

**Spanish Tourism**  
**Quality Institute (ICTE)**



# Measures to reduce the spread of SARS-CoV-2



## TOURIST INFORMATION OFFICES

### Guidelines and recommendations



**Prepared by the Technical Committee established by the ICTE in collaboration with Autonomous Regions, the Federation of Municipalities and Provinces (FEMP) and Town and City Councils, and agreed with the Spanish Association of Labour Prevention Services (AESPLA), PRLInnovación, and with the trade unions CCOO and UGT.**

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## 0. INTRODUCTION

Tourism is the leading industry in Spain. However, the current context of COVID-19 means protocols must be established so that the reopening of facilities and tourist services does not increase the risk of community transmission, as well as the necessary protection measures for workers in this sector. For this reason, the State Secretariat for Tourism and the Autonomous Regions have agreed to coordinate a single health protocol for COVID-19 to prepare for the reopening of the tourism sector as the containment measures are relaxed. The Spanish Tourism Quality Institute took part in drafting this homogenous protocol which includes requirements for each tourism subsector or activity. The Institute has developed this tool to help tourist information offices (TIOs) to identify and analyse risks in their organisations, as well as to implement best practices in the service, at their facilities and with their personnel to address the virus.

## 1. PURPOSE AND SCOPE

Notwithstanding current legislation, this document includes guidelines and recommendations to be applied by TIOs in order to minimise the risk of SARS-CoV-2 virus infection at travel agencies.

This document will be applicable to tourist information offices and points.

The various services will begin operating in accordance with the timetable published by the government or according to any future amendments.

## 2. TERMS AND DEFINITIONS

### 2.1 COVID-19

COVID-19 is a disease caused by the SARS-CoV-2 coronavirus, a virus first detected in December 2019. The most common symptoms caused by this disease are fever, coughing and shortness of breath. Other symptoms may include fatigue, aches, runny nose, sore throat, headache, diarrhoea, or vomiting. Some people lose their sense of smell or taste.

(Ministry of Health, Consumer Affairs and Social Welfare, 2020).

## 2.2 Risk

The possibility of a person becoming infected with the SARS-CoV-2 coronavirus.

## 2.3 Risk Management

Coordinated activities to direct and control the organisation in relation to the risk.

(UNE-ISO 31000:2018)

# 3. RISK MANAGEMENT REQUIREMENTS

## 3.1 General requirements

TIOs must assume a firm commitment to risk management, leading the systematic implementation of measures aimed at minimising risk.

Risk management must be part of all TIO processes and therefore the different processes must be coordinated.

Based on the outcome of the risk assessment, the TIO will draw up a Contingency Plan, which will detail the specific measures it will take to reduce the risks of COVID-19 infection. This preventive activity should be conducted before resuming activity. As a legal requirement, prevention officers or workers' representatives must be consulted in the process of preparing the adaptation of the risk assessment and the resulting health and safety protocols, but it would be advisable for this contingency plan to be agreed between the company and the health or safety committee (or the management committee, as appropriate).

## 3.2 Health and Safety/Management Committee

When the management body does not have a Health and Safety Committee, a risk management committee must be set up, which will include the legal workers' representative; in any case, the management and duties of this committee will be in accordance with the Occupational Risk Prevention Act in force at all times.

Once the risks have been identified and assessed as provided by the LPRL, the committee will be responsible for defining strategies and decision-making to minimise health and hygiene risks due to COVID-19.

In particular, this committee must:

- Set targets

- Establish a coordination method (between committee members, with workers' representatives, ORP service or the person with these duties depending on the type of preventive organisation chosen by the TIO, with employees, competent authorities in each matter, suppliers and subcontractors).
- Establish a coordination method (between the committee members, employees, the competent authorities in each area and with suppliers).
- Conduct a risk assessment and draw conclusions.
- Design a contingency plan according to these conclusions.
- Plan the implementation of the contingency plan.
- Implement the contingency plan appropriate to the size and complexity of the office, and monitor its compliance, assessing its effectiveness and modifying it if necessary according to the effectiveness demonstrated.

