence of a validated suspect case, awaiting results of laboratory tests, through the communication procedures established in the Contingency Plan.
- The validated suspect case must remain in the "isolation" area until the arrival of the INEM team activated by the DGS, in order to restrict, to the minimum, the contact of this worker with other worker(s). Additional movements of the validated Suspect Case on the company premises should be avoided.

3.3.6. Procedures before Validated Suspect Case

The DGS informs the Regional Health Authority of the laboratory results, which in turn informs the Local Health Authority.

The Local Health Authority shall inform the employer of the results of the laboratory tests and:

- If the case is refuted, it is closed to COVID-19 and the usual company procedures, including cleaning and disinfection, are applied. In this situation the measures of the Contingency Plan of the company are deactivated;
- If the case is confirmed, the "isolation" area should be closed until decontamination (cleaning and disinfection) is validated by the Local Health Authority. This ban can only be lifted by the Health Authority.

a) If it is a Confirmed Case:

Employer must:

- Provide for the cleaning and sanitizing (decontamination) of the isolation area;
- Reinforce cleaning and disinfection, especially on surfaces frequently handled and most used by the confirmed patient, with a higher probability of being contaminated. Pay particular attention to cleaning and disinfecting the confirmed patient's workstation (including materials and equipment used by the confirmed patient);
- Store the Confirmed Case waste in a plastic bag (50 or 70 micron thick) which, after being closed (e.g. with a clamp), must be segregated and sent to a licensed operator for the management of hospital waste with biological risk.

The Local Health Authority, in close coordination with the occupational physician, communicates to the DGS information on the measures implemented in the company, and on the state of health of the patient's close contacts.

3.3.7. Close Contact Surveillance Procedure

Close contact" is considered to be a worker who does not show symptoms at the moment, but has had or may have had contact with a confirmed case of COVID-19. The type of close contact exposure shall determine the type of surveillance (Annex II).

Close contact with confirmed case of COVID-19 can be of:

a) High risk of exposure

- Worker from the same workplace (office, room, section, area up to 2 meters) of the Case;
- Worker who has been face to face with the Confirmed Case or has been with it in an enclosed space;
- Worker who shared with the Confirmed Case dishes (plates, glasses, cutlery), towels or other objects or equipment that may be contaminated with sputum, blood, respiratory droplets.

b) Low risk of exposure (casual)

- Worker who had sporadic (momentary) contact with the Confirmed Case (e.g. in motion/circulation during which there was exposure to droplets/respiratory secretions through face-to-face talking for more than 15 minutes, coughing or sneezing).
- Worker(s) who provided assistance in the Confirmed Case, provided that he or she followed the preventive measures (e.g. proper use of mask and gloves; respiratory tag; hand hygiene).

In the event of a Confirmed Case by COVID-19, in addition to the above, active surveillance procedures for close contacts should be activated in relation to the initiation of symptoms. For the purpose of managing the contacts, the Local Health Authority, in close articulation with the employer and the occupational physician, should:

- Identify, list and classify close contacts (including casual ones);
- Follow up the necessary contacts (telephone daily, inform, advise and refer if necessary).

The estimated incubation period of COVID-19 is 2 to 12 days. As a precautionary measure, active surveillance of close contacts takes place for 14 days from the date of the last confirmed case exposure. Surveillance of close contacts should be as shown in Table 3.

Table 3 – Close contact surveillance positive COVID-19 (Guideline No 006/2020 of 26/02/2020)

| “high risk of exposure” | “low risk of exposure” |
|---|---|
| <ul style="list-style-type: none"> • Active monitoring by the Local Health Authority for 14 days since the last exposure; • Daily self-monitoring of COVID-19 symptoms, including fever, cough or difficulty breathing; • Restricting social contact to the indispensable; • Avoid travel; • Be reachable for active monitoring for 14 days since last exposure. | <ul style="list-style-type: none"> • Daily self-monitoring of COVID-19 symptoms, including fever, cough or difficulty breathing; • Follow-up by the occupational physician. |

3.3.8. Decontamination of the isolation site

- Decontamination of the isolation area whenever there are positive cases of infection, and reinforcement of cleaning and disinfection whenever there are suspects of infection, especially on the surfaces frequently handled and most used, as indicated by the Directorate General of Health.
- The storage of waste produced by suspected infects, in a second 70 micron thick plastic bag which, after being closed (e.g. with a clamp), should be segregated and sent to a licensed operator for the management of hospital waste with biological risk (contacts in Table 4).

