

Your safety matters most.

Turavion has implemented a care protocol to guarantee the health safety of its passengers and collaborators.

The following protocol establishes how to operate the services provided by Turavion and its associated partners in the rest of the country.

SAFETY MEASURES



In order to avoid possible contagions and as a way to provide safety to its passengers and team members, we have implemented the following preventive measures:

- Correct and permanent hand washing by our staff.
- Have a disinfection and prevention aid kit throughout the provision of the service.
- Creation of a crisis committee responsible for channeling information to a possible COVID case between passengers.
- Avoid contact if not strictly necessary during the tourist service.
- At the end of each activity, all materials should be disposed of in a safe manner.
- Vehicles must meet the standards of disinfection required by our company and in accordance with the recommendations of the Chilean Ministry of Health

SERVICE PROTOCOL

A. Vehicles:



- Vehicles will be sanitized according to standardized sanitation procedures, before, during and after each service: head rests, seats, handrails, handles, windows and seat belts. This will be the responsibility of each carrier.
- Ventilation system: air conditioning filters will be changed or cleaned according to the recommendations and current legislation.
- Access to natural Ventilation at each stop.
- Each vehicle will have alcohol gel or another hand sanitizer.
- Vehicles will be equipped with thermometers to take the temperature of passengers at the beginning and at the end of each service.



- At the beginning and at the end of each service, the Guide or Driver will take the temperature of each passenger, and afterwards they will communicate the "coexistence measures" applicable to comply with the security protocol.
- For groups, each passenger will have a pre-assigned seat to avoid confusion or the exchange of seats between passengers and our staff will indicate the order of getting on and off the vehicle to avoid unnecessary contacts.
- Any snack and food service will be suspended to minimize handling of the items and thus reduce the chances of direct contagion. Except for those provided in restaurants and cafes that comply with the distancing rules established by the authorities.
- Instruct passengers not to touch seats when walking down the aisle.
- Reduce direct interactions between passengers, driver and guide, minimizing contact.

B. Guides and Drivers:

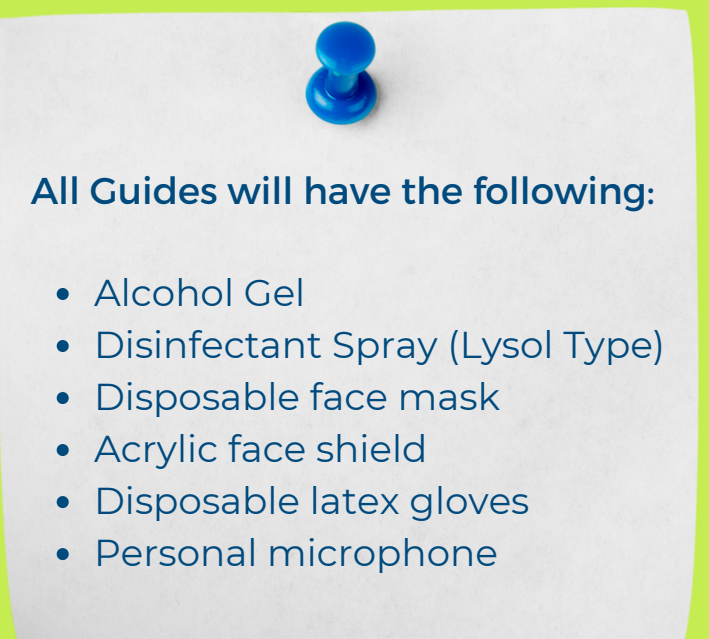
During the service, the Guide must:



- Sanitize his/her workspace and make sure used vehicles are sanitized as well.
- Frequent hand washing.
- Use of corporate uniform, which should be washed and changed daily.
- Avoid contact with passengers and respect social distancing of 1.5 meters.
- 4 hours straight maximum use of the face mask, and then it has to be changed for another.



- At the beginning and at the end of each service, the Guide or Driver will take the temperature of each passenger and communicate the "coexistence measures" to comply with applicable safety protocol.
- Each passenger must be provided with their personal face mask and alcohol gel. The Guide must ensure that all passengers wash their hands before entering the vehicle. If they do not have alcohol gel or a face mask, the guide can provide these elements, which may have an associated cost to be paid directly by the passenger.
- In the event of a suspected case and in line with the protocol established by the authorities, the Guide and/or Driver will be responsible for informing the company and the relevant health authorities and initiate the treatment protocol to the passenger.



All Guides will have the following:

- Alcohol Gel
- Disinfectant Spray (Lysol Type)
- Disposable face mask
- Acrylic face shield
- Disposable latex gloves
- Personal microphone

C. Passengers:



- Each passenger must have a personal hygiene kit.
- It is assumed that passengers must arrive with their own security elements, by international standard they must travel with a face mask and alcohol gel. However, in each service, Turavion´s staff will have a small emergency aid Kit (1 face mask, 1-60ml alcohol gel bottle) in case any of the passengers misplace or forget any of the items. These may have an associated cost to be paid directly by the passenger.
- Use alcohol gel or any other disinfectant every 2 hours and wash their hands whenever possible (maximum periodicity of 4 hours is suggested)
- Open windows to ventilate the vehicle, if the weather, speed and vehicle configuration allow it.
- When getting on or off the vehicle, respect the social distance of 1.5 meters and the order of ascent / descent according to your pre-assigned location.
- Sanitize hands each time they ascent/descent from the vehicle.
- Make payments electronically
- Privilege the digital use of documents.
- Suspend any snack and food service to minimize the handling of items and thus reduce the chances of direct contagion.

D. Tours:



- At the beginning and at the end of each service, the Guide or Driver will take the temperature of each passenger and subsequently, they will communicate the "coexistence measures" applicable to comply with the security protocol.
- If close contact between the guide and passenger is necessary, basic personal protection equipment (PPE) will be used at all times.
- Visiting hours adapted to avoid peak hours.
- Anticipate intermediate stops in advance to go to restrooms and wash hands.

With the application of these measures, we seek to provide security to passengers and staff at the time of providing a tourist service.

Your
Turavion team



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