



ETERNAL LANDSCAPES COVID-19 HEALTH AND SAFETY GUIDELINES

OUR 'EVERYONE TRAVELS SAFELY' COVID-19 STRATEGY

The following guidelines:

1. Follow protocols set by the World Travel and Tourism Council (WTTC), the World Tourism Organisation (UNWTO) and the World Health Organisation (WHO) as well as the Adventure Travel Trade Association (ATTA) Adventure Travel COVID-19 Health and Safety Guidelines, which has been endorsed by the Cleveland Clinic.
2. Provide a framework and will be adjusted based on any future recommendations published by the government of Mongolia or by further advice provided by organisations such as the WHO.
3. Provide a starting point and will be adapted if required.

We're a small company (150-200 bookings per year prior to Covid) and our size allows us more flexibility in protecting our guests, team and extended partners as well as maintaining a good safety level. When Mongolia reopens its borders to tourism, we anticipate strict safety requirements including a minimum entry of proof of the vaccine jab and a negative Covid test (TBC). However, there will still be a risk, to varying degrees, of catching the virus via community transmission and our return to operations must be done carefully. In addition, Mongolia has experienced a low number of Covid deaths and it is our responsibility to make sure that our tour experiences protect those who are vulnerable and that may not have been affected by Covid-19. It is also important to avoid over-stressing Mongolia's limited medical and health-care services. Although most people now naturally aware of Covid-19 safety protocols and regulations, we have to make our guests aware of the regulations in regards to visiting Mongolia.

1. Mongolia Travel Restrictions

Mongolia's borders currently remain closed until March 31st 2021. We are waiting to hear a) when the borders will reopen and b) what the minimum entry requirement for international travellers will be. (We expect a minimum requirement of proof of BOTH vaccine jabs and a negative Covid test within 72 hours of travel.)

2. Mongolia's Covid-19 Situation

Mongolia has community spread of Covid-19 with 9 Covid deaths (March 2021) - <https://covid19mongolia.mn/en/> with the main spread taking place in Ulaanbaatar (Mongolia's capital city). The Mongolian government will reopen the borders to international travellers when case numbers and infection rates are considered low enough to resume international tourism. However, we will need to keep re-evaluating the situation.

3. Airline Reliability

Prior to Covid-19, the following airlines were flying international routes into Ulaanbaatar (Air China, Hunnu Air Korean Air, Turkish Airlines, MIAT, Aeroflot and SCAT Airlines). (International travellers could also access Mongolian on the Trans-Mongolian train route via Russia or China.) We are waiting to understand what routes will resume (and for the airlines to implement a safe, regular, reliable and viable service).

4. Destination Test and Trace Program

Mongolia has a domestic Test, Trace and Track program but we are not yet sure what the requirements will be for international travellers such as if there will be a request for use of a contract tracing app.

5. Community Impact Assessment

We work in long-term local community partnership with a network of local projects, families and communities throughout Mongolia. As a registered Mongolian tourism business we have a duty of care to make sure that our tour experiences protect those who are vulnerable and that may not have been affected by Covid-19. It is also important to avoid over-stressing Mongolia's limited medical and health-care services.

- Covid-19 is an infectious disease caused by a newly discovered coronavirus. Because it is a new disease there is limited immunity making it easier for Covid-19 to spread.
- It is possible for a person to catch Covid-19 and develop no illness or symptoms.
- For others, it can cause a range of symptoms from mild to extremely serious. It can be fatal.

Common signs of infection for Covid-19 include:

- Fever (a temperature above 37.8C).
- New continuous dry cough (coughing a lot for more than an hour, or having three or more coughing episodes in 24 hours).
- Shortness of breath or breathing difficulties.
- Loss of sense of smell and taste.

