

Spanish Tourism
Quality Institute (ICTE)



Measures to reduce the spread of SARS-CoV-2



Active Tourism and Ecotourism Guidelines and recommendations



Prepared by the Technical Committee established by the ICTE in collaboration with the Technical Committee of ANETA (National Association of Active Tourism Companies) and other national active tourism and ecotourism companies, and agreed with the Spanish Association of Labour Prevention Services (AESPLA), PRLInnovación, and with the trade unions CCOO and UGT.

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0. INTRODUCTION

Tourism is the main industry in our country, however, the current context of COVID-19 means protocols must be established so that the reopening of facilities does not increase the risk of community transmission, as well as the necessary protection measures for workers in this sector. For this reason, the State Secretariat for Tourism and the Autonomous Regions have agreed to coordinate a single health protocol for COVID-19 to prepare for the reopening of the tourism sector as the containment measures are relaxed. The Spanish Tourism Quality Institute took part in drafting this standardised protocol, with requirements for each tourism subsector or activity, to help the active tourism and ecotourism sector identify and analyse risks in their establishments and implement best practices in their services, at their facilities and with their personnel in order to halt the virus.

1. PURPOSE AND SCOPE

Notwithstanding current legislation, this document includes guidelines and recommendations to be applied by active tourism and ecotourism companies in order to minimise the risk of SARS-CoV-2 virus infection at travel agencies.

This document does not consider the management of other types of risks inherent in active tourism and ecotourism activities.

The various services will begin operating in accordance with the timetable published by the government or according to any future amendments.

2. TERMS AND DEFINITIONS

2.1 COVID-19

Disease caused by the SARS-CoV-2 coronavirus, a virus first detected in December 2019. The most common symptoms caused by this disease are fever, coughing and shortness of breath. Other symptoms may include fatigue, aches, runny nose, sore throat, headache, diarrhoea, or vomiting. Some people lose their sense of smell or taste.

(Ministry of Health, Consumer Affairs and Social Welfare, 2020).

2.2 Natural group

A group of people who make a joint booking (e.g. family unit, cohabitants).

2.3 Risk

The possibility of a person becoming infected with the SARS-CoV-2 coronavirus.

2.4 Personal protective equipment (PPE)

For the purposes of this document, PPE is defined as personal protective equipment against the risk of infection by the SARS-Cov-2 coronavirus.

3. RISK MANAGEMENT REQUIREMENTS

3.1 General requirements

Companies must assume a firm commitment to risk management, leading the systematic implementation of measures aimed at minimising risk.

Risk management must be part of all processes in the company and therefore the different processes must be coordinated.

Based on the outcome of the risk assessment, the company will draw up a Contingency Plan, which will detail the specific measures it will take to reduce the risks of COVID-19 infection. This preventive activity should be conducted before resuming activity. As a legal requirement, prevention officers or workers' representatives must be consulted in the process of preparing the adaptation of the risk assessment and the resulting health and safety protocols, but it would be advisable for this contingency plan to be agreed between the company and the health or safety committee (or the management committee, as appropriate).

3.2 Health and Safety/Management Committee

Where there is no Health and Safety Committee, the company must set up a risk management committee, which will include the workers' legal representative. The management and duties of this committee must always comply with the Law on the Prevention of Occupational Risks (LPRL).

Once the risks have been identified and assessed as provided by the LPRL, the committee will be responsible for defining strategies and decision-making to minimise health and hygiene risks due to COVID-19.

In particular, this committee must:

- Set targets.
- Establish mechanisms for gathering information to make the best decisions (consultation with authorities, employees, specialists, etc.).
- Establish a coordination method (between the committee members, with workers' representatives, ORP service or the person with these duties depending on the type of preventive organisation chosen by the company, with the employees, competent authorities in each matter, suppliers and subcontractors).
- Conduct a risk assessment and draw conclusions.
- Design a contingency plan according to these conclusions, adapting it the characteristics of clients (e.g. children, people with disabilities).
- Plan the implementation of the contingency plan, depending on the size and complexity of the company.
- Implement the contingency plan and monitor its compliance, assessing its effectiveness and modifying it if necessary according to the effectiveness demonstrated.

