



**COVID PROTOCOL  
“OLIVE GROVE AND OIL INTERPRETATION CENTER”**



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### **Before entering the Center**

1. Social distancing of at least 1.5 m in all directions (2.25 m<sup>2</sup> / person).
2. Use of a hygienic mask, except in the cases provided for in article 6.2 of Royal Decree Law 21/2020, of June 9.
3. Avoid the crowding of users at the entrance to the Center.
4. Temperature control at the entrance to the Center. If the temperature of any user or worker reaches or exceeds 37.5°C, always in a weighted manner and respecting their fundamental rights, they will be informed that they will not be able to enter the Center.
5. Disinfection of the hands with hydroalcoholic gel and footwear on a disinfection mat.

### **During the stay at the Center**

1. The social distance of at least 1.5 m will be maintained at all times in all directions (2.25 m<sup>2</sup> / person). The established distance markers must be respected.
2. The mask will be used during the circulation time in the facilities.
3. Disposal of hydroalcoholic gel dispensers in the rooms.
4. Information on the maximum capacity allowed.
5. Disinfection of the facilities at least twice a day.
6. In case of opening toilets of up to 4m<sup>2</sup> to the public, the capacity allowed inside will be 1 person.

### **After the stay at the Center**

1. After the stay at the Center, each user will maintain a social distance of at least 1.5 m in all directions (2.25 m<sup>2</sup> / person), in addition to using the hygienic mask.
2. At the exit of the facility, crowds will be avoided and you will leave in an orderly manner and respecting social distance.
3. Before leaving the user or worker, the hands will be disinfected again with hydroalcoholic gel.

## **Measures among Workers**

1. Mandatory use of a mask except when the worker is alone.
2. Avoid greeting with physical contact, including shaking hands, both to other staff and visitors.
3. The safety distance should be respected whenever possible.
4. Frequently wash your hands with soap and water, or failing that, clean yourself with hydroalcoholic disinfectant.
5. Frequently disinfect, throughout the working day, objects for personal use (glasses, mobiles, etc.) as well as items in the workplace (telephone, screen, keyboard, mouse, etc.). At least daily, at the beginning and end of each working day, morning and afternoon. For the disinfection of electronic equipment, specific products must be used, applied with a cloth, or special disinfecting wipes.
6. Do not share work teams. In the event that it occurs, it must be disinfected before use by a different employee.

## **General measures**

1. There is visual information for the visitor with the preventive and hygienic measures to be followed.
2. Interpersonal safety distances are respected in all activities.
3. Capacity control in the different areas, considering the dimensions of the spaces, following the guidelines set by the competent administration.
4. The positions of the different places of waiting and route have been indicated, respecting the safety distance with marking or alternative measures.
5. Cover your mouth and nose with disposable tissues when you cough or sneeze. Throw the tissue in a covered trash can and wash your hands immediately.
6. Hydroalcoholic gel and wastebaskets with lid and bag (preferably with pedal or swingarm) are available to deposit handkerchiefs and other disposable material.
7. It is recommended to avoid sharing objects (for example, money, payment cards, pens... etc.) With clients or other employees. In the event that the exchange of objects cannot be avoided, a hand disinfection will be carried out after said exchange.
8. Employees will indicate to the client the route, with entry and exit, to be made both in the store and when visiting the exhibition space, minimizing contact between people.

9. The POS is disinfected after each use in which there is contact.
10. The counters are cleaned and disinfected after finishing customer service, to a lesser extent every hour.
11. Brochures within the visitor's reach are removed. If requested, they will be delivered in a way that is for individual use.
12. A reservation system has been made available, and there is also the option of online sales in order to reduce physical contact, as well as payment by card or other electronic means.

### **Arrangements for visits to the MUSEUM.**

1. The maximum number of people that can make up a group is 20 people, considering in any case the provisions issued by the competent authorities in this matter. In the case of free visits and as far as possible, visits by family units will begin.
2. It is forbidden to touch objects and parts during the tour.
3. There will be hydroalcoholic gel spots along the route of the visit next to the touch screens of the panels. Several times a day the mentioned screens will be disinfected.
4. Visitors will not be able to sit during the tour.

