



LUGGIt

Safety and Hygiene Protocol – COVID-19

Safety and Hygiene Protocol

Considering the outbreak of COVID-19 and the danger it represents, a set of basic precautions for infection prevention are promoted.

General Care:

- **Social Conduct:** Change the frequency and form of contact, avoiding, when possible, close contact, handshaking, kisses, face-to-face meetings and sharing food or utensils.

- **Hand Hygiene:** Wash your hands frequently with soap and water for at least 20 seconds or use hand sanitizer, covering all surfaces of your hands and rubbing them until they are dry.

- **Respiratory Etiquette:** Cough or sneeze into the flexed forearm or use a tissue, which should then be immediately thrown away; Always sanitize your hands after coughing or sneezing and after blowing; Avoid touching your eyes, nose and mouth with your hands.

- **Self Monitoring:** Be watchful for cough or difficulty to breath, and daily check for fever by measuring frequently your body temperature.

For Customers:

The service provided by LUGGiT has little risk for Customers, since it doesn't require any physical contact.

There are only two moments of close interaction between Customers and Keepers, in the delivery and collection of the goods. At these times, a social distance of 2 meters must be respected.

- **Personal Protective Equipment:** Customers must use their personal protective equipment, understood as a respiratory mask and sanitizing gel.

- **Follow all General Care Security Measures.**



For Keepers:

Keepers are the LUGGit agents on the ground, and will enforce this protocol by paying special attention to the following precautions:

- **Use of Personal Protective Equipment:** This equipment will be provided by LUGGit.
- **Follow General Care Security Measures:** Giving special attention to daily self-monitoring, and hand sanitization at the very previous and consequent moment to the interaction with any customer or partner.
- **Sanitization and Disinfection of the Transported Goods:** All goods transported must be properly sanitized, before the beginning of the transport and at the end of it, using the products provided for this purpose.
- **Sanitization and Disinfection of Vehicles:** The vehicles used in the services must, according to the rules applicable to the type of transportation, be properly sanitized.

For LUGGit:

LUGGit must ensure that all the points previously mentioned are followed, as well as provide the ideal conditions for this to be possible.

- **Information Distribution:** Preferably in a digital / online format.
- **Compliance with Partners:** Partners involved in activities must comply with this protocol.
- **Creation of Safety Conditions:** Provision of personal protective equipment, and others used, in sufficient quantity for Keepers.