• BBC Covid Symptoms - <https://www.bbc.co.uk/news/health-51048366>

• NHS Covid Symptoms - <https://www.nhs.uk/conditions/coronavirus-covid-19/symptoms/>

• According to current evidence, Covid-19 is transmitted mainly person-to-person through droplet transmission. When someone who has Covid-19 coughs or exhales they release droplets of infected fluid. Transmission of the virus can occur by direct contact with infected people or by indirect contact with surfaces where droplets have fallen.

HOW WE WILL PROTECT OUR TEAM AND GUESTS FROM THE SPREAD OF COVID-19

- The EL team will ensure our guests are briefed on how to help stop the spread of Covid-19.
- The main safety points will be included in our Pre Departure Information including the EL Vamoos app.
- The main safety points will also be included on a paper document included in the Welcome Pack which guests receive on arrival into Mongolia.
 - Our Welcome Pack comes in a fabric tote bag created by the Mongolian Quilting Centre NGO. We have decided to continue providing our guests with these fabric bags because a) it helps limit the number of plastic bags in circulation in Mongolia and b) helps provide financial support to a local NGO who's finances have been impacted by Covid. We are aware of the risks of Covid being transferred through the fabric of the tote bags but feel that the risk is minimal - especially as the bags are stored in a cupboard in the EL office for over 72 hours between collection from the NGO and delivering to the EL guest.
 - All EL team members will be provided with PPE (masks, hand sanitiser and optional gloves). We will also be

providing these to those we work in partnership with such as herding families.

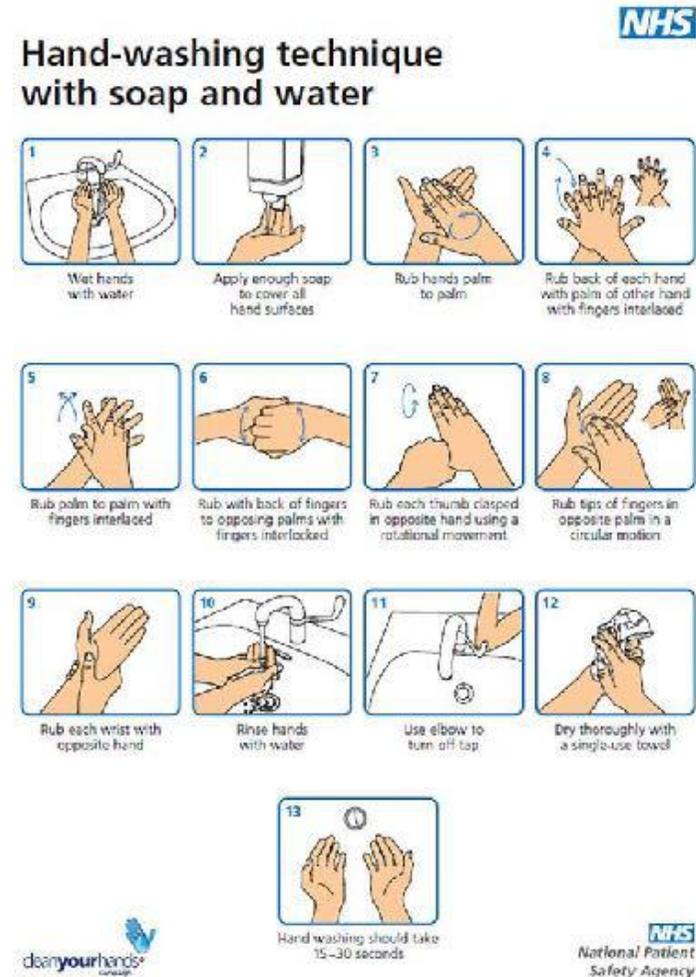
- No single protocol listed below is 100% effective. However, when used together they will add layers of protection. The more layers of effective interventions we put in place that are implemented, the less likely EL and our tours will contribute to the spread of Covid-19.

- We understand that disability covers a wide range of impairments and health conditions. We have a duty of service to anticipate and make reasonable adjustments where required such as the EL team wearing clear face shields so that travellers with hearing impairment can lip read.

