



**General Safety/ Emergency**

**Plan for**

**Chabil Maya Adventures &  
COVID – 19 Safety Procedures**

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Adventures*

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# Chabil Maya

## Adventures

## **Introduction/Overall Vision**

When offering quality service, it is imperative always to look on safety issues as having top priority. When dealing with guest this becomes even more important, especially where the tours involve are traversing Belize's natural environment.

All our tours must be **Safe, protect the environment, reliable, and informative**. Customers should feel well cared for and **receive** excellent value for their money.

This safety plan can roughly be divided into four categories while on tour.

**Risk Assessment** - Here the service/goods in question are systematically analyzed and assessed as to whether these could in some way constitute a risk, and if so how; what mishap could possibly occur, also how and where.

**Rules on Work Procedures** – In this section of the safety plan the rules deal primarily with prevention; what work procedures should be used to minimize risk of accident.

**Contingency Plan** – Based on the risk assessment, a contingency plan is compiled, or guidelines indicating the correct response in cases of mishap/accident.

**Incident Report** – This is a form where mishaps/incidents which may occur are registered. Incidents may be defined as unplanned deviations from conventional procedures, whether people are injured or not.

### **Current and available**

- All Safety plans must be reviewed at least annually, or whenever changes to the working environment or new insights present themselves.
- This Safety plan must be updated to adhere to new regulations put into place by updated guidelines provided by **Chabil Maya Adventures** and/or Belize Tourism Board

## Clear Language

- The Terms “**MUST**”, “**SHOULD**”, “**MAY**” are used with specific meanings:

“**MUST**” is a rule that shall be fulfilled without exception.

Example: All Vehicles **MUST** have all inspections and licenses required by law. (a deviation from this rule is not acceptable).

“**SHOULD**” is a rule that shall be fulfilled if possible but may be disregarded under certain circumstances.

Example: Vehicles **SHOULD** have both VHF and Tetra radios. (it may be acceptable to just carry either VHF or Tetra under certain circumstances).

“**MAY**” is a rule that is at the guide’s discretion.

Examples: Passengers **MAY** use their own headlights instead of the ones provided. (either will work fine).

- “**INSPECTION**” means: Thorough visual inspection for defects (including a full or partial disassembly as required), a full test for appropriate function, and repair or replacement of any components found to be defective.

## Documented

- Inspection of all items shall be documented in suitable form, including at least the date, item, inspected, name of person performing the inspection and outcome (passed / repaired / replaced)
- Training exercises (e.g. cave rescue practise, drive training, etc.) of guides shall be documented in suitable form, including at least date, location, participants, duration, and purpose of the training exercise.

## Safety Plan- Archaeological Tours and General Activities

This Safety plan applies to all tours in which passengers are visiting an Archaeological site in Belize, while traveling via Vehicles.

### Risk Assessment and Action Plan

#### Risk Assessment

<u>Risk</u>	<u>Risk description</u>	<u>Control measures</u>	<u>Risk Level</u>	<u>Action</u>
Falls	Client Slips/Stumble on uneven terrain, Rain, Client Health,	Briefing and rules on work procedures	Medium to High	Yes
Heat Exhaustion	Dehydration	Guides are well informed about changes in activity and follow briefing procedures	Medium to High	Yes
Nature	Insect Bites, snakes, Falling debris, wind,	Briefing and rules on work procedures	Low to medium	Yes
Fall on level ground	Clients Stumbles while entering and exiting vehicles	Passengers are assisted entering / leaving vehicle	Low	No
Vehicle Accident	Collision	Rules on Work and safety procedures	High	Yes
Blow/whiplash	Sudden stops, Jolt from uneven car ride,	Reduced speed on difficult roads, mandatory use of seat belts, suitable vehicle, Guide does a verbal confirmation of guest condition	Low	No

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## Action Plan

Risk	Action Taken to Reduce Risk
<p>Client Slips/Stumbles on uneven terrain, Due to Rain or Clients health</p>	<p>Assess situation, and apply First aid if deemed necessary, Passengers are assisted entering / leaving vehicle. Walking route is chosen to minimize slipping risk and avoid exposure to unsafe heights. Passengers are reminded to not be distracted by taking pictures or doing other activities while walking or while climbing temples/standing on temples. Monitor clients at all time/reading clients body language to determine health conditions. Guest are informed to use adequate</p>
<p>Dehydration</p>	<p>Guide/driver always encourage guest to keep hydrated, have water cooler in Vehicles, encourage adequate head covering (Caps, Shades).</p>
<p>Insect bites, snake, falling debris and wind</p>	<p>Guide/Guest are always encouraged to stay alert of surroundings while on tour, In the event of sting or bite assess and apply proper first aid and other safety procedures. If condition gets worsen seek medical attention immediately by following work procedures listed. Guests are always encouraged to follow guides instructions and recommendation, under adverse weather conditions guest will be prohibited from climbing structures</p>
<p>Collision</p>	<p>In the event of collision, assess situation, help where possible, contact proper authorities, and put into action <b>collision contingency plan located in the back of manual</b></p>

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## Work Procedures

The Guide to Customer ratio **MUST** be at most 15 customers to each guide.

## Mandatory Equipment

- **Vehicles** – Vehicles **MUST** fulfil all required licenses and examinations. All Driving **MUST** be documented either on paper or electronically, including fuel consumption, regular and additional maintenance, Ensure equipment's such as: Jack, Spare, First Aid Kit, Tow Rope, Fire Extinguisher, Jumper cables (optional quick jump device), Road reflectors/flares, log book.

## Driver / Guides

In most tours, the drivers will also be guiding the tour (giving verbal information and instruction). On certain occasions (for example, when driving with a group with their own guide) these roles may be split up.

- All drivers **MUST** have the required driving permits.
- All guides **MUST** be certified "CPR/ First Aid", or have an equivalent or better certification
- All drivers **MUST** be familiar with all aspects of the routes chosen for a tour, and **MUST** have suitable qualification
- All guides **SHOULD** practice driving in difficult conditions, and self-recovery of a stock vehicle at least twice a year
- All Guide **MUST** be fluent in English. and are encouraged to learn the other languages
- New guides **MUST** receive training by lead guides or other suitable staff concerning the vision, ideals and guidelines of company, communication with guests, and group management.
- All drivers **MUST** comply with all site rules, regulations, and recommendations for nature protection.
- All Guides **MUST** always have tour guide license displayed

## Check List –Before Tour

- Passenger list and tour plan/ schedule in Vehicles
- Weather forecast and road conditions have been evaluated and are compatible with the tour
- Roads and trails to be taken are known to be passable, check NICH for advisory
- Brief visual inspection of vehicle example (proper insurance, licences, check vehicles for damages before tour.
- Vehicle fuel tank is full / or sufficient fuel to carry out tour.
- First aid kit in vehicle and complete along with extinguisher

- Mobile phone charged and working with credit.
- Additional equipment as required for the tour is complete and in good order (spare, tire pressure, oil level, tow rope, etc.
- Check function of air condition in vehicle

## Start of and during the tour

- Introduce guide(s) by name
- Assist passengers entering/ exiting vehicle.
- Ensure passengers are wearing seat belts and are comfortable in the vehicle (air conditioning etc.)
- Offer passengers to approach guides about any relevant medical conditions, recent illness, medications, allergies etc. that may be relevant.
- Give passengers a brief overview of the entire tour; frequently update about upcoming stops / events.
- Offer additional information to pass the time while driving. Guide should have extensive knowledge about Belize life and culture. Guide should attempt to answer questions truthfully and never give information they are uncertain about or hearsay.
- On each stop, inform passengers about the purpose of the stop, approximate duration, things of note. Particularly stress any dangers that may be present (slippery ground, cliffs, roots, etc.).
- Passengers must not be allowed to exit vehicles except in safe locations
- Always remember tour wrap up

## Check List After the tour

- Check vehicle for forgotten items belonging to passengers.
- Visually inspect and clean all items used
- Refill main vehicle tank
- Check engine oil level.
- Refill windshield washer fluid.
- Fill out a short trip report indicating time of departure/return, route and distance driven, fuel consumed, names of lead/ assistant guide (s), number of passengers, weather, and any items of note.

