

RISK MANAGEMENT AND PREVENTION PLAN TO REDUCE THE TRANSMISSION OF CORONAVIRUS SARS-COV-2

Last Update: July 21, 2020.

This document is based on the guidelines developed by Panama's Tourism Authority (Autoridad de Turismo de Panamá), Ministry of Labor and Labor Development (Ministerio de Trabajo y Desarrollo Laboral) and Ministry of Health (Ministerio de Salud) for the reduction of the transmission risk of the coronavirus SARS-COV-2 (hereinafter COVID-19). Specifically, this document follows the guidelines and recommendations of the manuals for Tourism Operators, Tour Guides, and "Tourist Activities in Open Spaces."

Whitehawk Birding & Conservation is firmly committed at all times to the health, safety and happiness of our clients, guides, partners and the communities and individuals we encounter during our tours. To address new health issues related to the COVID-19 pandemic, we will operate our tours following strict measures to reduce the risk of transmission of COVID-19 during all activities.

All personal and health data generated as a result of the application of this plan will be treated in accordance with the data protection policy of **Whitehawk Birding & Conservation**.

A. Company data

Whitehawk Birding & Conservation is a registered company in the Republic of Panama (R.U.C. # 1990219-1-738561), specializing in ecotourism and birdwatching, and is based in Panama City, Panama.

Its activities include the design, marketing, development and guiding of day trips and all-inclusive package tours of variable duration (hereinafter tours). The tours take place both domestically and internationally. In some cases, Whitehawk subcontracts the services of other specialized guides and tourist services (hotels, restaurants, tourist transport, etc.).

Whitehawk Birding & Conservation does not have physical offices, other facilities or dependencies.

At the time of developing this plan, the company is made up of three owners and two employees who are in charge of the management and provision of the company's services, namely:

- Yeray Seminario Valenciaga
- Angel Muela Caceres
- Marta Georgina Curti
- Edwin Campbell
- Jennifer Sinasac

B. Committee for Risk Management

Whitehawk Birding & Conservation has a Risk Management Committee whose functions are in accordance with the Risk Prevention Law in Panama. This committee is formed by the abovementioned owners of the company.

This committee defines strategies and makes decisions for the minimization of transmission risks of COVID-19. The committee is responsible for staying informed regarding possible updates to current regulations. Likewise, the committee will periodically evaluate the application and effectiveness of this plan and will carry out the necessary adaptations to optimize its effectiveness.

C. Measures taken to reduce the risk of transmission of COVID-19

In order to develop this plan, we have identified the duties and tasks carried out by **Whitehawk Birding & Conservation**, both as a Travel Agency and an Active Tourism company. Thus, this plan accommodates all management activities and the development of day trips and tours.

Subsequently, the specific risks of each of these have been evaluated and the corresponding measures to be adopted have been defined.

1. Customer service and management tasks

- 1.1. **Whitehawk Birding & Conservation** does not have physical offices (see section A). Therefore, the guidelines and recommendations for the reduction of contagion by COVID-19 for Travel Agencies established in the previously mentioned manuals do not apply.
- 1.2. **Whitehawk Birding & Conservation** website is the main platform for communication with customers.
- 1.3. The organization, promotion, and customer service tasks are carried out over e-mail and by telephone, thus eliminating physical contact from this process.
- 1.4. Customers will receive this contingency plan prior to the formalization of bookings.
- 1.5. In the event that the application of this plan, or any other circumstances which arise from the COVID-19 crisis, could foreseeably provoke a change that would affect our normal operations and services, **Whitehawk Birding & Conservation** will duly inform its customers as soon as possible.

2. Reception of customers

- 2.1. For each service provided, **Whitehawk Birding & Conservation** will assign a guide responsible for supervising and ensuring the correct compliance with this Management Plan.
- 2.2. Before the start of each activity, the guide will review the main points of this Management Plan with the customers and will ensure that they have agreed to and signed the Customer's Declaration of Conformity (Section D).
- 2.3. Prior to the start of the activity, the guide will show the customers where the supplied first aid kit(s) is/are located, which will include a thermometer.
- 2.4. Shaking hands or other physical contact between clients and employees is prohibited.
- 2.5. The agglomeration of clients within establishments will be avoided.