HAND WASHING

Regular hand washing with soap and water is one of the most important safety measures to prevent the spread of Covid-19.

- Regular hand washing is not always possible when on tour due to limited access to running water. However, we will provide each EL guest with their own bottle of alcohol based hand sanitiser (minimum 60% alcohol content) as part of their Welcome Pack. Each EL team member will also have access to their own bottle of hand sanitiser (minimum 60% alcohol content).
- We will include a printout of the correct way to hand wash and include it in each tour vehicle.



We are waiting for the Mongolian government to stipulate if mask wearing will be mandatory. We will update this document accordingly.

Where / if masks will be mandatory, our international travellers must bring their own masks with them and will not be able to join in their tour experience unless they have and wear a mask.

We will ask our guests to always have a mask close at hand to wear in case the situation requires it.

- Wearing a mask means following the WHO guidance on how to wear a mask - worn over the mouth, chin and nose.
- Masks must be secured with elastic loops or ties and should be snug but comfortable against the sides of the face.
- Masks should be made with multiple layers of material.
- Hands must be washed or sanitised before putting on the mask.
- Avoid touching the mask / face during use.

- It is recommended that masks should only be worn for 4 hours before being changed and that reusable fabric masks are washed at 60C. Because washing at this temperature is not possible when on tour in Mongolia, we recommend our guests do one of the following:

1. If bringing fabric masks bring enough for one per day of the tour.
2. If bringing nonreusable masks, bring enough for one per day of the tour.

- We understand that not everyone can wear a face mask. If it the Mongolian government stipulates that it is mandatory for international travellers to wear one but an EL guest is unable to do so due to a medical condition, we may have to ask for proof of the medical condition to be able to show to authorities.

GLOVES

- The use of gloves is optional - our travellers can bring them if they feel more comfortable using them.
- The use of gloves has to be managed carefully for gloves to be effective as they can cross contaminate. Hand washing before and after use is very important. Gloves must be changed regularly especially at any sign of deterioration.

PHYSICAL DISTANCING

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- Physical distancing is important in the preventing the spread of Covid-19. Where required, we will (where possible) implement the 1.5 or 2 metre rule (whatever distancing rule is implemented by the Mongolian government).
- Our small group size is already limited to a maximum of six. This is as it allows our guests more flexibility, more of a personal insight and helps to limit our impact. We will keep our maximum group size as six as this helps to mitigate risk of infection when on tour.
- Our international travellers can also book private tailor made tours.
- On our style of tours, we typically avoid crowds or peak times.

RESPIRATORY HYGIENE

- The EL team will remind our guests that good respiratory hygiene is practised including covering the mouth when coughing or sneezing.

SCREENING

- If required by the Mongolian government we will perform daily screening and/or monitoring measures on our guests and the EL team such as checking temperatures

HEALTH MONITORING

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- We will request that any guest or EL team member with Covid symptoms feel comfortable sharing their concerns in order to assist in stopping the spread of the disease.
- EL reserves the right to remove any guests from the group if they are unwell, show symptoms, do not comply with rules around health and safety, hand-washing, physical distancing and/or are unwilling to be tested.