Licensed Operators for the collection of this type of waste are listed on the following websites:

- **Portugal Continental** - SILOGR (<https://silogr.apambiente.pt/pages/publico/index.php>)
- **Açores** – Portal do Governo Regional do Açores <http://www.azores.gov.pt/Gra/srrn-residuos/menus/principal/operadores/>
- **Madeira** – de acordo com a ARM, os resíduos Hospitalares do Grupo III “são encaminhados para o continente, onde são devidamente sujeitos a operações de tratamento/eliminação.” <http://www.aguasdmadeira.pt/Res%C3%ADduos/Reciclagemetratamento/Valoriza%C3%A7%C3%A3omultimaterial.aspx#.XuNVbbySIPY>

The European LOW code for this type of waste is 180103 - (*) Wastes whose collection and disposal is subject to specific requirements in view of the prevention of infection.

- After decontamination the company should ask the Local Health Authority (contacts in Table 4) to lift the ban on the isolation room.

Those responsible for the Management of Cleaning Teams and Waste with Biological Risk should contact the authorities, the Licensed Operators for the management of waste with biological risk and the Health Delegate to lift the ban on the space/vehicle after its disinfection.

Table 4 – Contact of Licensed Operators for the Management of Biological Hazardous Waste and Local Health Authorities

| City | Licensed Operator for the Management of Biological Hazardous Waste |
|---------------|---|
| Lisboa | SUCH - Serviço de Utilização Comum dos Hospitais Parque de saúde Lisboa, Av. do Brasil, nº 53 Pav. 33 A 1749-003 Lisboa Telefone: 217923400 Email: helenacamacho@such.pt |
| Porto | SUCH - Serviço de Utilização Comum dos Hospitais Direção Regional Norte Rua Eng.º Ferreira Dias, 370 – 1.º Andar 4100-246 Porto Telefone: +351 22 834 17 00 E-mail: drn@such.pt |
| Braga | |
| Guimarães | |
| Coimbra | Centro Integrado de Tratamento e Valorização de RSU da ERSUC Vil de Matos 3025-607 Coimbra Telefone: 239 851 910 Email: geral@ersuc.pt |
| Funchal | Água e Resíduos da Madeira S. A. Rua dos Ferreiros, 148-150 9000-082 Funchal - Madeira Telefone: 291 201020 (sede) Apoio Cliente 800 910 500 Email: geral@aguasdamadeira.pt |
| Ponta Delgada | Azormed, Gestão Ambiental Açoreana, Lda. Rua Engº Alberto Rodrigues, Armazém 233 9500-652 Relva Ponta Delgada - São Miguel Telefone: 296684750 Email: azormed@azormed.pt |
| City | Local Health Authority empowered to lift the ban (Health Delegates) |
| Lisboa | Administração Regional de Saúde de Lisboa e Vale do Tejo Av. Estados Unidos da América 77, 1700-179 Lisboa Telefone: 21 842 4800 Email: geral@arslvt.min-saude.pt |
| Porto | Delegada de Saúde Regional do Norte Drª Maria Neto Rua Anselmo Braancamp, 144 – 4000-078 Porto Telefone: 22 04 11 700 Email: directora.dsp@arsnorte.min-saude.pt |
| | ACES Porto Ocidental Dra. Delfina da Luz Menezes rebelo Antunes Rua Vila Nova s/N 4100-503 Porto Telefone: 226 165 388 Email: usp.portoocidental@arsnorte.min-saude.pt |
| | ACES Porto Oriental Dra. Eduarda Maria Oliveira Ferreira Rua Vale Formoso 466/472 4200-510 Porto Telefone: 228 347 363 Email: usp.porto.oriental@arsnorte.min-saude.pt |
| Braga | ACES Braga |

