

T.P. Micronesia, Inc.

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

117 Guerrero St. Tamuning, Guam 96913-4434

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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.