

I, **Ana Marcela Gómez Salas**, Certified Translator & Interpreter for the Ministry of Foreign Affairs of the Republic of Costa Rica, appointed by Executive Agreement Number 532-000-AJ, dated February 25th of the year 2002 published in Official Newspaper La Gaceta # 11 of January 16th of the year 2003, HEREBY ATTEST, that in the English Language, the document to be translated, **Protocols**, reads as follows:

Ministerio
de **Salud**
Costa Rica



mopt
Ministerio de
Obras Públicas y Transportes

DIRECCIÓN GENERAL DE
AVIACIÓN CIVIL
COSTA RICA

CORIPORT

MRLB-01. Protocols for the gradual operation at Daniel Oduber Quirós International Airport during the COVID-19 pandemic following the opening of borders, Costa Rica

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Prepared by: Coriport S.A. - Concessionaire

General Directorate of Civil Aviation Health Ministry of Costa Rica

Revised by: Ministry of Health

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Approved by:
Ministry of Public Works and Transportation

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1. PREAMBLE

Within the framework of the declaration of a state of national emergency throughout the territory of the Republic of Costa Rica, made official by Executive Decree 42227-MP-S as a result of COVID-19 and given the characteristics of the pandemic and the various forms of infection of the virus, preventive health measures have been defined by the Ministry of Health, as the leading entity for this response phase and in the event of contagion in a workplace.

This document will be reviewed periodically with the aim of establishing the necessary controls to prevent the spread of the virus. It will be subject to change as deemed appropriate by the Directorate General of Civil Aviation, Airport Authorities and the Ministry of Health.

These Guidelines were developed collaboratively by the following individuals and organizations:

Participants	Organization
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Sylvia Jiménez Cascante	Head of Airport Department, DGAC
Hernán Juárez Pérez	Directorate General of Civil Aviation, DGAC
Leonardo Calvo Vega	Directorate General of Civil Aviation, DGAC
Fernando Zeledón Estrada	Directorate General of Civil Aviation, DGAC
Miller Rodríguez Ramírez	Directorate General of Civil Aviation, DGAC
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Gersu Díaz Gómez	Coriport S.A. - Concessionaire

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2. OBJECTIVE AND FIELD OF APPLICATION

The purpose of this document is to establish the general protocols for gradually resuming operations at Daniel Oduber Quirós Airport (AIDOQ) in the context of the national emergency caused by COVID-19, with the aim of reducing the risk of importing and exporting cases of the disease by air, thus contributing to prevent and contain the disease nationwide.

The protocols herein apply to all international, domestic, cargo and general aviation operations, as well as commercial activities carried out at AIDOQ, located in the city of Liberia, Guanacaste. The dispositions in this protocol are part of the preventive and mitigation actions dictated by the Ministry of Health to address the COVID-19 pandemic.

These protocols are compulsory for all AIDOQ staff, whether public or private. They are also mandatory for all persons in the premises, regardless of whether they are passengers in the process of international departures, international arrivals or domestic operations. The contents of this document are also mandatory for airlines and ground service companies, which must coordinate with the Administration of the Daniel Oduber Quirós International Airport to fully comply with the provisions herein.

The dynamics of opening, and eventually suspending operations, caused by COVID-19, will be determined in the administrative measures dictated by the Executive Branch through the Ministry of Health.

3. REFERENCE DOCUMENTS AND GUIDELINES

- Executive Decree 42227-MP-S.
- Legislative Decree No. 9837, Reform of Article 378 and addition of an Article 378 bis to Law 5395, the General Health Law
- Guideline No. 082-MP-S.
- International Air Transport Association (IATA) Guide to Restarting Operations
- General Civil Aviation Law
- General Health Law.
- General guidelines for the use of Personal Protective Equipment (PPE)
- General guidelines for offices that serve the public (banks, post offices, State institutions, the Judicial Branch, private service companies) due to the Coronavirus health alert.
- General Guidelines for Owners and Managers of Public Transportation entities nationwide (Buses, Taxis, Boats, Trains and Similar) in the framework of the Coronavirus (COVID19) Health Alert.
- General Coronavirus (COVID-19) Guidelines for Workplace Owners and Managers.
- General Coronavirus (COVID-19) guidelines for owners and managers of Tourist Services.
- General guidelines for solid waste collectors and municipal workers due to the Coronavirus health alert (COVID-19).
- General guidelines for food services due to the Coronavirus (COVID-19) health alert.
- General Coronavirus (COVID-19) Guidelines for Public and Private Health Services.
- General Coronavirus Guidelines for International Air Travel.
- General guidelines and administrative measures:
- National Guidelines for Surveillance of COVID-19.
- LS-CS-008. General guidelines for food services due to the Coronavirus (COVID-19) health alert.
- LS-PG-001. General guidelines to reactivate human activities in the midst of the COVID-19.
- Temporary administrative measures for large gatherings due to the COVID-19 health alert.
- Operational considerations for managing COVID-19 cases or outbreaks in aviation, by the World Health Organization (WHO).
- Daniel Oduber Quirós International Airport IHR Protocol.
- International Health Regulations.

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- Final Report of the Council Aviation Recovery Task Force (CART) of the International Civil Aviation Organization (ICAO).
- Ministerial Resolution MS-DM-3874-2020.

4. DEFINITIONS AND ABBREVIATIONS

- ACI: Airports Council International
- Aircraft. Means of air transport that makes an international trip to and from Costa Rica.
- Airport. Infrastructure that works as a station to provide transportation services for national and international passengers and cargo.
- AIDOQ: Aeropuerto Internacional Daniel Oduber Quirós
- AVSEC: Aviation Security
- Travel Bubble: Groups of family members or companions traveling together, a distance of 1.8 meters must be maintained between bubbles.
- CCO: Operations Control Center
- CCSS: Costa Rican Social Security Fund (Caja Costarricense de Seguro Social)
- CCTV: Closed Circuit Television
- CETAC: Civil Aviation Technical Council
- CNE: National Emergency Commission
- AOC: Air Operator Certificate
- Airport community: staff with offices and that work at AIDOQ
- COVID-19: This is the recently discovered infectious disease caused by the coronavirus (SARS CoV-2). It is transmitted by contact with another person who is infected with the virus. Transmission is from person to person through droplets from the nose and mouth, when an infected person talks, coughs or sneezes. It is also transmitted when these droplets fall on objects and surfaces and are carried by people's hands and come into contact with a healthy person's eyes, nose or mouth (PAHO/WHO, 2020).
- CRERS: Health Risk Events Response Committee
- CTRM: Rapid Transit Center of Goods
- CUSS: Common use self-service equipment
- CUTE: Common use terminal equipment
- CH: Chorotega
- DARS: Directorate of the Healthcare Governing Area
- Affidavit. Affidavit for Travelers to Prevent Coronavirus Disease (COVID-19)
- DGAC: General Directorate of Civil Aviation
- DRRS: Regional Directorate of Health Stewardship
- EASA: European Union Aviation Safety Agency
- EHS: Health, Safety and Environment.
- PPE: Personal Protective Equipment
- ETA: Estimated Time of Arrival
- GAT: General Aviation Terminal
- GH: Ground Handling Company
- GSE: Ground Support Equipment
- IATA: International Air Transport Association
- ICT: Costa Rican Tourism Institute
- LIR: Liberia
- MAG: Ministry of Agriculture and Livestock
- Means of transportation. Any aircraft, boat, train, vehicle or other, that makes an international trip.
- MOA: Airport Operations Manual.
- MRLB: nomenclature assigned by the International Civil Aviation Organization to the Daniel Oduber Quirós

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- International Airport.
- MS: Ministry of Health
- ICAO: International Civil Aviation Organization
- Flight operations: Scheduled flight arrival and/or departure by an Airline
- Operator: Commercial Subcontractors, Airline, Ramp Operator
- OPS: CORIPORT Operations
- Sterile corridors: Area that extends from east to west of the AIDOQ International Terminal, which communicate with migration arrivals and prevents contact between arrival and departure passengers.
- PCR: Polymerase Chain Reaction
- Passenger processing: checkpoints within an airport that allow a passenger to travel.
- Point of entry. Gateway for international entry or exit of passengers, luggage, cargo, containers, means of transportation, goods and postal packages, as well as the agencies and areas that provide services for such entry or exit.
- IHR: International Health Regulations.
- SAS: Health, Environment and Safety
- SOA: Airport Operations Supervisor
- SSEI: Fire Rescue and Extinguishing Service
- SVA: Air Surveillance Service
- URS: Health Stewardship Unit

Operational definitions for handling cases and contacts are available at the following site: <https://www.ministeriodesalud.go.cr/index.php/centro-de-prensa/noticias/741-noticias-nacionales-para-la-vigilancia-de-la-infeccion-por-coronavirus-2019-ncov> [2020/1532-lineamientos-nacionales-para-la-vigilancia-de-la-infeccion-por-coronavirus-2019-ncov](https://www.ministeriodesalud.go.cr/index.php/centro-de-prensa/noticias/741-noticias-2020/1532-lineamientos-nacionales-para-la-vigilancia-de-la-infeccion-por-coronavirus-2019-ncov)

5. OPERATIONS MANAGEMENT

It is subdivided into flight schedule operations and off-route operations

5.1 FLIGHT ITINERARIES

In order to avoid crowding in airport processes, flight itineraries will be approved, after coordination between the Directorate General of Civil Aviation and the concessionaire, Coriport S.A. and in agreement with the airlines (or GH, as applicable). This process is aimed at the airlines and is managed based on document: 7P09, Air Transport Management Procedure DGAC, current version.