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- We are not a multi-country company. We specialise (and live in) Mongolia. In addition, we do not outsource our trips. We operate all logistics ourselves except accommodation. This means we retain an element of control over safety standards.
- If the Mongolian government or Mongolian Tourism Association requires us to have an applicable re-opening licence we will apply for one (TBC).
- At the moment we are waiting for the Mongolian government to confirm what (if any) health screening and/or tracking requirements will be mandatory for our guests either at Immigration or once in country (such as negative tests results uploaded for visa purposes, Covid-19 testing before passing through Immigration or thermal temperature checks at Mongolia's airports or train station).
- We already have documents detailing the locations of hospitals. However, we will include details of screening clinics for Covid-19 where applicable/where available.
- We will research availability of Covid tests in Mongolia and how long test results may take.
- We will remind our guests to check the requirements for entering back into their home country.
- We will keep an eye on PPE available in Mongolia for our EL team and extended team.
- We will source cleaning and disinfecting products. Where possible, we will source those approved by the health authorities (such as WHO).
 - From WHO - 'Clean and disinfect frequently touched surfaces at least once daily. Clean and disinfect bathroom and toilet surfaces at least once daily. Regular household soap or detergent should be used first for cleaning, and then after rinsing, regular household disinfectant, containing 0.1% sodium hypochlorite (bleach, equivalent to 1000ppm) should be applied by wiping surfaces.¹³ For surfaces that cannot be cleaned with bleach, 70% ethanol can be used.'
- We will brief groups on any additional Covid-19 related guidelines for particular activities/sites/museums/national parks.
- We will brief groups on any etiquette required in relation to vehicle use, accommodation or bathroom or toilet facilities.
- We will continue to offer a range of tours including private tailor made and family tours so people can travel in their own bubble or from the same household. We will continue to run small group trips but with a maximum group size of six.

- We have set up a support system for our team as they return to their tourism work and adjust to new realities presented by the Covid-19 pandemic.
- Will complete Covid-19 training prior to starting a tour.
- Will be outfitted with PPE (masks, hand sanitiser and optional gloves) and have access to further supplies.
- Will be in good health and show no symptoms of Covid-19.
- Will stay in contact with the EL office to update on progress of tour.
- Will support physical distancing efforts when on tour (maintaining a minimum of 1.5 or 2 metres - or whatever distance required by Mongolian government).
- Will provide a briefing on local regulations and rules about Covid-19 including physical distancing, use of PPE and the procedures should someone in the group become ill. This might include the use of declaration forms if required by the Mongolian government in restaurants and hotels etc (TBC).
- Will support any of our guests that feel ill or need assistance finding a local clinic.
- Will attempt to visit sites such as Mongolia's monasteries when they are least crowded.
- Will make judgement calls during the trip to modify the itinerary if needed (e.g. to avoid a large crowd, etc.)
- Will encourage our guests to regularly clean their hands including when they get inside a tour vehicle where they will be high touch points.
- If first aid is required and distancing methods cannot be used, they will use PPE such as face coverings and/or gloves.
- We are aware that different group members may have different sanitisation and social distancing comfort levels. These will be managed to avoid conflict.

- Prior to booking, we expect our guests to take responsibility for themselves and contact their GP or primary care provider and consult local and official advice to determine whether they should travel or not.
- Prior to travel, our guests should prepare the PPE required by EL (as highlighted to them on booking or through any update).
- Should check with their airline about their individual Covid-19 requirements before departure.
- Should check with their own government travel advice and that they meet the entry requirements including but not limited to Covid-19 tests, pre arrival health questionnaires and in country Track and trace apps etc.
- Those joining onto our trips will be made aware that they are expected to follow guidelines set by EL and/or the Mongolian government. We are aware that different group members may have different sanitisation and social distancing comfort levels. These will be managed to avoid conflict.
- Will be expected to have valid travel insurance. We are aware that the pandemic has added additional complexities surrounding insurance. We will ask our guests to check their policy carefully and ensure they understand who will pay if additional costs if incurred.

TRANSPORTATION

- We are aware that the use of vehicles to transport guests includes a higher degree of Covid-19 transmission risk and measures to mitigate risk should be used whenever possible.
- EL only uses private transport vehicles. We employ 10 drivers and don't outsource from outside the company. We know each driver personally.
- Our tour vehicles will all have a supply of alcohol-based hand sanitiser (minimum 60% content) and paper tissues.
- Our tour vehicles will also carry disinfecting/cleaning products.
- Our tour vehicles will be thoroughly cleaned between tours and when on tour with a focus on high contact areas such as handles.
- Seats will be assigned for the whole day or tour to help reduce rotation.
- The main luggage will be offloaded as usual by the EL driver (wearing gloves or having washed/used sanitiser on his hands)
- There is no air conditioning in our Furgon 4x4 vans. We use Toyota Prius for airport and train station arrivals and departures as well as shorter transfers. We use one Toyota Hilux and one Toyota Landcruiser mainly for private trips.

