

IMPLEMENTATION PLAN FOR PREVENTIVE ACTIONS AGAINST COVID-19

 **BDE**experience
DESTINATION MEMORY MAKERS



CONTENT

Given the current situation that tourism faces, at BD Experience, we want to ensure the protection of both our passengers and our staff; in this way, we will ensure the reopening and recovery of our business. For that reason, we have taken the following preventive measures and actions in each of the areas in which we have contact with the passenger.

The validity and implementation of these measures will depend on the evolution of the contingency for Covid-19.

1. Internal protocol

2. Customer Journey

INTERNAL PROTOCOL

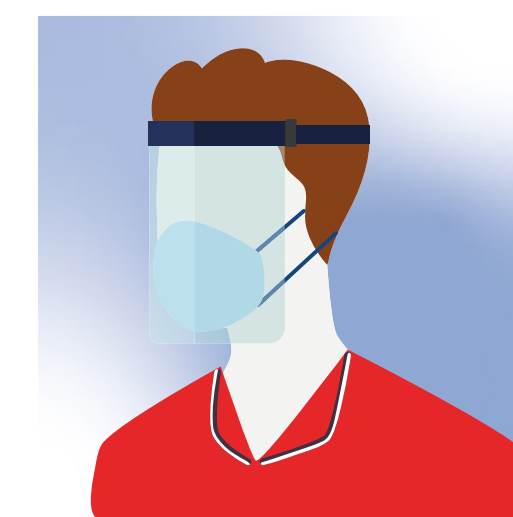
At BD Experience we safeguard the integrity of all our staff and, in turn, that of all our clients, carrying out actions for health care and avoiding the spread of respiratory diseases.

Before the first contact with our clients, all our staff will be required to take the following preventive measures:

To pass a temperature control point with a remote thermometer which will restrict access to anyone with a temperature above 37 degrees with catarrhal symptoms (runny nose, nasal or conjunctival congestion, dry or productive cough, tearing, feverish appearance) and will be instructed to contact the health authorities if they think they may be at risk.

- Antibacterial gel will be available for use at the staff entrance and service areas, and in each office.
- Personal protection equipment will be provided to each collaborator involved in the operation.

- Perform frequent hand hygiene of at least 20 seconds (washing with soap and water or alcoholic solutions).
- Mandatory use of face masks.
- Work areas will be disinfected and thoroughly cleaned before the start of each day, during and at the end of the day.
- Avoid exchanging objects between coworkers, or if necessary, disinfect objects and hands.
- It will always be required to maintain a healthy distance (1.5 mt).
- When coughing or sneezing, cover face with the inside of the elbow.