### **Measures for the TASTING WORKSHOPS**

1. The maximum number of people that can make up the workshop is adapted to maintain a safe distance between them.
2. Disinfection of hands with hydroalcoholic gel is mandatory at the beginning and end of the workshop.
3. The use of a mask during the workshop is mandatory for both the client and the staff of the Center until the moment of smelling and tasting the oil.
4. The tasting material used in the workshop will be for individual use and disposable.
5. All the elements of the tasting will be provided after disinfection. Each tasting station (table and chair) is previously disinfected.

## **MEASURES FOR THE SHOP**

1. Maintaining the safety distance between seller and customer will be at least 1 meter when there are protection elements such as bulkheads or facial protection screens, or 2 meters without these elements, throughout the purchase process, as well as in areas of attention and payment.
2. There will be a waiting line marked on the ground with signs for proper distance.
3. Regarding EVOOs to test, their use or handling will be restricted only to their own personnel with cups to use and throw away.
4. Priority will be given to caring for pregnant women, the elderly, the disabled, people with reduced mobility and parents with children under 3 years old and baby carriages.
5. Payment by card or other means that do not involve physical contact between devices is recommended, avoiding, as far as possible, the use of cash disinfecting the POS after each use.
6. Hands and counter will be disinfected after handling bills or coins for each operation and before starting the next transaction.
7. In the case of return of products, they must be returned without being unsealed and it is essential to have the ticket or invoice for the purchase of the same. The establishment will carry out a treatment and / or disinfection of the same, depending on the characteristics of the product, before putting them on sale.

## **Measures for TOILETS**

1. The toilets have hand gel dispensers and individual hand drying towels.
2. The bins have a non-manually operated opening and have a double inner bag inside, and they are emptied frequently depending on the intensity of use.
3. The replacement of consumables (soap, paper towels ...) is ensured
4. The paper and gel and soap dispensers are cleaned regularly, depending on the level of use.
5. At the exit of the bathrooms there are hydroalcoholic gel dispensers.

## **Disinfection and cleaning measures**

1. Daily ventilation of the different spaces and more frequently whenever possible, of the different areas of the establishment.
2. The frequency of cleaning and overhauls with disinfectants has been increased, especially in the areas of greatest contact (surfaces, keypads,

- screens, knobs, toilets, door handles, commercial areas, showcases, etc.), as well as areas of common use and other spaces.
3. There is a daily record of cleanings carried out.
  4. The collection of waste bins from common use areas is carried out in safety conditions, so that the bags are closed and are transferred to the waste collection point.
  5. Use of disinfectants with virucidal activity that are in the market and that have been authorized and registered by the Ministry of Health. In the use of these products, the indications on the label and / or the Safety Data Sheets will always be respected.

The Safety Protocol established by the Olive and Olive Oil Interpretation Center has followed the following “Measures for the reduction of contagion by the SARSCoV-2 coronavirus”:

- **Museums and Heritage Sites. Guidelines and recommendations. Measures to reduce the spread of the SARSCoV-2 coronavirus.**Institute for Spanish Tourist Quality (ICTE). Ministry of Industry, Commerce and Tourism
- **Specification UNE 0066-9 May 2020.**Measures to reduce the spread of the SARS-CoV-2 coronavirus Part 9: Museums and heritage sites. Guidelines and recommendations. Institute for Spanish Tourist Quality (ICTE)
- **COVID-19 Guide to Good Practices for Tourism Sector Establishments and workers** *Ministry of Industry, Commerce and Tourism. Ministry of Health.*
- **Good practice guide for commercial sector establishments.***Ministry of Industry, Commerce and Tourism. Ministry of Health.*
- **Measures for the new reality of Andalusia after overcoming the Alarm State COVID-19.** Junta de Andalucía.