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# General Contingency Plan

## Ensure safety on site

In case of injury to passengers

No injuries to passengers

Call 90- Give Location and Description

Call 911- Inform about accident

Call Tour Manager – #####

Report incident to supervisor

Attend to passenger- Trauma support

Inspect & Administer First Aid

Mobilize response group – superior  
(if Needed)

Prepare for arrival of Rescue Team  
Keep Guest Calm

Decide on the continuation of the tour  
Fill out/file an incident report

Attend to other Passengers

After injured parties have been transported off the venue it is time to attend to other matters

The tour manager and response group work according to a plan:

- Mobilizes further trauma support/crisis counsel if appropriate/needed
- Handle communication with the police and other parties as needed/appropriate, (e.g.: relatives, embassies, and media.
- Inform other employees.
- Ensure transportation of other passengers to their homes/hotel, if necessary

Decide on continuation of the tour

Fill out/File incident report

Emergency numbers and key personnel

## 1. General information

Seriousness of incident: Accident _____ near accident _____ other _____
Date of Incident _____ reported by _____ Tour Leader _____ Name of Tour _____
Place of Incident _____ GPS co-ordinates if known: N _____ and W _____
Description of incident _____
Actions taken by tour leader _____
_____

## 2. Personal Information ----- Please note that one form should be used for each person

Name of Passenger _____ Tel #. _____ Cabin/hotel/ship _____
Email _____
Description of injury _____
_____

Please indicate the position of injuries on the drawings provided:

Was the person transferred to hospital? Yes No \_\_\_\_\_

Person involved refused hospital treatment? Yes No \_\_\_\_\_

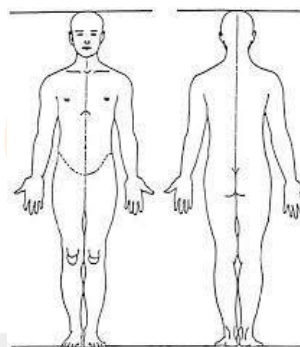
Transported by ambulance? Yes \_\_\_\_\_ No \_\_\_\_\_

Any other type of transport? \_\_\_\_\_

Were the police called to the scene? Yes \_\_\_\_\_ No \_\_\_\_\_

Other Rescue team involved, which? \_\_\_\_\_

\_\_\_\_\_



### 3. Passengers

Were any other group members in need of trauma support? Yes \_\_\_\_\_ No \_\_\_\_\_

Was trauma support offered? Yes \_\_\_\_\_ No \_\_\_\_\_ Passengers declined \_\_\_\_\_

Other actions taken concerning passengers \_\_\_\_\_

Witnesses to the accident:

Name \_\_\_\_\_ Tel # \_\_\_\_\_ Email \_\_\_\_\_ nationality \_\_\_\_\_

Name \_\_\_\_\_ Tel # \_\_\_\_\_ Email \_\_\_\_\_ nationality \_\_\_\_\_

Name \_\_\_\_\_ Tel # \_\_\_\_\_ Email \_\_\_\_\_ nationality \_\_\_\_\_

### 4. Organization

Were directors of the company notified? Who? \_\_\_\_\_

Time of Notification \_\_\_\_\_

Was the insurance company Notified about the incident? Yes \_\_\_\_\_ No \_\_\_\_\_

Other details which must be noted:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_  
Signature of person filing in the report

\_\_\_\_\_  
Signature of Tour leader, if other

Action Taken in the Wake of the Incident, if any:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

## Medical Considerations (This is sent to our guest prior to arrival)

Our adventures will lead us into the wonders of Belize's jungle, and by booking this tour you confirm that you are generally healthy and physically fit for the chosen activity. Your Safety and wellbeing are our highest priority, and we strongly recommend you notify us of any relevant medical conditions. This will ensure that our guides can design the tour accordingly, and that they can respond quickly and accurately in the unlikely event of medical emergency.

Please consider filling out the following fact sheet and carry it on your tour.

Name: _____	Year of Birth: _____
Nationality: _____	Emergency Contact (Name & Phone): _____
Blood Type: _____ (Please circle all that apply)	
Diabetes	Asthma
High Blood Pressure	Epilepsy
Hemophilia	Pregnant (_____ weeks at time of tour)
Allergies to: Food Pollens Latex stinging insects Medications	
----- If food or medications, please specify: _____	
■ Current medications (Please mark any you need to take regularly)	
_____	
■ Recent Illnesses or relevant injuries	
_____	

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## Safety Plan – Cave Exploration/Tubing and General Activities

This safety plan applies to excursion involving caves, tubing, exploring, hiking, wet caves, and dry caves.

### Risk Assessment and Action Plan

**Risk Assessment:** Typically cave tours will include a jungle hike component; therefore, the risks and control measures describe in Risk Assessment (Jungle & Nature Tours) also apply

<u>Risk</u>	<u>Risk description</u>	<u>Control measures</u>	<u>Risk Level</u>	<u>Action</u>
Panic	Claustrophobic, noise, cave critters, currents, time, poor visibility, medication, equipment failure,	Briefing and rules on work procedures	Low to medium	Yes
Fall	Uneven paths, wet paths, guest health, equipment, current, debris, loose rocks	Guides keep guest well inform and follow briefing procedures	Medium to High	Yes
Nature	Flash flood, land slide, falling debris, insect bite, current	Briefing and rules on work procedures	Medium to high	Yes
Heat or cold	Dehydration, hyperthermia, clothing, guest health	Rules on Work and safety procedures	Low to medium	Yes
Drowning	Flash floods, equipment failure, current, child play,	Swift water training, briefing and work procedures	High	YES
Blow	Head struck against ceiling or wall	Helmets must always be worn; people reminded of low ceiling upon entering cave, no horse playing	Low	No

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## Action Plan

Risk	Action Taken to Reduce Risk
Claustrophobic, noise, cave critters, currents, time, poor visibility, medication, equipment failure,	Guides will brief guest on safety, and proper use of equipment's, monitor cave condition with par ranger advisory, keep guest inform of trails and path to be taken, take extra batteries if needed, guides go through training and follow work procedures
Uneven paths, wet paths, guest health, equipment, current, debris, loose rocks	Guides brief guest on proper clothing and equipment for specific cave use ( Helmets, lights, foot wears, clothing), evaluate paths to be taken before traversing, avoid areas where client could fall and stumble, guide carry all required equipment for successful rescue / self-rescue on all tours. Guide are encouraged to carry medication if needed
Flash flood, land slide, falling debris, insect bite, current	Guides are up to date with weather conditions, guides enforce guest to wear helmet and other safety gears. Guides are train first aid and CPR; guest are encouraged to use repellents when necessary.
Dehydration, hyperthermia, clothing, guest health	Guide encourage guest to keep hydrated and rest when necessary, guides brief guest of appropriate cave clothing, guides monitor guest at all time to ensure guest in good health,
Flash floods, equipment failure, current, child play,	Guides follow park rules, guide to guest ratio adhere to, guides are trained in water rescue and know how to swim in extreme conditions, guides have extensive knowledge of cave and water system and brief guest about safety protocols, guest are monitored, proper usage of equipment is demonstrated and adhered to.

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## Work Procedures

The Guide to Customer ratio **MUST** be at most 8 customers to each guide.

## Mandatory Equipment

- **Vehicles** – Vehicles **MUST** fulfil all required licenses and examinations. All Driving **MUST** be documented either on paper or electronically, including fuel consumption, regular and additional maintenance, Ensure equipment's such as: Jack, Spare, First Aid Kit, Tow Rope, Fire Extinguisher, Jumper cables (optional quick jump device), Road reflectors/flares, log book.
- **Headlight**- All Clients **SHOULD** be equipped with headlights. Guide **MUST** carry a personal headlight, plus one additional spare headlight and spare batteries on all tours.
- **Helmets**-all passengers and Guide **MUST** wear helmets while on a cave tour, Helmets **MUST** be inspected before each use. Helmets that have seen non-trivial impact **MUST** be replaced. Helmets **SHOULD** be marked on at least two sides with company.
- **Safety Rope and Accessories**- a safety rope of at least 25ft length, all rope **MUST** be inspected at least once every two months
- **Life vest**- Approved life vest **MUST** always be worn by guide and guest, Life vest **MUST** be inspected before each tour,
- **Dry Bag**- **MUST** be carried on tours, and will include first aid kit, extra batteries, extra headlight
- **Tubes (In case of Cave Tubing)**- Tubes **MUST** be used by all guest during cave tubing tours, tubes **MUST** be inspected before each tour, and **MUST** meet proper tube requirements by the authorities. Operators are encouraged to use tubes with rope attachments and handles
- **Footwear**- Adequate water/hike footwear **MUST** always be worn by guest and guides
- **Watch**- A guide **MAY** have with them a time telling device at all time to proper manage tours (waterproof)

## Driver / Guides

In most tours, the drivers will also be guiding the tour (giving verbal information and instruction). On certain occasions (for example, when driving with a group with their own guide) these roles may be split up.