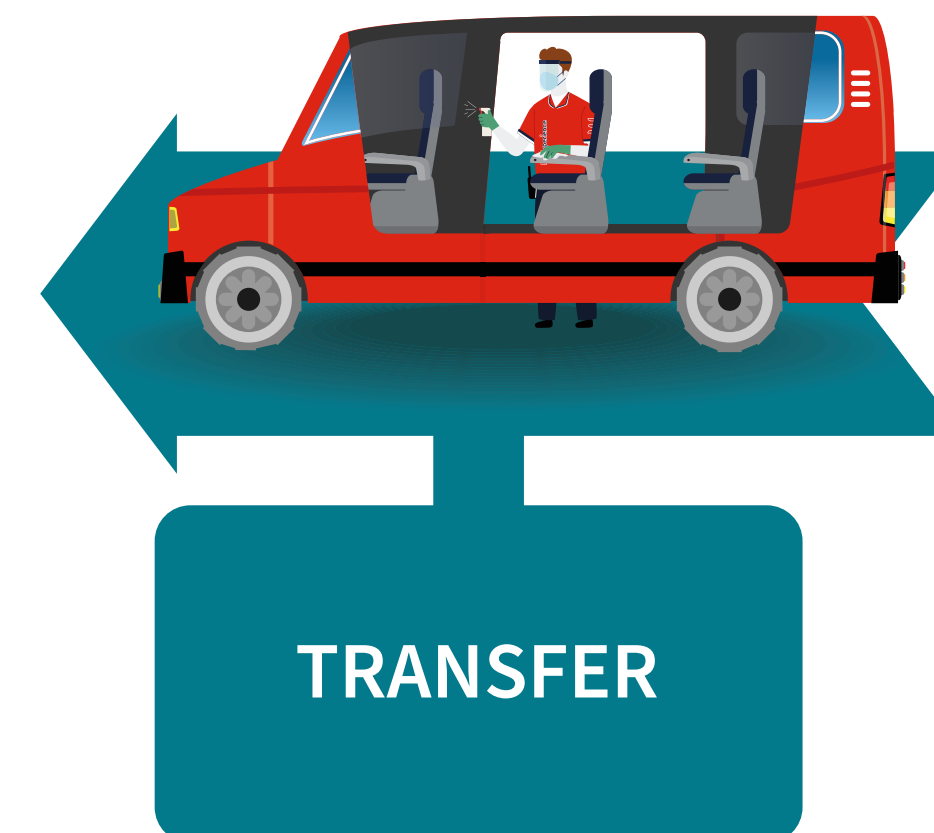
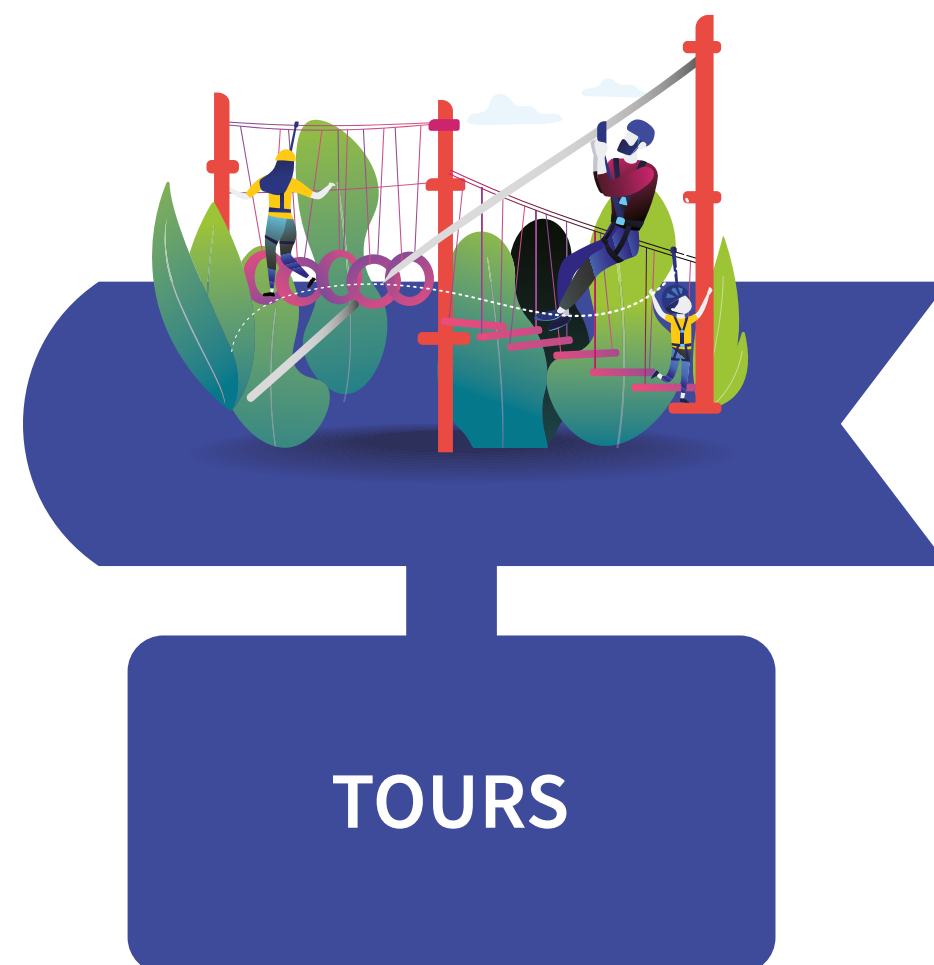