This contingency plan must include at least:

- The possibility of modifying the decision-making processes, if necessary.
- The assignment of authorities and responsibilities within the framework of risk management.
- The allocation of human and material resources, including determining the use of Personal Protective Equipment (PPE) in accordance with the needs derived from the occupational risk assessment and notwithstanding the provisions laid down in this standard and in applicable regulations for the prevention of occupational risks.
- How measures impact the planning and organisation of work. The determination and implementation of an action protocol in the event that an employee or visitor shows symptoms that are compatible with COVID-19, following in all cases the guidelines for the prevention of occupational risks and health authorities respectively, and considering the revision of cleaning and disinfection protocols for potentially contaminated surfaces.
- The supervision of compliance with the recommendations and guidelines issued by health authorities regarding special measures against COVID-19, both by employees and visitors, as well as the additional measures contained in the contingency plan resulting from the risk assessment.

The needs of people with some kind of disability must be considered to define the contingency plan.

### 3.3 Material resources

TIOs must establish the actions needed to acquire resources, as identified in the risk assessment and the contingency plan, always taking into account the health authority recommendations (e.g. masks, gloves).

TIOs must consider any possible restrictions on the provision of material resources and service limitations stemming from such restrictions, assessing feasible possibilities other than those initially proposed if necessary, always agreed with the legal workers' representative.

If at any time a lack of material resources is detected, the health and safety/management committee must analyse the situation and report it to the competent authorities to safeguard the company and its employees. It may analyse and propose alternative resources and measures.

A protocol will be defined to control supplier access to TIO facilities. This protocol must at least consider:

- Establishing a collection point for goods from suppliers.
- Providing suppliers with information on applicable security measures, for their knowledge and implementation.
- Assessing the convenience or otherwise of scheduling appointments.
- Receiving goods at the office entrance.
- Cleaning and disinfecting goods on receipt.

The TIO will have a daily log recording the date, time, name and contact details of suppliers and commercial services entering the premises, so that information can be traced and they can be contacted if contagion is detected. The TIO must define how this record is organised and by whom.

### 3.4 General measures for TIOs

The TIO must:

- Plan tasks and work processes so as to guarantee the safe distance established by the health authorities. Workstation layout, the organisation of movement and the distribution of spaces (furniture, shelving, corridors, etc.) in the TIO must be adapted if necessary. If this is not possible, alternative measures shall be taken to avoid the risk of transmission by contact. If employees work in shifts, the shifts should be planned whenever possible so that the same employees are always in the same shift groups. Similarly, if staff need to change their clothes, a space must be provided that also ensures interpersonal distance or the maximum capacity of staff changing rooms must be established, if any. Additionally, the safe distance should be maintained at internal meetings.
- Assess whether there are workers who are vulnerable to COVID-19 in the workplace and determine specific security measures for them.

- Provide adequate PPE as identified in the occupational risk assessment. If any service is subcontracted, the TIO will supervise that staff has the necessary personal protective equipment.
- Ensure suitable protection for employees, facilitating hand washing with soap and water, or if this is not possible, the use of hand sanitiser.
- Provide hygiene guidelines with complete, clear and intelligible information on the rules to be used in the workplace, before, during and after work; posters can be used.
- Allow time and provide facilities for correct hand hygiene.
- Establish rules for the use of facilities where work is carried out and shared spaces to maintain a safe distance.
- If employees clock in and out using a contact-based system (fingerprint, digits) which cannot be reliably disinfected, a clocking-in system should be implemented that avoids different employees touching the same surface. If choosing to disinfect the system after each use, disinfectant solution must be provided.
- Ventilate the different areas of the TIO at least daily and more frequently whenever possible.

Also:

- Interpersonal safe distances must be respected in all activities. For this purpose, capacity and capacity control must be defined. If the safe distance cannot be kept, the necessary protective measures and equipment must be ensured.
- The TIO must inform workers that work clothes must be washed at a temperature >60°C.
- Workers should be trained in the correct use and maintenance of the masks, gloves and PPE they use.

Tourist information offices often share facilities with other services, which also have workers and receive visitors. For this reason, it is important to establish coordination and information mechanisms between the different services located in the same facilities so that the preventive and hygiene measures established by the TIO are effective.

