



**ICT-P-4.3**

# Specific protocol for

Tourism Meetings, Congresses and Conventions  
Activity Subsector suppliers, exclusive for micro events  
and medium events.

**TOURISM SECTOR**

**CREATION DATE:  
DECEMBER-2020**

**VERSION: 004**  
Every new document must indicate that it is the "first edition" and according to its updates this number increases consecutively

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# FOREWORD

This prevention protocol is designed to provide the event and meeting industry with a number of recommended measures to help reduce the maximum exposure to COVID-19 virus in the Congresses and Conventions sector, whose activity is to develop events such as congresses, conventions, fairs, and programs. incentives and any other related to meeting tourism (MICE) throughout the national territory.

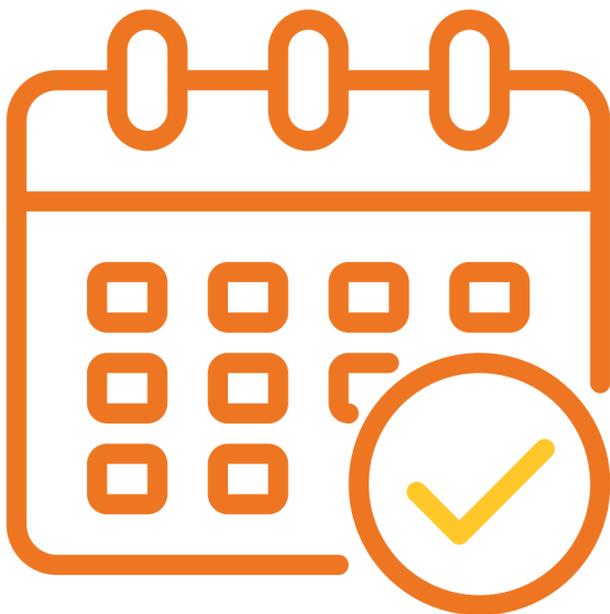
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## OBJECTIVE AND FIELD OF APPLICATION

The application of this document is aimed at events, congresses, conventions and incentive programs throughout the national territory, as part of the preventive and mitigation actions dictated by the Ministry of Health, to address the COVID-19 pandemic.

The scope of this protocol shall be for all activities related to or correlated to the aforementioned sector:

- Event providers.



# HYGIENE AND DISINFECTION

## GENERAL

**THIS VERSION 003 OF THE VENUE PROTOCOLS APPLIES ONLY TO MICRO EVENTS AND MEDIUM EVENTS.**

### TYPE OF EVENT AND NUMBER OF ATTENDEES:



#### TYPE MEETINGS:

corporate, educational and commercial for up to 150 attendees\*.  
(Category: Medium Events).



#### TYPE MEETINGS:

social for up to 30 attendees\*.(Category: Micro Events)



\*Note:

1. The total number between attendees and staff within the same event room may not exceed 50% of the capacity established for that room.
2. Number of people respecting the physical distancing established in this protocol and by the Ministry of Health.

### MEETING TRACEABILITY:

In case of a direct or subcontracted employee of the provider turns out positive for COVID-19 the same must provide the Ministry of Health with:



The name and identification number of the person.



The names of the event (s) in which the contributor participated over the last 15 days.



Information pertaining to the organizer (s) of said events.



In addition, the provider must notify the venue and the organizer that there was a person who tested positive for COVID-19 at their event, maintaining the confidentiality of the case.

The supplier and its collaborators must comply with the protocols established by the venue and by the organizer who hired them for the operation of events.

All people must comply with disinfection and control protocols before entering the venue and event.

The supplier must provide and establish the use of PPE in its collaborators.

The employer will be responsible for providing their employees with the PPE.

The provider must maintain the interaction of the participants with their services or products clearly demarcated to comply with the physical distancing.

It will be the responsibility of the provider to verify the health status of each of its employees prior to the event.

## AUDIOVISUAL SERVICE PROVIDERS

The audiovisual provider must coordinate with the organizer everything related to the assembly, cleaning and disinfection of the allocated spaces prior to the entry of its employees and equipment.

Any technical equipment that has been handled by the attendees must be disinfected before, during and after the event.

