



# Internal Protocol, Measures, Guidelines and Recommendations

## COVID-19





# INTRODUCTION

**Travel Line** is fully committed to receiving our customers with maximum security, guaranteeing their well-being and that of our team and partners.

In this context, we have adopted all the measures recommended by the National Health Authority (DGS), World Health Organization (WHO) and Turismo de Portugal (Clean & Safe Stamp), to ensure the best functioning of our services according to 3 essential principles:

- Safeguard the necessary social distance.
- Ensure the existence of personal protective equipment.
- Reinforce cleaning and disinfection measures.

**THIS PLAN MAY BE CHANGED DEPENDING ON THE  
EVOLUTION OF PANDEMIC OR NEW OBLIGATIONS IMPOSED  
BY LAW**





# OUR VEHICLES

- Our vehicles are limited to 2/3 of the maximum capacity.
- On clients meet & greet, we will maintain a distance of 1.5/2m, whenever possible.
- Supply of Alcohol-based antiseptic solution or facemasks whenever justified.
- Our employees are equipped with gloves and a protective mask or visor.
- We advise all customers to use gloves.
- After each Transfer, the vehicles are disinfected.
- The use of masks is mandatory inside the vehicles.
- We can't touch the travel suitcases or put them in the vehicle.



Vehicles Capacity	
NORMAL	Max.Now
8	5
14	9
17	11
26	17
54	36



# TRAINING OF OUR TEAM

All Employees received specific training on:

- Internal protocol for the COVID-19 coronavirus outbreak.
- How to comply with basic infection prevention and control precautions related to the COVID-19 coronavirus outbreak, including hand hygiene procedures, respiratory etiquette and social conduct.
- How to Self-check daily for fever, check for coughing or difficulty in breathing.
- How to comply with Ministry of Health guidelines for cleaning surfaces.



# IN OUR FACILITIES(OFFICE)

- Only customers with a mask or visor are allowed to enter (max.2 people at the same time).
- Provision of alcohol-based hand disinfectant dispensers, wherever necessary.
- Distribution of information in digital / online support.
- Compliance with internal hygiene and safety protocols by all partners involved.
- Sufficient sets of individual protective equipment for all employees.
- Stock of cleaning materials, including disinfectant, bleach and alcohol gel.
- Waste container with non-manual opening and plastic bag.
- Equipment for handwashing with liquid soap and paper towels in WCs.
- Regularly air renovation of rooms and enclosed spaces.
- Cleaning of surfaces and objects of common use, several times a day.
- Washing and disinfection of the surfaces where employees and customers circulate to prevent infections.

## MANDATORY



Use of mask in  
public transport



Social distancing

## ADVISED



Use of mask in  
public outings



Additional disinfection  
and cleaning

Everyone's safety is our priority!!!



STAY WELL, STAY SAFE!