

# T.P. Micronesia, Inc.

dba: Pacific Micronesia Tours / dba: Lam Lam Tours & Transportation

117 Guerrero St. Tamuning, Guam 96913-4434

July 31, 2020

## T.P. MICRONESIA, INC. GENERAL GUIDELINES AND PROTOCOL PCOR3 COVID-19

### 1. INTRODUCTION

T.P. Micronesia, Inc. is a travel agency and transportation company. The Company provides travel services which include arrangements of transportations, hotel accommodations, optional tours, other travel needs and providing customer services. Similarly, we provide various transportation services such as airport transportation service for tourists, private vehicle transportation, circulating bus in downtown area (trolley bus) and private vehicle transportation for companies and residents on the island. T.P. Micronesia, Inc. has taken to ensure the safety of its employees and visitors during the Government of Guam (Gov-Guam) response to COVID-19 stage PCOR 3. (Note that this guideline is subject to change due to governmental standards.)

### 2. OBJECTIVE

Our objective is workplace safety and cleanliness to minimize risks. We want every employee and visitors to be assured that we are taking their concerns and well-being seriously.

### 3. GENERAL OFFICE ACTIVITY AND DAILY OPERATION – GUIDELINES AND PROTOCOL

Business Hours: TPM office – Monday to Friday: 0800 -1500. Employees with the coordination of management may choose to flex their hours in the office.

#### WHAT WE ARE DOING:

- All employees and visitors mandatory wearing of face masks.
- Posters are displayed with reminders on how to prevent the spread of germs.
- Notice on the main door that anybody experiencing fever or respiratory illness is not allowed to enter.
- Handsanitizers are provided throughout the building.
- Provides ppe: facemasks and gloves.
- Common areas and frequently touched surfaces are being cleaned daily.
- Visitors are not allowed inside the main office. In-person transactions are done in the reception area with acrylic board shield installed.
- Avoid person to person transaction. Encourages emails and telephones
- Sneeze guards will be installed on workstations

- Business hours and shifts are modified to reduce the number of employees in the same space at one time
- Ensuring airflow for proper ventilation by opening glass windows and doors

#### 4. TRANSPORTATION – GUIDELINES AND PROTOCOL

##### 1. Busses and Vans

- Vehicles are cleaned and sanitized before and after each run.
- To comply with social distancing, seating spacing will be followed.
- Face masks are mandatory for staffs and passengers.
- Face masks are provided to passengers upon boarding
- Hand Sanitizers will be placed by the vehicle entry

##### 2. Limousines

- Face masks mandatory for driver and passengers
- Only single passenger. No front seat passenger
- Vehicle cleaned, sanitized before and after each run.
- Hand sanitizers available and will be offered to guest.

#### 5. TOUR GROUP COUNTERS AND TOUR DESKS SALES COUNTERS – GUIDELINES AND PROTOCOLS

As tourism reopens, we will slowly introduce a small number of employees to certain business locations. We will implement the following:

##### 1. Transportation and Tour Group Counters (2) – Location: GIAA

- Protective Acrylic board shields are installed on the counters
- Protective mask will be required among guests and employees
- Ensure guests are staying 6 feet apart
- PPEs are provided: Handsanitizers, gloves (necessary duty)
- increased cleaning and sanitation throughout the day of tour counters

##### 2. Tour Desk Counters – Location: DFS/NIKKO/OUTRIGGER/PIC

- Protective Acrylic board shields will be installed on workstations
- Protective mask will be required among guests and employees
- Ensure guests are staying 6 feet apart
- PPEs are provided: Handsanitizers, and gloves (necessary duty-taking and giving money to guests)
- increased cleaning and sanitation throughout the day of tour counters

WHAT EMPLOYEES CAN DO. Employees are instructed the following:

- Stay home or go home if you are sick
- Wear face mask at all times
- Eating and drinking must be done in their own workstation. Face mask can be off while eating.
- Maintain social distancing practices in the workplace
- Clean workstation frequently
- Wash hands frequently and use hand sanitizer
- Personal hygiene
- Not to use other employee workspaces/equipment. No sharing of items.
- Talk to your manager if you have concerns specific to your situation such as health condition that may put you at risk
- Follow all company policies and practices.

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## GUIDELINES AND PROTOCOL PCOR3 COVID-19

### 1) Introduction

T.P. Micronesia, Inc. dba Lam Lam Tours & Transportation (LLT) continues to work with a host of federal and tourism partners including the Centers for Disease Control, World Health Organization, Federal Emergency Management Agency, Transportation Security Administration, American Public Transportation Association, US Travel Association and others to keep our members updated with the most current information regarding the current situation related to infectious diseases impacts and methods to limit its spread. LLT has Creative ideas in Staying in Touch with Customers and Partners. Times are scary and Businesses has come to a halt. But this helped take a moment and plan how we can reconnect with customers and partners. Here are innovative ways to communicate with their customers and partners and help build their business when travel resumes. Read how LLT is staying in front of their customers during this time, to minimize the risk to employees and customers, are encouraged to scale these actions for the system. Specific steps include:

### 2) Taking Care of Employees

Protecting workers is our number one priority. LLT encourages companies to constantly review OSHA's Guidance on Preparing Workplaces for COVID-19.

- a) Educate and train employees about proper hand hygiene, cough etiquette, and social distancing techniques; Included are, practices and controls to provide additional protection to employees and customers, such as the proper selection, use and disposal of personal protective equipment;
- b) Actively encourage sick employees to stay home:  
Employees who have symptoms of acute respiratory illness are recommended to stay home and not come to work until they are free of fever (100.4° F [37.8° C] or greater using an oral thermometer), signs of a fever, and any other symptoms for at least 24 hours, without the use of fever-reducing or other symptom-altering medicines (e.g. cough suppressants). Employees should notify their supervisor and stay home if they are sick.