This contingency plan must include at least:

- The possibility of modifying the decision-making processes, if necessary.
- Measures to be adopted to reduce the risk of contagion in each of the activities carried out by the company and in other possible sources of risk.
- Assignment of responsibilities (including decision-making) in the active tourism and ecotourism company, within the framework of health and hygiene risk management.
- The allocation of human and material resources, including determining the use of Personal Protective Equipment (PPE) in accordance with the needs found in the occupational risk assessment, without prejudice to the provisions laid down in this standard and in the applicable regulations for the prevention of occupational risks.
- How measures impact the planning and organisation of work.
- The company's duty to inform and train all employees on all measures implemented and the corresponding obligation to comply with them.
- The need to inform all clients about the Safety Protocol aimed at preventing the spread of COVID-19.

- Completion of records providing evidence of the measures taken.
- The determination and implementation of an action protocol in the event that an employee or client shows symptoms that are compatible with COVID-19, following in all cases the guidelines for the prevention of occupational risks and health authorities respectively, and considering the revision of cleaning and disinfection protocols for potentially contaminated surfaces.
- The supervision of compliance with the recommendations and guidelines issued by health authorities regarding special measures against COVID-19, both by employees and clients, as well as the additional measures contained in the contingency plan resulting from the risk assessment.

3.3 Material resources

Companies must establish the actions needed to acquire resources, as identified in the risk assessment and the contingency plan, always taking into account the health authority recommendations (e.g. masks, gloves, protective glasses, etc.).

Active tourism and ecotourism companies must consider any possible restrictions on the provision of material resources and service limitations stemming from such restrictions, assessing feasible possibilities other than those initially proposed if necessary, always agreed with the legal workers' representative (if any).

If at any time a lack of material resources is detected, the health and safety/management committee must analyse the situation and report it to the competent authorities to safeguard the company and its employees. It may analyse and propose alternative resources and measures.

3.4 General measures for active tourism and ecotourism companies

The company must:

- Plan tasks and work processes so as to guarantee the safe distance established by health authorities; if this is not possible, alternative measures must be taken to avoid the risk of contagion by contact. If staff need to change their clothes, a space must be provided that also ensures interpersonal safe distance or the maximum capacity of staff changing rooms must be established, if any. Additionally, the safe distance should be maintained at internal meetings.
- Complete the first aid kit with a thermometer. Ensure suitable protection for employees, facilitating hand washing with soap and water, or if this is not possible, the use of hand sanitiser.

- Provide hygiene guidelines with complete, clear and intelligible information on the hygiene rules to be used in the workplace; posters can be used.
- Allow time and provide facilities for correct hand hygiene.
- Provide adequate PPE following a risk assessment. If any service is subcontracted, the company will supervise that subcontracted staff have the necessary personal protective equipment.
- Establish rules for the use of facilities where work is carried out and shared spaces to maintain a safe distance (e.g. communal areas, changing rooms).
- Ventilate the different areas at least daily and more frequently whenever possible.
- Active tourism and ecotourism companies must take into account the safety protocols of the protected natural area if they carry out activities there (e.g. limitations, capacity).

Also:

- Interpersonal safe distances must be respected in all activities. This means that occupancy levels must be monitored when necessary. If this is not possible, the necessary protective measures and equipment must be ensured.
- The company must inform employees that work clothes must be washed at >60°C.
- Workers should be trained in the correct use and maintenance of the masks, gloves and PPE they use. A record must be kept of this training.

3.5 Protective measures for personnel

3.5.1 General requirements

Personnel must be informed about the contingency plan and their specific responsibilities within the framework of risk management.

Specifically, personnel must:

- Have clear and intelligible information, and specific and updated training on the specific measures to be implemented.
- Avoid greeting other staff members and customers with physical contact, including shaking hands. Safe distances must be respected whenever possible.