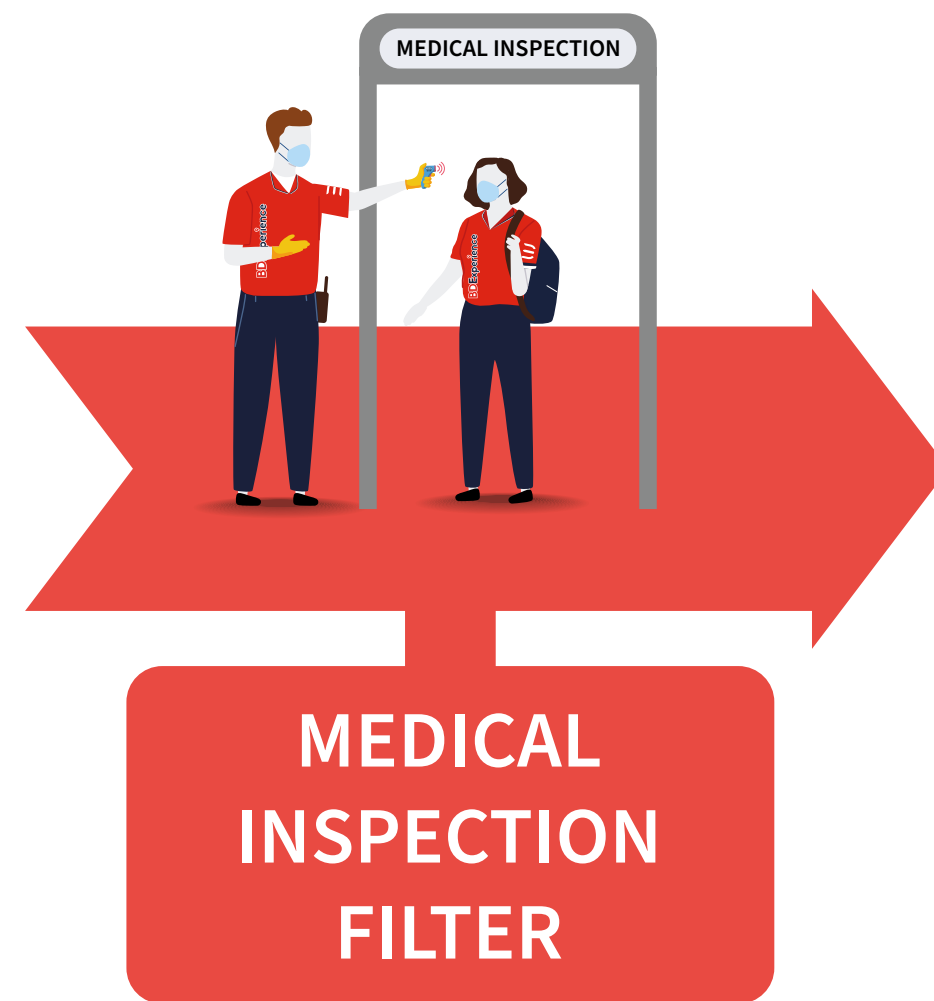


