



PROTOCOLS AND GUIDELINES COVID19





INTRODUCTION

Our company is committed to the health and safety of our staff and their families, we have had a total stop to our activities, staying at home abiding by the sanitary measures in this World Pandemic of COVID-19. With the aim to reactivate our activities and work, we have dedicated ourselves to studying and investigating the best way to guarantee our staff and clients safety during the reopening phases. Thanks to the three governmental powers: Federal, State and Municipal, we have been able to carry out this protocol manual to implement it permanently.

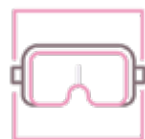
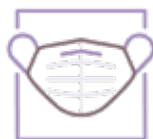
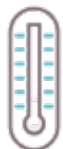
We will be continuously monitoring and evaluating our work in accordance with developments, which means that we will continue to improve and expand this document as we progress.

Our clients, staff, suppliers and friends will find in our offices, facilities, boats, docks and walkways a sanitized and clean place with our staff fully trained and aware of this new challenge of dealing with health and safety.



STAFF

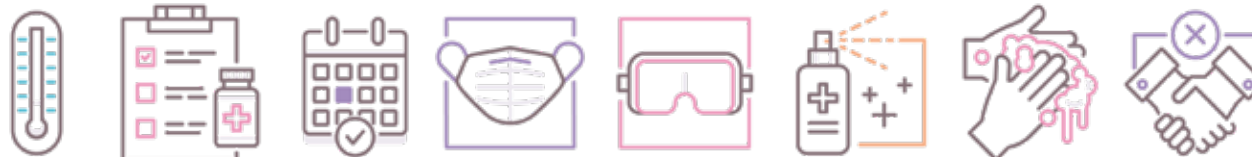
1. The temperature is taken on arrival. If it is equal to or greater than 37.5°C, they must return home and remain in quarantine.
2. Sanitizing gel is offered at the entrance and exit of the facilities.
3. The use of face shields or safety glasses and face mask is mandatory.
4. Hands are washed with soap and water every half hour.
5. Staff must maintain a healthy distance of 1.5m with guests and other staff.
6. Staff always need to wear clean uniforms.
7. No physical greeting is permitted
8. Staff must disinfect their footwear through a sanitizing mat.

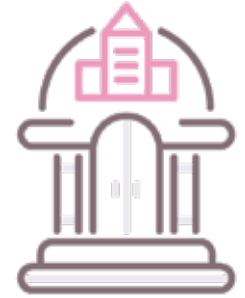




SUPPLIERS

1. All suppliers go through temperature control. If this is greater than 37.5°C, they will not be allowed to enter.
2. All suppliers must fill out a health declaration, and wear face masks and a face shields.
3. Suppliers must register upon arrival: name, time, car plate and date.
4. Use disinfectant when entering and leaving the premises, and go through a disinfectant mat.
5. All supplies must go through the sanitation area, prior to entering the warehouse.
6. Warehouse personnel must wear face masks and a face shield.
7. All supplies must be washed and disinfected prior to storage.



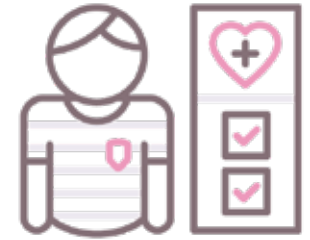


INSTALLATIONS

- Placement of sanitizing gel in different areas.
- Sanitizing mats at all accesses.
- Sanitation of snorkeling, aquatic and security equipment.
- The healthy distance of 1.5m must be maintained at all times.
- Infographics available to communicate visitors about hygiene and cleaning rules.

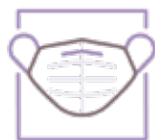
Protocols established according to the guidelines of the World Health Organization and the federal and state guidelines.

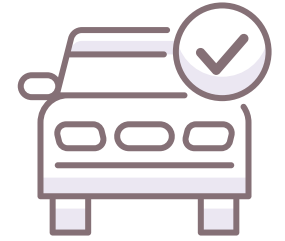




VISITORS

- During the tours, it is recommended to use face masks.
- Sign a waiver for declaration of good health.
- Maintain a healthy distance between groups of 1.5m.
- Sanitizing gel stations available at all times.

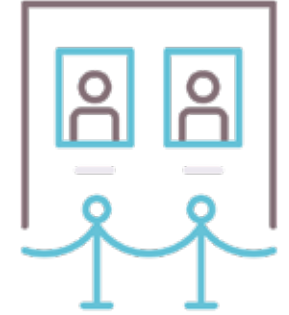




PICK UPS

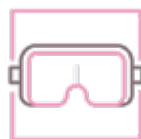
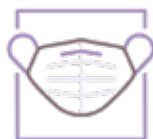
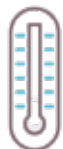
1. Drivers wear face masks and safety glasses.
2. The use of face masks is recommended for all visitors during transportation.
3. Before boarding the vehicle, temperature is taken and sanitizing gel is offered.
4. The passengers in our vehicles are reduced to meet the requirements of maintaining healthy distance.
5. After each service the vehicles are cleaned and disinfected with sanitizer.





CHECK IN

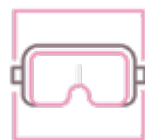
1. Upon arrival at the facilities, the temperature is taken of visitors and sanitizing gel is offered.
2. If the visitor has a temperature equal to or greater than 37.5°C, they are invited to return to their hotel or home.
3. The check in area is marked with the objective of keeping 1.5m or 6 feet of distance between the different groups.
4. Staff will wear face masks and safety glasses at all times.
5. All visitors must sign a disclaimer that includes a health statement.





FOOD & BEVERAGE

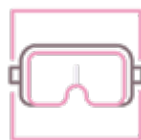
1. All kitchen and service personnel wear a face mask and safety glasses, and gloves.
2. Sanitizing gel is offered at the entrance of each food and service area.
3. The capacity of the restaurants in each food area is reduced.
4. The arrangement of tables and chairs respects the healthy distance of 1.5m.
5. Service and beverage stations are cleaned and disinfected with biodegradable products.





EXPERIENCIES

1. Crews wear safety glasses and face masks.
2. The number of visitors on our boats is reduced to secure safe distance.
3. The healthy distance of 1.5m must be respected between each group of visitors.
4. During boarding, sanitizing gel is offered, and life jackets previously washed and disinfected.
5. Before and after each service the boats are cleaned and disinfected.
6. Snorkeling equipment, paddle boards and kayaks are disinfected between each service.



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