Any technical equipment that has been used for the development of the event must be disinfected before being stored again.

In shared equipment such as microphones or clickers, try to have one per person or, on the contrary, each equipment must be subjected to a disinfection process before being used by another person.

Each control table must have a disinfection station provided by the service provider.

The audiovisual technician appointed by the supplier is responsible for the change or disinfection of equipment to be reused during the event.

Accessories such as fabrics, skirts, vests or the like, once used at the event, cannot be used again, unless they have been washed and disinfected.

After internal testing and testing with the organizer, the supplier shall disinfect the equipment that is directly handled by the attendees, e.g. microphone, clicker, among others.

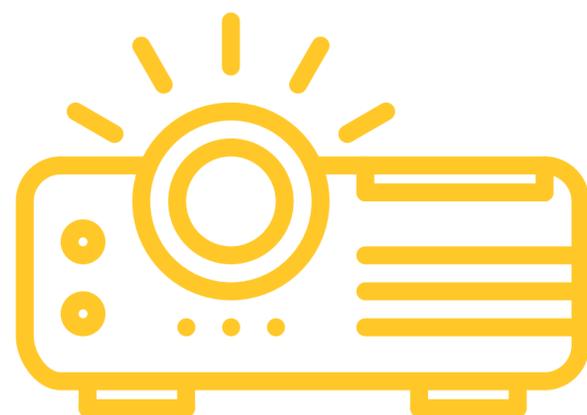
In cases where attendees provide personal equipment such as laptops, they must be handled by their owner or, failing that, go through a disinfection process.

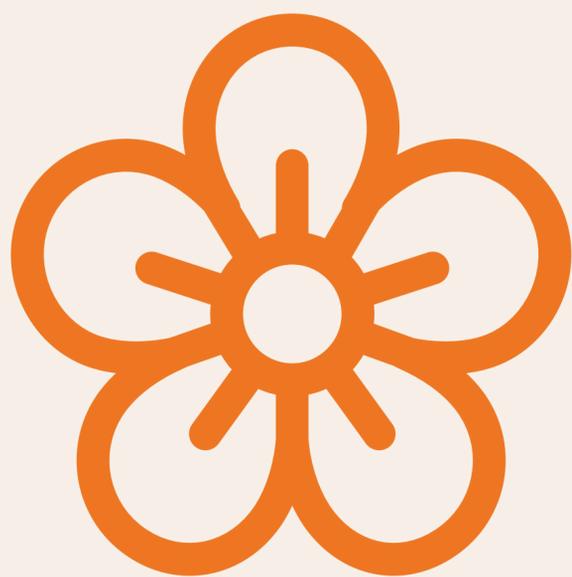
In cases where headband, headset or lapel microphones are used, the person who will use it should be instructed on how to place it, to avoid physical contact.

In the case of musical groups, technical equipment assemblies are independent processes.

For the transfer of equipment, disinfection must be performed before entering the vehicles.

Vehicles must be disinfected before and at the end of each trip.





## FLORIST SERVICE PROVIDERS

Prior to entering the venue, collaborators must comply with the provisions of the venue and the organizer that is hiring them.

Cleaning and disinfection of the products must be carried out using the PPE element described above, which must be placed and removed correctly.

It is recommended that the centerpiece arrangements be the first thing to be taken off the trucks, disinfected with liquid alcohol and mounted directly on the table, then the other decor elements must be mounted, which also have to be disinfected before being installed.

All material must remain in the supplier's transport, so that only what is strictly necessary for assembly and retouching is lower.

It is recommended to avoid having unnecessary implements to maintain the greatest cleanliness and hygiene in the establishment.

For the disassembly of the arrangements, employees must re-disinfect their hands with liquid alcohol and alcohol gel between 60 ° and 70 ° on the hands at the time of arrival.

Just like during assembly, the first thing that is removed from the tables will be the floral decoration and it should go directly to the trucks.

Before getting on the trucks or vehicles, each employee must be disinfected again with liquid alcohol and gel alcohol.

Any solid waste that must be disposed of onsite must be done under the site's solid waste plan.

## SUPPLIERS OF LINENS, CHAIRS, TABLES, KITCHENWARE, AMONG OTHERS.

Cleaning and disinfection of trucks or cars carrying the rental and assembly elements must be carried out for each shipment.