- Take into account the result of the risk assessment of each workstation, which will determine whether or not it is compulsory to use a mask and the characteristics of the mask according to the task to be carried out (e.g. hygienic, surgical), as well as the time of use according to its characteristics. Immediately throw away any personal hygiene waste -especially tissues- as well as PPE in authorised, non-manual and bagged waste bins or containers.
- Wash hands thoroughly before and after each activity, after sneezing, blowing their nose or coughing. However, the hand cleaning protocol must be adapted according to the characteristics of the service. If staff cannot wash their hands regularly, they must use hand sanitiser.
- Regularly disinfect personal objects and means of transport throughout the day with a disinfectant solution or soap and water when feasible, and workstation elements during shift changes. Specific products (made with bleach or virucide disinfectant products available on the market and authorised and approved by the Ministry of Health) applied with a cloth, or special disinfectant wipes, must be used to disinfect electronic equipment (e.g. walkies).
- Not share work equipment or devices with other employees. If certain equipment is shared, the company must establish cleaning and disinfection guidelines between each use to reduce the risk of contagion (e.g. disinfection of wet suits and vests before use).
- Avoid touching eyes, nose and mouth.
- Avoid contact with persons showing symptoms compatible with COVID-19.
- Avoid sharing sunscreen or clothing.
- Wear clean work clothes daily.

3.5.2 Specific requirements for personnel carrying out cleaning tasks

Personnel carrying out cleaning tasks should wear appropriate personal protective equipment depending on the level of risk and the outcome of the occupational risk assessment. Staff must at least wear a mask and gloves.

After each cleaning session, they must safely dispose of the materials and protective equipment used, as identified in the risk assessment and specified in the contingency plan, and then wash their hands.

Buckets with lids will be provided for the disposal and subsequent management of masks, gloves and PPEs.

If the services described here are subcontracted, companies will supervise that personnel have the necessary personal protective equipment and act according to the established procedures.

3.6 Documents and records

Any active tourism and ecotourism company wishing to resume activity must have the following documents with the aim of facilitating and ensuring the management of the company's activity and avoiding COVID-19 contagion:

- For clients:
 - Client's declaration of conformity, which must include the safety protocol for activities aimed at preventing COVID-19 contagion, and cancellation terms for clients with symptoms compatible with COVID-19, together with the measures to be adopted.
- Internal:
 - Plan for identifying risks and measures to be adopted by workers and clients both in general terms for all activities (pre-booking, reception, use of facilities) and specifically for each type of work and/or activity.
 - General protocol to be applied in case of accident (e.g. if a client falls) which determines the prevention and hygiene-health measures to be adopted by the worker in relation to the injured client.
 - Employee declaration of conformity with the safety protocol, whose signature certifies that the employee has read and understood the protocol and undertakes to comply with it.
 - Specific training plan for workers.
 - Cleaning and disinfection plan for physical and specific facilities used for active tourism and ecotourism activities (e.g. adventure park, hide) and for each of the materials used by clients and workers in the course of the activities.
 - Records established in the contingency plan.

3.7 Informative measures

The company must inform all individuals (employees, suppliers, clients) of the prevention measures in place. Specifically, clients must be informed of the measures in the plan that directly affect them and which they

must apply (e.g. use masks, hand washing, safe distances, etc.). Informative measures should be provided for:

- Information displayed with preventive and hygienic measures implemented by the active tourism and ecotourism company (posters, guide map of the different guidelines for using facilities, etc.) and which that the client must comply with during the activity.
- Safe distance marking on the floor of any facility if necessary.

As far as possible, the use of brochures or other informative documents for shared use should be avoided (if used, they must be disinfected after each use), fostering information by digital means instead.

The company must inform the client of the service conditions and prevention and hygiene measures established for their acceptance, by signing a Declaration of Conformity, before confirming a booking (if bookings are accepted). When working without bookings, the client must be informed of these terms on arrival at the meeting point.

4. SERVICE REQUIREMENTS

4.1 Before the activity

The following points must be enforced:

- The company must coordinate with other local active tourism and ecotourism companies to avoid crowding, and with the competent authorities for an orderly and safe use of public spaces.
- The company must promote online and phone booking, payment and customer service management.
- Before booking, the client must be provided with the Declaration of Conformity, and asked to accept it, stressing the importance of respecting instructions at all times to guarantee the health and safety of the companies, their workers, their users, residents and facilities in which the activities are carried out (e.g. recreational areas, municipal facilities, etc.).