The operation and capacity of the AIDOQ will be defined considering the protocols issued by the Ministry of Health, such as social distancing, hand washing, for the purpose of managing the approval of itineraries. Any changes in the itinerary or type of aircraft, must be approved by the Directorate General of Civil Aviation and the concessionaire Coriport. The capacity is defined based on the amount of operations and passengers during the highest level of operation, considering the installed capacity in the different airport processes.

5.2 OPERATIONS OUTSIDE ITINERARY (EARLY AND DELAYED)

The Airline (or GH) must communicate in a timely manner (at least two hours in advance, when materially possible) the information of their flights to the Coriport Operations Center, and must notify changes in their approved itineraries, according to the defined procedures: **7P09, Air Transport Management Procedure DGAC**. The DGCA authority and the Coriport concessionaire shall validate the changes of routes in order to avoid crowding in the airport processes and, if necessary, request changes in the scheduled time of operation.

Operations, which due to force majeure operate outside their approved itinerary (such as: weather, unscheduled maintenance, weight and balance problems, emergencies, among others), must immediately notify the Coriport

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Operations Center in order to handle the resources required for these Operations with the DGAC authority.

AIDOQ administration will verify the availability of commonly used resources and take the following actions if necessary:

- a) Use of remote positions for aircraft parking.
- b) Movement of aircrafts to other platforms to free up space to await departure.
- c) Use of sterile corridors for waiting passengers, maintaining social distancing until the airport processes are enabled for passenger attention. For this purpose, the number of passengers on board the aircraft and the next scheduled operations will be used as decision criteria.
- d) Use of contact or remote boarding gates for temporary staging of passengers when airport processes are close to their maximum capacity (in case of arrivals) or waiting for the departure of flights (in case of departures). Measures such as access closures and placement of security officers should be taken, to comply with AVSEC security measures regarding the mix of departing and arriving passengers.
- e) When airport processes are close to, or at their maximum capacity, there are no boarding gates available for passengers to wait and when it is not possible to keep them in the sterile corridors either, passengers will have to wait briefly inside the aircraft. This will be coordinated with the Airline in a timely manner so that they can take appropriate actions.

6. GENERAL GUIDELINES

- a) AIDOQ stakeholders should be aware of the updated version of the document: *National guidelines for the surveillance of COVID-19 infection*, published by the Ministry of Health, as well as the administrative measures of the General Directorate of Civil Aviation and the Coriport S.A. - Concessionaire This documentation is available on the following websites:
 - Ministry of Health Website: <https://www.ministeriodesalud.go.cr/index.php/centro-de-prensa/noticias/741-noticias-2020/1532-lineamientos-nacionales-para-la-vigilancia-de-la-infeccion-por-coronavirus-2019-ncov>
 - DGAC site: <https://www.dgac.go.cr/biblioteca-tecnica/circulares/#1587751081028-6cb702eb-2f67>
- b) All passengers must use a mask (reusable or disposable), this will be a requirement throughout the stay. Children under the age of 6 or passengers with special medical conditions are exempt from this requirement if such conditions are duly evidenced. In the case of the latter, they must use a face shield as substitute equipment.
- c) All foreign passengers must have travel insurance approved by the Costa Rican General Insurance Superintendence (SUGESE) through a local insurance company that covers COVID-19 medical expenses incurred by the traveler, as well as transport and accommodation.
- d) AIDOQ collaborators who present flu-like symptoms, body temperature equal to or higher than 38°C or respiratory tract infection, should not report to work. They should immediately seek medical attention, notify their headquarters and remain at home until their recovery.
- e) All employees at the AIDOQ must use personal protective equipment (PPE) in accordance with their function, as stated in Section 21, entry 21.1.4. In addition, it is recommended that they wear long-sleeved shirts and pants and have a complete change of clothes for after work. If possible, do not wear beards, mustaches, or jewelry. The disposal of personal protective equipment in conventional waste bins is prohibited.
- f) The DGAC and Coriport administrations must instruct their collaborators to always keep all their personal items clean such as: cell phones, tablets, pens, planners, among others. Cleaning is recommended when you arrive at your workspace.
- g) Collaborators must comply with the protocols for greeting, hand washing using alcohol gel or water and soap at the entrance or exit of the work area. It is necessary that they know and implement the provisions

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of the document: **LS-CS-009. General COVID-19 Guidelines for Work Center Owners and Managers**
https://www.ministeriodesalud.go.cr/sobre_ministerio/prensa/docs/lineamiento_generalpropietarios_administradores_centros_trabajo_12052020.pdf

- h) AIDOQ passengers with flu-like symptoms or respiratory tract infections should not travel or report to the airport. Airlines must inform their passengers of this requirement.
- i) Inside the AIDOQ facilities, such as boarding gates, VIP lounge, diplomatic lounge, commercial areas, it is mandatory to observe the following protocols: cough-sneeze, hand washing and greeting. These are included in *Annexes #1, #2, #3* and placed in a visible location for the user.
- j) The different stakeholders at the AIDOQ should indicate, by means of educational material, the frequency of hand washing, namely: Before touching the face, when preparing and eating food, after going to the toilet, coughing and sneezing, visiting and caring for a sick person, throwing away waste, being with pets, after visiting public areas, touching keys, money or personal items, touching handrails and door handles. This information should be known to the operators and collaborators so that it can be explained to passengers when necessary.
- k) All restrooms in the AIDOQ will have hand washing signs included in Annex # 2.
- l) When users are queuing, care must be taken to ensure that the correct safety distance of 1.8 meters is kept between each person. Family groups (travel bubbles) will not be separated. Separation between other groups or persons must be maintained. This is because if someone coughs or sneezes, it reduces the risk of contagion. In order to maintain the distance, markings will be placed on the floor with the distance mentioned above, to avoid crowding in all common and commercial areas of the AIDOQ.
- m) Coriport and the DGAC must enforce cleaning and disinfection measures in the AIDOQ as appropriate. A cleaning and disinfection log should be kept using logbooks. These procedures should include at least two daily cleaning and disinfection routines in all areas covered by their activities such as: floors, walls, chairs, benches, tables, doorknobs) and other surfaces in the facilities where activities take place. Also, items used for cleaning such as rags, towels, mops, etc., must be disinfected every time they are used. A washing frequency should be defined for items used during the day, and a control record should be kept.
- n) The DGAC and Coriport must ensure that cleaning products are available on the premises, including household cleaner and disinfectant. This is done as stated in **Chapter 7. GENERAL GUIDELINES point r**. Sanitation products to be used must be technically reviewed for effectiveness and approved by the Ministry of Health.
- o) The DGAC and Coriport must ensure the availability of sufficient covered waste bins, separating ordinary waste from bio-hazardous waste. Bio-hazardous waste should be stored in red bags properly labeled for this purpose. In addition, there should be a schedule for the disinfection of collection and storage areas for PPE and any other infectious-contagious waste generated. All of the above in accordance with the provisions of the **Cleaning and Disinfection Plan for the Terminal Building - Coriport, annex 4**.
- p) The persons designated by the DGAC and Coriport must give educational talks to the collaborators, about the use of personal protective measures, cleaning and disinfection techniques for surfaces, its usefulness for the prevention and containment of COVID-19, as well as the overview of this event. A log should be kept of the educational talks.
- q) Visitors are restricted from entering the lobby. Only persons accompanying elders, minors, people with disabilities and other exceptions approved by the Airport Administration will be admitted.
- r) Coriport in conjunction with the Airport Authorities will supervise flight operations to verify compliance with these guidelines established by the Ministry of Health. Also, Coriport will verify commercial activities to verify compliance with the guidelines established in this document by the Ministry of Health. When a breach is detected, a Critical Incident Card will be issued, Appendix 10, and the Airport Police will be informed as appropriate, as well as the Airline.
- s) All passengers and crew must use the carpets for disinfecting their shoes, in the posts installed for this purpose.

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- t) Given the high flow of people in the processes of international passenger departure and arrival, the concessionaire Coriport will measure the body temperature of all passengers. If body temperatures are detected are equal to or greater than 38°C, a secondary health assessment will be carried out by health personnel. For international departures, based on the result of the secondary evaluation, the health personnel will determine whether the passenger can continue with the trip, and the Airline will be informed. The health personnel will complete the registration of every passenger who is subject of this secondary assessment.
- u) The technology for taking the temperature of international passengers (departure or arrival) due to its high flow, must meet the following minimum technical criteria:
 - It must be portable for timely travel to required locations.
 - Measurement of temperature that does not come in contact with the traveler.
 - Instantaneous results to maintain adequate passenger flow to avoid crowding.
 - To allow simultaneous temperature measurements.
 - Measurements with a low margin of error of no more than +/- 0.3 degrees Celsius.
- v) When entering the International Terminal, there will be sanitizing stations for passengers to use before starting the check-in process.
- w) Business partners should disseminate the official messages of the Ministry of Health, adapted to the profile of each target group, and arrange these messages in strategic workplaces.
- x) The AIDOQ airport community should periodically verify updating of the guidelines published by the Ministry of Health at the following link <https://www.ministeriodesalud.go.cr/index.php/centro-de-prensa/noticias/741-noticias-2020/1532-lineamientos-nacionales-para-la-vigilancia-de-la-infeccion-por-coronavirus-2019-ncov>
- y) When the collaborators enter their body temperature will be taken by Coriport. If any collaborator presents a body temperature equal to or higher than 38°C, the procedure will be applied as per the guidelines established by the Ministry of Health as indicated in **Chapter 7. GENERAL GUIDELINES point d.**
- z) The following instructions should be given to both passengers and AIDOQ staff:
 - Avoid close contact with people who are sick.
 - Clean and disinfect objects and surfaces that are frequently touched, with a disinfectant, alcohol or a disposable wipe.
 - Protocols usage: greeting, cough-sneeze, hand washing If soap and water are not available, use an alcohol-based hand sanitizer of at least 70°.
 - Inform yourself from official sources and do not disseminate false information or unreliable sources.