INTERNAL PROTOCOL

- Avoid touching eyes, nose and mouth, as hands facilitate the transmission of the virus.
- Uniforms will be required to be washed and disinfected daily.
- Where frequent hand washing is not possible, constant cleaning will be required with antibacterial gel.
- The arrival times of our staff will be adapted and staggered to minimize traffic at the entrances of the offices (Cancun, 20 people maximum and Riviera Maya, 10 people maximum).
- Staff in operational positions will work in a habitual way adhering to the afore mentioned precautions and staff with administrative and back office positions will continue to work remotely from home until further notice.
- Staff to be instructed on the correct communication that they provide to passengers.
- Whenever possible, a shift work system will be established, with staff turnover to minimize risks without affecting customer service and attention.



CUSTOMER JOURNEY

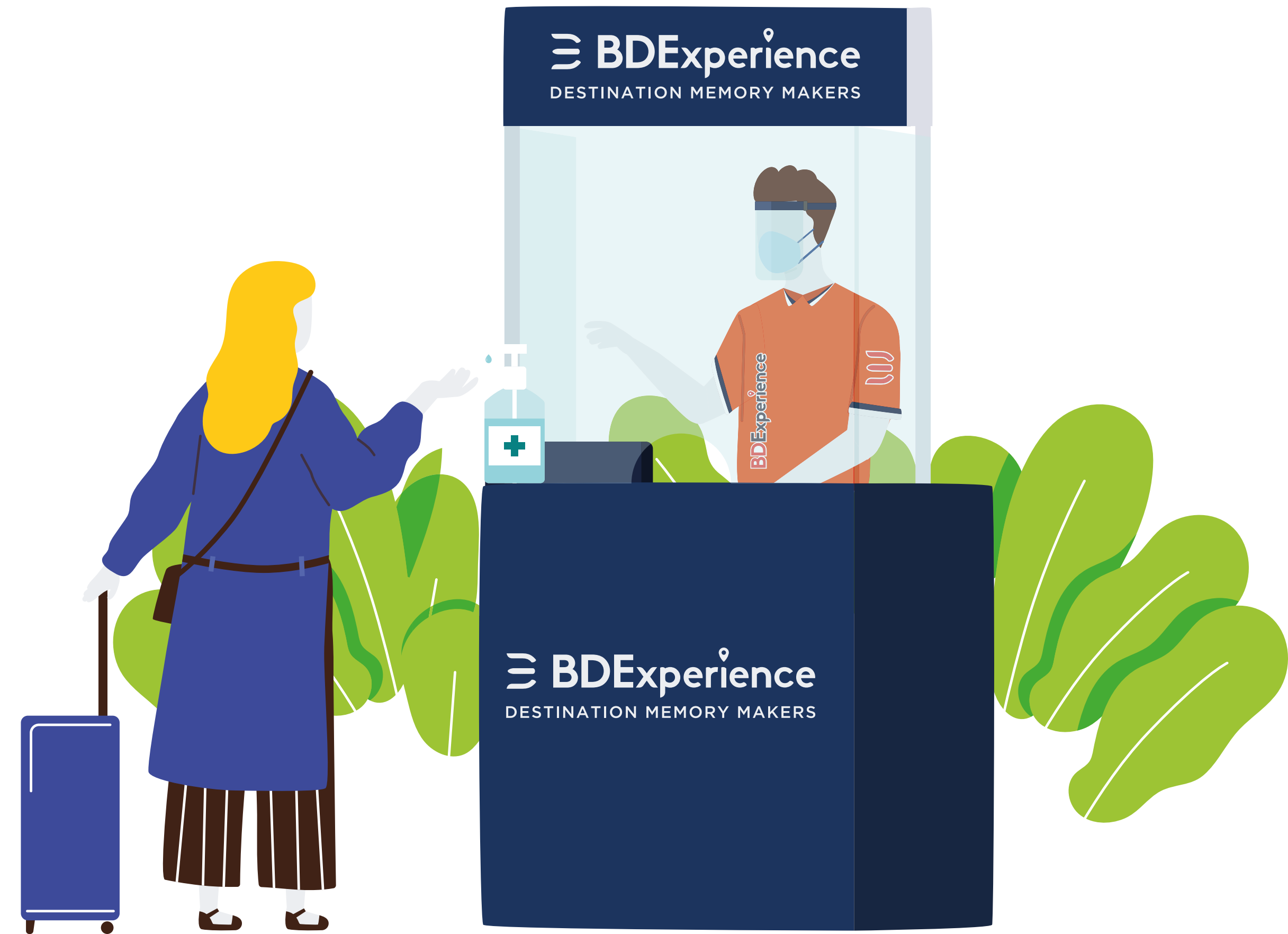


ARRIVAL

Reception and contact at the airport

- All our welcome booths will have antibacterial gel for passenger use upon arrival.
- Passengers will be welcomed with our greetings from the heart.
- We will place an acrylic panel on our booths for the protection of both staff and passengers.
- It is recommended that passengers will not be assisted by staff that fall into the risk groups mentioned by the government: the elderly, pregnant women, anyone with a history of diabetes, hypertension or respiratory diseases, as well as immunosuppressed patients.
- The delivery of welcome literature will be temporarily suspended and replaced by digital information available in our BD Experience App.