- All drivers **MUST** have the required driving permits.
- All guides **MUST** be certified “CPR/ First Aid”, or have an equivalent or better certification
- All drivers **MUST** be familiar with all aspects of the routes chosen for a tour, and **MUST** have suitable qualification
- All guides **SHOULD** practice touring in a difficult condition
- All Guide **MUST** be fluent in English. and are encouraged to learn the other languages
- New guides **MUST** receive training by lead guides or other suitable staff concerning the vision, ideals and guidelines of company, communication with guests, and group management.
- All drivers **MUST** comply with all site rules, regulations, and recommendations for nature protection.
- All Guides **MUST** always have tour guide licence displayed
- All guides **MUST** have personal cave equipment’s (Headlight, drybag, life vest, helmet, rope, water/hiking shoe,
- Cave helper **MUST** have drybag that contains (repair tube kit, extra batteries, pump, first Aid Kit)

## Check List –Before Tour

- Passenger list and tour plan/ schedule in Vehicles (ship departure time, return time to hotel, etc.)
- Weather forecast and road conditions have been evaluated and are compatible with the tour
- Roads and trails to be taken are known to be passable, check NICH for advisory
- Brief visual inspection of vehicle example (proper insurance, licences, check vehicles for damages before tour.
- Vehicle fuel tank is full / or sufficient fuel to carry out tour.
- First aid kit in vehicle and complete along with extinguisher
- Mobile phone charged and working with credit.
- Additional equipment as required for the tour is complete and in good order (spare, tire pressure, oil level, tow rope, etc.
- Check function of air condition in vehicle
- Notify equipment providers about (Number of guests, arrival time, etc.)
- Ensure all equipment’s needed for tour are readily available and in working condition
- Guides ensure proper tickets are in place or monies to purchase park tickets

- Guides ensure cooler is in vehicle with adequate water for all guest
- If food is part of excursion inform restaurant of arrival time and number of guests
- Inform Helpers at site about arrival time and number of guests

## Start of and during the tour

- Introduce guide(s) by name
- Assist passengers entering/ exiting vehicle.
- Ensure passengers are wearing seat belts and are comfortable in the vehicle (air conditioning etc.)
- Offer passengers to approach guides about any relevant medical conditions, recent illness, medications, allergies etc. that may be relevant.
- Give passengers a brief overview of the entire tour; frequently update about upcoming stops / events.
- Offer additional information to pass the time while driving. Guide should have extensive knowledge about Belize, life, and culture. Guide should attempt to answer questions truthfully and never give information they are uncertain about or hearsay.
- On each stop, inform passengers about the purpose of the stop, approximate duration, things of note. Particularly stress any dangers that may be present (slippery ground, cliffs, roots, etc.).
- Passengers must not be allowed to exit vehicles except in safe locations
- Passengers are brief about safety on site, park rules, and proper use of equipment's
- Guests are brief about shopping while on site
- Guide to guest ratio are always adhere to
- Introduce other employees assisting with tour while on site, and point out bathroom facilities and other relevant facilities to be used during the stop
- Always remember tour wrap up

## Check List After the tour

- Check vehicle for forgotten items belonging to passengers.
- Visually inspect and clean all items used
- Remove garbage and clean van used if applicable
- Refill main vehicle tank
- Check engine oil level.
- Refill windshield washer fluid.
- Fill out a short trip report indicating time of departure/return, route and distance driven, fuel consumed, names of lead/ assistant guide (s), number of passengers, weather, and any items of note.
- Check with tour manager and hand over report

## Safety Plan – Tours in Populated areas and General Activities

This safety plan applies to City tours, Architectural tours, Historical monuments, Shopping tour

### Risk Assessment and Action Plan

<u>Risk</u>	<u>Risk description</u>	<u>Control measures</u>	<u>Risk Level</u>	<u>Action</u>
Get lost	Client Separates from the group	Briefing and rules on work procedures	Low	No
Blow/ Hit by Car	Clients walk into traffic or careless driver, clients not focusing, (taking pictures, on phone)	Clients are monitored and are reminded to stay alert when crossing streets, taking picture, do not text and walk, or stand on the street while taking pictures	Medium	No
Fall	Gazing, miss step, faulty infrastructure, wet surfaces, health	Briefing and rules on work procedures, always encourage clients to stay alert	Low	No
Theft	Flashing, cash exposure, straying from group	Inform guest of rules in populated area	Low to Medium	Yes
Heat	Dehydration	Rules on Work and safety procedures, encourage guest to stay hydrated and stand in shaded area, use proper coverage (hat, umbrella, etc.)	Low	No
Nature	Dog bite, bees, insect bite, Falling debris	Reduced speed on difficult roads, mandatory use of seat belts, suitable vehicle, Guide does a verbal confirmation of guest condition	Medium to High	Yes

### Risk Assessment

## Action Plan

Risk	Action Taken to Reduce Risk
Dog bite, insect bite, Falling debris	Guides inform guest not to be playing with or touching animals on street, guide monitor guest at all times and encourage to use proper clothing attire, bug spray, and bring along allergy medication if needed, guides inform guest of safety protocol and keep monitoring surrounding when walking
Flashing, cash exposure, straying from group	Encourage guest not to wear excessive jewelry while walking in populated area, secure cameras, phone, wallet, at all times. Use limited cash when buying in public. In case of theft guide will contact police and fillout incident report, follow company safety protocols and contingency plan

## Work Procedures

The Guide to Customer ratio **MUST** be at most 15 customers to each guide.

## Mandatory Equipment

- **Vehicles** – Vehicles **MUST** fulfil all required licenses and examinations. All Driving **MUST** be documented either on paper or electronically, including fuel consumption, regular and additional maintenance, Ensure equipment's such as: Jack, Spare, First Aid Kit, Tow Rope, Fire Extinguisher, Jumper cables (optional quick jump device), Road reflectors/flares, log book.

## Driver / Guides

In most tours, the drivers will also be guiding the tour (giving verbal information and instruction). On certain occasions (for example, when driving with a group with their own guide) these roles may be split up.

- All drivers **MUST** have the required driving permits.
- All guides **MUST** be certified "CPR/ First Aid", or have an equivalent or better certification
- All drivers **MUST** be familiar with all aspects of the routes chosen for a tour, and **MUST** have suitable qualification
- Guide **MUST** respect all traffic rules
- All guides **SHOULD** practice touring in a difficult condition

- All Guide **MUST** be fluent in English. and are encouraged to learn the other languages
- New guides **MUST** receive training by lead guides or other suitable staff concerning the vision, ideals and guidelines of company, communication with guests, and group management.
- All drivers **MUST** comply with all site rules, regulations, and recommendations for nature protection.
- All Guides **MUST** always have tour guide license displayed

## Check List –Before Tour

- Passenger list and tour plan/ schedule in Vehicles (ship departure time, return time to hotel, etc.)
- Weather forecast and road conditions have been evaluated and are compatible with the tour
- Roads and trails to be taken are known to be passable
- Brief visual inspection of vehicle example (proper insurance, license, check vehicles for damages before tour.
- Vehicle fuel tank is full / or sufficient fuel to carry out tour.
- First aid kit in vehicle and complete along with extinguisher
- Mobile phone charged and working with credit.
- Additional equipment as required for the tour is complete and in good order (spare, tire pressure, oil level, tow rope, etc.
- Check function of air condition in vehicle
- Guides ensure proper tickets are in place or monies to purchase site tickets
- Guides ensure cooler is in vehicle with adequate water for all guest
- If food is part of excursion inform restaurant of arrival time and number of guests

## Start of and during the tour

- Introduce guide(s) by name
- Assist passengers entering/ exiting vehicle.
- Ensure passengers are wearing seat belts and are comfortable in the vehicle (air conditioning etc.)
- Offer passengers to approach guides about any relevant medical conditions, recent illness, medications, allergies etc. that may be relevant.
- Give passengers a brief overview of the entire tour; frequently update about upcoming stops / events.
- Offer additional information to pass the time while driving. Guide should have extensive knowledge about Belize, life, and culture. Guide should attempt to answer questions truthfully and never give information they are uncertain about or hearsay.