## 3.5 Protective measures for personnel

### 3.5.1 General requirements

Personnel must be informed about the contingency plan and their specific responsibilities within the framework of risk management.



Specifically, personnel must:

- Have clear and intelligible information, and specific and updated training on the specific measures to be implemented.
- Avoid greeting other staff members and users with physical contact, including shaking hands. Safe distances should be respected whenever possible.
- Take into account the result of the risk assessment of each workstation, which will determine whether or not it is compulsory to use a mask and the characteristics of the mask according to the task to be carried out (e.g. hygienic, surgical), as well as the time of use according to its characteristics.
- Immediately throw away any personal hygiene waste -especially tissues- as well as PPE in authorised, non-manual and bagged waste bins or containers.
- Wash hands frequently with soap and water, failing this, disinfect with hand sanitiser. It is especially important to wash after coughing or sneezing, or after touching potentially contaminated surfaces. However, the hand washing protocol must be adapted to the characteristics of the facility, for example, when personnel is unable to wash their hands regularly due to the physical characteristics of the space. In this case, the use of hand sanitiser must be ensured.
- Regularly disinfect personal objects (glasses, mobiles, etc.) throughout the day with soap and water whenever possible, or with a disinfectant solution, and workstation elements (screen, keyboard, mouse, etc.) during shift changes. Specific products applied with a cloth, or special disinfectant wipes, must be used to disinfect electronic equipment.
- Work equipment should not be shared. If certain equipment or devices are shared, the TIO must establish cleaning and disinfection guidelines between each use to reduce the risk of contagion.

### 3.5.2 Specific requirements for cleaning personnel

Cleaning personnel must wear appropriate personal protective equipment depending on the level of risk and the findings of the occupational risk assessment. Staff must at least wear a mask and gloves.

After each cleaning session, they must safely dispose of the materials and protective equipment used, and then wash their hands. Buckets with lids will be provided for disposal and subsequent management.

Buckets with lids will be provided for disposal and subsequent management.

If the services described here are subcontracted, TIOs will supervise that personnel have the necessary personal protective equipment and act according to the established procedures.

### 3.6 Informative measures

The contingency plan should be communicated to workers' representatives (if any) and employees for proper implementation and maintenance; and suppliers and customers must be informed of the measures that directly affect them and which they must apply (e.g. use of masks, hand washing, safe distance, etc. depending on each case).

Informative measures in the TIO must include the preventive measures implemented at the centre (signage) and guidelines to be followed by visitors (e.g., respecting safe distances, respiratory etiquette, etc.)

Signage must be provided in at least one foreign language (taking into account the country/countries of origin of guests).

The TIO should encourage employees to collaborate in complying with the measures stemming from the contingency plan and should provide its personnel with the necessary information regarding preventive and hygienic measures, and for proper use of protective material.

## 4. SERVICE REQUIREMENTS

### 4.1 Visitor service

The following preventive measures must be enforced:

- Determine maximum capacity and establish the necessary measures to ensure the distance between visitors and employees. If the safe distance from employees cannot be kept in the visitor welcome and service area, physical elements that are easy to clean and disinfect must be installed to ensure staff protection, or staff can use masks.
- Where more than one customer may be attended at a time, the safe distance between customers must be clearly marked (e.g. with floor markings or posts). In any case, staff may not inform several individuals at the same time.
- Establish the necessary measures to ensure that the defined capacity is not exceeded (e.g. by means of door access control, shifts, placing line dividers, placing markers on the floor, entry of one member per family unit or group, etc.). In the case of family units composed of a single adult with children, the latter may accompany the adult.
- Provide hand sanitiser.

- Encourage payment by card or other electronic means, preferably contactless.
- If contact is required, disinfect the POS after each use.
- Clean and disinfect counters several times a day, depending on how many visitors there are.
- Have emergency numbers and nearby hospitals or health centres.
- Clean and disinfect computer equipment and any other items used (e.g. the telephone) at the beginning and end of the shift.

Capacity control measures should be announced in such a way that they are visible to visitors from outside the TIO.