** This measure will be strictly adhered to according to the evolution of the contingency.*



CHECK IN

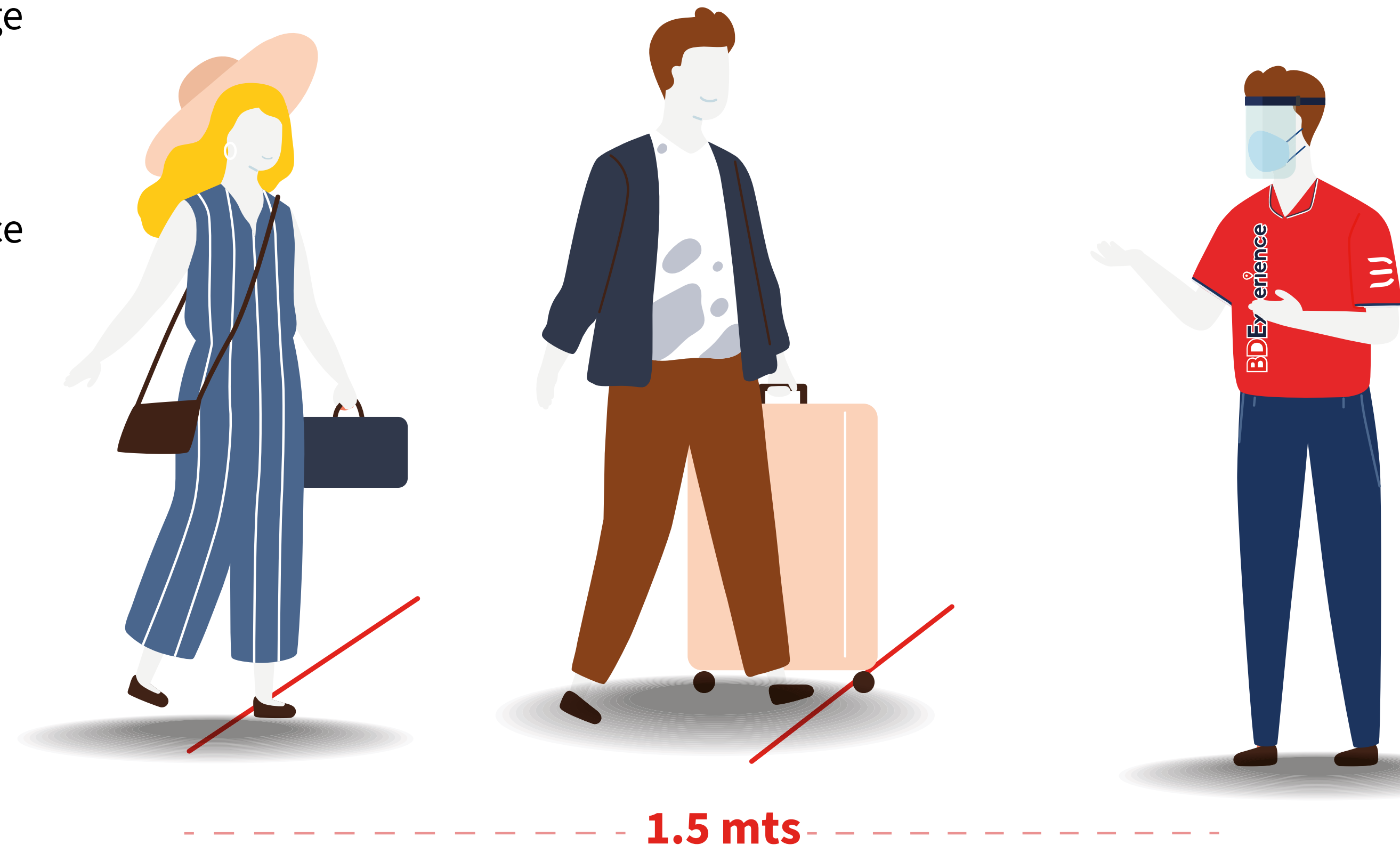
Platforms and welcome briefings.

- Use of digital media for registration.
- We recommend to download the App before arriving to the destination.
- Promote the use of our BD Experience App (Consultation on destination and itinerary, excursion catalog, 24/7 remote assistance).
- Representatives will assist passengers at the airport and encourage them to use the App.
- When boarding, a minimum distance (1.5mt) will be maintained.
- Marks will be placed on the floor to indicate the appropriate distance between passengers.

- It is recommended that passengers will not be assisted by staff that fall into the risk groups mentioned by the government: the elderly, pregnant women, anyone with a history of diabetes, hypertension or respiratory diseases, as well as immunosuppressed patients.