Disposable material must be identified, and it must be disposed of correctly. Any solid waste that must be disposed of onsite must be done under the site's solid waste plan.

All items provided must be disinfected before being installed for the event and after the event during disassembly.

Reusable material must be identified and properly manipulated to avoid possible contagion and subsequent disinfection in order to reuse it.

Cleaning and disinfection of products must be performed using the PPE element described above, which must be correctly placed and removed.

The supplier is responsible for ensuring that the rental items that are going to be required at the event comply with the necessary care to guarantee the disinfection of table linens, napkins, tables, chairs and others.

The supplier must deliver all textile articles, packed in sealed plastic bags.

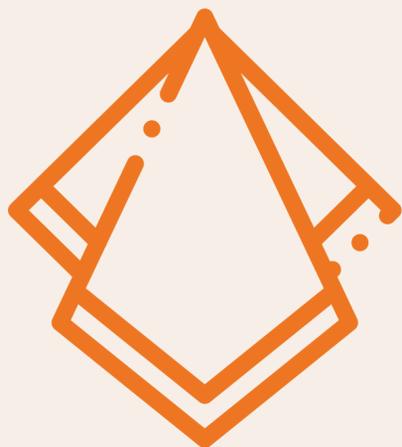
Items such as chairs, tables and lounges must be transported covered with a fabric protector to avoid contact with other surfaces.

At the end of assembly, the supplier must disinfect the chairs or furniture that has been placed. For the disinfection of equipment, take into account if the space is closed, such as hotel rooms or event rooms, or if the assembly is an open place.

The dismantling process should be carried out under the strictest protective measures for personnel, since it is considered that all participants of the event have manipulated all furniture, tablecloths and other equipment.

In the dismantling process, they must place all the cloth material (tablecloths, tablecloth covers, chair covers, chair hoods, among others), in canvas, waterproof, washable and reusable bags that guarantee the transfer of the event venue to the company's laundry department.

All linens and equipment must be single-use between disinfection processes.



## KITCHENWARE

If napkins are included, these may not be handled by the assembly personnel and will be delivered to the enclosure staff in closed plastic bags.

Napkins should be collected inside disposable plastic bags (double bag) that allow the transfer to the laundry department. They should always be placed in a double bag.

If events have base plates, these should be placed last to avoid minimal contact with them and sanitized once installed.

The base plates shall be placed inside the organizers intended for transport and then in waterproof, washable and reusable canvas bags which ensure the transfer of dishes without further cross-contamination.

## TRANSPORTATION

Vehicles should be cleaned internally at least at the end of each work service, with special emphasis on the supporting surfaces of vehicles, using disinfectant liquids.

Vehicles must be cleaned and disinfected every time they leave the campus and return to the site. Frequently touched surfaces such as window locks, grab bars, seats, refrigerator, floors, internal trunks, air conditioning control and grilles, and seat belts should be performed.

Cleaning and disinfection should be done with regular soap or detergent and a regular disinfectant.

In vehicles, natural ventilation must be favored, if you use air conditioning, it must be done with air exchange and not recirculating.

In buses that have a toilet, complete disinfection must be performed at the end of each service.

Gel-alcohol dispensers between 60° and 70° should be kept in the units and fillers must be kept for each service.

All units must have a trash can, the same must have a lid and ease of opening with a foot pedal.

Drivers may not extend their hand to help passengers get on and off.

Vehicles (buses) must carry up to 70% of their capacity, since, being a private service, the group will always be the same and will not change until it returns to the site to be cleaned and disinfected again.

Passengers must keep their distance when in line to enter each unit.

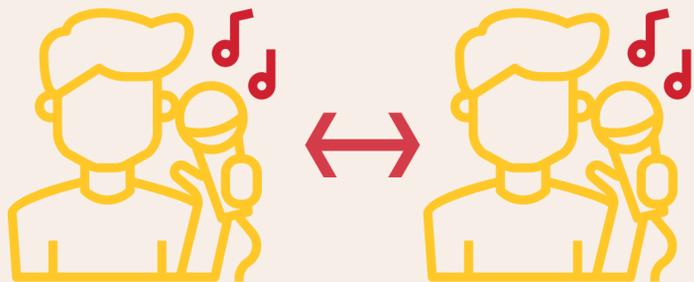
Passengers who find symptoms of respiratory tract infection (fever, cough, nasal congestion, sore throat) will not be able to use the service and the organizer must be informed to take the respective measures.