Disinfectant mats should be placed at the entrance to the TIO.

## 4.2 Tourist information service

The TIO must enforce the following preventive measures:

- The TIO should establish a protocol for providing leaflets and written material (if any) in a safe manner (e.g. avoiding direct contact with the visitor), avoiding shared use leaflets, street maps, Braille guides, etc. The self-service area for leaflets will be eliminated and signs may be installed displaying the information removed from the self-service area.
- Leaflets given to the visitor cannot be returned. A pedal bin with lid will be available in the display/consultation. Satisfaction surveys will not be conducted using manual means, avoiding the use of shared material, paper and pens.
- The TIO should encourage the use of digital channels to provide destination information, as well as documents in electronic format (e.g. QR codes for the visitor to download the most requested information, destination guides in pdf, etc.). Information should not be sent by post.

If the TIO has touch screens or other shared equipment to enhance the visitor experience (information screens, tablets, queue managers, 3D glasses, etc.), these will be temporarily disabled until the health and safety/management committee determines that they can be used depending on the evolution of the context, unless availability of means to ensure their safe use can be guaranteed (e.g. gloves, hand sanitiser or disinfectant wipes, and signs for the safe use of these facilities).

## 4.3 Commercial activities

If the TIO offers commercial activities, it will encourage payment by electronic means and disinfect the POS (if any) after each use requiring contact. Gloves or hand sanitiser should preferably for payments and, if this

is not possible, safety measures should be increased and hands washed frequently. In any case, the TIO will refer to the "Good practice guide for commercial sector establishments and workers" (MINCOTUR, 2020). Guided tours will refer to the "Measures to reduce the spread of SARS-CoCV-2 for tour guides" (ICTE, 2020).

#### 4.4 Toilets

If the TIO has toilets for public use, they will be opened when their safe use can be guaranteed. To do this, they must have at least the following equipment:

- soap dispensers, hand sanitiser and paper towel dispensers or hand dryer.
- non-manual double bagged waste bins.

Also:

- The organisation must ensure that users respect safe distances.
- Consumables must be replaced as needed (soap, paper towels, etc.).
- Paper, gel and soap dispensers should be cleaned periodically, depending on the level of use.

An increase in cleaning and disinfection frequency must be guaranteed. According to Order SND/386/2020 of 3 May, shared toilets must be cleaned and disinfected at least 6 times a day.

### 5. CLEANING AND DISINFECTION REQUIREMENTS

TIOs must adapt their cleaning and disinfection plan taking into the risks identified in the assessment. The plan should at least consider:

- An increase in the frequency of cleaning and wiping, especially areas with greater contact (surfaces, knobs, wash basins, taps, handles, lifts, visitor service counters, totems, tablets, doors, keyboards, touch screen, POS, telephones, remote controls, handrails, etc.). Specifically, toilets, communal spaces and employee work areas must be disinfected at the end of their shift (e.g. counters, computers, etc.).
- The space must be aired daily by opening doors or using the air conditioning system.
- Surfaces should be cleaned with disinfectants.
- Use of tested and approved disinfectant cleaning products. They will be used in accordance with product safety data sheets.

Bins from communal areas should be collected safely in such a way that bags are sealed and transferred to the waste collection point.

A daily cleaning record must be kept.

## 6. MAINTENANCE REQUIREMENTS

TIOs must adapt their preventive maintenance plan taking into account the outcome of the risk assessment. Specifically, the functionality of the elements and equipment installed as a preventive measure against the contagion and propagation of COVID-19 must be verified (soap dispensers, paper, possible physical barriers such as screens, closing or sealing of equipment that has been considered a source of risk, etc.)

Also:

- Maintenance personnel must be protected with the personal protective equipment determined by the findings of the job risk assessment.
- Once the assistance or repair has been completed, personnel will dispose of PPE as defined in the contingency plan, and will then wash their hands.
- Staff should avoid any physical contact (greetings, delivery notes, etc.)

The operation of air renewal systems should be regularly checked, with particular emphasis on the cleanliness of filters and grilles.

If the services described here are subcontracted, TIOs will supervise that personnel have the necessary personal protective equipment and act according to the established procedures.