In the event that a passenger, user or collaborator of the airport, does not comply with a guideline of the Ministry of Health, the Airport Police will be informed to confront the person and proceed accordingly.

7. SPECIFIC GUIDELINES

General guidelines also apply for this section and mandatory specific indications are given for the different operations and processes of AIDOQ. The 4 operative processes where these specific guidelines will be applied are described below.

7.1 International flight operation

It is subdivided into two processes as follows: International **Passenger arrival process**

During passenger arrival processing, at stations of origin, airlines must inform them prior to arrival in Costa Rica that they must complete the Health Pass form. It can be filled out online at <https://salud.go.cr>. This form is only for passengers with a final destination in Costa Rica.

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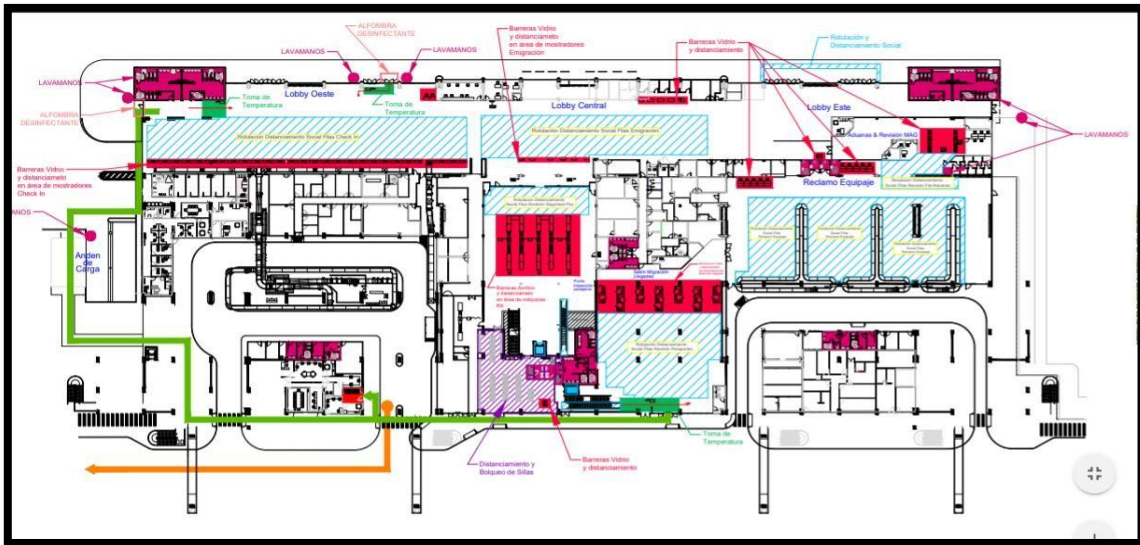
Completion of the form indicated above is a travel document that constitutes in itself a requirement for entering the country, therefore, the refusal of a passenger to complete the form is cause for rejection by the Directorate General of Immigration and Foreigners.

- a) The airlines must:
 - Ensure that all passengers are wearing masks (reusable or disposable) (see exceptions in **chapter 7. GENERAL GUIDELINES point b.**)
 - Ensure the procedure for controlling disembarking and avoiding crowds, as approved by the Liberia terminal administration.
 - Remind all passengers that in order to enter Costa Rica they must have fulfilled the entry requirements and that they must present the QR code to enter the country.
 - Apply controls to avoid crowding and maintain distance between travel bubbles, inside the aircraft, as well as on the boarding bridge with Coriport Operations supervision.
- b) The body temperature will be taken on all passengers and will then proceed to Migration arrivals (passengers with final destination to Costa Rica), or to the security checkpoints for passengers in transit. If body temperatures equal to or higher than 38°C are detected, the passenger will undergo a secondary health assessment as per the guidelines from the Ministry of Health. LS-CS-009. General COVID-19 Guidelines for Work Center Owners and Managers https://www.ministeriodesalud.go.cr/sobre_ministerio/prensa/docs/lineamiento_general_propietarios_administradores centros trabajo 12052020.pdf
- c) Signage will be available to distance travel bubbles, to avoid crowding and sanitizing stations.
- d) At Immigration, officers will confirm that passengers have satisfactorily completed the Health Pass where there will be an exclusive line for crew members, which is marked facilitate distancing. Crew members are not required to complete the Health Pass.
- e) Passengers with a final destination in Costa Rica, once the migration process is completed, will continue to the baggage claim area, where they will find signage on the floor to distance travel bubbles around the baggage carousels and sanitizing dispensers.
- f) When passengers are ready to leave, they must continue through Customs and the State Phytosanitary Service, respecting the signs on the floor. This area will have sanitizer dispensers, the collaborators who perform these functions will have the respective PPE. Passengers will then proceed to the exit.

The summary of actions to be implemented in international arrivals is shown in image 1.

Image 1: Location of the measures implemented in the AIDOQ Diagram for international arrivals

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	Lavamanos
	Ubicación de cuarto de revisión secundaria
	Ruta hacia cuarto de revisión secundaria
	Ruta entrada/salida transporte sospechoso p/ prueba clínica
	Mostradores con barrera de vidrio
	Ubicación Alfombra Desinfectante
	Zona de Toma de Temperatura
	Área de bloque de sillas para distanciamiento social
	Zona con rotulación para distanciamiento en filas

7.2 International passenger departure process

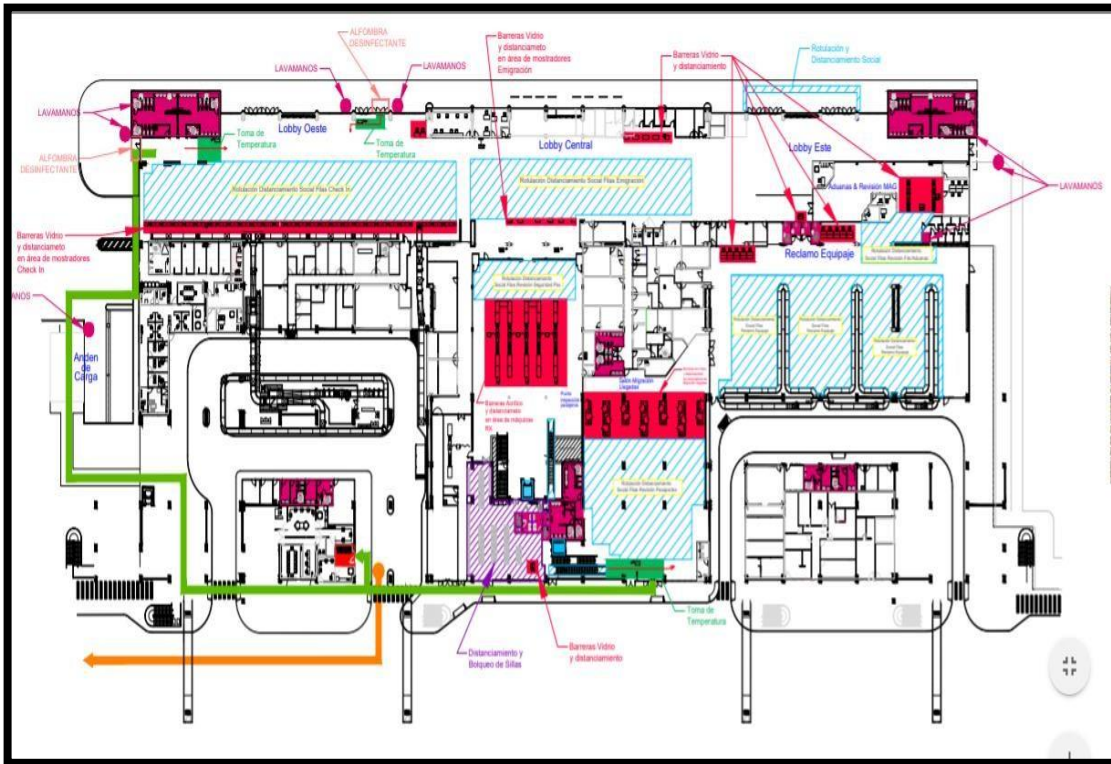
The following are recommendations for international departure passengers:

- a) Use the online and/or mobile check-in for a more efficient process.
- b) Arrive at the airport at least 3 hours prior to the departure time or 4 hours for long flights.
- c) Be informed of mandatory PPE such as: mask (reusable or disposable) (see exceptions **section 6. GENERAL GUIDELINES point b**) during their stay at the AIDOQ.
- d) Once the passenger enters the lobby, he or she will continue with the airline check-in process, either at the self-check-in kiosks or at the passenger service counters.
- e) There will be signage in all the areas where passengers perform processes in the AIDOQ, to keep the distance between travel bubbles and to avoid crowding.
- f) Upon entering the lobby, security officers will verify that only passengers with their respective PPE enter.
- g) Hand washing stations are available on the lobby sidewalk for passenger use prior to entering the terminal.