The unit must display signage of sneezing, distancing, etc. protocols.

Upon entry or departure of passengers, each unit must have a disinfection station so that they can use it before boarding and after getting off.

In the event that the participant brings his or her baggage, it must be handled only by the driver or guide, the handles of the driver must be disinfected.





## MUSICAL GROUPS AND SHOWS

A distance of 1.8 m should be maintained between artists on stage.

Interaction with attendees will be prohibited, so they will not be allowed to be on stage or platform.

Singers will not be able to share microphone during the event.

All equipment must be disinfected before and after the event.

Participants must maintain a distance of 1.8 from the stage.

## STAND PROVIDERS

It is recommended that the stands be designed to meet the following:

- **That the participating company only has a maximum of 2 people as representatives.**
- **Representatives should wear PPE.**
- **Within the stand space, the social distance of 1.8 m distance between the representatives in the stand must be met.**
- **The design must have the distances between furniture, displays, screens, products to be displayed.**

Initially, the stands must keep a distance of 2 m from each other, in order to avoid concentration of people at the same point (it is common in fairs that, in certain sections, there are stands more attractive than others and are close to each other, causing the public to focus more on those areas.). Always respect the physical distancing of 1.8 meters.

Depending on the schedule of the event, it is recommended to carry out a cleaning of the stand every 2 hours to disinfect furniture, screens and floors.

Training should be carried out with all employees to communicate the guidelines issued by the Ministry of Health. This must have a written record.

The provider must train and educate employees regarding the hand washing protocol, the correct way to cough and sneeze, taking extreme hygiene measures.

Transportation providers will need to provide information to customers by different means about the steps they are taking to minimize risk to passengers.

The provider must make the employees aware of the protocols of coughing, sneezing, hand washing and other ways of greeting.

The supplier shall use the official graphic materials of the Ministry of Health at its facilities.

Transportation providers must post notices for passengers in the units, informing them about the hand-washing protocol, proper hand hygiene protocol, the sneezing protocol, not touching the face, and other forms of greeting.



# CLEANING AND DISINFECTION PROCEDURE

## Activities to be performed for cleaning and disinfection of the workplace:



A

### Activities for hand washing

- The supplier must display signage with the protocols of coughing, sneezing, hand washing and other forms of greeting for the knowledge of its collaborators and clients.
- The organizer shall inform employees of the importance of thoroughly washing their hands after sneezing, blowing their nose, coughing or touching potentially contaminated surfaces (money, documents, counter, etc.).



B

### Activities for rinsing and drying

- The supplier guarantees its employees that disposable hand drying towels will be available, which will be in all areas intended for hand washing during the event.
- The supplier, within its facilities, shall ensure that the soap used for hand washing is antibacterial.
- The supplier shall have in its facilities a garbage can or container for the disposal of paper towels, the same must have a lid and easy opening with the foot, within the space where the event takes place, if necessary.



C

### Activities for disinfection with effective anti-virus products

- Companies referred to in this protocol shall use EPA approved products. For additional information about a product, they must be included on the EPA registration number, which is on the product label, not the brand. In addition, must have the health register issued by the Ministry of Health.
- The instructions for use provided for each product must be followed.
- Those responsible for carrying out these activities must change their PPE at least twice during their work shift.

The supplier must have equipment, personnel and a methodology for disinfection of the products during assembly and disassembly.

The supplier, together with its employees, must carry out cleaning and disinfection procedures before taking their equipment onto the premises.

During assembly and before starting events, the vendor will need to disinfect all their equipment once installed.

The supplier shall have equipment, personnel and methodology for disinfection of the products during assembly and disassembly.

The supplier, together with its employees, must carry out cleaning and disinfection procedures before taking their equipment onto the premises.

During assembly and before starting events, the vendor will need to disinfect all their equipment once installed.