With the Toyota vehicles, the air conditioning can be set to external airflow (not recirculation)

- Windows will be open to help circulate air.
- If needed, the EL team can wear face masks.
- Masks will be mandatory if required by the Mongolian government. If not mandatory, we will also suggest guests that still want a higher level of protection bring face shields as these will be more comfortable for longer journeys.
- We provide bins in each vehicle with a lid and bin liners. These will be emptied as regularly as the EL team can safely dispose of rubbish.
- As part of each tour, we naturally use backroads, low traffic areas and times of low traffic apart from when entering into Ulaanbaatar.
- When stopping en-route, we naturally use areas that have enough spacing to promote distancing. The same applies for when meeting other groups on the road.

Public Transportation

- Use of public transport is limited on our trips to the local Trans-Mongolian train or public buses in Ulaanbaatar. When used, travel will be in adherence to local health & safety

- We already favour small groups (maximum of six), private trips or family tours. These small groups or private trips help to promote distancing and help to keep participant numbers as low as reasonably possible.
- We naturally visit quieter areas with routes where not come into contact with many (if any) other groups.
- All activities take place outside and so in a well-ventilated space. We naturally choose routes where not come into contact with many (if any) other groups.
- On each activity, guests can remain socially or physically distanced to reduce possible risk of transmission. In active experiences such as mountain biking, hiking or horse trekking, this takes place naturally and these are activities are thus more low-risk.
- If required, face masks or shields can be used to reduce the risk of transmission where distancing measures cannot be implemented - such as if help is needed with fitting safety helmets or adjustments in equipment.

FIRST AID

- We will lower the possibility of first aid or evacuation by toning down trek difficulties or challenges. We will try to ensure that the difficulty level does not exceed skills and ability of guests.
- If first aid is required and distancing methods cannot be used, the EL team will use PPE such as face coverings and/or gloves.

EQUIPMENT

- EL team members will load/unload equipment but with PPE in place where required. If gloves are not appropriate, then they will use hand sanitiser.

- Any equipment provided by EL (helmet, gloves, water bottle, tent, sleeping bag, mattress etc) will be provided in a numbered fabric bag. The guest keeps the same numbered bag for the duration of the tour.
- Equipment will be washed / rinsed down by the EL team between tours.
- EL will take responsibility for frequent cleaning of any EL equipment such as our kitchen tent, toilet tent and cooking equipment .

MOUNTAIN BIKING

- Airborne droplets may have extended zones and distances when riding that require attention to manage.
- Protocols for social distancing can be split into riding and non-riding.
- It will depend on group ability and number of participants but we will consider the group riding staggered - not immediately following one another and/or not immediately next to one another. Guests will be encouraged to keep their distance.
- Riders who bring their own bikes receive a discount.
- There will be a mechanic on tour who will handle tools and repairs.
- Bikes are all cleaned in-between tours with warm soapy water with a focus on high touch points such as handlebars. Bikes are only used by EL guests.

HORSE TREKKING

- Equipment such as horse bridles and stirrups are owned by the horsemen and may be used by additional groups. We will ask the horsemen to wipe down the equipment between use. The EL team will help provide support with this if needed.

- Cultural experiences include exchanges with a local community or host or learning about and experiencing another culture. It is important to protect the local communities we work in long-term local community partnership with - especially those that haven't been affected by Covid-19.

HOST FAMILIES

- Mongolian families have been hard hit financially by the pandemic and a lot are keen to host travellers for the financial benefits. We are contacting all the families and people we work in long-term local community partnership with to:
 - Check they are comfortable with hosting guests. We will respect their wishes and adapt the itinerary if they are not happy to host.
 - Assess and confirm their readiness for hosting guests. If needed, EL will provide necessary support such as helping to clean and prepare guest accommodation.
- We need to give special consideration to social and physical distancing in regards to our hosts - they are a key and very present element of our cultural experiences.

