



LeaLea Guam

Inbound Tour Agent

Business Reopening Protocols

Standard Covid-19 preventive measures:

- Require employees and customers to wear a mask to cover their nose and mouth
- Have hand sanitizers or disinfecting wipes readily available to employees and customers
- Disinfect common areas regularly including high-touch surfaces
- Refrain from physical contact and limit shared tools or spaces
- Follow the six feet social distancing requirement and hand washing advice
- Stay home (or at hotel room, in case of customers) if you feel unwell
- Follow the specific location's temperature screening protocols

For employees:

- Encourage high-risk individuals to stay home, and require employees who exhibit symptoms or illness to stay home or seek medical attention
- Require employees who have tested positive for COVID-19, or who have recently had a close contact to a person with COVID-19 to follow the related Guam Public Health guidelines
- Require hand washing and sanitation by employees, and provide disinfectant/sanitizing products for employees to clean their workspace and equipment
- Implement virtual meetings, and staggered shifts where possible
- Move or reposition workstations to keep the required distance between employees
- Encourage employees to get COVID-19 vaccinations
- Provide clear and regular communication with employees to ensure proper and strict implementation of safety measures for employees and customers

Other specific measures to be implemented:

- Place signs/posters around the workplace and sales locations to remind employees, customers and others about the safety measures to stop the spread and minimize the risks of COVID-19, in accordance with updated guidelines from CDC and/or Guam Public Health
- Use shields or barriers between customers and employees at service counters
- Install floor markings to maintain the six feet physical distancing requirement
- Enforce a capacity limit for all of Company's locations, if applicable
- Schedule a thorough cleaning and disinfecting of the workplace and sales locations at least three (3) times a week
- Use technology solutions to reduce person-to-person interaction with customers such as:
 - Implement the use of contactless payment methods or paperless documentation
 - Provide digital travel-related information or FAQs which customers can easily access via smartphones or mobile devices, or communicate with customers via social messaging apps as much as possible
 - Develop a user-friendly website for customers
- Require vendors/business partners to submit their current COVID-19 safety measures/protocols for handling/providing service to customers

Transportation service guidelines:

- Employees or customers who are sick, have tested positive for COVID-19, or who have recently had a close contact to a person with COVID-19 shall not be allowed to enter the vehicle
- Vehicles shall be cleaned and sanitized before and after each run
- Seating spacing will be followed to comply with social distancing
- Mandatory use of face masks for employees and passengers
- Hand sanitizers will be readily available to employees and customers
- Drivers must wear gloves when handling customer's baggage
- Use of recirculated air option for the vehicle's ventilation during passenger transfer will be avoided; use the vent option to bring in fresh outside air and/or lower the vehicle windows