

## Internal Protocol of Covid-19's safety measures

Flexi Travel Lda commits to minimize the risks of spreading of Covid- 19, by taking all measures of information, sanitation and social distancing.

FLEXI TRAVEL LDS RNAVT 3274

### INTERNAL PROTOCOL

#### 1. GENERAL MEASURES:

- Every office collaborator complies by working from home whenever possible and the drivers are splits in rotating teams for shift.
- Every employee has at their service information of all safety measures recommended by DGS.
- The company provides material of individual protection and various products for personal sanitation and the surfaces, reinforcing the cleaning routines.
- Before entering the premises or vehicles, every outside individual to the service must sanitise their hands with sanitising gel and use face mask or ask at the entrance.
- Staff members and customers are responsible of the washing at high temperatures (about 60º) of the clothing worn during the transportation.

#### 2. STAFF MEMBERS – PERSONAL SANITATION

- According with the protocol, when entering the premises/vehicles is necessary the sanitation of the hands with alcohol gel solution. Afterwards is necessary the placing of the mask and/or visor for all period of working time.
- Sanitation of the hands: must wash hands often with water and soap, for at least 20 seconds or use hand disinfectant that contains at least 70% of alcohol, by covering all surfaces of the hands and rubbing them until dry.
- Breathing etiquette: cough or sneeze to the forearm or use tissue paper that must be thrown out immediately; Sanitise the hands always after coughing or sneezing and after blowing your nose.
- Avoiding to touch eyes, nose and mouth with hands.
- Social conduct: Avoiding close contact, handshakes, kissing, shared work spaces, meetings in person and shared objects and utensils.
- Complying with the daily self-monitoring: fever check (measuring the body temperature twice a day and registering the result and the time), check for cough or difficulty to breathe.
- Any symptoms associated to the virus must be immediately communicated to head office and co-workers and the safety measures must be taken.

-When leaving the premises, hands must be washed well or sanitised with alcohol gel solution.

### 3. VEHICLE SANITATION

- Each staff member is responsible for the cleaning of their own vehicle. There are various cleaning sprays, cloths and wipes available to use.
- The cleaning should be done several times a day, from the surfaces e objects of bigger use (doors, seats and handles after every use); and the drivers use (dashboard, steering wheel, gear shift and hand brake). Suggesting washing after every travel.
- Be careful and ensure good ventilation and frequent air renovation inside the vehicles.
- Every vehicle will be used for the maximum period of 14 days in a row, after that time it will be isolated for complete disinfection.
- The company assures the stocks of cleaning and sanitising products, keeping the daily registers of the hygiene plan described in this protocol.

### 4. CUSTOMER – General Information

- Customers should have available to pay in cash the value in the certain amount owed, or alternately, they will be able to make the payment by Bank Transfer before the start of the service,
- Customers must sanitise their hands before and after the minimum contact, mandatory use of mask. To the customers that solicit, there will be available kits of individual protection (mask and disposable gloves), for the cost shown at the location, with no lucrative means and only accordingly with the prices practiced on the market.
- Personal belongings must be handled and kept in the trunk and managed solely by the customer.
- During the travel the customers should keep their hands on their laps and avoid the touching of the surfaces inside of the vehicle.
- Is available to all customers the basic rules and infection control measures in relation to COVID – 19.
- The internal protocol of the company will be available online upon solicitation.

### 5. THE COMPANY ASSURES:

- All staff members have received specific information/formation about the internal protocol in relation to COVID-19.
- The driver will be responsible of acting on the procedures in case of an infection suspicion (accompany the person with symptoms to the isolation space, pay the necessary assistance and contact SNS24).
- The decontaminating of the isolation area every time there are positive cases of infection and reinforcement of cleaning and sanitising every time there

are patients suspected of infection, mainly on the surfaces mostly handled and more used by them, according to the DGS indications.