- Mongolian family gers are enclosed spaces and we may require our guests to wear face masks when meeting with local families (TBC).

MUSEUMS

- Our groups do not typically use audio guides or shared headsets.
- If needed, we can adapt the visiting times to any of Mongolia's monasteries or museums to avoid busier times. (Mongolian museums do not typically offer a service for pre-booking arrival slots.)

- Outside of Ulaanbaatar (Mongolia's capital city), a majority of meals are prepared by the EL team en-route.
- On camping tours, meals are eaten outside with naturally adequate ventilations. In inclement weather, there is a dining tent but if the space is too small, tour vehicles can also be used to spread the group.
- There is no group cooking and EL team members prepare meals and can wear PPE. * If gloves are worn by EL team members when cooking they are only worn for short periods and disposed of correctly. They are not used as a substitute for hand washing.
- A rigorous hand washing and sanitation regime is in place.

LOCAL RESTAURANTS

- Where we eat in local restaurants on tour, it is mainly individuals choosing from a menu (not buffet style meals).
- Where eat in local restaurants on tour, larger tables can be used/ requested.
- The EL team can make sure that quieter restaurants are used and/ or quieter times.

EQUIPMENT / FOOD

- Due to the logistics of the tour, it is not easy to prepare pre-packaged snacks but fruit can be washed before eating.
- Surfaces, tables, plates, containers, condiments and utensils can be sanitised before and after use.

- The set-up of our meals allows for spaced serving and seating.
- A majority of meals are served by the EL team who are observant of precautions.
- The EL team will use the three sink method of dishwashing (wash, rinse, sanitise and then air dry). See Page 15.

ACCESS TO WATER

- Access to running water is limited in Mongolia. However, we will provide each EL guest with their own bottle of alcohol based hand sanitiser (minimum 60% alcohol content) as part of their Welcome Pack. Each EL team member will also have access to their own bottle of hand sanitiser (minimum 60% alcohol content). In addition, each EL tour vehicle carries two 20 litre water containers which are replenished en-route and a bowl of water (with soap) will be provided at camp and before every meal.
- When accessing the water for replenishing water bottles, an EL team member can hold the container and guests hold their bottles underneath. Filtering will be done by the EL team.

FOOD SHOPPING

- Visiting markets on tour is an optional activity for our guests. Where the EL team need to visit, they will wear their masks if required and will try to visit during quieter periods. Guests that do choose to visit can explore independently so not congregating around a particular store or vendor.



ULAANBAATAR

- No group hotels are used in Ulaanbaatar. Some hotels that EL guests may choose to book in Ulaanbaatar do use buffet style breakfast bars.
- Some hotels in Ulaanbaatar do have lifts but they are small and can typically only accommodate 1-2 pax at a time. We will remind guests not to share with others outside of their bubble or to alternatively use the stairs.

TOUR ACCOMMODATION

- When on tour EL uses a mix of tent camping, ger and local hotel accommodation. Mongolian hotels and accommodation providers will be expected to follow local governmental hospitality Covid-19 regulations including following a cleaning regime. If required, we will check with the accommodation used on tour about their enhanced cleaning regime. Accommodation must be thoroughly cleaned between guests with all high touch surfaces in shared areas regularly cleaned and disinfected. On arrival, the EL team will check the accommodation and (if required) help local families or staff to clean down the ger or hotel accommodation.
- We use local smaller accommodation. This means less contact between EL groups with others outside the group in public areas.
- Due to the availability and size of accommodation, some accommodation has to be shared (such as a ger) between guests creating a temporary 'bubble' with their team mates. International

travellers joining one of our group experiences are made aware of this prior to booking and on the Pre Departure Guidelines.