| | |
|---------------|---|
| | Dr. João Manuel Barros Figueiredo da Cruz Parceta do Vilar s/N – São Victor 4710-453 Braga Telefone: 253 208 260 Email: usp.braga@arsnorte.min-saude.pt |
| Guimarães | ARS Terras de Basto / Guimarães / Vizela Dra. Maria de Fátima Magalhães Dourado Rua Francisco Fernandes Guimarães - Urgezes 4810-178 Lamego Telefone: 253 515 124 Email: usp.altoave@arsnorte.min-saude.pt |
| Coimbra | Departamento de Saúde Pública da Administração Regional de Saúde do Centro, IP Av. D. Afonso Henriques, 141 - 2º andar 3000-011 Coimbra Telefone: + 351 239 488 282/3/4 Email: saudepublica@arscentro.min-saude.pt |
| Funchal | Centro de Saúde do Funchal Dr. José Maurício da Silva Melim Dr. António José Serrão Telefones: 291 208 700 / 965 010 875 |
| Ponta Delgada | Delegação de Saúde de Ponta Delgada (e Centro de Saúde de Ponta Delgada) Grotinha nº1 9500-354 Ponta Delgada Telephones: 296 249 250 / 296 249 220 (Centro de Saúde de Ponta Delgada) |

3.3.9. Contacts

The company must have the following contacts in a visible place, preferably in the isolation areas and with those responsible Management of the suspect case situation inside and outside the premises:

- Saúde 24 (National Health Service) – 808 24 24 24
- Occupational Medicine
- Health and Safety at Work Service
- List with the contacts of all the workers

3.4. Registration of acts/incidents

The Suspected Situation Manager shall keep a record of the acts and incidents relating to each of the cases detected:

Table 5 – Type of registration of acts/incidents

| Date of Occurrence | Description of Occurrence | Action Measures | Remarks |
|--------------------|---------------------------|-----------------|---------|
| | | | |
| | | | |
| | | | |
| | | | |

4. BASIC INFECTION PREVENTION AND CONTROL PRECAUTIONS

COVID-19

MEDIDAS GERAIS

GENERAL MEASURES

HIGIENE DAS MÃOS

Lave frequentemente as mãos com água e sabão ou use uma solução à base de álcool

Hand Hygiene
Wash your hands frequently with soap and water or use an alcohol-based solution



ETIQUETA RESPIRATÓRIA

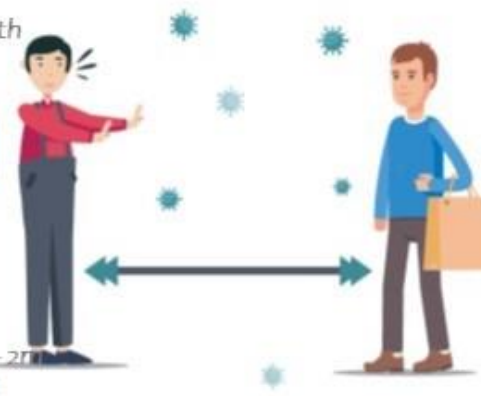
Quando espirrar ou tossir, tape o nariz e a boca com um lenço de papel ou com o braço. Deite o lenço no lixo

Respiratory Etiquette
When you breathe or cough, cover your nose and mouth with a tissue or arm. Throw the tissue in the trash

DISTANCIAMENTO SOCIAL

Mantenha a distância de segurança das outras pessoas de 1,5 - 2 metros

Social distance
keep the safety distance from other people from 1.5 – 2m



SE TIVER ALGUM DOS
SEGUINTE SINTOMAS:

If you have any of the following symptoms:



TOSSE
Cough



FEBRE
Fever



DIFICULDADE
RESPIRATÓRIA
Difficulty breathing

CALL

LIGUE
SNS 24

808 24 24 24

#SEJAUMAGENTEDESAUDEPUBLICA
#ESTAMOSON
#UMCONSELHODADGS



4.1. Hand Sanitizing



Wash your hands frequently with soap and water for at least 20 seconds or use hand sanitizer that contains at least 70% alcohol, covering all surfaces of the hands and rubbing them until dry.

