

Safeguarding Travel with Operational Protocols

The following health and safety policy will be updated continuously to reflect the prevailing local, regional, and international laws and regulations regarding COVID-19. Date of issue: Sep 2020

Company Statement

Frida travel is committed to providing clients with travel experiences that are enjoyable, memorable and above all, safe. The company recognizes that tourism in each of our destinations will need to function differently in the wake of the global COVID-19 pandemic, with a significantly greater emphasis on personal safety and operational diligence. At all levels of the company, we are implementing health and safety protocols to safeguard guests, employees, partners and suppliers from possible infection and transmission of the virus, now and in the future.

COVID-19 Health & Safety Team

Frida travel has established a dedicated COVID-19 Health & Safety Team, responsible for the development, implementation, and maintenance of safety protocols. A COVID-19 team leader will be designated to each business unit within Frida travel, tasked with taking responsibility for the implementation of company policy within their respective jurisdictional areas. This network of leaders – known collectively as the COVID-19 Committee - will be chaired by the CEO and members of upper management.

Staff Screening Measures

All Frida travel staff members and representatives will have their body temperature checked and recorded with a non-contact thermometer. Any staff member showing COVID-19 symptoms must self-isolate. Any Frida travel staff with confirmed COVID-19 must self-isolate for a minimum period of 14 days. Regional and national authorities must also be contacted to confirm the case of transmission and enact network tracing protocols where necessary.

Staff Training and Safety Protocols

All Frida travel staff will undergo training about COVID-19 safety protocols and procedures. Some elements of basic training for office staff include personal hygiene protocols, social distancing, correct sanitization of facilities and effective use of PPE. All client-facing staff, such as drivers and guides, must be properly

and regularly trained to ensure the appropriate health and safety protocols are implemented in all aspects of their daily activities, according to company policy.

Food & Beverages

To ensure the safety of staff, clients, partners and local people, Frida travel has devised and implemented hygiene protocols for the handling, preparation and serving of food and beverages. This covers all elements of operations, from staff catering to client snacks, refreshments, and meals.

Operational Safety Protocols

Frida travel recognizes the need for thorough, comprehensive, and workable solutions to be implemented at all stages of the guest experience and throughout every branch of the business. The COVID-19 policy outlines operational procedures relating to physical distancing, non-contact transactions, waiting areas, queuing, restaurants and bars, swimming pools and accommodation.

Products & Services

Certain existing activities, such as cycling, golf or hiking in small groups, can be carried out safely and with minimal risk, provided the appropriate social distancing and PPE protocols are observed in each case. Other activities will require appraisal on a case-by-case basis. New products and services are also being created and offered by Frida travel, made specifically to safeguard clients against COVID-19 and focusing on activities and attractions that pose little or no threat of transmission of the virus.

Hotel Protocols

Every hotel has implemented its own set of COVID-19 health and safety regulations based on local government guidelines. These standards combine temperature screening for staff and guests, the appropriate use of PPE, room cleaning, hand sanitizers, social distancing, food and beverage provision, public areas, protocols for suspected COVID-19 infection and safety measures for the use of swimming pools.

MICE

Frida travel will adhere to government regulations in each of the countries in which we operate, with regards to the safe and responsible return to MICE activities. This includes, but is not limited to, the selection of venues, staff safety protocols, group number restrictions, attendee conduct regulations and any further restrictions stipulated at either the local, regional, national, or global level.

Frida travel Fleet

Due to their being enclosed spaces, vehicles are especially high-risk environments, particularly when used for long journeys or prolonged periods of time with passengers confined in proximity. As such, Frida travel has devised extensive safety protocols for the maintenance of vehicles, operation of tours in which vehicles are featured, and the conduct of clients and staff when using these facilities. These include rigorous training for drivers, regular cleaning protocols, physical distancing measures and operational procedures.