After dismantling, employees will need to wash their hands.

Upon returning the material to the supplier's facilities, it is recommended to disinfect it.

The supplier shall train employees in the handling of cleaning and disinfection.

Each supplier will be responsible for having the corresponding procedures where they can maintain control of the products to be used in an event.

The supplier must assign a collaborator, the work of waste management. Ensuring to provide training so that staff know the procedures and risks implicit in said work, as well as ensuring the proper use of PPE.



# CLEANING AND DISINFECTION PRODUCTS

The companies mentioned in this protocol must use products approved by the EPA, to obtain additional information about a product, you must look at the EPA registration number, which is found on the product label, not the brand, and it must also have the sanitary registry issued by the Ministry of Health.

Disinfectants and commercial cleaners that have sanitary registration, brooms, floor cleaners, gloves, masks, disposable towels among others.

Since each material may have specific cleaning requirements, it is recommended to check the manual, product packaging or by consulting the product manufacturer's website.

The supplier must have disinfection equipment, personnel and methodology during the event and must carry out cleaning procedures before loading their equipment. During the assembly and before starting the events, the organizer must coordinate the disinfection again of all its equipment once installed.

## PERSONAL PROTECTIVE EQUIPMENT (PPE)

According to Executive Decree No. 42603-S of September 07, 2020, the company must provide the mandatory mask for all users who require access to its services within its facilities, the foregoing being personal protective equipment.

In addition, when the transport service of persons is required in its different modalities, the mask must also be made mandatory.

The use of the face mask or face shield shall be optional and additional to the mandatory use of the mask as personal protective equipment.

PPE (face masks, face shields, visual protection, gloves) and other contaminated items require special handling and proper disposal.

**Note: At the time of the acquisition of PPE, it is recommended to validate their quality based on Costa Rica's national and international standards. <https://www.inteco.org/juntos-en-la-prevencion>**

**The organizer must guarantee that the supply of the required PPE is guaranteed according to the protocols established by the Ministry of Health.**

# WASTE MANAGEMENT



## AT THE EVENT

The organizer and suppliers shall comply with the procedure for the management and disposal of waste established by the selected site, provided that it complies with the guidelines established by the Ministry of Health.

## PROVIDER FACILITIES

Take all necessary measures in the prevention, reduction and separation activities at the source, collection, storage, transport, use and final disposal of waste or waste.

Disposable residual items must be disposed of in a container with a pedal, the bag must be closed. These can be gloves, handkerchiefs, masks or any other element that is used to minimize the spread of COVID-19.

The frequency of cleaning and disinfection needs to be recorded.

The container must be pedal opening with a waste bag; the container must be sealed before removal.

The person in charge must use PPE.

To remove the waste, gloves will be used; the bags must be closed and should not be pressed to make more room.

After discarding the bags, hand washing is carried out as indicated in the handwashing protocol.

Cleaning must be recorded on a form or in a log and defined according to the area and presence of high traffic users, it must be visible.

# LOGISTICS IN THE WORKPLACE

## SERVICE OR OPERATIONAL CONTINUITY PLAN

If the provider considers it necessary, it will have a Business Continuity Plan in which, as a minimum basis, it is recommended to include the following sections:

- a. Identification of threats.
- b. Impact analysis on the establishment.
- c. Crisis management.
- d. Emergency response.
- e. Communication in the crisis.
- f. Recovery process.

# SHIFTS AND SCHEDULES

The supplier must design work schedules according to the needs of its operation and coordinate with the organizer who hired it, in such a way that physical distancing is achieved at the time of entry, work shifts and departure of the collaborators.

The supplier will define the schedules in accordance with the provisions of the Ministry of Labor.

Work schedules should include time for the employee to wash their hands at least once every 30 minutes, for a minimum of approximately 40 seconds or as deemed necessary.

# SOCIAL DISTANCING IN THE WORKPLACE



The provider shall establish schedules/roles at food sites for collaborators or subcontracted personnel who are providing services, in order to avoid agglomeration and thus maintain physical distancing of at least 1.8 m in the designated areas for these activities.