Maintenance tasks must be recorded.

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- [4] Ministry of Industry, Trade and Tourism (2020). Good practice guide for commercial sector establishments.
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- [6] Ministry of Health, Consumer Affairs and Social Welfare (2020). Action procedure for occupational risk prevention services in relation to exposure to COVID-19.

APPENDIX I:

WHO RECOMMENDATIONS FOR HAND WASHING

# How to wash hands

 Duration of the entire procedure: 40-60 second



0 Wet hands with water;



1 Apply enough soap to cover all hand surfaces;



2 Rub hands palm to palm;



3 Right palm over left dorsum with interlaced fingers and vice versa;



4 Palm to palm with fingers interlaced;



5 Backs of fingers to opposing palms with fingers interlocked;



6 Rotational rubbing of left thumb clasped in right palm and vice versa;



7 Rotational rubbing, backwards and forwards with clasped fingers of right hand in left palm and vice versa;



8 Rinse hands with water;



9 Dry hands thoroughly with a single use towel;



10 Use towel to turn off faucet;



11 Your hands are now safe.

 **World Health Organization** | **Patient Safety** UNA ALIANZA MUNDIAL PARA UNA ATENCION MÁS SEGURA | **SAVE LIVES** **Clean Your Hands**

## APPENDIX II:

### PROPER USE OF PPE. MASK

Based on the General Secretariat of Industry and Small and Medium Enterprises Resolution of 23 April, regarding personal protective equipment in the context of the health crisis caused by COVID-19, if a device does not have an EU certificate from the Notified Body (together with the manufacturer's Declaration of Conformity and the other information required on the product/package for CE marking), in order to be supplied/ marketed on an exceptional basis, it must be temporarily authorised by the relevant market control authority (section 1.2 of the resolution).

In general, the recommendation is to use disposable PPE or, if not, that can be disinfected after use, following the manufacturer's recommendations.

PPE must be chosen in such a way as to guarantee maximum protection with minimum discomfort to the user, and to this end it is especially important to choose the size and design that will suit the user.

The correct placement of PPE is essential to avoid possible routes of entry for the biological agent; equally important is PPE removal to avoid contact with contaminated areas and/or dispersion of the infectious agent.

PPE must be disposed of safely, in closed bags deposited in the waste container (not the recycling container).

#### **Masks**

In the context of the current COVID-19 epidemic, hygienic masks are recommended in the workplace (non-reusable, manufactured according to UNE 0064-1 and limited to 4 hours of use, or reusable, manufactured according to UNE 0065, and which must be washed at 60oC after a similar period of use).

Surgical masks can also be used (UNE-EN 14683:2019), although it is preferable to reserve these for infected personnel or those with symptoms compatible with COVID-19.

In any case, and as a general rule, masks need not be used in an environment where there is no evidence of a person or surfaces potentially contaminated by SARS-CoV-2, as long as the safe distance can be maintained.

If accessing areas with infected persons, respiratory protection masks (FFPII or FFPIII) must be used unless a 2-metre distance can be maintained. Dual masks may also be used, which must comply with both PPE and MD (medical device) legislation.



If any of the three conditions described above are not met, respiratory protection masks (FFPII or FFPIII) must be worn. Under no circumstances should you touch the front of the mask with your hands during use and removal.

Masks must not be left on the forehead or neck, or kept in a pocket between uses.

*Note: surgical masks and hygienic masks are not considered PPE.*

## Hygienic masks in general population



Most people catch COVID-19 from other people with symptoms. However, there is increasing evidence of the role of people who are asymptomatic or have mild symptoms in spreading the virus. Therefore, under some circumstances, the use of hygienic masks in the general population could help reduce virus contagion.

**This is only true if they are used correctly and in compliance with prevention measures to reduce community contagion.**



**If you have symptoms, stay at home and isolated in your room.**



**Stay 1-2 metres away from others.**



**Wash your hands frequently and thoroughly.**



**Do not touch your eyes, nose or mouth.**



**Cover your mouth and nose with your inner elbow when coughing or sneezing.**



**Use disposable tissues.**



**Remote work whenever possible.**

A hygienic mask is a non-medical product that covers the mouth, nose and chin; it has straps for the head or ears.