- c) Ensure that our sick leave policies are flexible and consistent with state laws and public health guidance, and that employees are aware of these policies.

Stress the importance of sick employees staying home and encourage them to develop non-punitive leave policies.

- d) Employers will maintain flexible policies that permit employees to stay home to care for a sick family member. Employers will be aware that more employees may need to stay at home to care for sick children or other sick family members than is usual.

- e) Separate sick employees:

CDC recommends that employees who appear to have acute respiratory illness symptoms (i.e. cough, shortness of breath) upon arrival to work or become sick during the day should be separated from other employees and be sent home immediately. Sick employees should cover their noses and mouths with a tissue when coughing or sneezing (or an elbow or shoulder if no tissue is available).

Emphasize staying home when sick, respiratory etiquette and hand hygiene by all employees:

- f) Place posters that encourage staying home when sick, cough and sneeze etiquette and hand hygiene at the entrance to the workplace and in other workplace areas where they are likely to be seen.

- g) Provide tissues and no-touch disposal receptacles for use by employees.

Instruct employees to clean their hands often with an alcohol-based hand sanitizer that contains at least 60-95% alcohol, or wash their hands with soap and water for at least 20 seconds. Soap and water should be used preferentially if hands are visibly dirty.

- h) Provide soap and water in the workplace. Encourage hand hygiene.

- i) Perform routine environmental cleaning:

Routinely clean all frequently touched surfaces in the workplace, such as workstations, countertops, and doorknobs. Use the cleaning agents that are usually used in these areas and follow the directions on the label.

- j) Provide disposable wipes so that commonly used surfaces (for example, doorknobs, keyboards, remote controls, desks) can be wiped down by employees before each use.

- k) Before traveling, advise employees to take certain steps:

Check the CDC's Traveler's Health Notices for the latest guidance and recommendations for each country to which they may travel. Remind that specific travel information for travelers going to and returning from China and information for aircrew can be found at on the CDC website.

- l) Advise employees to check themselves for symptoms of acute respiratory illness before starting travel and notify their supervisor and stay home if they are sick.

Ensure employees who become sick while traveling or on temporary assignment understand that they should notify their supervisor and should promptly call a healthcare provider for advice if needed.

- m) Employees who are well but who have a sick family member at home with COVID-19 should notify their supervisor and refer to CDC guidance for how to conduct a risk assessment of their potential exposure.
- n) If an employee is confirmed to have COVID-19, employers should inform fellow employees of their possible exposure to COVID-19 in the workplace but maintain confidentiality as required by the Americans with Disabilities Act (ADA).

3) Help Communicate with Passengers about Coronavirus.

As the news focuses more and more on reported cases around the world, LLT does ensure that we take the health and safety of our passengers seriously. LLT is reacting to the Coronavirus with the same precautions and policies adopted during the regular flu season in accordance with CDC recommendations, such as cleaning and sanitizing buses regularly. LLT will also remind employees to avoid close contact with people who are sick and avoid touching their eyes, nose and mouth with unwashed/unsensitized hands, clean and disinfect frequently touched objects and areas and understand the symptoms of the flu. If anyone is experiencing any symptoms, employees will be advised to seek medical attention immediately. LLT will continue to monitor the areas our buses visit. It is not anyone's intention to put any of our millions of passengers at risk.

	ITEMS
	1 Masks are compulsory for all staffs and passengers.
<b>Action Plan</b>	2 Hand Sanitizer Spray passenger's hands prior to entry of Vehilces
	3 Tour vehicles are cleaned and sanitized before and after each day.
	4 Seating spacing to meet social distancing standard between unaquated passenger parties by empty row
	5 Where possible, on and off boarding to be limited to back side door to avoid close proximity to driver.
	6 Drivers wear gloves when handling customer baggage

4) A Guide for Communicating Health Travel Practices.

LLT will exercise healthy travel habits and adhere even more strongly to healthy travel practices. These are some examples below.

- a) Wash hands often
- b) Cough into your elbow and sneeze into a tissue
- c) Consult with a doctor before traveling when sick
- d) Stay up-to-date on vaccinations
- e) Avoid contact with people who are already sick
- f) Avoid contact with animals while traveling
- g) Clean frequently touched objects and surfaces
- h) Be aware of latest travel advisories from the Centers of Disease  
COVID-19 "Don'ts"
  - Go to work or crowded areas when sick

- Touch your eyes, nose and mouth
- Use face masks (the CDC does not recommend face masks for general U.S. public to prevent the spread of COVID-19)
- Panic. Get the facts and follow guidance from government sources and health professionals

#### 5) Keep Facilities and Buses Clean.

To help protect the public health from diseases like the Coronavirus and influenza by following a few personal hygiene best practices and regularly cleaning your operating environment. Vehicles will be cleaned and sanitized frequently during these periods of heightened transmission, especially when passengers or operators demonstrate symptoms such as fever, cough, or shortness of breath. Furthermore, clean frequently touched objects with disinfectant and/or alcohol-based cleaners.

These surfaces include:

- Handrails for entering and exiting the vehicle
- Arm Rests
- Seatbelts (if applicable)
- Driver Steering Wheel
- Dash Area
- Head Rests
- Windowsills
- Interior Luggage Racks/Hand holds
- Exterior Luggage Bay Handles
- The vehicle will be sprayed when cleaning with Lysol disinfectant spray or similar product.

#### 6) Ventilating and Introduction of outside clean air

- Display that the vehicle is ventilated so that passengers can feel at easy to stay.
- Introduces outside air with an air conditioner and ventilates the inside of the vehicle such as opening windows
- After passengers get off, try to ventilate the inside of the car by opening windows and ventilating.