- On each stop, inform passengers about the purpose of the stop, approximate duration, things of note. Particularly stress any dangers that may be present (slippery ground, cliffs, roots, etc.).
- Passengers must not be allowed to exit vehicles except in safe locations
- Passengers are brief about safety
- Guide to guest ratio is always adhere to
- Introduce other employees assisting with tour while on site, and point out bathroom facilities and other relevant facilities to be used during the stop
- Always remember tour wrap up

### Check List After the tour

- Check vehicle for forgotten items belonging to passengers.
- Visually inspect and clean all items used
- Remove garbage and clean van used if applicable
- Refill main vehicle tank
- Check engine oil level.
- Refill windshield washer fluid.
- Fill out a short trip report indicating time of departure/return, route and distance driven, fuel consumed, names of lead/ assistant guide (s), number of passengers, weather, and any items of note.
- Check with tour manager and hand over report

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## Safety Plan – Marine Tours (Snorkelling) and General Activities

This Safety plan applies to all tours in which passengers are doing snorkelling and water activities

### Risk Assessment and Action Plan

#### Risk Assessment

<u>Risk</u>	<u>Risk description</u>	<u>Control measures</u>	<u>Risk Level</u>	<u>Action</u>
Nature	Sting (Jelly Fish), Coral Abrasions, Sun burns, Fish bite,	Briefing and rules on work procedure	Medium to High	Yes
Death/Drowning	Guest Health, Panic, Equipment failure	Briefing and rules on work procedures	High	Yes
Whiplash/ Blow	Choppy seas	Briefing and rules on work procedures, remind guest to keep seated and use seat pads, and always wear life vest while boat is in motion	Low	No
Boat Accident	Equipment failure, debris, boat run aground, negligence	Briefing and rules on work procedures	Medium to High	Yes
Motion Sickness	Choppy Seas, Guest Health	Briefing and rules on work procedures	Low to Medium	Yes
Fall	Rain, guest health, uneven pier, child play, intoxication	Briefing and rules on work procedures	Medium	Yes
Heat Exhaustion	Dehydration	Remind guest to keep hydrated while on tour	Low - Medium	No

## Action Plan

Risk	Action Taken to Reduce Risk
Sting (Jelly Fish), Coral Abrasions, Sun burns, Fish bite,	Brief guest on safety while in water, do's, and do not, Have First aid kit on board each vessel with medications for stings, sun burns, etc. Encourage guest to apply sunscreen when needed and to bring along proper coveragewear.
Guest Health, Panic, Equipment failure	Monitor guest always, Brief guest on proper use of equipment's, check equipment's before tour, Brief guest, mandatory use of life vest and safety procedure and distress signs. Worst case scenario follows contingency plan
Rain, guest health, uneven pier, child play, intoxication	Guide/Captain/ Helpers assist guest entering and exiting boat, brief guest about uneven pier, and paths taken, monitor guest health and discourage child playing, while on tour no drink of alcohol.
Equipment failure, debris, boat run aground, negligence	Captain/Guide goes thru boat/equipment check list before each tour, captain keep alert while on tours and have proper PPE (Sunshades, hats, etc..),
Choppy Seas, Guest Health	Guide/Captain monitor Guest condition frequently, Guest move to the back of the boat if needed to avoid bouncing in boat, Captain navigates the boat as calmly as possible to avoid too much bouncing

## Work Procedures

The Guide to Customer ratio **MUST** be at most 8 customers to each guide.

## Mandatory Equipment

- **Boat** – Boats **MUST** fulfil all required licenses and examinations. All Captain **MUST** be documented either on paper or electronically, including fuel consumption, regular and additional maintenance, Ensure equipment's such as: First Aid Kit, Tow Rope, Fire Extinguisher, Jumper cables (optional quick jump device), anchor, life vest, buoy ( Flotation device), log book.
- **GPS and Navigation** – A handheld PGS device **MUST** be carried on all tours, including spare batteries. A suitable smartphone **MAY** be substituted for GPS, together with a fully charged power bank.
- **VHF/Tetra** – A Tetra radio **MUST** be carried on all tours
- **Life vest** – Approved life vest **MUST** always be worn by guide and guest, Life vest **MUST** be inspected before each tour, and **MUST** be worn by all Guest while on tour

- **Whistle** – Lead guide/ Captain **MUST** have a whistle with them at all time while on tour and **MUST** be inspected on a regular basis to be in good working condition.
- **Fins, Mask, Snorkel**—fin, mask and snorkel **MUST** be worn by all guest and guides while on tour
- **Floating Ring** – A floating ring **MUST** always be carried on Boats and with guides in water
- **Rope** – A Safety rope/rescue rope **MUST** be carried on all tour
- **Cooler** – A cooler **MAY** be carried on tours for refreshments
- **Knife, Cutting Dish/board** – These equipment's **MAY** be carried on tour to help with fruit cutting if needed
- **First Aid** – An extended “marine” first aid kit **MUST** be carried on all tours
- **Fire Extinguisher** – A fire extinguisher **MUST** be carried on all tours, and **MUST** be inspected daily

## Captain / Guides

On certain occasions these roles may be split up.

- All Captain **MUST** have the required captain license.
- All guides **MUST** be certified “CPR/ First Aid”, or have an equivalent or better certification
- All captains **MUST** be familiar with all aspects of the routes chosen for a tour, and **MUST** have suitable qualification
- Guide **MUST** respect all park rules
- All guides/captain **SHOULD** practice navigating in a difficult condition
- All Guide **MUST** be fluent in English. and are encouraged to learn the other languages
- New guides **MUST** receive training by lead guides or other suitable staff concerning the vision, ideals and guidelines of company, communication with guests, and group management.
- All captains **MUST** comply with all site rules, regulations, and recommendations for nature protection.
- All Guides **MUST** always have tour guide license displayed
- All guides **MUST** have personal gears

## Check List –Before Tour

- Passenger list and tour plan/ schedule on Guide (ship departure time, return time to hotel, etc.)
- Weather forecast and sea conditions have been evaluated and are compatible with the tour
- Brief visual inspection of boat example (proper insurance, licences, check equipment for damages before tour.
- Boat fuel tank is full / or sufficient fuel to carry out tour.
- First aid kit on boat and complete along with extinguisher

- Mobile phone charged and working with credit.
- Additional equipment as required for the tour is complete and in good order (rope, buoy, floating devices, safety ring, etc).
- Guides ensure proper tickets are in place or monies to purchase site tickets
- Guides ensure cooler on boat with adequate water for all guest
- If food is part of excursion inform restaurant of arrival time and number of guests

## Start of and during the tour

- Introduce guide(s) by name
- Assist passengers entering/ exiting boat.
- Ensure passengers are wearing life vest and are comfortable on the boat
- Offer passengers to approach guides about any relevant medical conditions, recent illness, medications, allergies etc. that may be relevant.
- Give passengers a brief overview of the entire tour; frequently update about upcoming stops / events.
- Offer additional information to pass the time while navigating. Guide should have extensive knowledge about Belize, life, and culture, etc... Guide should attempt to answer questions truthfully and never give information they are uncertain about or hearsay.
- On each stop, inform passengers about the purpose of the stop, approximate duration, things of note. Particularly stress any dangers that may be present
- Passengers must not be allowed to exit boat except in safe locations
- Passengers are brief about safety, proper use of equipment's, and distress signals
- Guide to guest ratio is always adhere to
- Introduce other employees assisting with tour while on site, and point out bathroom facilities and other relevant facilities to be used during the stop
- Always remember tour wrap up

## Check List After the tour

- Check boat for forgotten items belonging to passengers.
- Visually inspect and clean all items used
- Remove garbage and clean boat used if applicable
- Refill main boat tank
- Check engine oil level.
- Fill out a short trip report indicating time of departure/return, route and distance navigated, fuel consumed, names of lead/ assistant guide (s), number of passengers, weather, and any items of note.
- Check with tour manager and hand over report

# Snorkelling Contingency Plan

## Ensure safety on site

**In case of injury to passengers**

**Call 90- Give Location and Description**

**Call 911- Inform about accident**

**Coast Guard -614-1239 /222-5260/5262**

**Call Tour Manager – #####**

**Inspect & Administer First Aid**

**Prepare for arrival of Rescue Team**

**Keep Guest Calm**

**Attend to other Passengers**

**After injured parties have been transported off the venue it is time to attend to other matters**

**Decide on continuation of the tour**

**Fill out/File incident report**

**Emergency numbers and key personnel**

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**No injuries to passengers**

**Report incident to supervisor**

**Attend to passenger- Trauma support**

**Mobilize response group – superior**

**(if Needed)**

**Decide on the continuation of the tour**

**Fill out/file an incident report**

**The tour manager and response group work according to a plan:**

- Mobilizes further trauma support/crisis counsel if appropriate/needed
- Handle communication with the police and other parties as needed/appropriate, (e.g.: relatives, embassies, and media.
- Inform other employees.
- Ensure transportation of other passengers to their homes/hotel, if necessary

# Safety Plan – Wildlife Sanctuary/Nature Tours & Jungle Tour and General Activities

This Safety plan applies to all tours in which passengers are visiting wildlife sanctuaries, hiking sites in Belize, while traveling via Vehicles.