- Outside of Ulaanbaatar, there may be limited supplies of hygiene equipment. We will highlight this in our Pre Departure Guidelines so our guests to bring a supply of anti-bacterial wipes, hand sanitiser, soap with them (or purchase in Ulaanbaatar). Each EL team will also carry a supply.
- Most local hotels outside of Ulaanbaatar do not have lifts.
- None of the accommodation we use for our standard trips provide buffet style meals.
- Ger camps can have higher-traffic areas or areas where people congregate (such as restaurant) but if a ger camp is needed/requested, we choose quieter and smaller ger camps with fewer travellers.

CAMPING

- We provide a tent to each solo traveller. Our tents are wiped down and cleaned between tours. Each tent is numbered so the same guest uses the same tent throughout the tour.
- Group sizes are kept small and a majority of meals are had outside (see Page 14)
- Camping naturally takes place in well-ventilated areas and involves distanced accommodation.
- The EL team chooses camp locations. All are remote and not in developed or popular locations.

TOILETS

- There are limited public toilets available in Mongolia. A majority of those available are provided by local restaurants or truck stops and extremely basic of a squat style with a hole in the floor. They are rarely cleaned. If these toilets have to be used, the doors rarely close so there is plenty of ventilation. In addition, gloves can be worn.
- When driving, the EL team will make regular toilet stops. These do not use the public toilets but ‘a loo with a view’ when guests go and dig their own individual catholes. Hand sanitiser will be provided for return to the tour vehicle.

GER AND HOTEL ACCOMMODATION

- When on tour EL uses a mix of tent camping, ger and local hotel accommodation. Some accommodation provides private bathrooms and others shared facilities. Guests will be made aware of this prior to booking.
- Mongolian hotels and accommodation providers such as tourist ger camps will be expected to follow local governmental hospitality Covid-19 regulations including following a cleaning regime. If required, we will check with the accommodation used on tour about their enhanced cleaning regime. Accommodation must be thoroughly cleaned between guests with all high touch surfaces in shared areas regularly cleaned and disinfected. On arrival, the EL team will check the accommodation and (if required) help local families or staff to clean down the ger or hotel accommodation.

CAMPING

- We provide one toilet tent per group for when at camp (or staying with local families who do not have an available toilet).
- This toilet tent provides privacy but the top is open with good ventilation. If needed, the access flap can be left open.
- The tent can be wiped down between tours and guests will be encouraged to wipe down areas after use.

FAMILY GER ACCOMMODATION

- We work in long-term local community partnership with rural families throughout Mongolia. Most provide a simple squat style toilet for guests to use. These toilets typically are open on one side providing good ventilation.
- They are hard to keep clean as most are made out of wood so gloves can be worn. Guests will be made aware of this prior to booking.

- Despite all measures, there is always the potential for individuals to develop signs and symptoms of Covid-19 before or during tours.
- A majority of people infected with Covid-19 show minor to no symptoms, however some go on to develop more serious signs which require admittance to hospital.
- This is our Action Plan for if an EL guest or team member (or extended team member) develops and show symptoms of Covid-19.

IF GUEST OR EL MEMBER DISPLAYS COVID SYMPTOMS

1. We will contact the local health authority to notify them and seek advice as to what action to take

2. We will restrict contact with others - booking an additional hotel room or ger if needed. The person (s) not to leave room. Meals taken as room service.

(If need be, we will remove any twin sharer from the room and find them alternative room.)