The company will determine the protocol for dealing with clients who do not comply with the required prevention and hygiene standards.

If the activity is carried out at external facilities (e.g. a public sports facility), protocols for the prevention of SARS-Cov-2 infection must be requested prior to the activity.

4.2 During the activity

The client must be informed about:

- how to collect and use the material and equipment so as to reduce the risk of contagion;
- how to use facilities (e.g. changing rooms, toilets, where appropriate);
- the need to respect company worker instructions at all times and all the measures notified for the correct development of the activity and in accordance with the Safety protocol for activities aimed at preventing COVID-19 contagion.

Materials may not be shared by clients or by workers and clients if they have not been disinfected between uses (e.g. helmets, textiles, poles, wetsuits, etc.)

If the company provides private transport in its vehicles (e.g. 4x4, photographic safari, travel to and from the activity) the measures issued by the competent authorities must be enforced.

4.3 After the activity

Personal contact should be reduced for formalities after the activity, promoting online and phone communication.

5. CLEANING AND DISINFECTION REQUIREMENTS

5.1 Cleaning Plan

Companies must adapt their cleaning and disinfection plan taking into account the risks identified in the assessment, and must appoint a person responsible for this plan. The plan should at least consider:

- Cleaning and disinfection of surfaces: cleaning of premises, warehouses and facilities used for active tourism and ecotourism activities (e.g. adventure park) detailing the products to be used for each surface and the frequency of cleaning and disinfection. Surfaces should be cleaned with disinfectants.
- Cleaning and disinfection of materials and means of transport: the cleaning protocol for materials and means of transport used by clients and/or workers (e.g. vests, wet suits, boats) must be determined, identifying the material and explaining how clean, disinfect and store it.
- Cleaning products: virucide disinfectant products available on the market and authorised and approved by the Ministry of Health must be used. When no approved and proven disinfection

product is available, materials and surfaces should be washed with soap and water. Materials washed with soap and water should be left in quarantine for the time recommended by the manufacturer.

A daily cleaning record must be available.

The company must ensure cleaning product and protective equipment stock so they are available at all times. Stock should be checked daily.

Ventilation and/or the extraction and renewal of indoor air should be maximised in closed facilities with no air conditioning. Closed facilities with air conditioning should be kept at a room temperature between 23 - 26°C, ensuring sufficient air renewal (at least daily and for a period of five minutes). If air conditioning is available, filters should be checked and grilles cleaned regularly.

Bins should be non-manual and bagged; they should be collected safely in such a way that bags are sealed and transferred to the waste collection point.

The contingency plan should determine the impact of the necessary cleaning measures on the planning and organisation of work because of the special importance of this area in this situation.

6. MAINTENANCE REQUIREMENTS

The company must have a preventive maintenance plan that takes into account the risks analysed in the contingency plan. Special attention should be paid to the correct use of equipment to protect against and prevent COVID-19.

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- [5] Ministry of Industry, Trade and Tourism (2020). Guide to good practices for establishments and workers in the tourism sector.
- [6] Ministry of Health, Consumer Affairs and Social Welfare (2020). Action procedure for occupational risk prevention services in relation to exposure to COVID-19.
- [7] Ministry of Health (2020). Good practices in the workplace.
- [8] Complementary information available at www.aneta.es.

APPENDIX I:**INDICATIVE LIST OF ACTIVE TOURISM ACTIVITIES**

WATER ACTIVITIES	LAND-BASED ACTIVITIES	AIR ACTIVITIES
Rafting	Cycling	Ballooning
Canoe rafting	Rock climbing	Helicopter
Hydrospeed	Ice climbing	Skydiving
Canyoning	Snowshoeing	Paragliding
Individual kayaking	Skiing	Tandem paragliding
Double kayaking	Snowboarding	Hang-gliding
SUP	Potholing	Parascending/parasailing
Big SUP	Mushing	
Rowing	Mountaineering	
Snorkelling	Alpinism	
Diving	Hiking	
Sailing	Nordic walking	
Boat trips	Snowmobiles	
Pedalos	Quads	
Jet skis	Horse riding	
Surfing, body boarding	Bungee jumping	
Water gymkhanas	4x4 off-road	
Coasteering	Rural sports	
Inflatable water parks	Archery	
Water skiing	Land-based gymkhanas	
Kitesurfing	Rally with iPads/tablets	
Bus-bob	Land team building	
Donut-ski	Pedal go-karts	
Water team building	Via ferrata	
Wakeboard	Tree adventure parks	
	Orienteering	
	Paintball	