## Risk Assessment and Action Plan

### Risk Assessment

<u>Risk</u>	<u>Risk description</u>	<u>Control measures</u>	<u>Risk Level</u>	<u>Action</u>
Fall	Uneven paths, rain, health,	Brief guest about safety precautions	Medium to High	Yes
Nature	Insect/animal bite, allergies, sun burn, falling debris,	Brief guest about safety precautions	Low to Medium	Yes
Heat Exhaustion	Dehydration, tiredness	have guest hydrate frequently, rest when needed,	Low	No
Whiplash/ blows	Sudden stops	Drive carefully and monitor road and guest always, verbally check to make sure guest are OK	Low	No
Vehicle Accident	Collision, blowout	Rules on work and safety procedures	High	Yes

### Action Plan

<b>Risk</b>	<b>Action Taken to Reduce Risk</b>
Uneven paths, rain, Guest health,	Guides brief guest about trail/path safety, and keep informing guest to look before stepping and monitor the trails taken, Ensure guest have adequate foot wear for tour (Hiking shoe), monitor weather and trail for wet/slippy conditions, keep monitoring guest health and visually/verbally keep check

Insect/animal bite, allergies, sun burn, falling debris,	Guides ensure first Aid kit is suitable for the tour being carried, ensure guest apply sunscreen, insect repellent, and take any necessary medications, Ask guest about any known allergies towards plants and insect to avoid said plants on trails/path, Monitor areas when stopping on trail to avoid falling debris (keep alert with the surroundings)
Collision, blowout	In the event of collision, assess situation, help where possible, contact proper authorities, and put into action <b>collision contingency plan located in the back of manual</b>

## Work Procedures

The Guide to Customer ratio **MUST** be at most 15 customers to each guide.

## Mandatory Equipment

- **Vehicles** – Vehicles **MUST** fulfil all required licenses and examinations. All Driving **MUST** be documented either on paper or electronically, including fuel consumption, regular and additional maintenance, Ensure equipment’s such as: Jack, Spare, First Aid Kit, Tow Rope, Fire Extinguisher, Jumper cables (optional quick jump device), Road reflectors/flares, log book.

## Driver / Guides

In most tours, the drivers will also be guiding the tour (giving verbal information and instruction). On certain occasions (for example, when driving with a group with their own guide) these roles may be split up.

- All drivers **MUST** have the required driving permits.
- All guides **MUST** be certified “CPR/ First Aid”, or have an equivalent or better certification
- All drivers **MUST** be familiar with all aspects of the routes chosen for a tour, and **MUST** have suitable qualification
- Guide **MUST** respect all traffic rules
- All guides **SHOULD** practice touring in a difficult condition
- All Guide **MUST** be fluent in English. and are encouraged to learn the other languages
- New guides **MUST** receive training by lead guides or other suitable staff concerning the vision, ideals and guidelines of company, communication with guests, and group management.
- All drivers/guides **MUST** comply with all site rules, regulations, and recommendations for nature protection.
- All Guides **MUST** always have tour guide licence displayed
- All Guides **MUST** be knowledgeable about the flora and fauna of Belize

## Check List –Before Tour

- Passenger list and tour plan/ schedule in Vehicles (ship departure time, return time to hotel, etc.)
- Weather forecast and road conditions have been evaluated and are compatible with the tour
- Roads and trails to be taken are known to be passable
- Brief visual inspection of vehicle example (proper insurance, licences, check vehicles for damages before tour.
- Vehicle fuel tank is full / or sufficient fuel to carry out tour.
- First aid kit in vehicle and complete along with extinguisher
- Mobile phone charged and working with credit.
- Additional equipment as required for the tour is complete and in good order (spare, tire pressure, oil level, tow rope, etc.
- Check function of air condition in vehicle
- Guides ensure proper tickets are in place or monies to purchase site tickets
- Guides ensure cooler is in vehicle with adequate water for all guest
- If food is part of excursion inform restaurant of arrival time and number of guests

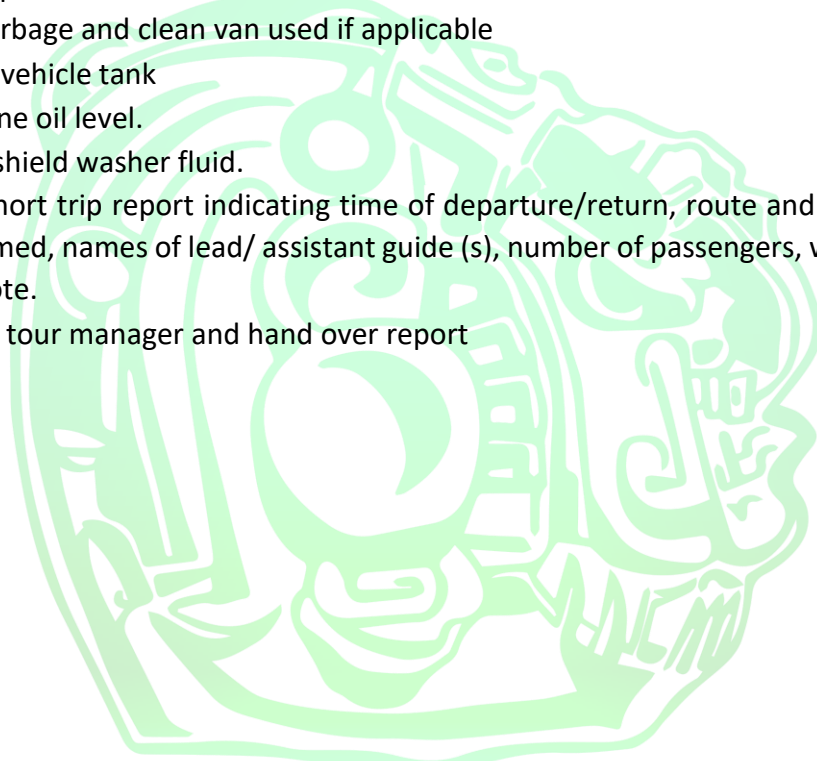
## Start of and during the tour

- Introduce guide(s) by name
- Assist passengers entering/ exiting vehicle.
- Ensure passengers are wearing seat belts and are comfortable in the vehicle (air conditioning etc.)
- Offer passengers to approach guides about any relevant medical conditions, recent illness, medications, allergies etc. that may be relevant.
- Give passengers a brief overview of the entire tour; frequently update about upcoming stops / events.
- Offer additional information to pass the time while driving. Guide should have extensive knowledge about Belize, life, and culture. Guide should attempt to answer questions truthfully and never give information they are uncertain about or hearsay.
- On each stop, inform passengers about the purpose of the stop, approximate duration, things of note. Particularly stress any dangers that may be present (slippery ground, cliffs, roots, etc.).
- Passengers must not be allowed to exit vehicles except in safe locations
- Passengers are brief about site/general safety
- Guide to guest ratio are always adhere to
- Introduce other employees assisting with tour while on site, and point out bathroom facilities and other relevant facilities to be used during the stop

- Always remember tour wrap up

## Check List After the tour

- Check vehicle for forgotten items belonging to passengers.
- Visually inspect and clean all items used
- Remove garbage and clean van used if applicable
- Refill main vehicle tank
- Check engine oil level.
- Refill windshield washer fluid.
- Fill out a short trip report indicating time of departure/return, route and distance driven, fuel consumed, names of lead/ assistant guide (s), number of passengers, weather, and any items of note.
- Check with tour manager and hand over report



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## Safety Plan – River Tours and General Activities

This Safety plan applies to all tours in which passengers are doing River tours in Belize, while traveling via Boats.

### Risk Assessment and Action Plan

#### Risk Assessment

<u>Risk</u>	<u>Risk description</u>	<u>Control measures</u>	<u>Risk Level</u>	<u>Action</u>
Falls	Weather condition, Guest health, Loose objects in vessel, improper footwear, intoxication	Briefing and rules on work procedures	Low to High	Yes
Boat collision/Accident	Equipment Failure, speeding, crew negligence	Briefing and rules on work procedures	High	Yes
Heat Exhaustion	Dehydration, Temperature	Remind guest to keep hydrated, have water cooler on board, remind guest to wear proper attire for tour (hats, shades, sunscreen, etc..)	Low	No
Blow/whiplash	Sudden stop of boat, reckless boat maneuver, obstacles in the navigated path	Verbally/visually inspect guest, captain and crew keep on alert while navigating, brief guest on safe protocols on boat	Medium	No
Man overboard	Unexpected wakes, crew/captain negligence, guest negligence	Briefing and rules on work procedures	Medium to High	Yes
Nature	Debris falling, birds fly into guest,	Captain must be cautious regarding stopping along the river avoiding overhanging trees, captain/crew must always be attentive	Low	No

Marine motion Sickness	Wakes, guest health, dehydration	Captain navigates cautiously, seating arrangements, encourage guest to keep hydrated and have electrolytes on board	Low	No
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## Action Plan