3. Transportation of customers in vehicles

- 3.1. **Whitehawk Birding & Conservation** subcontracts transport services (including flights) and will ensure that the company has a contingency plan.
- 3.2. Vehicles in usage by **Whitehawk Birding & Conservation** will display clear and intelligible signage in which complete information on hygiene, self-protection and distancing guidelines will be displayed.
- 3.3. While in the vehicles the use of masks will be mandatory.
- 3.4. The vehicles will have hydro-alcoholic gel dispensers at the disposal of the customers.
- 3.5. A maximum of two seats per row of seats will be occupied. We will assign seats and clearly mark which ones are not to be utilized.
 - 3.5.1. In 5-seater vehicles a maximum of 4 people will travel, two per row, including the driver.
 - 3.5.2. The 9-seater vehicles will travel a maximum of 6 people, two per row, including the driver.
- 3.6. The travellers will always occupy the same seat. Rotations are not allowed until the vehicle has been disinfected.
- 3.7. At the end of each day (for multi-day tours) the vehicle will be thoroughly cleaned and disinfected

- 3.8. The vehicles will be ventilated frequently.
- 3.9. When compatible with the development of the activity, customers will be offered the possibility of using their own vehicle to follow the vehicle used by the guide.
- 3.10. Travellers will avoid consuming food on board except bottled water.

4. Development of the activity: day trips and tours

- 4.1. The bulk of the services will take place outdoors, in open spaces where distancing between participants will be feasible most of the time.
- 4.2. If an activity is carried out within a protected natural area, **Whitehawk Birding & Conservation** will be informed about and follow the existing security protocols.
- 4.3. **Whitehawk Birding & Conservation** will coordinate with other companies operating in the same environment in order to avoid crowds.
- 4.4. **Whitehawk Birding & Conservation** will offer services with a maximum number of 8 customers and a guide, to allow for easier social distancing.
- 4.5. The vehicle will have a container with a lid where, at the end of the activity, customers and workers will deposit disposable self-protection materials.
- 4.6. In the event that a customer fails to comply with the guidelines of this plan, or the indications received from the guide in charge, **Whitehawk Birding & Conservation** reserves the right to interrupt the customer's participation, as well as to take the legal measures it deems appropriate.
- 4.7. See also sections 5, 6 and 7.

5. Protection of customers in the course of day trips and tours

- 5.1. A minimum **safety distance of two meters** will be maintained when possible. The use of masks will be required.
- 5.2. Customers will be required to bring their own masks and disinfectant gels. However, **Whitehawk Birding & Conservation** will do everything possible to have a sufficient stock to supply all its customers for the full duration of the contracted services.
- 5.3. Customers will always have at their disposal appropriate disinfectant solutions (gels, etc.). The guide in charge will inform the customers about where to find these products.
- 5.4. Customers will be urged to clean their hands using the specific products on a frequent basis.
- 5.5. Customers will always have at their disposal a thermometer to measure body temperature as part of the first aid kit, which will be located in a visible area of the vehicle or on the guide's person.
- 5.6. When the activity takes place in a location away from the vehicle, the guide in charge will carry with him/her the first aids kit containing a thermometer.
- 5.7. The guides will wear clean and properly sanitized clothing before the start of the activity.
- 5.8. Sharing books, clothing, sun creams, repellents, water bottles, phones, etc. will be avoided, except when it occurs between people living together.

6. Use of optical gear

- 6.1. Customers will be encouraged use their own optics: binoculars, telescopes and photographic equipment.
- 6.2. The shared use of optical gear will be actively avoided both between customers and between guides, except in the case that they belong to the same group of people living together, or when they can be sufficiently disinfected in between uses.

- 6.3. If required, **Whitehawk Birding & Conservation** may loan optical equipment to its customers, which will have been previously disinfected by the company (see section 9).
- 6.4. The optical gear provided by the company will be for personal and non-transferable use for the duration of the activity.
- 6.5. The guide in charge will inform the customer about the correct way to clean the optics.

7. Protection of guides and other workers

- 7.1. **Whitehawk Birding & Conservation** will provide its workers with Personal Protection Equipment (PPE) consisting of masks, disposable gloves and disinfecting solutions.
- 7.2. The workers will be trained on the correct use of the masks, gloves and other PPEs they may use.
- 7.3. The guides and other **Whitehawk Birding & Conservation** workers will follow the same guidelines established for the customers in sections 5 and 6.
- 7.4. In the event that a **Whitehawk Birding & Conservation** worker, in the domestic environment, experiences symptoms compatible with COVID-19, or is positively diagnosed, he/she will promptly report to the company's Risk Management Committee (see also section 10).

8. Subcontracting and use of external services and infrastructures

- 8.1. **Whitehawk Birding & Conservation** may subcontract and use external services including those of restaurants, hotels, private transportation, etc. In these cases, **Whitehawk Birding & Conservation** will ensure that each external service provider will have an effective contingency plan in force.
- 8.2. In the event that the services of other guides are subcontracted, **Whitehawk Birding & Conservation** will ensure that they have the appropriate PPE and act according to this Management Plan.