The provider must establish schedules / roles in employee, or subcontracted personnel, eating areas to avoid crowding and thus maintain physical distance of at least 1.8 m in the spaces designated for these activities

The provider must coordinate with the organizer that hired them the entry times to the venue, to maintain the order and capacity of the spaces and the physical distance required as required by the Ministry of Health.

Suppliers must meet the same entry requirements established for registration and disinfection of participants with the same regulations previously described: temperature intake (if the temperature is outside the established temperature, entry to the establishment will not be allowed), personal disinfection and disinfection of equipment that is in contact with the participants.

Venues must provide providers with the physical spaces necessary for equipment disinfection, hand washing, and personal disinfection.

The supplier must ensure in all its work areas that collaborators are located within the minimum distance (1.8 meters) recommended by the Ministry of Health.

The provider, through internal training, will promote and supervise that physical distancing is fulfilled, as well as the protocols for hand washing, the correct way of coughing and sneezing, taking extreme hygiene measures.

The supplier must coordinate with his collaborators the times and rest areas of each shift in normal working hours or in the assembly and disassembly, if necessary, to comply with the physical distancing recommended by the Ministry of Health.

At the supplier's facilities, he will define the number of people who can walk in corridors, stairs, loading areas, among other places, at the same time, avoiding crowds at all times.

## AT THE EVENT

The venue will provide the supplier with the measures stipulated for the use of stairs, electrical bands and corridors, for the due compliance during the development of the event, in order to avoid person-to-person contact.

The provider must identify the most important service and high-attendance areas in its facilities.

In the case of transportation provided by the supplier for the transfer of their products, they must disinfect the vehicle, before and at the end of each trip.

Collaborators and drivers must wear PPE during the journey.

Drivers will not be able to help load or unload items.

Each provider must have an informative training program for the knowledge of their collaborators about the symptoms of COVID-19.

The employee must notify a direct supervisor of his health condition, by the means established by his employer to agree on the steps to be followed.

# HYGIENE HABITS OF THE EMPLOYEE IN THE WORKPLACE:

Training should be carried out with employees to disseminate the guidelines issued by the Ministry of Health.

Signage with coughing, sneezing, hand washing, and other ways of greeting should be implemented at the provider's premises.

# ACTING ON CONFIRMED CASES OF COLLABORATORS

Any collaborator who presents symptoms of COVID-19 and who has been in contact with people who were diagnosed as suspected, probable or confirmed cases, must undergo a medical evaluation through the company's medical service, if there is a service on the premises, or go to the corresponding medical center.

If there are suspected cases, the company should follow the following recommendations:

- Provide the person with PPE and coordinate the transfer in accordance with the guidelines of the Ministry of Health.
- In case of exposure of other workers or clients, wait for instructions from the Ministry of Health.

If the employee has been diagnosed as a "suspected case" of COVID-19 by a doctor, he must:

- Comply with the indications of the CCSS or the Ministry of Health.

In the case of external clients, appropriate coordination should be made in accordance with the guidelines issued by the Ministry of Health or CCSS.

If a collaborator qualifies as a "probable" or "confirmed" case, the instructions provided by the health facility or the protocol defined by the Ministry of Health for each case should be followed and immediately communicated to those responsible for the establishment.

The provider must ensure the confidentiality of information and protect the identity of individuals.

The reinstatement of the affected collaborator will be carried out by discharge from the CCSS doctor. Likewise, if any, the Department of Occupational Health will provide the appropriate surveillance.

# COMMUNICATION

The provider must define a reliable and official verbal or written communication channel to share information related to COVID-19 that is truthful and from the Ministry of Health (information boards, posters, official signage in visible places, digital channels, among others).

Signage should be implemented with the protocols for coughing, sneezing, hand washing and other ways of greeting in the Spanish language.

The supplier shall be responsible for appointing the spokesperson that it deems appropriate to be responsible for maintaining and updating the information, it must make it known to everyone (collaborators or clients).

The means of publication of the protocol, once approved by the Minister of Tourism, will be the official website of the Costa Rican Tourism Board and the official website of the Costa Rica Convention Bureau.



# APPROVAL, MONITORING AND EVALUATION

## APPROVAL

This protocol is ratified and signed in San José, Costa Rica, by Mr. Gustavo Segura Sancho, Minister of Tourism.