The summary of actions to be implemented in the international departure process is shown in image 2.

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Image 2. Location of the measures implemented in the AIDOQ Diagram for international departures



	Lavamanos
	Ubicación de cuarto de revisión secundaria
	Ruta hacia cuarto de revisión secundaria
	Ruta entrada/salida transporte sospechoso p/ prueba clínica
	Mostradores con barrera de vidrio
	Ubicación Alfombra Desinfectante
	Zona de Toma de Temperatura
	Área de bloque de sillas para distanciamiento social
	Zona con rotulación para distanciamiento en filas

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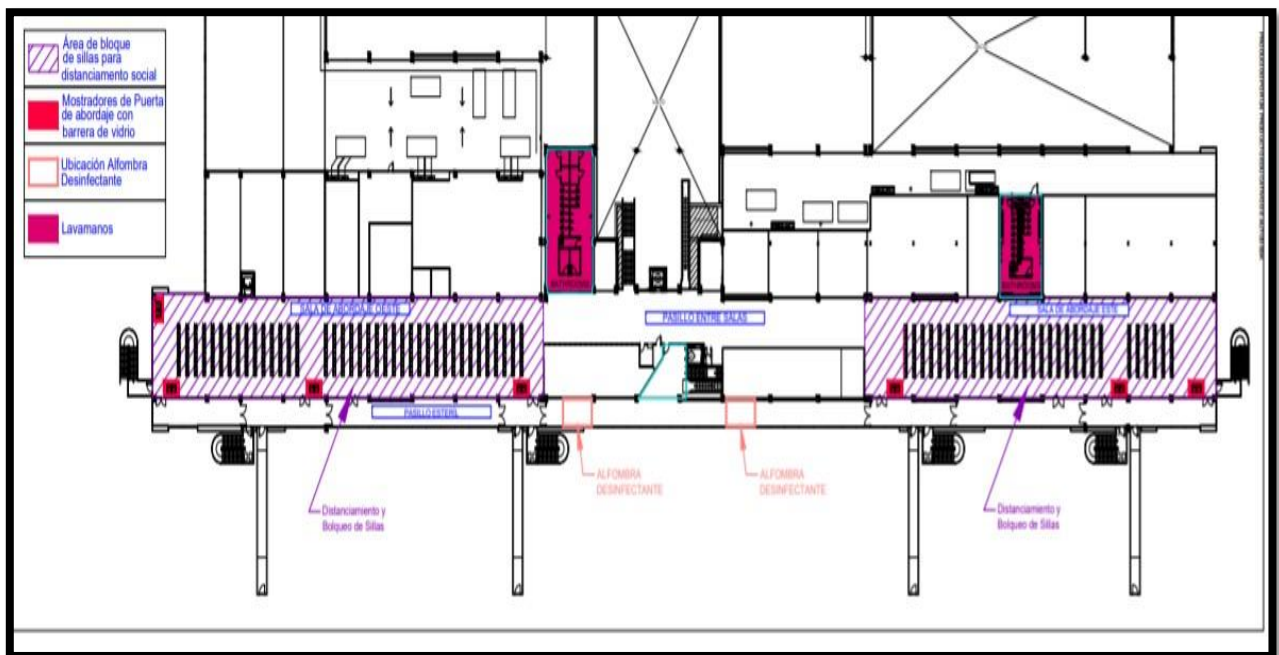
Boarding gates and Common Areas

Passenger responsibilities:

- a) Once the process of entering the boarding gate area is completed, passengers will remain at the gate and common areas until boarding time.
- b) Passengers must maintain social distancing at all times. Boarding gates have signage to limit the use of seats; however, travel bubbles may use all the seats. This is done as stated in *Chapter 7. GENERAL GUIDELINES point r*.

The summary of the measures implemented in boarding gates is indicated in image 3.

Image 3. Location of the measures implemented in the AIDOQ Diagram for boarding gates.



Airline responsibilities

- a) The airline must implement controls to avoid crowding and to maintain distance between travel bubbles, inside the aircraft, as well as on the boarding bridge with Coriport Operations supervision.
- b) The Airline must ensure procedures to organize the boarding and disembarking processes in small groups (10 passengers).
- c) At the boarding gate passengers will scan their boarding pass and show their passport to the airline staff, without the need for assistance.
- d) Passengers waiting to be boarded should be seated in the common areas of the boarding gate (without crowding around the boarding area).
- e) Acrylic barriers are available at the boarding gate counters as a physical barrier between passengers and staff.

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In **Annex #7** you can find the flow chart of the international passenger departure procedure.

7.3 OPERATION OF DOMESTIC AND PRIVATE FLIGHTS

Passenger Arrival Process

- a) All passengers must wear a mask (reusable or disposable) (see exceptions *Section 7. GENERAL GUIDELINES point b.*)
- b) The Airline must verify at the origin, that all passengers wear this protective equipment. The airline may supply this item to passengers that do not have it so they can travel to AIDOQ.
- c) On arrival of the aircraft, passengers will board according to the order of arrival of the aircraft (first come, first served).
- d) There may be no simultaneous disembarking to avoid crowding and separation between travel bubbles must be maintained. The Airline must coordinate with the DGAC Airport Operation Supervisors.
- e) Once the arrival process has been completed, passengers should proceed to the exit and avoid crowding in the common areas of the terminal.

Passenger Departure Process

- a) The Airline must inform the passenger of the mandatory use of masks (reusable or disposable) prior to the flight (see exceptions section 7. *GENERAL GUIDELINES point b.*)
- b) When passengers enter the Terminal, airport security, complementary security and Coriport Operations personnel will verify that passengers are wearing this personal protective equipment.
- c) Hand washing stations are available on the lobby sidewalk for passenger use prior to entering the terminal.
- d) Once passengers enter the terminal, they will proceed to the airline check-in process at the passenger service counters.
- e) When processing passengers, signs will be available to maintain the distancing between travel bubbles and to avoid crowding.
- f) Acrylic barriers are available at the check-in counters as a physical barrier between passengers and staff.
- g) After the check-in process, passengers must go to the security checkpoint, where there will be signs to keep distancing between travel bubbles and avoid crowding. Sanitizing agent will be available at all public stations for users.
- h) Once the process of entering the boarding gate area is completed, passengers will remain at the gate and common areas until boarding time. Social distancing must be maintained at all times between travel bubbles.
- i) When boarding, the Airline must apply controls to avoid crowding and maintain distancing between individuals.
- j) Passengers waiting to be boarded should be seated in the common areas of the boarding gate (without crowding around the boarding area). No simultaneous boarding of aircrafts is allowed; thus, airlines must maintain order and coordinate with Coriport Operations and DGAC Airport Operations Supervisors.

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7.4 CARGO FLIGHTS OPERATION

Loading operations shall be carried out as per the COVID-19 Emergency Operations Manual, **Annex 11**.

For the cargo administrative processes, there are signs to maintain the social distancing between individuals and to avoid crowding. Likewise, both visitors and staff must comply with the personal protective equipment requirements defined in **section 21 entry 21.1.4** of this procedure. Sanitizing agent will be available at all public stations for users.

7.5 GROUND-SIDE OPERATION

The following describes the preventive measures to be carried out on the ground side:

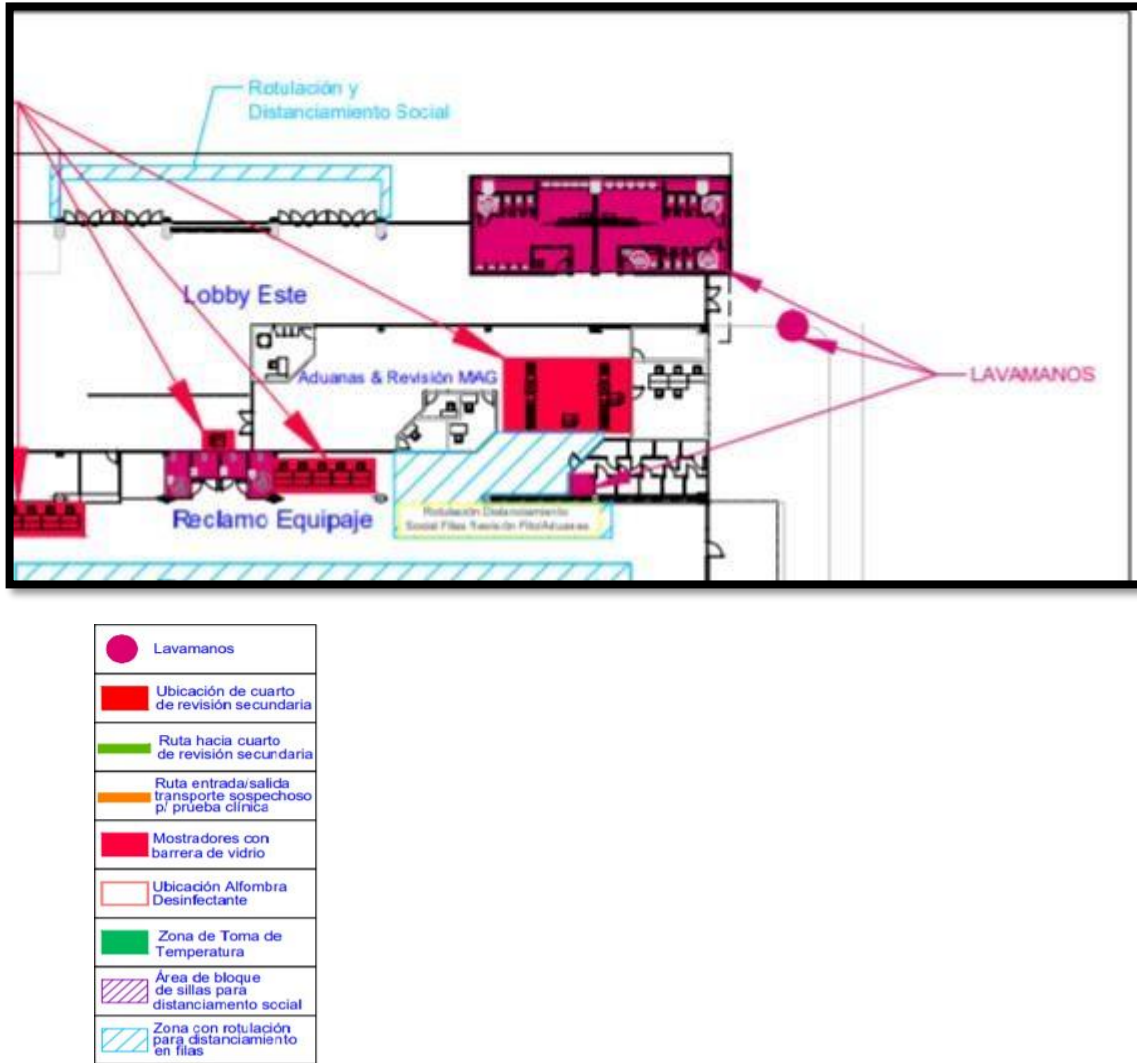
- a) The procedures for obtaining permits and badges are carried out by e-mail with the DGAC authority.
- b) The presence of individuals in the international arrivals area is limited to 50% of its capacity. Noncompliance with this measure, will be reported to the Airport Police.
- c) The available space on the benches in the lobby walkway is limited to 50% of its capacity and observing the social distancing measures of 1.8 meters.

8. HEALTH MEASURES EXECUTION SURVEILLANCE AND CONTROL IN THE INTERNATIONAL ARRIVALS AREA AIDQ

- a) In compliance with the health measures defined by the Ministry of Health, on the COVID-19 pandemic related to social distancing, Coriport has divided and signalized the international arrivals area to avoid crowding.
- b) The area has floor markings that seeks to maintain a separation between people or social bubbles of 1.8 meters.
- c) Any person remaining in the international arrivals area must wear a mask (reusable or disposable) or face shield (see exceptions **section 6. GENERAL GUIDELINES point b**).
- d) The area is divided according to the following detail, stating the capacity per area:
 - *Tour operator area* authorized by Coriport: maximum adjusted to 50% capacity, who must wear a mask (reusable or disposable) or a face shield, according to the procedure.
 - Authorized *taxi service area*: maximum adjusted to 50% capacity, who must wear a mask (reusable or disposable) or a face shield, according to the procedure.
 - *Passenger waiting area* Baggage processing: maximum adjusted to 50% capacity, individuals or social bubbles, must wear a mask (reusable or disposable) or face shield, as provided in the procedure.
- e) It is the responsibility of the Airport Police of the Air Surveillance Service, stationed at the Airport, to ensure compliance and enforcement of the health measures implemented to deal with the national emergency caused by the COVID-19 virus pandemic, including those measures established by the health authority through the airports' operating protocols.
- f) It is forbidden for people to stay in the marked controlled public areas, without due justification, avoiding crowds; and protecting the health the people who transit through the country's airport terminals.

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IMAGE 4. Division of international arrivals.



If a passenger, user or collaborator of the airport, does not comply with a guideline of the Ministry of Health, the Airport Police will be informed to confront the person and proceed accordingly.

9. PERSONAL PROTECTIVE MEASURES

Individuals in the international arrivals area must wear a mask (reusable or disposable), this will be an indispensable requirement during the entire stay. (See exceptions in chapter 7. GENERAL GUIDELINES point b).

10. SURVEILLANCE AND CONTROL OF HEALTH MEASURES

- a) When Airport Police, Coriport concessionaire or Complementary Security personnel detect crowds who do not respect the defined signage, fail to comply with any other health measure and/or people offering goods or

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- services or carrying out unauthorized activities, these persons shall be informed to leave the area immediately.
- b) Individuals that ignore the instruction will be reported to the Airport Police so that they can proceed according to their powers to remove people from the area.
- c) Those people who cannot wait in the defined areas due to installed capacity, must do so in the airport parking lot, inside a vehicle, or in the vicinity of the airport without generating crowds, keeping a distance of 1.8 meters between them.
- d) Individuals engaging in selling goods or services or activities not authorized, will be removed from the area by the Airport Police as applicable.

11. PREVENTIVE MEASURES IN RAMP OPERATIONS (AIR SIDE)

Most ramp operating procedures remain unchanged¹. However, it is recommended that all defined sanitary and safety measures be applied throughout the procedure. In addition, ground handling companies (GH) must implement the following measures:

- a) Reduce contact with other people.
- b) All companies providing ground or other services must comply with the guidelines established by the Ministry of Health as appropriate.
- c) Limit the capacity of employee transport vehicles according to the distancing recommended.
- d) Apply the communication procedure that must be delivered to the DGAC and Operations Coriport, between the ground staff and the crew to avoid direct contact.
- e) Perform cleaning and disinfection of operating equipment during shift changes, including one cleaning kit per team.
- f) Use the recommended PPE for baggage and cargo handling.
- g) Maintain as much distance as possible in the stages before, during and after operation.
- h) Avoid the use of metal accessories that activate metal detectors (to minimize the searching procedure).
- i) To monitor compliance with the measures and recommendations of this procedure.
- j) Extend preventive measures during handling and discharge of blue water into the aircraft and the discharge area located on the remote ramp.
- k) Extend hygiene measures during handling and supply of drinking water tank systems for aircraft supply.

12. RETAIL AND DUTY-FREE SERVICES

- a) The general guidelines of this document must be observed, as well as the specific guidelines defined by the Ministry of Health according to the activity being carried out which are mentioned in *section 3 REFERENCE DOCUMENTS AND GUIDELINES*.
- b) No product sampling or handing out courtesy samples is allowed in the establishments.
- c) In the queue area, the distance of 1.8 meters between each person should be marked on the floor.
- d) The use of contactless cards should be promoted for making payments.
- e) Passenger counters and cashiers must have acrylic barriers between collaborators and users

13. FOOD SERVICES AND VIP LOUNGE

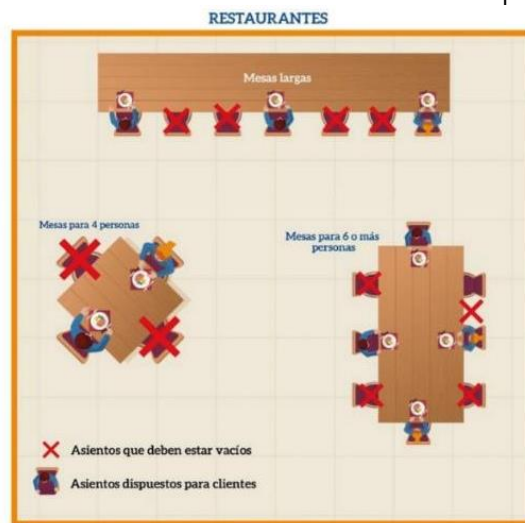
- a) The general guidelines of this document must be observed, as well as the specific guidelines defined by the Ministry of Health according to the activity being carried out which are mentioned in *section 3 REFERENCE DOCUMENTS AND GUIDELINES*.
- b) No product sampling or handing out courtesy samples is allowed in the establishments. Only packaged food will be allowed.
- c) In the queue area, the distance of 1.8 meters between each person should be marked on the floor.

¹ IATA - General Guidance Material for Ramp Operations during COVID-19. Ed. 4 May 08, 2020.

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- d) The use of contactless cards should be promoted for making payments.
- e) Common areas should be at 50% of their capacity, and respect the distance as indicated in the figure below. In addition, tables must be removed from the common areas so that there are no adjacent tables that do not comply with the established separation, compliance thereof according to the provisions in **chapter 7. GENERAL GUIDELINES point r**.
- f) Passenger service counters and check-in counters must have protective acrylic barriers between employees and users.

