



COVID-19 Hygiene Protocol

Version: 5

Date: April 10, 2021

Scope

The following health safety protocol is designed and will be followed for as long as necessary (based on the instructions of NPHO, the Ministry of Health and the WHO) in order prevent the spread of the COVID-19 virus and protect the health of the personnel and the visitors of Yummy Pedals.

General risk assessment

Compared to other leisure activities and tourist excursions, the activities offered by Yummy Pedals have a relatively low level of risk related to the spread of the new Covid-19 virus:

- All activities take place outdoors
- The number of participants in the activities is small, usually 2 - 16 people and –if needed- can be adjusted downwards, either by multiple departures within a day, or by internal separation of a group into two or three sub-groups.
- Keeping a distance of 2 meters is easily maintained during most of the activities.
- We know our visitors / customers: All the visitors of Yummy Pedals complete a participation document. Data such as country of residence, telephone number, email, etc. are listed. This data, only if deemed necessary, since it is protected by the Personal Data Protection Authority, can be made available to the authorities for the purpose of tracking the direct contacts of a confirmed COVID-19 case.



- Visitors often come to us "in groups" (e.g. schools, families). In this case, the distance protection measures can be lifted. For example, a family living together can be in a group without keeping the safe distance of 2 meters among them.

Basic principles

Adequate and appropriate measures must be provided for each of the following requirements. The owner of Yummy Pedals is responsible for selecting and implementing those measures:

- All people in the company must wash their hands regularly.
- Employees and other persons must maintain a distance of 2 meters from each other.
- Surfaces and objects must be disinfected regularly, especially if they are touched by many people.
- Particularly vulnerable people need more attention.
- People with suspicious symptoms (fever and cough) will be asked to leave immediately the premises and will be recommended to self-isolate and to seek medical help.
- Special remarks shall be noted.
- Employees must be fully informed of the measures followed by Yummy Pedals.
- Implementation, monitoring and if needed amending measures and protocols.

Measures

1. Hand hygiene

All the people in Yummy Pedals should wash their hands regularly.

Measures taken:

- All employees should wash their hands regularly with soap or sanitizer. Especially after arriving at work, before and after handling visitors' equipment, before and after breaks and after work.



- Hand sanitizers are available: Guests are able to disinfect their hands with a hand sanitizer or thoroughly wash them with soap upon arrival.
- Employees should cover wounds on their fingers or wear protective gloves.

2. Keeping safe distances

Employees and visitors should maintain at least a 2 meters distance from each other.

Measures taken:

- Physical contact must be avoided as much as possible (avoid handshake and hugs, greet from afar)
- Encourage teleworking where possible.
- Ensure sufficient distance between workplaces.

Contact with visitors for reservations / reception:

- Online bookings or by phone is preferable.
- Participation forms are send via e-mail before the tour and participants are asked to have them completed before their arrival.
- If there is a queue for payment or another reason, the visitors are advised to maintain a distance of 2 meters.

Contact with visitors during our activities:

- All visitors and employees are obliged by the latest legislation to wear a mask indoors and outdoors when not cycling or exercising.
- Maintain a distance of 2 meters among the visitors and the tour guide.
- During the tour breaks/stops measures are implemented to ensure that he participants will take their equipment and not someone else's after the break (e.g. advising to keep their helmets with them, clear identification of the bicycles etc).
- At the end of the activities the participants will be advised to deliver the equipment themselves at a designated area.



- If a distance of less than 2 meters is unavoidable (examples: checking the fitting of the helmets, adjusting bicycles) the tour guides shall additionally wear face shields and latex gloves.
- Transporting visitors with company vehicles is temporarily suspended.

3. Cleaning

Regular cleaning of surfaces and objects after use is required, especially those in contact with several people.

Waste (garbage - especially sanitary - masks, etc.) should be disposed of carefully - and work clothes/equipment should be washed and disinfected daily.

Measures taken:

- Regular cleaning of premises.
- Regular cleaning of keyboards, phones, tools, etc with disinfectant.
- Regular cleaning of door handles, railings and other items, which are often touched by several people.
- Clean equipment such as bicycles, helmets and bandanas after each use with the appropriate means.

Cleaning of the equipment:

- Bicycles: Metal frames and handlebars are cleaned with soap after every use. Handle grips and saddles are additionally cleaned with disinfectant and covered with plastic wrap, which is removed when the bicycle is given to the next user.
- Bandanas (head scarfs): Machine washed after each use at 60°C with detergent and vinegar and will be available for the next use after three days strict rotation.
- Helmets: After each use exteriors, interiors and straps are cleaned and disinfected. They will be available for the next use after three days strict rotation.



4. Personal protection measure

- While not riding or exercising all guests and staff are obliged to wear facemasks.
- If participants have not brought any facemasks, we can provide them.

5. Preparing and serving of beverages/food

- Equipment related to food or snack: cups, dishes and utensils are machine washed at 60°C after use with detergent and vinegar.
- During the preparation of the food /beverages the staff must wear a face mask and latex gloves.
- Food and beverages will be served by the tour guides instead of letting the participants serve themselves.

6. Handling of waste

- Regular emptying of trash cans.
- Avoid direct contact with waste. Always use tools (broom, shovel, etc.); wear gloves when handling waste and dispose them immediately after use.

7. Work clothes and equipment

- Employees have their personal equipment (gloves, helmets, bandanas, etc.) and use specific clothes & equipment each time.
- Special care is taken that no equipment is exchanged between participants during an activity (bicycles, helmets etc.).



8. Vulnerable Groups

- Employees and participants belonging to a risk group (age, pre-existing disease, etc.) should avoid contact with many people and be extra careful.
- Participants belonging to vulnerable groups may request private tours for their safety.

9. Special Remarks

- Bookings: Must be made (electronically or by the phone) in advance so that the maximum participation limit set by Yummy Pedals or the national authorities is not exceeded.
- Welcome/departure of visitors is done outdoors maintaining the distance of 2 meters between people.
- Even in casual conversation, general health rules of conduct must be followed to avoid transmission of the virus.
- Before starting the activity: Making sure that the personal details of all visitors, including the phone number, are available per group.

10. Number of participants

- Yummy Pedals will adjust the allowed maximum number of participants per group according to the announcements and recommendations made by NPHO and the national authorities.



11. Information

- Employees and other stakeholders are informed about the guidelines and measures taken.
- Customers are informed prior to their visit, by e-mailing them a relevant document.
- Protective measures are announced on the website and the social media. They are kept online for as long as necessary.
- Information material is always available.

12. Implementation and monitoring of measures

- Yummy Pedals' owner is responsible of monitoring and observing the safety measures.
- Employees are instructed on the implementation of hygiene measures, the use of protective masks, the correct handling of customers, the implementation of self-responsibility and the maintenance of personal protection.
- Employees, stakeholders and visitors are encouraged to suggest improvements.