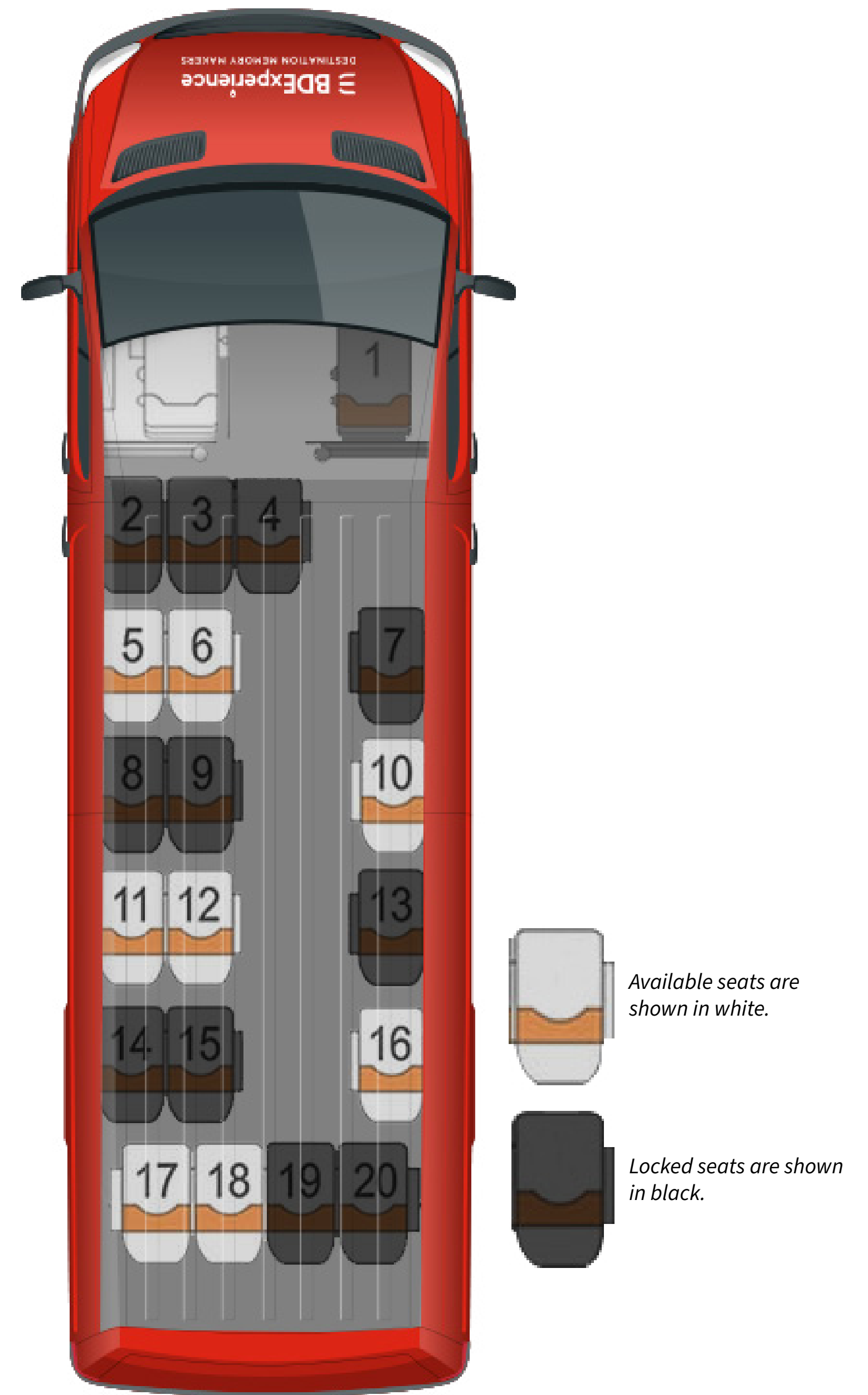
Download the App from Google Play or from the App Store:



TRANSFER

Airport – Hotel - Airport

- Deep cleaning and disinfection of vehicles at the beginning and end of the working day, with emphasis on the steering wheel, handles and control panels.
- Vehicles do not exceed 60-70% of their capacity; avoiding any congestion inside the vehicle.
- Shared transfers will board back to front and passengers boarding first will descent last in order to minimise contact between passengers.
- Before boarding the transportation on arrival, the remote temperature check will be carried out to rule out possible cases of Covid-19. In the event of detecting any suspicious case, we will follow the protocols of the corresponding authorities.
- Each vehicle in our fleet will have antibacterial gel available for passengers use throughout the transfer.
- Disposable hygiene items will be available in each vehicle.



TRANSFER

Airport – Hotel - Airport

- Signs will be placed inside the vehicles to reinforce the correct use of protective equipment.
- Temporary suspension of the use of coaches.
- Our drivers will have a specific cleaning kit to use when loading suitcases and passenger luggage.



HOTEL

Appointment with Sales Representative. Excursion purchase

- Installation of acrylic panels at each concession.
- Each of our meeting points will have an antibacterial gel dispenser for use by our staff and passengers.
- Work surfaces and objects will be frequently sanitized.
- Passengers can contact their Representative through the hospitality desk or through our app.
- For any questions or clarifications, our Service Center is available 24 hours a day, 7 days a week.
- We will serve each family individually with short concise briefings.



TOURS

Accomplishment of the excursion

- We will only work with suppliers that have the **Certification in Touristic Health Safety (CPPSIT)**.
- Promotion of tours with a limited number of people participating in the activity.

go natural
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