IMAGE 6. Capacity of common areas. Measures to reduce normal occupation by fifty percent (50%)



14. TAXI AND CAR RENTAL SERVICES

- a) The general guidelines of this document must be observed, as well as the specific guidelines defined by the Ministry of Health according to the activity being carried out which are mentioned in *section 3 REFERENCE DOCUMENTS AND GUIDELINES*.
- b) In the queue area, the distance of 1.8 meters between each person should be marked on the floor.
- c) The use of contactless cards is recommended for making payments.
- d) Passenger baggage handling should be done with increased hand sanitation frequency.
- e) Passenger service counters and cashiers must have protective acrylic barriers between employees and users.

15. BANK AND CURRENCY EXCHANGE SERVICES

- a) The general guidelines of this document must be observed, as well as the specific guidelines defined by the Ministry of Health according to the activity being carried out which are mentioned in *section 3 REFERENCE DOCUMENTS AND GUIDELINES*.
- b) In the queue area, the distance of 1.8 meters between each person should be marked on the floor.
- c) Gel or sanitizer stations are available for ATM usage before and after.
- d) Currency exchange offices must provide disinfection points for passengers.
- e) Passenger service counters and check-in counters must have protective acrylic barriers between employees and users.

16. SURVEILLANCE OF GUIDELINE COMPLIANCE

- a) As part of the process of compliance surveillance of guidelines established by the Ministry of Health prior to COVID-19, the area of Environmental Quality and Safety at Coriport together with the DGAC will conduct on-

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site inspections to ensure measures are being implemented in the different commercial and operational areas.

- b) Companies should continuously train their personnel on the implementation of hygiene measures, the use of PPE, and waste management, among other measures described in this procedure, and evidence of training should be produced. Evidence may be requested during inspections or when required.

17. HYGIENE AND SANITATION

Terminals and common areas

The AIDOQ has a Cleaning and Disinfection Plan for the AIDOQ Terminal Building (the document can be found in annex 4, which establishes the general guidelines for cleaning and sanitation activities in all areas. In addition, the following temporary hygiene measures are established:

- a) Disinfectant mats in terminal entry points, arrival areas and terminal access points.
- b) Sanitizing stations in all common areas of the airport available to passengers and employees.
- c) Increased frequency of cleaning and disinfection work in common areas with high traffic. Emphasis will be placed on door handles, passenger service counters, armrests, handrails, water fountains, elevators, among others (see *Appendix #04*).
- d) Special protocol for cleaning and sanitizing areas destined for handling suspicious cases (see *Annex # 04*).
- e) Constant cleaning and disinfection of luggage trays at security checkpoints, at least three times a day.
- f) Constant cleaning and sanitation of baggage carts at the terminals.
- g) Constant cleaning and sanitation of restrooms and baby changing facilities.
- h) Hand washing stations are provided in the international departure area for passengers to use before entering the terminal.

Aircrafts

- a) Prior to resuming operations, airlines must develop a procedure for cleaning and disinfecting aircrafts and must submit it to the Aviation Authority and the Airport Administration.
- b) Once the operation is resumed, airlines must apply this procedure at the origin for arrival and pre-departure flights. It is recommended to include procedures and frequency of cleaning cloths and supplies.
- c) The Aeronautical Authority will monitor compliance with the procedure for cleaning and disinfecting aircraft. The Ministry of Health may request evidence of compliance with the procedure from the airline.

Cleaning and sanitation procedure

Annex # 4 contains the *Cleaning and Sanitation Plan* for the AIDOQ Terminal Building, of the common areas of the AIDOQ, which includes the critical areas, cleaning supplies and specific procedures for each area to be served.

Personal Protective Equipment (PPE)

In order to establish the guidelines for the use of personal protective equipment, the following table defines the mandatory equipment requirement and recommendations to be worn by the personnel, according to the operation performed (what is not indicated as a recommendation will be mandatory).

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Table 1. Personal protective equipment to be used according to the operation performed.

Operation	Mask (disposable or reusable)	N95 respirator	Disposable gloves	Face shield (plastic mask)	Cap	Protective clothing (uniform or coat)
General personnel	X*					
Personnel in direct contact with passengers and users	X			R**		R
Personnel handling documents	X		R			R
Personnel handling luggage or cargo	X		R	R		R
Personnel handling money	X		R	R		X
Cleaning personnel	X		X	R	X	X
Personnel providing health services		X	X		X	X
Personnel providing food services	X		X	R	X	X

Legend: *X: Mandatory, **R: Recommended. The use of reusable masks is recommended. Use disposable gloves only when necessary.






Source: Ministry of Health

Note:

- a) Personal protective equipment must for personal use and in optimum condition and must be provided by employers to their collaborators.
- b) Special disposal containers will be available in the different areas of the airport. The containers for this purpose shall be labelled.

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The following illustrative images show an example of the type of personal protective equipment to be used as recommended in the table above:

Type of equipment	Image
Mask (reusable or disposable)	
N95 respirator	
Plastic mask	
Safety Glasses	
Disposable gloves	

Source: Ministry of Health

18. WASTE MANAGEMENT

Annex # 12 contains the *Coriport Integrated Waste Management Plan*, AIDOQ terminal building which describes the procedures for safe waste management and final disposition.

19. ACTING ON SUSPECTED OR CONFIRMED CASES OF A COLLABORATOR

Collaborators infected with COVID-19 (confirmed cases) will not be allowed in the workplace. In view of this event, please refer to guideline LS-CS-009 from the Ministry of Health. General COVID-19 Guidelines for Work Center Owners and Managers, available at:

https://www.ministeriodesalud.go.cr/sobre_ministerio/prensa/docs/lineamiento_general_propietarios_administradores_entros_trabajo_12052020.pdf

20. COMMUNICATION

The guidelines stated in this document will be disseminated to the entire airport community and the general public through the various committees of the AIDOQ by the two administrations of AIDOQ Operations: DGAC and Coriport:

- a) Operational Safety Committee.

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b) Safety and Facilitation Committee.

Likewise, this document will be published on the Ministry of Health, General Directorate of Civil Aviation, Ministry of Public Works and Transport, websites, social media accounts of the concessionaire Coriport S.A, Ministry of Foreign Affairs and Worship, Costa Rican Tourism Institute, Chamber of Tourism, and other pages considered relevant.

20.1 Media and information dissemination

Media and information dissemination

In order to disseminate information and other measures against COVID-19, the following means of communication and dissemination of information to users are available

- a) Public announcement messages in terminals and common areas.
- b) Signage with information on preventive measures against COVID-19 in the common areas of the airport.
- c) Graphic information on information screens and video wall of the International terminal.
- d) Labeling on health services about the hand washing protocol.
- e) Publishing of guidelines and general information on Coriport, Ministry of Health and the DGAC social media
- f) Business premises should ensure that protocols for hand washing, sneezing and coughing, other greetings, not touching the face, and populations at-risk protocols are visibly marked.
- g) Issuance of Administrative Notice and Information Notes by the concessionaire Coriport.

21. TRAINING

Operators (Airlines, GH and business partners) must provide training for employees on hygiene and basic aspects of COVID-19. The purpose of this is to answer questions and to provide information to AIDOQ users. The minimum content of the training sessions will be:

- a) Training of your staff on the present guideline.
- b) Guidelines from the Ministry of Health.
- c) Hygiene and self-care measures.
- d) Distancing measures.
- e) Use of personal protective equipment.
- f) Signage.
- g) Changes in or new good practices as new COVID-19 knowledge develops.

Training should be documented using a logbook with participant lists, which should be available for Coriport and any Authority's supervision.

Coriport will hold informative talks to the airport community regarding this guideline.

22. APPROVAL, FOLLOW-UP AND EVALUATION

The institutional officer that will approve this sectoral protocol will be the Minister of Public Works and Transport.

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23. ANNEXES

Annex #1: Cough-sneeze protocol



Forma correcta de toser y estornudar



Ministerio
de **Salud**



CUBRA SU BOCA Y NARIZ
CON LA PARTE SUPERIOR DEL
BRAZO, HACIENDO UN SELLO
PARA EVITAR SALIDA
DE GOTITAS DE SALIVA



O CÚBRASE
CON UN PAÑUELO
DESECHABLE



DEPOSITE EL PAÑUELO
EN EL BASURERO,
NO LO LANCE
AL MEDIO AMBIENTE



NUNCA SE TOQUE LA CARA
SINO SE HA LAVADO
LAS MANOS
CON AGUA Y JABÓN

¡DETENGA EL CONTAGIO!

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Annex #2: Hand washing protocol

¿Cómo lavarse las manos?