Risk	Action Taken to Reduce Risk
Weather condition, Guest health, Loose objects in vessel, improper footwear, intoxication	Brief on safety measures while moving around vessel, Captain/crew/guides monitor weather conditions, Visually and verbally communicate with guest about how they are feeling, guest are reminded to keep personal belongings under the seats or near them, guides/crew and captain keep the vessel clean at all times, brief on proper attire for tour, and monitor guest drinking on board or before tour
Unexpected wakes, crew/captain negligence, guest negligence	Brief guest on boat safety protocols while vessels are in motion prior to tour departing, ensure guest are wearing life vest while on boat, remind guest to keep seated at all times, remind guest not to stand on gunnels/rails when taking pictures <b>Man overboard-</b> <ul style="list-style-type: none"> <li>• First mate yells continuously “<b>MAN OVERBOARD</b>”, he/she then points at the location of the person that is <b>overboard</b>. Captain then deaccelerate the vessel and point vessel towards overboard.</li> <li>• Captain and first mate will keep visual to person overboard, while first mate is preparing life preserve with sufficient life painter.</li> <li>• Captain will navigate the vessel safely towards the person overboard and first mate will ensure life preserve is cast securely to person overboard. When person is secure, first mate will retrieve the person overboard back to the vessel</li> </ul>
Equipment Failure, speeding, crew negligence	Captain/crew adhere to all maritime laws, and keep on the lookout for other boats and debris in the water

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## Work Procedures

The Boat **MUST** maintain capacity specified by the Belize Port Authority inclusive of crew

### Mandatory Equipment

- **Boat** – Boats **MUST** fulfil all required licenses and examinations. All Captain **MUST** be documented either on paper or electronically, including fuel consumption, regular and additional maintenance, Ensure equipment's such as: First Aid Kit, Tow Rope, Fire Extinguisher, Jumper cables (optional quick jump device), anchor, life vest, buoy (Flotation device), log book.
- **GPS and Navigation** – A handheld GPS device **MUST** be carried on all tours, including spare batteries. A suitable smartphone **MAY** be substituted for GPS, together with a fully charged power bank.
- **VHF/Tetra** – A Tetra radio **MUST** be carried on all tours
- **Life vest** – Approved life vest **MUST** always be worn by guide and guest, Life vest **MUST** be inspected before each tour, and **MUST** be worn by all Guest while on tour
- **Whistle** – Lead guide/ Captain **MUST** have a whistle with them at all time while on tour and **MUST** be inspected on a regular basis to be in good working condition.
- **Life preserve** – A life preserve **MUST** always be carried on Boats
- **Rope** – A Safety rope/rescue rope **MUST** be carried on all tour
- **Cooler** – A cooler **MAY** be carried on tours for refreshments
- **Knife, Cutting Dish/board** – These equipment's **MAY** be carried on tour to help with fruit cutting if needed
- **First Aid** – An extended “marine” first aid kit **MUST** be carried on all tours
- **Fire Extinguisher** – A fire extinguisher **MUST** be carried on all tours, and **MUST** be inspected daily
- **Tool Kit**- A basic toolkit with, (cable tie, clippers, plyers, etc.) **MUST** be carried on all tour

**Captain/Guides** On certain occasions these roles may be split up.

- All Captain **MUST** have the required captain license.
- All guides **MUST** be certified “CPR/ First Aid”, or have an equivalent or better certification
- All captains **MUST** be familiar with all aspects of the routes chosen for a tour, and **MUST** have suitable qualification
- Guide **MUST** respect all park rules
- All guides/captain **SHOULD** practice navigating in a difficult condition
- All Guide **MUST** be fluent in English. and are encouraged to learn the other languages

- New guides **MUST** receive training by lead guides or other suitable staff concerning the vision, ideals and guidelines of company, communication with guests, and group management.
- All captains **MUST** comply with all site rules, regulations, and recommendations for nature protection.
- All Guides **MUST** always have tour guide license displayed

## Check List –Before Tour

- Passenger list and tour plan/ schedule on Guide (ship departure time, return time to hotel, etc.)
- Weather forecast and river conditions have been evaluated and are compatible with the tour
- Brief visual inspection of boat example (proper insurance, licences, check equipment for damages before tour.
- Boat fuel tank is full / or sufficient fuel to carry out tour.
- First aid kit on boat and complete along with extinguisher
- Mobile phone charged and working with credit.
- Additional equipment as required for the tour is complete and in good order (rope, buoy, floating devices, safety ring, etc.
- Guides ensure proper tickets are in place or monies to purchase site tickets
- Guides ensure cooler on boat with adequate water for all guest
- If food is part of excursion inform restaurant of arrival time and number of guests

## Start of and during the tour

- Introduce guide(s), Captain, and crew by name
- Assist passengers entering/ exiting boat.
- Ensure passengers are wearing life vest and are comfortable on the boat
- Offer passengers to approach guides about any relevant medical conditions, recent illness, medications, allergies etc. that may be relevant.
- Give passengers a brief overview of the entire tour; frequently update about upcoming stops / events.
- Offer additional information to pass the time while navigating. Guide should have extensive knowledge about Belize, river life, and culture, etc... Guide should attempt to answer questions truthfully and never give information they are uncertain about or hearsay.
- On each stop, inform passengers about the purpose of the stop, approximate duration, things of note. Particularly stress any dangers that may be present
- Passengers must not be allowed to exit boat except in safe locations
- Passengers are brief about safety, proper use of equipment's, and distress signals

- Passenger transfer in case of emergency **MUST** be done on the bank of the water way, if bank is not feasible transfer is done on the edge of water way
- Introduce other employees assisting with tour while on site, and point out bathroom facilities and other relevant facilities to be used during the stop
- Always remember tour wrap up

## Check List After the tour

- Check boat for forgotten items belonging to passengers.
- Visually inspect and clean all items used
- Remove garbage and clean boat used if applicable
- Refill main boat tank
- Check engine oil level.
- Fill out a short trip report indicating time of departure/return, route and distance navigated, fuel consumed, names of lead/ assistant guide (s), number of passengers, weather, and any items of note.
- Check with tour manager and hand over report



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# **COVID- 19 Safety Procedures**

## **Introduction/Overall Vision**

The coronavirus COVID- 19 pandemic is the defining health crisis of our time and the greatest challenge we have face thus far in Belize in relation to Tourism. Since its emergence in Asia late last year, the virus has spread to majority of the countries around the world. This pandemic has been much more than a health crisis to us here in Belize, it has become a socio-economic crisis.

It is up to us as operators and guide and front-line workers to act immediately to prepare, respond and do all we can to recover safely. By setting up these guidelines we will ensure and minimize the spread, protect our self and family foremost, protect our guest and our community.

## **Identifying how COVID-19 spreads and its' Symptoms**

- There are two main routes by which people can spread COVID-19:
  1. By respiratory droplets of an infected person (who coughs or sneezes) to people who are within 2 meters/6 feet, i.e. it spread person to person
  2. By touching a surface, object or the hand of an infected person that has been contaminated with respiratory secretions and touching their own mouth, nose, or eyes (e.g. touching doorknobs or shaking hands then touching own face).
- The most common symptoms of COVID-19 are:
  1. Fever, Dry cough, and Tiredness
  2. Dry cough, headache, conjunctivitis, tiredness (prior to activities on tour), loss of taste or smell, a rash on skin, or discoloration of fingers or toes

## **Rules on Work Procedures**

- In this section of the safety plan the rules deal primarily with prevention; what work procedures should be used to minimize spread and safeguard our guides and families.

## **Contingency Plan**

- Based on the risk assessment, a contingency plan is compiled, or guidelines indicating the correct response in cases of COVID -19 detection.

## **Incident Report and Log**

- This is a form where COVID-19 detection which may occur are registered.

## Current and available

- COVID-19 Safety plans must be reviewed once every 3 months, or whenever changes to the working environment or new insights present themselves.
- This Safety plan must be updated to adhere to new regulations put into place by updated guidelines provided by ministry of health, **Chabil Maya Adventures** and/or Belize Tourism Board

## Clear Language

- The Terms “**MUST**”, “**SHOULD**”, “**MAY**” are used with specific meanings:

“**MUST**” is a rule that shall be fulfilled without exception.

Example: All Vehicles **MUST** have all inspections and licenses required by law. (a deviation from this is not acceptable).

“**SHOULD**” is a rule that shall be fulfilled if possible but may be disregarded under certain circumstances.

Example: Vehicles **SHOULD** have both VHF and Tetra radios. (it may be acceptable to just carry either VHF or Tetra under certain circumstances).

“**MAY**” is a rule that is at the guide’s discretion.

Examples: Passengers **MAY** use their own headlights instead of the ones provided. (either will work fine).

- “**INSPECTION**” means: Thorough visual inspection for defects (including a full or partial disassembly as required), a full test for appropriate function, and repair or replacement of any components found to be defective.

## Documented

- Inspection of all items shall be documented in suitable form, including at least the date, item, inspected, name of person performing the inspection and outcome (passed / repaired / replaced)
- Training exercises (e.g. COVID-19 practice, Sanitizing training, etc.) of guides shall be documented in suitable form, including at least date, location, participants, duration, and purpose of the training exercise.

