

Vivanco Protocol

Covid 19 prevention rules



Vivanco

WINERY · FOUNDATION · EXPERIENCES
sharing wine culture



General
measures

Employees

visitors



General measures

•
Employees are to be provided with comprehensive information and training on relevant health and safety standards.

•
Employees are to be provided with the necessary personal protective equipment to be able to perform their jobs, as well as receive training on how to use it.

•
Information on health and safety protocols and preventive measures is to be posted in places visible to any visitors or outside personnel who may come to the facilities. The information is to be available in Spanish and English.

•
*Maximum capacity for each space is to be signposted in accordance with the guidelines laid down by the competent authorities.
PCR testing is to be administered to all employees before they return to their jobs.*

For Employees



●
Any employee with symptoms associated with COVID-19 should immediately report to their supervisor, refrain from coming to work and visit their healthcare centre as soon as possible.

●
Arrivals at the workplace are to be staggered to prevent crowding.

●
Employees are to enter the workplace wearing a mask through the access control door in the warehouse area, where they will disinfect their shoes and hands. Masks should be worn whenever a 2-metre/6½-foot safe distance cannot be kept.

●
Fingerprint clocking-in is disabled and is to be replaced by a manual method in the security booth.

●
Employees must know the contingency plan, both the general rules and specific instructions for their job.

●
Physical greetings are to be avoided, both with colleagues and with visitors.

●
Frequent hand washing should be carried out with soap and water, whenever possible, otherwise, with hand sanitiser.

●
Maximum occupation of changing rooms may not exceed 6 people and a safe distance must be maintained at all times.

●
Only two people may use the dining room at any time and a safe distance must be maintained at all times. No leftover food is allowed and sharing crockery is prohibited. Each user is to disinfect the facility after using it.

For visitors



●
Shoes are to be disinfected at the entrance to the facilities.

●
In the shop, customers will be supplied with gloves which they must wear at all times.

●
When visitors do not come individually, only one person may approach the reception desk or cashier.

●
A two-metre/six-and-a-half-foot safe distance should be maintained at all times between visitors not belonging to the same booking group. Whenever this is not possible, the use of masks is mandatory.

●
Payment for contracted services and shop purchases are to be made by electronic means, and cash should be avoided whenever possible.

●
Arrivals of visitors at the facilities are to be staggered to prevent crowding.

●
Lifts may only be occupied by one person at a time, except when the users belong to the same family unit or when the passenger requires assistance.

●
Wherever possible, there should be signposted entry and exit routes to move between spaces in the facilities.



recepción

Medidas
específicas

tienda

limpieza

mantenimiento



Specific measures



Reception

●
Transparent screens should be used between staff and customers.

●
After each transaction with a customer, hands should be washed with hand sanitiser.

●
Frequently used items such as counters, computer and/or electronic equipment (data phones, touch screens, telephones, etc.) as well as personal items such as eyeglasses, should be continuously sanitised.

●
As far as possible, work equipment should not be shared, shifts should be scheduled and guidelines set up for disinfection between uses.

●
Any personal hygiene waste (tissues, PPE, etc.) should be immediately thrown into a pedal-operated bin.

●
Cash should be avoided.

●
It is recommended that customers who book visits in advance pay via an online platform or bank transfer.

●
It is recommended that customers who have not booked in advance pay with a card.

●
There will be no rental or use of shared electronic devices such as audio guides.

●
Brochures should be removed. These may be made available by digital means.

●
Safe distances should be marked with visible signs in front of the reception desk, which can only be used by one person per booking.



Specific measures

Shop

•
Transparent screens should be used between staff and customers.

•
After each transaction with a customer, hands should be washed with hand sanitiser.

•
Frequently used items such as counters, computer and/or electronic equipment (data phones, touch screens, telephones, etc.) as well as personal items such as eyeglasses, should be continuously sanitised.

•
As far as possible, work equipment should not be shared, shifts should be scheduled and guidelines set up for disinfection between uses.

•
Any personal hygiene waste (tissues, PPE, etc.) should be immediately thrown into a pedal-operated bin.

•
Please, avoid using cash. Card payments are recommended.

•
Retail test products at customers' disposal (creams, colognes, etc.) should be removed.

•
Brochures should be removed. These may be made available by digital means.

•
The safe distance should be marked with visible signs in front of the shop desk, which can only be used by one person per transaction.

•
Customers entering the shop will be provided with gloves that they will have to wear while they are in it.



Specific measures

Cleaning

●
Cleaning staff will wear masks and gloves, which shall be disposed of after each use in a sanitary bin used exclusively for this purpose.