UNE technical specifications have been published for manufacturing hygienic masks:

- Reusable ([adults](#) and [children](#))
- Non-reusable ([adults](#) and [children](#))



**WHEN to use a mask?**

- When you cannot maintain a safe distance at work, when shopping, in closed spaces or on the street.
- When using public transport.

**WHO should wear a mask?**

Healthy general population.

**⚠ Use masks properly to avoid generating more risk**

-  Wash your hands before putting it on.
-  The mask should cover your mouth, nose and chin at all times. It must adapt to your face.
-  Avoid touching the mask while wearing it.
-  For comfort and hygiene, masks should not be worn for more than 4 hours. If it gets wet or damaged, replace with another mask. Do not reuse masks unless they are marked as reusable.
-  To remove the mask: remove it from behind without touching the front, discard immediately in a closed bin and wash your hands.
-  Reusable masks should be washed according to the manufacturer's instructions.

21 April 2020  
 Consult official sources for information  
[www.mscbs.gob.es](http://www.mscbs.gob.es)  
 @sanidadgob

**#ESTE VIRUS  
 LO PARAMOS UNIDOS**



*Hygienic masks in general population (Ministry of Health, Consumer Affairs and Social Services, 2020)*

## APPENDIX III:

### PROPER USE OF PPE. GLOVES.

Protective gloves must comply with EN-ISO 374.5:2016. They should be made of vinyl or nitrile, but other more resistant materials can be used if the activity to be performed so requires. Gloves must be CE marked.

Gloves can create a false sense of protection, so hand hygiene before and after use is very important, especially if potentially contaminated surfaces have been touched.

Gloves must be changed as often as indicated according to their use and the manufacturer's instructions. In any case, sanitiser can be applied to them to prolong their use, but at any sign of deterioration (perforation, tearing, etc.) they must be replaced.

The correct way to remove gloves without contaminating hands is as follows:



*Procedure for occupational risk prevention services*

*(Ministry of Health, Consumer Affairs and Social Welfare, 2020)*

*Learn to take off disposable gloves without risk*

*(Nursing Association, 2020)*

## APPENDIX IV:

### MODE OF ACTION FOR INFECTED OR AT RISK PERSONNEL

Basic knowledge about Covid-19 to be taken into account for prevention:

- The symptoms of Covid-19 are mainly coughing, fever and difficulty breathing, and muscle pain and headache in some cases.
- 80% of cases present mild symptoms and the incubation period is 2-14 days. 50% of cases begin to show symptoms within 5 days of infection.
- If a worker begins to have symptoms compatible with the illness, they will immediately contact the telephone number provided by the corresponding Autonomous Region or health centre, and will also inform the TIO. If their symptoms start in the workplace, they must notify their immediate supervisor. The establishment will then notify the prevention service, if any, so that it can adopt the appropriate measures and comply with the notification requirements established by the Ministry of Health.
- The TIO must draw up and apply a protocol for action in the event of detection of possible infected persons or persons who have been in contact with the former, following the "Action procedure for occupational risk prevention services in relation to exposure to SARS-COVID-2".
- If any worker is a "person at risk" according to Ministry of Health recommendations, whether due to pregnancy, previous chronic pathologies or age, the prevention service will review their position to consider whether "preventive isolation" should be recommended or not if they cannot work remotely, following the procedure mentioned above.

## APPENDIX V: SAFE DISTANCES

The "Action procedure for occupational risk prevention services in relation to exposure to SARS-CoV-2" (Ministry of Health, Consumer Affairs and Social Welfare, 2020) sets the safe distance at 2 m.

## APPENDIX VI: CLEANING AND DISINFECTION PRODUCTS

### List of virucides

A complete list of authorised virucide products is available at the following link:

[https://www.mscbs.gob.es/profesionales/saludPublica/ccayes/alertasActual/nCov-China/documentos/Listado\\_virucidas.pdf](https://www.mscbs.gob.es/profesionales/saludPublica/ccayes/alertasActual/nCov-China/documentos/Listado_virucidas.pdf)