WATER ACTIVITIES	LAND-BASED ACTIVITIES	AIR ACTIVITIES
	Ecosystem observation	
	Birdwatching	
	Stargazing	
	Observation of natural phenomena	
	Interpretive hiking	
	Ethnographic hiking	
	Photographic hiking	
	Migratory hiking	
	Nature workshops	
	Abseiling	
	Zip lines	

Indicative list of Active Tourism activities

(ANETA, 2020)

APPENDIX II:
WHO RECOMMENDATIONS FOR HAND WASHING
How to wash hands

 Duration of the entire procedure: 40-60 second



0 Wet hands with water;



1 Apply enough soap to cover all hand surfaces;



2 Rub hands palm to palm;



3 Right palm over left dorsum with interlaced fingers and vice versa;



4 Palm to palm with fingers interlaced;



5 Backs of fingers to opposing palms with fingers interlocked;



6 Rotational rubbing of left thumb clasped in right palm and vice versa;



7 Rotational rubbing, backwards and forwards with clasped fingers of right hand in left palm and vice versa;



8 Rinse hands with water;



9 Dry hands thoroughly with a single use towel;



10 Use towel to turn off faucet;



11 Your hands are now safe.

 **World Health Organization** | **Patient Safety** | **SAVE LIVES**
UNA ALMAZAR MUNDIAL PARA UNA ATENCION MS SEGUERA | Clean Your Hands

APPENDIX III: PROPER USE OF PPE.

MASK

Based on the General Secretariat of Industry and Small and Medium Enterprises Resolution of 23 April, regarding personal protective equipment in the context of the health crisis caused by COVID-19, if a device does not have an EU certificate from the Notified Body (together with the manufacturer's Declaration of Conformity and the other information required on the product/package for CE marking), in order to be supplied/marketed on an exceptional basis, it must be temporarily authorised by the relevant market control authority (section 1.2 of the resolution).

In general, the recommendation is to use disposable PPE or, if not, that can be disinfected after use, following the manufacturer's recommendations.

PPE must be chosen in such a way as to guarantee maximum protection with minimum discomfort to the user, and to this end it is especially important to choose the size and design that will suit the user.

The correct placement of PPE is essential to avoid possible routes of entry for the biological agent; equally important is PPE removal to avoid contact with contaminated areas and/or dispersion of the infectious agent.

PPE must be disposed of safely, in closed bags deposited in the waste container (not the recycling container).

Masks

In the context of the current COVID-19 epidemic, hygienic masks are recommended in the workplace (non-reusable, manufactured according to UNE 0064-1 and limited to 4 hours of use, or reusable, manufactured according to UNE 0065, and which should be washed at 60°C after a similar period of use). Surgical masks can also be used (UNE-EN 14683:2019), although there are preferably used by infected personnel or those with symptoms compatible with COVID-19.

In any case, and as a general rule, masks need not be used in an environment where there is no evidence of a person or surfaces potentially contaminated by SARS-CoV-2, as long as the safe distance can be maintained.

If accessing areas with infected persons, respiratory protection masks (FFPII or FFPIII) must be used unless a 2-metre distance can be maintained. Dual masks may also be used, which must comply with both PPE and MD (medical device) legislation.

Under no circumstances should you touch the front of the mask with your hands during use and removal. Masks should not be left on the forehead or neck, or kept in a pocket between uses.

Note: surgical masks and hygienic masks are not considered PPE.

Hygienic masks in general population



Most people catch COVID-19 from other people with symptoms. However, there is increasing evidence of the role of people who are asymptomatic or have mild symptoms in spreading the virus. Therefore, under some circumstances, the use of hygienic masks in the general population could help reduce virus contagion.

This is only true if they are used correctly and in compliance with prevention measures to reduce community contagion.