9. Cleaning and disinfection of work clothes, vehicles and optical gear

- 9.1. Newly washed work clothes will be worn at the beginning of each new activity.
- 9.2. The guide (or cleaning team) will be responsible for cleaning the vehicles and the company's optics used during the tour, using disposable gloves and masks.
- 9.3. The vehicles and optic gear will be cleaned at the end of each day and/or before the start of a new service.
- 9.4. Cleaning products included in the list of authorized viricidal products in Panama will be used as indicated by product guidelines.
- 9.5. **Whitehawk Birding & Conservation's** optical gear (binoculars, telescopes, and photography equipment), available to both its guides and customers, will be systematically cleaned and disinfected at the end of each day. In addition, it will be disinfected prior to any change of user not belonging to the same group of people living together (see also section 6).

10. Action in case of detection of symptoms compatible with COVID-19 during a day trip or a tour, and cancellation policy

- 10.1. The symptoms of COVID-19, which the guide will be alert to, include cough, fever, respiratory distress, muscle pain and headache.
- 10.2. In the event that symptoms compatible with the disease are detected in any member of the group, the guide will be promptly notified. This, in turn, will be subsequently communicated to the **Whitehawk Birding & Conservation** Committee (see section B). The guide will maintain direct communication with the Committee and the relevant authorities.

- 10.3. Relevant authorities will be contacted immediately, and their directives will be strictly followed.
- 10.4. The guide, with assistance of the Committee, will be in charge of facilitating the arrival, as soon as possible, of the symptomatic person to the nearest health center.
- 10.5. The guide will take the rest of the group, who are asymptomatic, to a place that ensures their isolation and report their location to the authorities. This place will preferably be the starting point of the excursion or the last accommodation (hotel) used.
- 10.6. In case a positive case is confirmed among members of the group, **Whitehawk Birding & Conservation** will inform the Emergency Contact Person that the customer has designated when booking the service, as soon as possible.
- 10.7. **Whitehawk Birding & Conservation** will duly inform the other members of the party, accommodation providers, other service providers and people outside the group with whom the affected party has been in contact.
- 10.8. From that moment, **Whitehawk Birding & Conservation** will evaluate and agree upon the steps to be followed and the eventual cancellation of the trip, always based on sanitary criteria.

Cancelation policy regarding COVID-19

- 10.9. In the event that the trip needs to be cancelled, it will be considered for reasons of *force majeure*. In this case, **Whitehawk Birding & Conservation** will assume the responsibility of facilitating the return of the customers to the ending point of the trip and will assume the corresponding expenses. In this case, **Whitehawk Birding & Conservation** will be exempt from reimbursement of the amount of the services not provided.
- 10.10. In the event that the trip will continue as planned, but some customers decide to suspend their participation, **Whitehawk Birding & Conservation** will facilitate their return to the ending point of the trip. In this case, the costs derived from the transport will be borne by the customer and **Whitehawk Birding & Conservation** will be exempt from reimbursement of the amount of the services not provided.
- 10.11. In the event that the **Whitehawk Birding & Conservation** guide is diagnosed with COVID-19 during the course of a trip, he will immediately report the situation to the Company Committee. **Whitehawk Birding & Conservation** will try to assign a substitute guide to attend the group on site as soon as possible. When this is not possible, the trip will be cancelled due to *force majeure*, and the company will be responsible for the transfer of the customers to the ending point of the trip.
- 10.12. This cancellation policy is specific to the event of a confirmed or potential COVID-19 case and will be circumstantial and independent of **Whitehawk Birding & Conservation** regular Cancellation Policy.

11. Procedure in the event of an accident

- 11.1. In the event that a customer suffers an accident and must receive first aid, in which case it will be impossible to maintain a distance of 2m, the person administering the first aid will take extreme measures of prevention.
- 11.2. The injured person will be attended to by trained staff equipped with sanitary gloves and a mask and disposable sanitary material.
- 11.3. The injured person will be provided with a mask, if they do not already have one.
- 11.4. Once first aid has been administered, all used surfaces will be disinfected, and the waste generated will be eliminated.

D. CUSTOMER'S DECLARATION OF CONFORMITY

This document will be emailed to the customer prior to the formalization of booking. When this is not possible, this document will be filled out at the meeting place, prior to the commencement of the service.

Service:

Date:

I,, of legal age and with ID, declare that I have been informed and agree to this **RISK MANAGEMENT AND PREVENTION PLAN TO REDUCE THE TRANSMISSION OF CORONAVIRUS SARS-COV-2** developed by **Whitehawk Birding & Conservation**.

I also declare that I have read and agree to the measures and protocols of action established to deal with situations in which cases with symptoms compatible with COVID-19 are detected.

Likewise, I promise to inform the company immediately if I notice any symptoms compatible with COVID-19, both prior to and during the development of the service.

I also consider myself duly informed about the **Cancellation Policy** established by the company in the event of a possible case or confirmed case of COVID-19 being detected in any of the participants in a day trip or tour.

The non-acceptance of these procedures would suppose the interruption of my right to receive the service.

Signature

Date