# COVID-19 Safety Work Procedures

The guide to customer ratio **MUST** always adhere to social distancing

## Mandatory Equipment and Sanitizing in relation to COVID-19

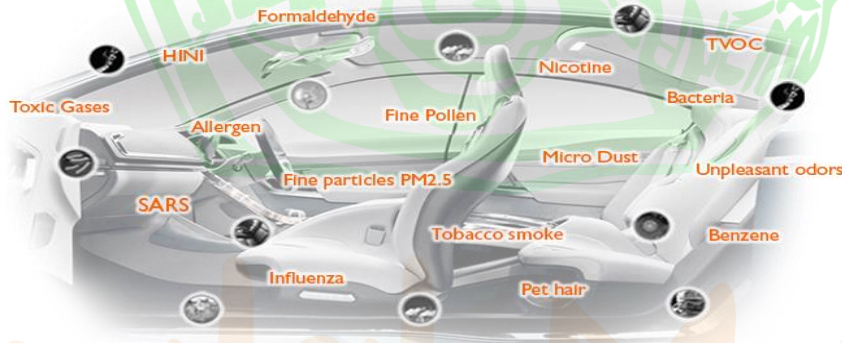
- **Vehicles - MUST** be properly cleaned and sanitized daily, go through vehicle check list located in this manual, our vehicles are equipped with Air purifiers, automatic hand sanitizer stations, extra mask, garbage bins, tip box, spit shield, signage strategically placed, P.A. system, disinfectants

**Air purifier system-** See link for info  
[lights/car-air-purifier](https://www.philips.co.in/c-m-au/cars/air-purifier)

<https://www.philips.co.in/c-m-au/cars/air-purifier>



These systems are used to filter air in vehicles while guest is on board, it is an ionizer that uses HEPA and HESA technology and Built in UVC light to remove



**Automatic hand dispensers:** this system is installed on the doors or point of entry inside our vehicles



**Signage:**

# Adventures



- **Infrared handheld temperature test-** This device **MUST** be used to check and monitor guest and employees daily.



- **First aid kit-** A first aid kit **MUST** be carried on all tours
- **Face Mask/Face Shield-** A face mask/shield **MUST** always be worn during transportation by guest and Guides/driver. And **SHOULD** be worn at tour sites.
- **Garbage bins-** A garbage bin **MUST** be places in all vehicle's and work area
- **Touchless hand Sanitizer Stations:** This device is installed on the centre console of every vehicle and **MUST** be used by all guides upon entering and exiting the Vehicle



- **Atomization Disinfection Timing Fogger-** This Device **MUST** be used in all vehicles after tour to ensure complete Sanitization/ Disinfection if Completed

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- **POS system-** Contactless payment methods **MAY** be used
- **Handheld UVC light-** This device **MAY** be used to sanitize and disinfect, work area, equipment's/gears, van seats etc.



- **Helmets, Vest, Head lights, Rope, Tubes, water shoe-** These gears **MUST** be used for all cave tubing tours.
- **Snorkelling mask, Vest, Rope, fins, snorkel -** These gears **MUST** be used for all Marine tours.
  1. Hand wash or sponge it down in warm and soapy water (using 60 – 90% solution of alcohol sprayed/wetted on these components is acceptable. (COVID-19 virus may exist 3 days on or in clothing, Virus can exist longer on porous surfaces. Synthetic fabrics, plastic and metal surfaces may harbor the virus longer.
  2. Rinse your lifejacket with clean water
  3. Ensuring complete drying is critical. Virus likes moisture and can survive in cold – virus dies by drying out and by heat, which some fibers can enhance. Heat air drying is encouraged 60C. If you hang it to dry (on a plastic coat hanger), allow 72 hours (3 days) before reuse.  
  
You always need to store your fully dried PDF/lifejacket in a warm, dry, well ventilated area.
  4. These equipment's are clean after each use and are inspected daily before tour to ensure sanitization was performed.
  5. UVC hand help lights are also being used to help clean and sanitize equipment's

## Gold Standard Program Manager

The program manager is responsible for:

- Developing and implementing / enforcing COVID-19 safety plan
- Ensure that all employees are updated with the new COVID-19 safety protocol
- He/ She acts as main contact for all health and safety issues, complains and document/ investigate all
- Monitor and report guests / employees in the” Ministry of Health APP”

### **Driver / Guides** --The **MUST** for guides/operators for Covid-19:

- All guides/ operators/ employees **MUST** undergo COVID-19 safety protocol along with Ministry of Health and BTB or relevant training.
- All guides/operators/ employees **MUST** have the downloaded APP for the COVID-19 from Ministry of Health.
- All guide and employee **MUST** show up to work at specify time minimum an hour before tours to undergo safety check
- All new guides **MUST** receive training by the lead guides or other suitable staff concerning the vision, ideals, and guidelines of the company safety procedures in relation to COVID-19.
- All Employees **MUST** have PPE (Personal Protective Equipment) (mask, sanitizer, face shield, etc.)
- All guides **MUST** keep guest inform about safety protocols while on tour
- All guides **MUST** abide by the rules of visited sites
- Guides **MUST** not be allowed to touch guest personal belongings (Cameras, phones, bags, etc.)
- All drivers/guide/boat captain/crew/employees **MUST** undergo COVID-19 safety training offered by BTB MOH and or higher equivalent training certification

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## Check List – Before Tour

- Employee check with COVID-19 tour manager
- Employees undergo daily Temperature screening staff with over 100F is sent home and/or further screening by MOH
- Passenger list and tour plan / schedule finalized
- Vehicle are inspected and clean, ensuring all sanitizer stations are filled, extra mask in place,
- Call and inform relative stops for tour route (restaurants, tour destination, etc..) about arrival time, number of guests
- Guides ensure tour log is prepared for tour
- Go through general before tour check list provided on safety procedures
- Ensure mic, and other equipment's use for carrying tour are working properly

## Start of and during Tour

- Introduce guide (s) by name and brief COVID-19 protocols
- Adhere to no physical contact on greeting guest
- Inform guest of COVID-19 polices for the day
- Log Guest temperature
- Encourage guest to Use hand sanitizer stations while entering the Vehicles
- Ensure guest have mask on them, if not provide mask or show where mask is available for purchase
- Inform guest of relevant stops and safety regulations in place at stops
- Brief Guest about site restrictions and contacting of other groups at sites
- Always maintain guide to guest ration
- Doors should only be open by guides and driver
- Tour equipment are handled buy guide or designated employees
- Equipment will not be shared
- Water will be given to guest on enter the vehicle or exiting by driver/guide only
- Guides are to ensure guest are being monitored always
- Tour wrap up

## Check List – After the tour

- Guide goes through general after tour check list.
- Report to COVID- 19 tour Manager
- Hand in all logbooks/report sheet
- Properly dispose of garbage using gloves
- check sanitizing stations and refilled if needed
- clean and sanitize equipment use (Vehicles, gears, etc.)

- optional (Guides are encouraged to bring an extra change of clothes for safety of family when returning home)



# Chabil Maya

## *Adventures*

# General Contingency Plan for COVID-19

## Ensure safety on site

Guest or employee shows Symptoms



Call 0-800-MOH-CARE (664-2273)  
Isolate in a designated independent  
room /area



Take advisory protocol from  
medical personnel on phone



Keep log as procedures are being  
adhere to



Report Incident immediately



After guest departs, clean and  
disinfect the area use, notify  
specific Hotel/cruise line of stay



Log and Document

## COVID-19 Vehicle Check list Before tour

Name of Guide/Employee: \_\_\_\_\_ Date: \_\_\_\_\_ Vehicle ID: \_\_\_\_\_

Tour Manager: \_\_\_\_\_ (Insert yes or no Below)

Name of Equipment	Filled/not Filled	Replaced	In place/not in place	Clean and sanitized
First aid kit				
Sanitizer Stations				
Air purifier				
Spit shield				
Extra Mask				
Garbage bin				
Fire extinguisher				
Spare/jack				
Tow rope				
Gas				
Guest Water				
Disinfectant				
UVC Cleaning light				
Signage				
Log, waiver, incident forms				

Note: \_\_\_\_\_









## Release of Liability & Acknowledgement of risk Acceptance of Responsibility

**Duty of Participants:** It is recognized that some recreational activities conducted by **Chabil Maya Adventures** Are hazardous to participants regardless of all feasibility safety measures which we can take. All participants shall have a duty to act as a reasonable prudent person when engaging in the recreational activities, which are offered by **Chabil Maya Adventures** referred to as the Tour Provider, I hereby agree not to:

1. Engage in any act which shall interfere with the running operation of \_\_\_\_\_ when such activities are contrary to the laws of the country of Belize.
2. Use any of **Chabil Maya Adventures** Equipment, facilities, or services if I do not have the ability to use such facility, equipment, or service safely without instructions until I have requested and received sufficient instruction to permit safe usage.
3. Engage in any harmful conduct or willingly, or negligently engage in any type of conduct, which contributes or cause injury to any person including myself.
4. To embark on any self-initiated activity without informing (Guide Name) \_\_\_\_\_ of my intentions and receiving permission from him/her to engage in such self-initiated activity.