●
Cleaning efforts should be particularly directed at surfaces that are more susceptible to contact (doorknobs, counters, tables, chairs, lifts, etc.)

●
Toilet cleaning frequency will depend on visitor traffic but should be at least two times every four hours.

●
Hand soap will be available in the toilets at all times.

●
Where there is no access to toilets, hand sanitiser will be available.

●
Bins should have a pedal-operated lid and always have bags, to be collected safely and closed when taken to the waste collection point.

●
All disinfectants used should be included in the list of virucides authorised by [the Ministry of Health](#).

Specific measures

Maintenance



Periodic checks of air conditioning filters.



Periodic checks of dishwasher washing temperatures





Museum

Winery

Services

Wine
Corner

Wine
tastings

SECURE AREA



YOUR VISIT IS
SAFE

100% HYGIENIC

Services



●
*Available services will be limited to the following activities
(available in Spanish or English):*

●
Museum visits (unguided and guided tours)

●
Winery tour

●
Wine Corner

●
Wine shop

●
*New activities will be gradually introduced depending on how the situation regarding
the COVID-19 pandemic progresses.*

●
*Activities should be adapted to relevant health and safety and preventive measures,
and the use of outdoor spaces should be given priority.*

Services



Museum

UNGUIDED MUSEUM TOURS

●
In room 0, visitors will be informed about preventive measures.

Only 10 people may be in the room at any time and safe distance should be kept at all times.

The interior door of the room will always remain open to allow for ventilation.

●
The route of the tour will be signposted and visitors may not return to spaces they have already visited.

●
Safe distances and maximum capacities will be signposted.

●
Touchscreens will be disabled and visitors notified.

●
Hand sanitiser dispensers will be placed along the route to facilitate hand hygiene.

Services



Museum

GUIDED MUSEUM TOURS

●
Maximum group size is 10 people. Larger numbers may be considered provided all group members belong to the same booking.

●
Visitors will be informed about preventive measures at the start of the tour.

●
The need to keep a safe distance shall be indicated.

●
Both individual visitors and groups must wear masks or face shields. When a visitor does not have one, it must be provided.

●
Before starting the tour, all visitors should wash their hands with hand sanitiser provided by the guide.

●
Physical greetings are to be avoided.

Services



Winery

WINERY TOUR

●
Maximum group size is 15 people. Larger numbers may be considered provided all group members belong to the same booking.

●
Visitors will be informed about preventive measures at the start of the tour.

●
the need to keep a safe distance shall be indicated.

●
Both individual visitors and groups must wear masks. When a visitor does not have one, it must be provided.

●
Before starting the tour, all visitors should wash their hands with hand sanitiser provided by the guide.

●
Physical greetings are to be avoided.

●
Vineyard tours will be encouraged.

Services



Wine Corner

Users must wash their hands with hand sanitiser immediately before pouring.

There will be a transparent partition between the staff member and customers.

Only accompanying foodstuffs that come packaged from source may be offered to tasters.

Spittoons may no longer be used.

A different glass will be used with each wine.

Wineglasses must be washed at 80 °C/176 °F.

Napkins are to be provided from dispensers.

There will be a person specifically assigned to preparing and collecting the wineglasses. The remainder of the staff is to refrain from going to the service pantry.

The person in charge of the service pantry should always work with a mask and maintain permanent hand hygiene. Whenever possible, this person will also be in charge of pouring the wines, to be done wearing new gloves to be put on in front of the tasters.

After each tasting, the tables and all items used in the tasting are to be disinfected.

A safe distance is to be maintained between groups.

Services



Wine tastings

When entering tasting spaces, all visitors should wash their hands with hand sanitiser, to be provided by the guide.

At the beginning of the tasting, visitors will be informed about preventive measures and reminded of the importance of maintaining a safe distance.

Tasting areas will be set up immediately before the visit, including everything necessary to be brought directly from the service pantry.

There will be a person specifically assigned to preparing and collecting the tastings. The remainder of the staff is to refrain from going to the service pantry.

The person in charge of the service pantry should always work with a mask and maintain permanent hand hygiene. This person will also be in charge of pouring the wines, to be done wearing new gloves to be put on in front of the tasters.

After each tasting, the tables and all items used in the tasting are to be disinfected. The space should be permanently ventilated whenever possible.

Only accompanying foodstuffs that come packaged from source may be offered to tasters.

Spittoons may no longer be used.

A different glass will be used with each wine.

Wineglasses must be washed at 80 °C/176 °F.

Napkins are to be provided from dispensers.



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