If you have symptoms, stay at home and isolated in your room.



Stay 1-2 metres away from others.



Wash your hands frequently and thoroughly.



Do not touch your eyes, nose or mouth.



Cover your mouth and nose with your inner elbow when coughing or sneezing.



Use disposable tissues.



Remote work whenever possible.

A hygienic mask is a non-medical product that covers the mouth, nose and chin; it has straps for the head or ears.

UNE technical specifications have been published for manufacturing hygienic masks:

- Reusable ([adults](#) and [children](#))
- Non-reusable ([adults](#) and [children](#))

WHO should wear a mask?

Healthy general population.

WHEN to use a mask?

- When you cannot maintain a safe distance at work, when shopping, in closed spaces or on the street.
- When using public transport.



Use masks properly to avoid generating more risk

-  Wash your hands before putting it on.
-  The mask should cover your mouth, nose and chin at all times. It must adapt to your face.
-  Avoid touching the mask while wearing it.
-  For comfort and hygiene, masks should not be worn for more than 4 hours. If it gets wet or damaged, replace with another mask. Do not reuse masks unless they are marked as reusable.
-  To remove the mask: remove it from behind without touching the front, discard immediately in a closed bin and wash your hands.
-  Reusable masks should be washed according to the manufacturer's instructions.

21 April 2020

Consult official sources for information

www.mscbs.gob.es

[@sanidadgob](#)

#ESTE VIRUS LO PARAMOS UNIDOS



Hygienic masks in general population (Ministry of Health, Consumer Affairs and Social Welfare, 2020)

APPENDIX IV: PROPER USE OF PPE.

GLOVES

Protective gloves must comply with EN-ISO 374.5:2016. They should be made of vinyl or nitrile, but other more resistant materials can be used if the activity to be performed so requires. Gloves must be CE marked.

Gloves can create a false sense of protection, so hand hygiene before and after use is very important, especially if potentially contaminated surfaces have been touched.

Gloves must be changed as often as indicated according to their use and the manufacturer's instructions. In any case, sanitiser can be applied to them to prolong their use, but at any sign of deterioration (perforation, tearing, etc.) they must be replaced.

The correct way to remove gloves without contaminating hands is as follows:



*Procedure for occupational risk prevention services
(Ministry of Health, Consumer Affairs and Social Welfare, 2020)*

*Learn to take off disposable gloves without risk
(Nursing Association, 2020)*

APPENDIX V: MODE OF ACTION FOR INFECTED OR AT RISK PERSONNEL

Basic knowledge about Covid-19 to be taken into account for prevention:

- The symptoms of Covid-19 are mainly coughing, fever and difficulty breathing, and muscle pain and headache in some cases.
- 80% of cases present mild symptoms and the incubation period is 2-14 days. 50% of cases begin to show symptoms within 5 days of infection.
- If a worker begins to have symptoms compatible with the illness, they must immediately contact the telephone number provided by the corresponding Autonomous Region or health centre, and also inform the company. If their symptoms start in the workplace, they must notify their immediate supervisor. The company will then notify the prevention service, if any, so that it can adopt the appropriate measures and comply with the notification requirements established by the Ministry of Health.
- The company must draw up and apply a protocol for action in the event of detection of possible infected persons, or persons who have been in contact with them, following the "Action procedure for occupational risk prevention services in relation to exposure to SARS-CoV-2".
- If any worker is a "person at risk" according to Ministry of Health recommendations, whether due to pregnancy, previous chronic pathologies or age, the prevention service will review their position to consider whether "preventive isolation" should be recommended or not if they cannot work remotely, following the procedure mentioned above.

APPENDIX VI: SAFE DISTANCES

The action procedure for occupational risk prevention services in relation to exposure to SARS-CoV-2 (Ministry of Health, Consumer Affairs and Social Welfare, 2020) sets the safe distance at 2 m.

APPENDIX VII: CLEANING AND DISINFECTION PRODUCTS

LIST OF VIRUCIDES

A list of authorised virucide products is available at the following link:

https://www.mscbs.gob.es/profesionales/saludPublica/ccayes/alertasActual/nCov-China/documentos/Listado_virucidas.pdf