 DURACIÓN DEL PROCESO: 30 SEGUNDOS

PARA RESTREGARSE LAS MANOS CANTE "CUMPLEAÑOS FELIZ" DOS VECES



Humedezca las manos con agua y cierre el tubo



Aplique suficiente jabón



Frote sus manos palma con palma



Frote la palma de la mano derecha sobre el dorso de la mano izquierda entrelazando los dedos, y viceversa



Frote las manos entre sí, con los dedos entrelazados



Apoye el dorso de los dedos contra las palmas de las manos, frotando los dedos



Rodeando el pulgar izquierdo con la palma de la mano derecha, frote con un movimiento de rotación y viceversa



Frote circularmente la yema de los dedos de la mano derecha contra la palma de la mano izquierda y viceversa



Enjuague abundantemente con agua



Sacuda muy bien las manos y séquelas idealmente con una toalla desechable



Use la toalla para cerrar la llave



Ministerio de **Salud**

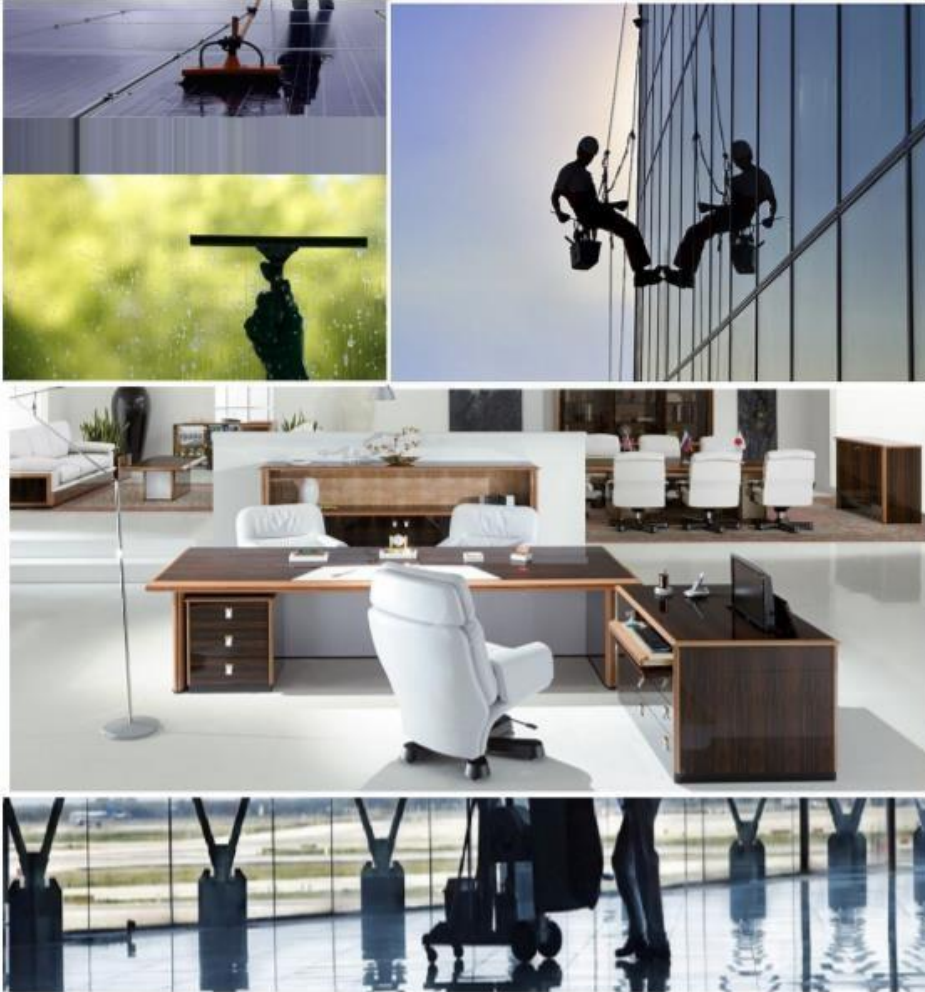
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Annex #3: Greeting protocol



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Annex #4: Cleaning and Sanitation Plan AIDOQ Terminal Building



Plan para desinfección

REM Soluciones

Urucosta de América S.A.

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Annex #5: International Flight Operation - Passenger Arrival

Before disembarking	Sterile corridors	Disembarking	Immigration	Baggage Claim	Customs and Phytosanitary Service	Lobby
<ul style="list-style-type: none"> • Aircraft arrival at the airport • Complete the Health Pass • Put on a mask (reusable or disposable) • Always follow distancing instructions 	<ul style="list-style-type: none"> • Measuring body temperature • In the event of any anomaly, a health assessment is carried out at the airport • Use disinfectant mats / footbaths, provided by MAG with chemicals such as quaternary ammonium for Fusarium control as well as COVID-19 • Always follow distancing instructions 	<ul style="list-style-type: none"> • Simultaneous disembarking, in a streamlined but controlled manner by Coriport Operations • In case of limited space in immigration, a coordinated disembarking process will be carried out by Coriport Operations • First aircraft to arrive, first to disembark passengers, and continue with the arrival sequence • Always follow distancing instructions 	<ul style="list-style-type: none"> • Start of the immigration process • Health Pass and Travel Insurance Verification • Always follow distancing instructions 	<ul style="list-style-type: none"> • Initiate baggage claim process as per Coriport Operations Department resource allocation • Carousels will be assigned on a first-come, first-served basis, • You must unload one aircraft at a time per baggage carousel • Always follow distancing instructions 	<ul style="list-style-type: none"> • Start of the customs and phytosanitary service process • Always follow distancing instructions • Passengers exit from the airport 	<ul style="list-style-type: none"> • Heading for the exit • Passengers leaving the airport make use of the services at their own discretion • Always follow distancing instructions

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Annex #6: International Flight Operation - Passenger Departure

Terminal Entrance	Lobby	Immigration and Security	Boarding gates
<ul style="list-style-type: none"> • Passenger arrival at the airport • Mask use verification (disposable or reusable) • Measurement of body temperature • In the event of an abnormality, a secondary health assessment is performed, and the airline is notified if COVID- 19 is suspected 	<ul style="list-style-type: none"> • Start the check-in process at the counter or self check-in kiosk • Follow distancing instructions at all times 	<ul style="list-style-type: none"> • Start of the immigration process • Start of security check process • Follow distancing instructions at all times 	<ul style="list-style-type: none"> • Stay in gate and common areas • Start of the boarding process in small groups supervised by the air operator • Scanning boarding passes without airline assistance • Follow distancing instructions at all times • Exiting the aircraft

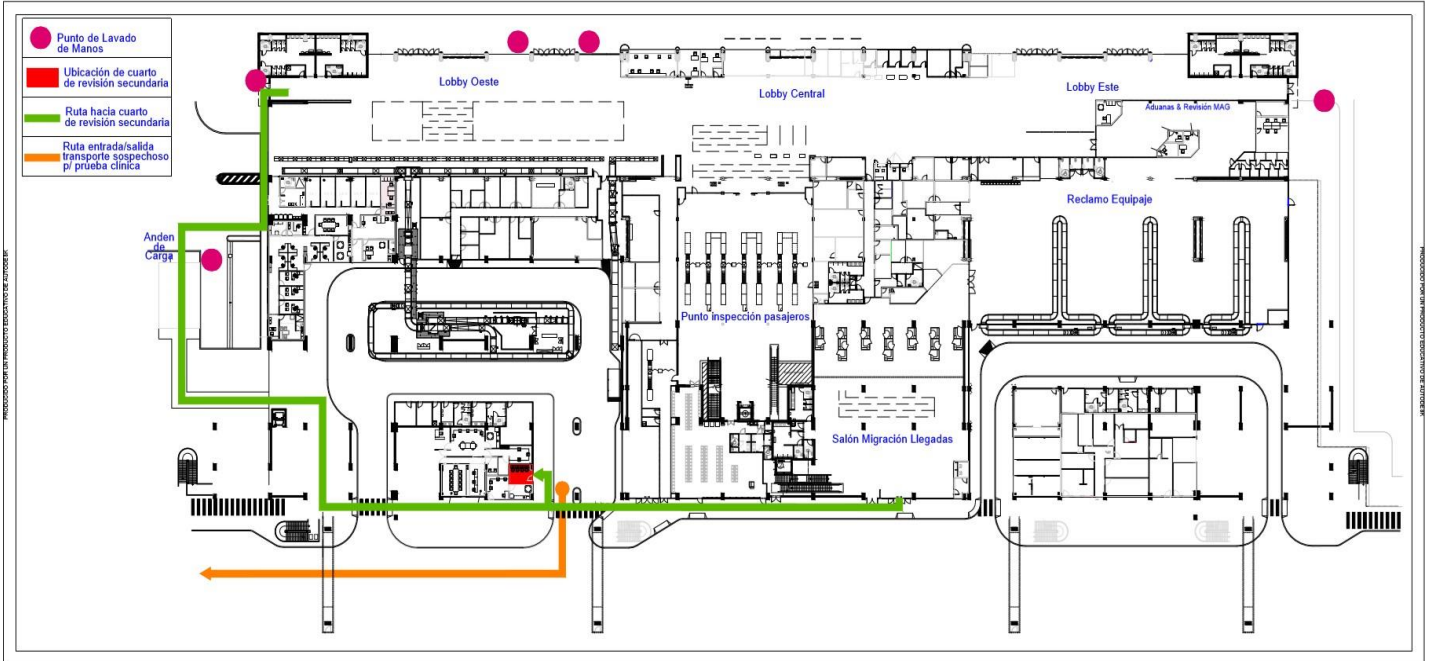
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Annex #7: Operation of domestic flights, private domestic/international flights, cargo operation

Domestic Flight Arrival	Domestic private flight arrivals	International private flight arrivals	Aircraft cargo loading
<ul style="list-style-type: none"> • Passenger arrival at the airport • Mask use verification (disposable or reusable) • Body temperature measurement is done on departure from the airport of origin • Passengers must exit through the assigned departure point in the terminal building • In case of coincidence of domestic flight disembarking with commercial flight boarding, passengers on domestic flights must postpone the process. • Follow distancing instructions at all times 	<ul style="list-style-type: none"> • Passenger arrival at the airport • Mask use verification (disposable or reusable) • Body temperature measurement is done on departure from the airport of origin • Passengers must exit through the assigned departure point in the terminal building • In case of coincidence of domestic flight disembarking with commercial flight boarding, passengers on domestic flights must postpone the process. • Follow distancing instructions at all times 	<ul style="list-style-type: none"> • Passenger arrival at the airport • Mask use verification (disposable or reusable) • Measuring body temperature in the immigration area • In the event of an abnormality, a secondary health assessment is performed, and the airline is notified if COVID- 19 is suspected • Follow distancing instructions at all times 	<ul style="list-style-type: none"> • Since the probability of COVID- 19 transmission from contact with cargo or contaminated objects is unlikely, the Ministry of Health has not defined special sanitary procedures for handling the cargo. • Loading operations shall be carried out as described in REX Cargo COVID-19 Emergency Procedure attached to this document • For cargo administrative procedures there are signs to maintain the social distancing between individuals and to avoid crowding. Likewise, both visitors and CTRM staff must comply with the personal protective equipment requirements.


