

Introduction of guides and tour leaders to the users of the HSP* at the start

Once we have all the clients on board the transport, and **during the initial presentation** which is done, we must ALWAYS **introduce the protocol of health and safety related to COVID-19** before carrying on with the work and duties we have been assigned.

**PSS: Health and Safety Protocol relating to COVID-19*

Remember

YOU DON'T GET A SECOND CHANCE TO MAKE A GOOD FIRST IMPRESSION

IMPORTANT

- Those **acreditations, qualifications, certificates and/or badges** which *acredit* training received should always be visible, generating a sense of security for the customer. (N)
- Inform, always transmitting a sense of security, tranquillity and confidence in the measures contained in the protocol applied. (N)
 1. The usual short introduction (names of the team etc.).
 2. **Presentation of the "PSS"** which should always include the following information, to be shared at the start with all tourists on board:

Information for users on the Health & Safety Protocol

- ✓ **Respect the safe distance** between the guide, professionals involved and users. If this is not possible, the use of PPE is mandatory for everyone inside the transport. (N)
- ✓ Ensure that all members of the group **use the hydroalcoholic gel not only before boarding the transport but also when entering and leaving toilets, boat, bus and during any other visits** to a site of interest or other establishment. (N)
- ✓ Make sure that the members of the group **do not change seats, and respect safe distancing** throughout the activity. (R)
- ✓ Families and/or **people who cohabit can be at less than 1,5 metros** from each other and travel together in the transport. (N)
- ✓ Organise y explain the **rules regarding entering and exiting the transport** and the correct use of doors/stairs/ramps in relation to the occupied seats. (N)
- ✓ Urge the passengers to download **the information available by QR code** to their own mobile. (N)
- ✓ In boats and/or other means of transport which have two aisles or more, EXPLAIN that **one-way routes are established** to avoid crossing paths with other passengers. (N)