**Acknowledgement and Acceptance of Risk:** I understand and acknowledge that the activity which I am about to voluntarily engage in as a participant and/or volunteer bears certain known and unanticipated risk which can result in injury, death, illness, or disease, physical or mental, damage to myself, damage to property, or to spectators or other third parties I, being aware that this activity entails risk or injuries to me, hereby release **Chabil Maya Adventures** Against any liability.

**I the undersigned, have read, understood, and irrevocably accept these conditions.**

	Name	Ship/Hotel	Room/cabin#	Signature
1				
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25				

Date: \_\_\_\_\_

Witness: \_\_\_\_\_

Last Updated May 3<sup>rd</sup>, 2020

## Release of Liability & Acknowledgement of risk Acceptance of Responsibility COVID-19

The novel coronavirus, COVID-19, has been declared a worldwide pandemic by the World Health Organization. COVID-19 is reported to be contagious. The state of medical knowledge is evolving, but the virus is believed to spread from person-to-person contact and possibly by contact with contaminated surfaces and objects or in the air. People reportedly can be infected and show no symptoms and therefore spread the disease. The exact methods of spread and contraction are unknown, and there is no known treatment, cure, or vaccine for COVID-19. Evidence has shown that COVID-19 can cause serious and potentially life-threatening illness and even death.

**Chabil Maya Adventures** cannot prevent you [or your child(ren)] from becoming exposed to, contracting, or spreading COVID-19 while utilizing **Chabil Maya Adventures** services or premises. It is not possible to prevent against the presence of the disease. Therefore, if you choose to utilize **Chabil Maya Adventures** services and/or enter onto **Chabil Maya Adventures** premises you may be exposing yourself to and/or increasing your risk of contracting or spreading COVID-19.

### ASSUMPTION OF RISK

I have read and understood the above warning concerning COVID-19. I hereby choose to accept the risk of contracting COVID-19 for myself and/or my children to utilize **Chabil Maya Adventures** services and enter **Chabil Maya Adventures** premises. These services are of such value to me [and/or to my children,] that I accept the risk of being exposed to, contracting, and/or spreading COVID-19 in order to utilize **Chabil Maya Adventures** services and premises in person.

### WAIVER OF LAWSUIT/LIABILITY

I hereby forever release and waive my right to bring suit against **Chabil Maya Adventures** and its owners, officers, directors, managers, officials, trustees, agents, Guides, Drivers, employees, or other representatives in connection with exposure, infection, and/or spread of COVID-19 related to utilizing **Chabil Maya Adventures** services and premises. I understand that this waiver means I give up my right to bring any claims including for personal injuries, death, disease or property losses, or any other loss, including but not limited to claims of negligence and give up any claim I may have to seek damages, whether known or unknown, foreseen or unforeseen.

I the undersigned, have read, understood, and irrevocably accept these conditions.

	Name	Ship/Hotel	Room/cabin#	Signature
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Date: \_\_\_\_\_

Witness: \_\_\_\_\_



Last Updated July 6<sup>th</sup>, 2020

### Overall Evaluation Chabil Maya Adventures

Name \_\_\_\_\_ Date: \_\_\_\_\_ Tour: \_\_\_\_\_ Email: \_\_\_\_\_

1. How would you rate your overall experience? Excellent {} Good {} Satisfactory {} Disappointing {}  
Why? \_\_\_\_\_

2. How could We improve this tour? \_\_\_\_\_

3. Please State the most outstanding Staff worthy of special mention (Guides, Helper, Dispatcher, Cashier, etc.)  
Staff Name: \_\_\_\_\_ Why: \_\_\_\_\_

4. Does your guide deliver the tour information clearly? Bad Normal Excellent

5. Is your guide easily approachable and helpful and can answer questions patiently? Bad Normal Excellent

6. How was your tour driver? Bad Normal Excellent

7. How was the guide pace on the tour? Slow Normal Fast

8. Please comment on your guide. \_\_\_\_\_

9. Would you recommend this tour to others? Yes ( ) No ( )

If (NO), Comment please: \_\_\_\_\_

### Overall Evaluation Chabil Maya Adventures

Name \_\_\_\_\_ Date: \_\_\_\_\_ Tour: \_\_\_\_\_ Email: \_\_\_\_\_

1. How would you rate your overall experience? Excellent {} Good {} Satisfactory {} Disappointing {}  
Why? \_\_\_\_\_

2. How could We improve this tour? \_\_\_\_\_

3. Please State the most outstanding Staff worthy of special mention (Guides, Helper, Dispatcher, Cashier, etc.)  
Staff Name: \_\_\_\_\_ Why: \_\_\_\_\_

4. Does your guide deliver the tour information clearly? Bad Normal Excellent

5. Is your guide easily approachable and helpful and can answer questions patiently? Bad Normal Excellent

6. How was your tour driver? Bad Normal Excellent

7. How was the guide pace on the tour? Slow Normal Fast

8. Please comment on your guide. \_\_\_\_\_

9. Would you recommend this tour to others? Yes ( ) No ( )

If (NO), Comment please: \_\_\_\_\_



## Chabil Maya Adventures

### Tour Guide Agreement with Chabil Maya Adventures

- I always agree to always be on time on the day of Tour and dress appropriately for tour according to company standards.
- I agree that tipping is a happy coincidence and not to degrade myself and the company by begging for tips.
- Smoking, Drinking, and using obscene language is **NOT** permitted for any reason within the working environment or while on tour.
- All guides/drivers must have a personal cell phone and maintain a credit of at least \$1.00 BZE while on tour and in the working environment.
- While on tour, Cell phones are only allowed to be used in an emergency and **NOT** to be used for making personal calls, texting, or messaging of any sort, especially while driving on tour.
- Guides/ Drivers are to call or text tour dispatcher when leaving a tour site to head back to meeting location.
- Guides/Driver are responsible for all equipment's and vehicles used while they are on tour and within the working environment on working hours.
- Company Vans are for tours only '**NOT** For personal Use', after each tour vehicles are to be parked and helped clean by driver/ guide(s) if requested by Tour Operator.
- **No** loud music is allowed in company Vehicles.
- All guide must possess a valid driver's license and tour guide license while conducting a tour
- **No** uniform means, you are **NOT** working, if it is a tour day and your schedule to work company uniform must be worn.
- **No** sagging, **NO** earrings for men, Hair must be finely cut or maintained.
- Tour guides must perform a vehicles inspection before the tour is schedule to leave and report any strange noise or problems found on or with vehicles.
- Guide must follow itinerary and stick to the tour schedule as close as possible.
- Guide must have personal gears for each tour carried out, Cave (rope, water shoe, clips, etc...) Snorkeling (Mask, fins, snorkel)

- Most important Always guides/ drivers **MUST** Remember Guest Satisfaction is especially important, throw in some “appropriate” jokes and ensure they have a good time, and always encourage guest to leave a positive review online for the company. (Remember reviews and recommendations means more Job for you).
- Tips are to be shared equally at the end of the day between guide and driver, etc. (Everyone plays a role in the company and one cannot function without the other).

**Dress Code:**

Company shirt and Cap must always be worn on the day of tour in the working hours, working environment, and while on tour. Long Khaki pants, khaki Cargo shorts, and hiking tennis is the dress code for all tours except snorkeling in which case flip flops or sandals will be best.

**Guide Role:**

The head guide of a specified tour is responsible for the smooth running of the tour, all other guide should follow his instruction unless his instruction goes against company policy, he or She is responsible for all receipt and money taken on tour, upon return from tour, a **NO** receipt or voucher mean it did not get paid and the money must be accounted for. If money is not present or receipt it will be deducted from guide pay within plausible reason.

While on tour the gears are the responsibility of the guides, they are to ensure that all gear are accounted for and **NOT** damage at the end of the day, any lost gear or damage gear must be paid for by guest to guide on tour, if on return from tour gears are missing and damage and no money collected the guide or guides that carried the tour will be charged for the gears.

Any Damage Cause to vehicles due to negligence of guide or driver, will be charged to the said person.

I \_\_\_\_\_ have read and agree to these terms and conditions, on this said day \_\_\_\_\_, and agree to take full responsibility for each items listed in this contract.

Guide: \_\_\_\_\_ **Chabil Maya Adventures:** \_\_\_\_\_

*Adventures*



# Chabil Maya

## *Adventures*