

# KUODA

The Local  
Experience Curator



BASIC GUIDE TO  
KUODA PROTOCOLS

#MovedByPeople



# INTRODUCTION

As we move to the next phase of our pandemic response, we are committed to offering a service focused on the health and safety of our travelers. To meet this objective, we are communicating the following guidelines to our team, clients, and suppliers.

## Note

While this manual has been developed using the most recent information available from national and international health and tourism resources, it is a living document which will be modified as national and international restrictions and public health guidelines evolve.



## Disclaimer

This document does not violate or conflict with current law. If governments declare new legislation in the future that applies to any of the activities or procedures described in this guide, the manual will be updated and sent to all involved parties.

## Objetives

- Provide guidance on guidelines adopted by the company to comply with recommendations established for the New Normal.
- Provide a common set of actions in a flexible framework that can be used by collaborators that represent the company's value chain.



# Guiding Principles of The New Normality In Our Operations

## Protect

- All people, especially the most vulnerable, within communities.

## Mitigate Risk

- Preventative actions pre-trip.
- Improved sanitation and hygiene
- Early detection of symptoms
- Use of masks and social distancing

## Response

- Ensure channels of response in case of the presence of COVID-19.
- Generate an Attention Network in case of emergency.
- Establish a specific person to review all protocols.





## General Measures

Every person involved in the company's value chain must strictly comply with the basic protection measures recommended by the afore- mentioned organizations:

- Comply with the measures described for disease prevention: wash your hands well, keep an adequate distance, avoid going to places with a high concentration of people, cover your mouth and nose with a mask
- Stay home and complete self-isolation even with mild symptoms, until recovered from these symptoms chain.
- Access numbers provided by the Peruvian health authority and follow instructions if you have severe symptoms.
- Reduce the capacity in offices and in operative/ visiting groups.

# General Office Measures and Procedures

- Organize all tasks so that staff can maintain an adequate distance.
- Evaluate special measures for vulnerable personnel.
- Avoid the community use of devices and tools.
- Ensure adequate protection for all employees.
- Establish rules and hygiene guidelines for the use of office areas.
- Regularly communicate to customers any updates on preventive measures and restrictions.





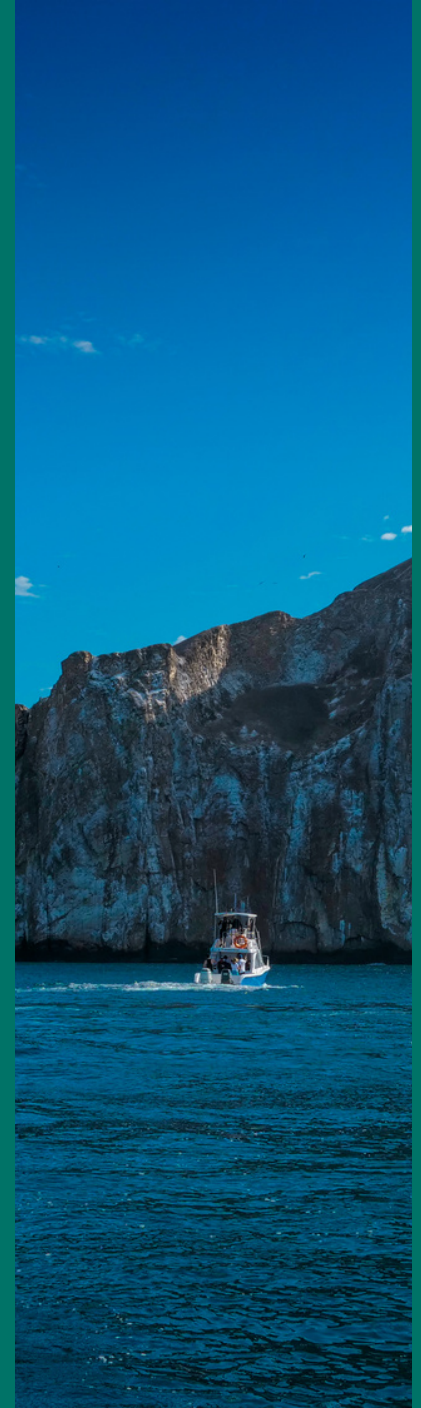
## Staff Measures

- Comply with the prevention measures: wash your hands well, keep an adequate distance, avoid going to places with a high concentration of people, cover your mouth and nose by wearing a mask, etc.
- Avoid physical contact, including shaking hands.
- Conduct virtual work meetings using conferencing platforms.
- Have a full health and disinfection kit readily available.
- Cease sharing computers or devices.
- Carry out thorough cleaning in common areas.



# Accommodation Measures

- Suppliers must adhere to the official guide- lines and protocols from the local government in the hotel sector.
- Organize and schedule all tasks so that staff can maintain security within the establishment.
- Evaluate special measures for vulnerable personnel.
- Have the necessary health assessment instruments.
- Dining room spaces must allow for adequate distance from other guests.
- The use of a breakfast buffet will be avoided by offering table service instead.
- Any payment for additional customer services must be secured by contactless means.
- Avoid direct contact with passengers for check in. Any device that involves touching a surface should not be used.
- Communicate hygiene guidelines with complete information.
- The use of the spa is not recommended due to its potentially high level of contamination.







## Transportation Measures

- Transport providers must establish clear measures to mitigate risks, which will be regularly reviewed by the KUODA company.
- The vehicle must have 50% occupancy; the front passenger seat must not be occupied. Seats that may be occupied must be well indicated with signs.
- Drivers should avoid greetings with physical contact, including shaking hands. Safe distance should be respected whenever possible.
- If the driver experiences even mild symptoms of the disease, he must refrain from providing service.
- Safe distance must be maintained between drivers and passengers.
- Drivers should wear a mask and advise passengers to wear one as well. Masks must be disposed of according to their specific instructions.



- Drivers must know the location of medical centers, emergency contacts, and health care centers where they can refer anyone who may be ill.
- The driver must disinfect the customer's bags when they have been received at the first point of contact with the customer.
- Have a full health and disinfection kit readily available.
- The driver must carry out regular and thorough disinfection of the transport unit.
- The vehicle must follow all corresponding safety measures.





## Kuoda Guides Measures

- Avoid greeting with physical contact, even shaking hands.
- If the tour guide experiences even mild symptoms of the disease, he or she should not provide the service.
- Safe distance must be maintained between the tour guide and passengers throughout the duration of the tour.
- Wear a mask and advise passengers to use their mask. After finished using the mask, dispose of it according to its instructions.
- Wear freshly cleaned work clothes every day.
- Have a full health and disinfection kit readily available.
- The guides must follow the corresponding protocols for personal care for themselves and passengers.