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Annex #8: Location plan secondary inspection point BO-001




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Annex #9: Critical Incident Card

	Nombre: Tarjeta de Incidente Critico		Código: EM-CP01-FM01
	Fecha que rige: 17/07/2018	Versión: 03	Página: Ver pie de página
Fecha:	<input type="text"/>	Hora:	<input type="text"/>
		Sec:	<input type="text"/>
Documentado por:	<input type="text"/>		
A) Tipo (Marque con una "x" la naturaleza del incidente, puede marcar más de una opción)			
1. Queja	<input type="text"/>	2. No conformidad	<input type="text"/>
		3. Servicio No Conforme	<input checked="" type="checkbox"/>
4. Calidad	<input type="text"/>	4. Ambiente	<input type="text"/>
6. Otro	<input type="text"/>	Especifique:	<input type="text"/>
B) Descripción de la queja o no conformidad			
¿Qué pasó?	<input type="text"/>		
¿Quién se vio afectado?	<input type="text"/>		
¿Cuál es el impacto?	<input type="text"/>		
¿Dónde pasó?	<input type="text"/>		
¿Cuándo sucedió?	<input type="text"/>		
¿Por qué pasó? [1]	<input type="text"/>		
	<input type="text"/>		
	<input type="text"/>		
	<input type="text"/>		
¿Cómo Pasó?	<input type="text"/>		

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Annex #10: Emergency Plan COVID19, Rex Cargo

	REX CARGO Y EMPRESAS AFINES PROCEDIMIENTO ANTE EMERGENCIA COVID 19	Versión
CUARENTENA: La cuarentena es el aislamiento "preventivo" de personas que se sospecha pudieron estar expuestas a la enfermedad pero que no necesariamente presentan síntomas. Lo usual es que alguien que se considere o sospeche o que haya estado en contacto con personas o en sitios de alto riesgo, se separe de la población "sana" durante un plazo no menor a los 14 días.		
MEDIDAS GENERALES DE ACATAMIENTO OBLIGATORIO		
Ingreso a las instalaciones:		
<ul style="list-style-type: none">• Lavado de manos y toma de temperatura a todo el personal antes de ingresar.• El lavado de manos de las personas que ingresen en vehículo y se dirija a la oficinas podrá hacerlo en lavatorio que se encuentra en recepción.• Los clientes que ingresen en vehículo propio y se dirijan al almacén podrán pasar sin lavado de manos ya que la atención esta resguardada con una barrera de policarbonato para evitar el contacto directo, deberá de contar con mascarilla para cubrirse debidamente, esta se le brindará la primera vez que ingrese para las siguientes visitas deberá de contar con la propia.• Demarcar la zona de fila para el ingreso con distanciamiento necesario para el lavado de manos e ingreso de las personas que ingresan caminando.• Mantener todas las puertas sin huellas para el ingreso.• No deberá de ingresar una cantidad mas de 3 personas juntas a la oficina, esto para evitar el contacto.		
Área de oficina:		
<ul style="list-style-type: none">• Mantener solo el 50% del personal en la áreas de trabajo, considerar necesidades sin exposición a los trabajadores.• Tomar en cuenta al personal de riesgo para continuar en teletrabajo.• Mantener una constante limpieza de los suelos, paredes, manillas, etc.• Mantener y velar por el distanciamiento del personal durante la jornada laboral.• Separar al personal en cubículos a mas de 2 metros.• Persona que presente síntomas de enfermedad respiratoria aguda deberán informar inmediatamente a su jefatura y NO PRESENTARSE al lugar de trabajo o en caso de que los síntomas se manifiesten durante la jornada laboral, el colaborador deberá RETIRARSE del lugar de trabajo inmediatamente según protocolo de atención para un colaborador enfermo.• Jefaturas deberán de presentar un plan de programación con la cantidad de trabajadores que estarán durante la semana en la oficina.• Abrir y ventilar al menos una hora al día lo mas posible la oficina.• Darle mantenimiento de limpieza a los filtros de los aires acondicionados.• No mezclar personal de diferentes áreas de trabajo, para prevenir el contagio entre colaboradores.• Mantenerse en su lugar de trabajo al menos que se estrictamente necesario dirigirse algún otro lugar, esto previniendo las aglomeraciones y poder prevenir no colocar todo el edificio en cuarentena en caso de salir una persona positiva.• Se mantiene la prohibición hasta nuevo aviso d saludos con beso en la mejilla y se prohíbe además saludos con abrazos y saludos dándose la mano. En este momento, el saludos de codo a codo es aceptable y se agradece sí somos nosotros quienes exponemos nuestro codo ante la persona que vamos a saludar.• Debé haber dispensadores de alcohol en gel y papel toalla, en las áreas de alto trafico incluyendo almacenes y plataformas de atención al publico y promover que los trabajadores se refresquen las manos constantemente.• Limpiar rutinariamente todas las superficies que son frecuentemente tocadas en el lugar de trabajo, como escritorios,		

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Annex #11: CORIPORT Comprehensive Waste Management Plan

Sequence	Description of the activity	Records
1	<p>Waste generation and separation Any generator of special and/or hazardous waste is responsible for sorting them at its origin. Coriport has set up a temporary storage area for special and/or hazardous waste generated at the AIDOQ. Users of offices and commercial premises are responsible for placing containers for separating special and/or hazardous waste according to the types and quantities generated.</p>	N/A
2	<p>Primary collection and temporary storage Special and/or hazardous waste must be transferred by the supervisor and/or maintenance specialist, to the temporary hazardous waste collection area at least once a week. Spills and breakage of materials such as fluorescent bulbs should be avoided at all times. The hazardous waste staging area must remain padlocked, the containers in good condition and covered with a lid, duly labelled with the type of waste and the hazardous nature of the waste. Hazardous liquid waste should be placed on spill containment racks so that in the event of accidental spills, the liquid is contained. On a weekly basis, the supervisor and/or maintenance specialist must verify that the waste containers are in good condition and record it in the Waste Accumulation and Storage form.</p>	Accumulation and Storage Form
3	<p>Secondary Collection, Transportation and Final Disposition At least once a year the CAS Coordinator must coordinate the collection with an authorized hazardous waste management entity. The CAS coordinator must verify that the hazardous and/or special waste management company has all permits in order:</p> <ul style="list-style-type: none"> • Authorized handler's permit for hazardous waste management. • Health Permit of Operation. • Permission of weights and dimensions of the vehicle(s) performing the collection • Permit to drive the vehicle(s) performing the collection. • Certificate of calibration of the weighing equipment <p>Prior to collecting special and/or hazardous waste, the CAS Coordinator must arrange for the transportation of hazardous waste certificate with the Environmental Comptroller's Office of MINAE. On the day of collection, the CAS Coordinator must ensure that the Transportation Manifest of Hazardous Waste is filled out. Once the collection has been made, the CAS Coordinator must request and file the Certificate of Waste Destruction.</p>	Certificate of transport of hazardous waste Transport Manifest of Hazardous Waste Certificate of destruction of the waste
4	<p>Follow-up and measurement The CAS coordinator must keep an indicator with the type and the amount of hazardous waste handled.</p>	N/A

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LAST LINE OF THIS TRANSLATION

This translation is accurate, and the translator is competent to translate. Any annotation after the line stating END OF DOCUMENT renders this document void. This translation does not imply responsibility concerning the content of the original document.

I issue this Certified Translation from Spanish to English on request of the interested party, consisting of 34 pages, no text on the overleaf. Witness my hand and official seal this 18th day of August of the year 2020. Legal stamps paid and attached.

I HEREBY CERTIFY FEES FOR LEGAL STAMPS FOR THIS DOCUMENT HAVE BEEN DULY PAID IN

BANK RECEIPT NUMBER 37801358-0

SAN JOSÉ. August 18, 2020

_____ • ID 1-0825-0688

DETALLE DE LA TASACIÓN

Número	Monto Total	Descuento	Monto Pagado
390873829	125.00	7.50	117.50

DETALLE DE ENTEROS

Entero	Registro	Acto	Boleta de Seguridad	Monto Tasado	Monto Total
37801358-0	ENTERO DE TIMBRES	ENTERO DE TIMBRES		125.00	117.50

BCR 18/08/2020 18:42:19

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