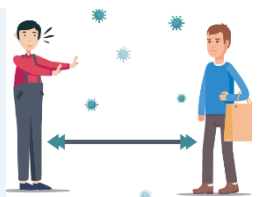
4.2. Respiratory Etiquette



All employees working in offices or in the public attendance should:

- Cough or sneeze into the bent forearm or use a tissue, which should then be immediately thrown away
- Always clean your hands after coughing or sneezing and after blowing
- Avoid touching the eyes, nose and mouth with your hands

4.3. Social Behaviour



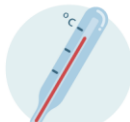
All employees working in offices or in the public attendance should:

- Avoid close contact: handshaking, hugging or kissing
- Avoid (where possible) shared workplaces and face-to-face meetings
- Do not share food, utensils, cups, towels or other personal objects
- - Keep the safety distance of 2m

4.4. Comply with daily self-monitoring



TOSSE



FEBRE



DIFICULDADE
RESPIRATÓRIA

LIGUE
SNS 24

808 24 24 24

All employees working in offices or in the public service should monitor:

- Fever assessment (take body temperature twice a day and record the value and time of measurement),
- Cough check or if you have difficulty breathing.

4.5. Surface Cleaning



In addition to the professional cleaning, which will be carried out daily by a team destined for this purpose, all employees working in offices or in the public service should disinfect their workplace (desks, counter, keyboards, ticket vending machine, steering wheel, seats, etc.) with at least 70% alcohol solution, using a disposable wipe, and should not share work material with other employees.

4.6. Use of Mask

All employees who are in attendance to the public should wear Personal Protective Equipment, namely a mask which should be worn/handed with the following precautions:

MÁSCARAS

Masks

COMO COLOCAR

How to put on

- 1ª Wash your hands before putting the mask
LAVAR AS MÃOS ANTES DE COLOCAR
- 2ª Verify in the package the correct position
VER A POSIÇÃO CORRETA
Verificar o lado correto a colocar voltado para a cara (ex: na máscara cirúrgica lado branco, com arame para cima)
- 3ª Place the mask by the ties/elastics
COLOCAR A MÁSCARA PELOS ATILHOS/ELÁSTICOS
- 4ª Adjust the mask to the face
AJUSTAR AO ROSTO
Do nariz até abaixo do queixo
- 5ª Do not place the mask without the nose and mouth protected
NÃO TER A MÁSCARA COM A BOCA OU COM O NARIZ DESPROTEGIDOS

DURANTE O USO

During usage

- 1ª Change the mask if it is wet
TROCAR A MÁSCARA QUANDO ESTIVER HÚMIDA
- 2ª Do not take off the mask to sneeze or cough
NÃO RETIRAR A MÁSCARA PARA TOSSIR OU ESPIRRAR
- 3ª Do not touch eyes, face or mask
NÃO TOCAR NOS OLHOS, FACE OU MÁSCARA
Se o fizer, lavar as mãos de seguida
If so, wash your hands immediately

COMO REMOVER

How to remove

- 1ª Wash your hands before removing the mask
LAVAR AS MÃOS ANTES DE REMOVER
- 2ª Remove it by the ties / elastics
RETIRAR A MÁSCARA PELOS ATILHOS/ELÁSTICOS
- 3ª Discard the mask to the bin without touching in the front of the mask
DESCARTAR EM CONTENTOR DE RESÍDUOS SEM TOCAR NA PARTE DA FRENTE DA MÁSCARA
- 4ª Wash your hands
LAVAR AS MÃOS

TRANSPORTE E LIMPEZA DE MÁSCARAS REUTILIZÁVEIS

1. Manter e transportar as máscaras em invólucro fechado, respirável, limpo e seco. *Maintain and transport the masks in closed, breathable, clean and dry wrapper*
2. Caso utilize máscara comunitária, deve confirmar que esta é certificada. *Verify if it is a certified mask*
3. Lavar e secar, após cada utilização, seguindo as indicações do fabricante. *Wash and dry after each usage, following the manufacturer instructions*
4. Verificar nas indicações do fabricante o número máximo de utilizações. *Verify the indicated maximum number of uses*

Transport and cleaning of reusable masks

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#ESTAMOSON
#UMCONSELHODADGS

REPÚBLICA PORTUGUESA
SNS
DGS

ANNEXES

ANNEX I. Screening Questionnaire - Signs and Symptoms

When faced with a communication of symptoms Coronavirus - COVID 19, place the following questions:

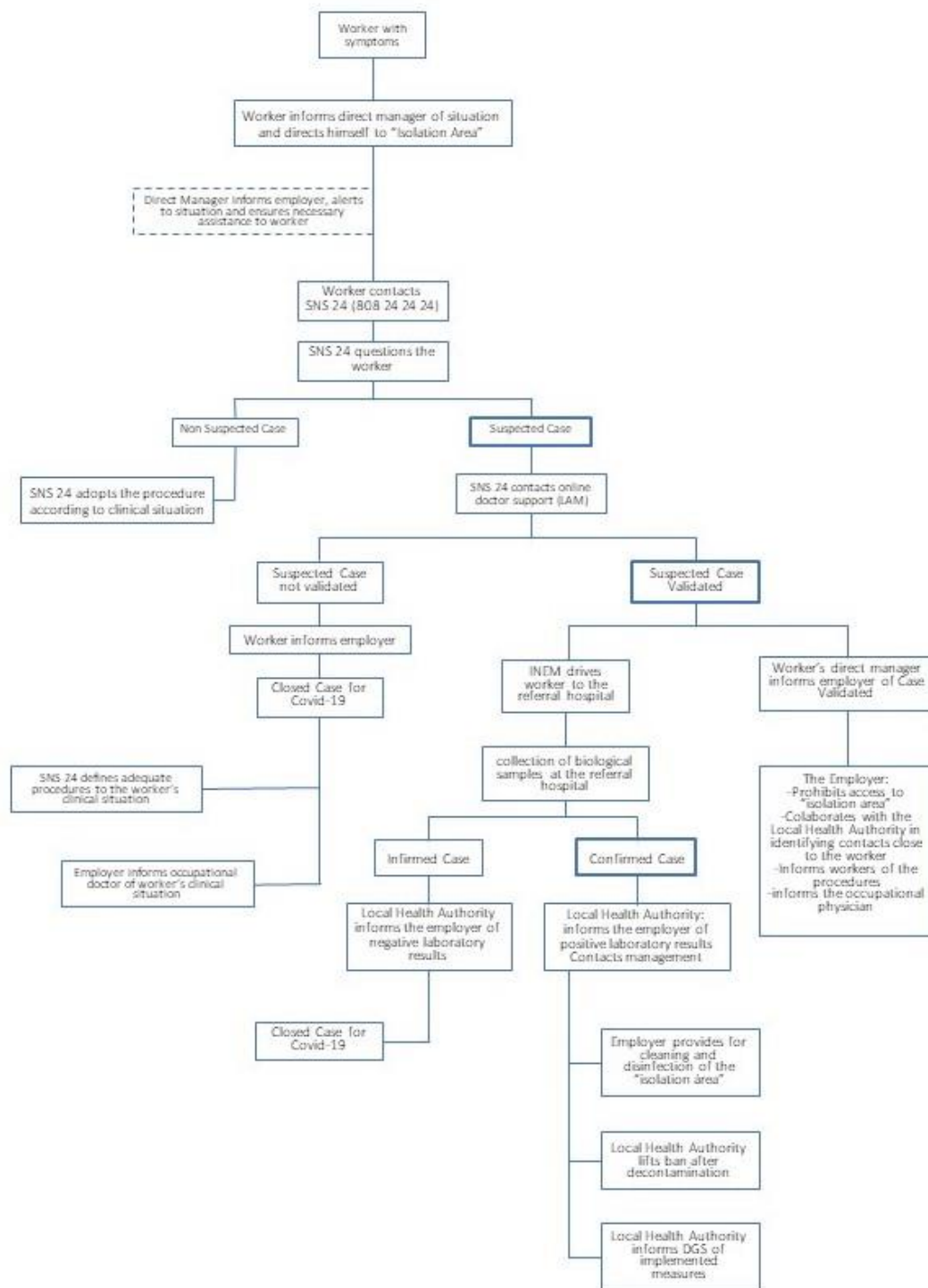
- Do you have high fever ($\geq 38,5^{\circ}\text{C}$)?
- Do you have breathing difficulties?
- Do you have a dry, continuous cough with shortness of breath?

AND

- Have you recently returned from an area with active community transmission?
- Have you been in contact with persons with probable or confirmed infection by COVID 19?
- Do you have headaches?
- Do you have muscle and joint pain?
- Do you have intense tiredness?
- Are you nauseous, vomiting and/or diarrhea?