3. Arrange medical assistance if possible (guest to pay and claim on insurance) or Local authorities will dictate the necessary follow ups :

- Covid-19 test
- Self-isolate
- Medical facility
- Quarantine

4. If hospital treatment required, open case with guests' travel insurance provider

5. Fill in incident report

6. If group due to move on to next night stop, restrict movement pending local authorities issuing instructions

CONTINUING ACTIONS BY EL

1. Continue to test remaining guests for Covid symptoms (temperature check, visual check and symptom check)

2. Oversee deep cleaning of room

3. Oversee deep cleaning of EL transport

<p>EL is aware of and complies with relevant current Mongolian government and official authorities guidance and statutory requirements for operating Adventure Travel amid COVID-19.</p>	<p>We have ensured our Terms & Conditions encompass and allow for the updated practices (e.g., refund and cancellation policies, unused services policy). If needed we will ensure that any Liability Release/ Waiver encompass coronavirus- related risks and that Insurance for COVID-19 associated coverage is defined.</p>
<p>EL is committed to the Guiding Principles and COVID-19 Risk Management Strategic Goals of the COVID-19 Health and Safety Guidelines for Adventure Travel.</p>	<p>EL will have defined procedures to handle guests or team members who show COVID-19 symptoms during the tour or at work.</p>
<p>COVID-19 associated risks are mapped and analysed considering the variables applicable to the tour, e.g. location, population, activity, product design, level of supervision, logistics, etc.</p>	<p>EL will have defined procedures to handle guests or team members who have been exposed to someone who has COVID-19 during the tour or at work.</p>
<p>EL defines our tolerable level of risk. We will develop and implement risk mitigation procedures that address each of the variables considered in the risk analysis.</p>	<p>The EL emergency action plan is revised and encompasses considerations for emergency response when some distancing methods may not be realistic, and for local or regional EMS response capacity.</p>
<p>Guests are well informed of the tour's COVID-19 exposure and risk control strategies to accept shared responsibility and exercise appropriate consent.</p>	<p>EL will implement staff training to the additional COVID-19 protocols.</p>
	<p>Everything will be monitored to ensure the risk mapping, communication and mitigation procedures are working as planned; and improved as necessary.</p>

GENERAL		
1	World Health Organisation - webpage for Coronavirus	World Health Organisation webpage for the coronavirus - https://www.who.int/health-topics/coronavirus
2	Centers for Disease Control & Prevention - Information for international travel	https://www.cdc.gov/coronavirus/2019-ncov/travelers/index.html?fbclid=IwAR2cwF2bgpQ9WnpM0QWRBp1Q_xhGYKpVPjX57EceBzuO61iQJC5htc2cMEs
3	Center for Systems Science and Engineering (CSSE) at John Hopkins University. They are tracking the COVID-19 spread in real-time on their interactive dashboard	https://coronavirus.jhu.edu/map.html
SPECIFIC TO MONGOLIA		
4	Mongolia's Own Covid Tracker	https://covid19mongolia.mn/en/
5	British Foreign, Commonwealth and Development Office travel advice to Mongolia	https://www.gov.uk/foreign-travel-advice/mongolia
6	National Travel Health Network and Centre (NaTHNaC) travel advice to Mongolia	https://travelhealthpro.org.uk/country/151/mongolia
7	Australian Government travel advice to Mongolia	https://www.smartraveller.gov.au/destinations/asia/mongolia?fbclid=IwAR2BUU3A12YcpYiCKITKtsts1gAL0l6rVGBf1pqmr-molf4oJr4WKJ3RF7w
8	Government Of Canada travel advice to Mongolia	https://travel.gc.ca/destinations/mongolia
9	IATA (International Air Transport Association) - Mongolia travel restrictions	https://www.iatatravelcentre.com/international-travel-document-news/1580226297.htm
10	U.S. Department Of State - Bureau of Consular Affairs - travel advice to Mongolia	https://travel.state.gov/content/travel/en/traveladvisories/traveladvisories/mongolia-travel-advisory.html?fbclid=IwAR1X0tofzwMTOcwU6h8R8htAvBP_eehAVFp0KofAgcDY5YjILF2WI8OE5Ug
11	US Embassy in Mongolia page for travel advice to Mongolia	https://mn.usembassy.gov/covid-19-information/?fbclid=IwAR3VzNaF5KWpBudgEeQ5FBJQwpJYldgdOd_SDxgMqFKJYwZir-jgT7M4_UU