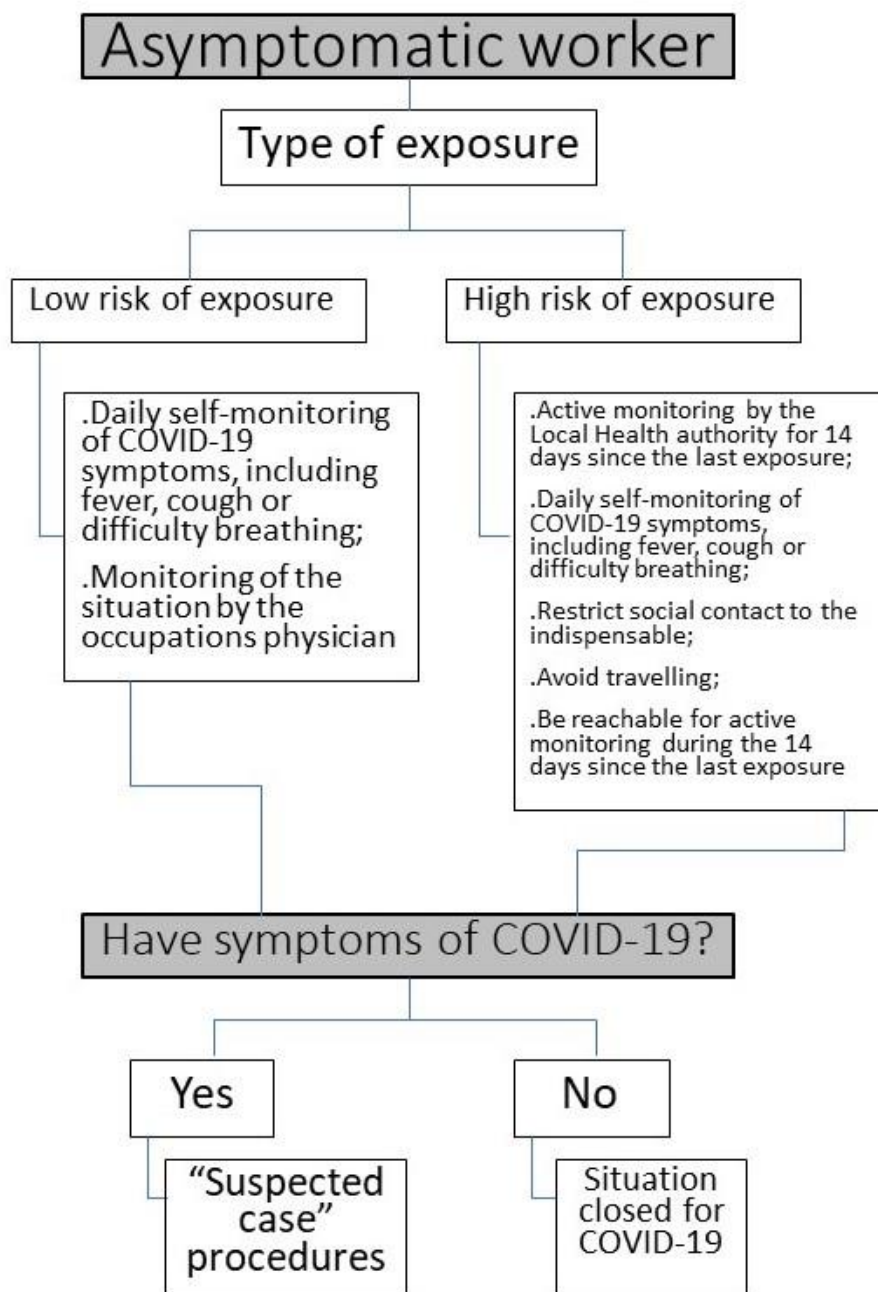
If the answer is yes to most questions, there is a likelihood of an infected case.

Annex II. Flowchart of a worker with symptoms of COVID-19 in a company



(DGS Guidance nº 006/2020 of 26/02/2020)

ANNEX III. Monitoring flowchart of close contacts (workers without symptoms) of a confirmed case of COVID-19 (worker)



(DGS Guidance nº 006/2020 of 26/02/2020)