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Why did you decide to incorporate a COVID-19 Protocol based on the EDP IRAM 3820 for the Member Service Center and what was the process like? Could you tell us about the difficulties you encountered during its implementation?

*In principle, the mission of the Member Service Center of Club Atlético Boca Juniors is to assist current members and potential members. Due to the risks involved in face-to-face customer service activities, but also to the need to resume this modality, it was decided to incorporate a COVID-19 Protocol based on the EDP IRAM 3830, since we considered that its application was vital, and the support of a prestigious and independent organization such as IRAM would be the way to make the protocol as safe as possible. As for the difficulties, when we started the work we thought it was going to be very complex, due to the need to collaborate with the different areas of the club. For example, the operations area depends on the cleaning staff; the security staff, who are at the club's accesses; and the person in charge of Safety and Hygiene of the club; we also had to involve staff from the medical department, systems and treasury, since in some member service processes the cashier's staff is involved, and all of them had to comply with the protocol. In practice, the collaboration of the rest of the areas was total and, beyond some small delays due to agenda problems, there were no major difficulties; quite the contrary.*

To what extent did all this help you to take care of the health of members and staff??

*The contribution to the implementation of the sanitary protocol according to EDP 3820 was very important. In the first place, it was important for its development, since it contributed to ensure that we did not omit any item. But, fundamentally, what was very valuable was the audit process by IRAM, since it allowed the emergence of opportunities for improvement on the protocol and its application, which, once implemented, resulted in a considerable improvement in the safety of the tasks to be performed.*

How was the experience when you went a step further and managed to achieve our IRAM Mark for COVID-19 Verified Protocol certification? What benefits do you think it brings to your different audiences? Is it valued by your members? Did you receive any feedback you would like to share?

*The main benefit from certification, in addition to what was stated in the previous question, is the safety and confidence provided to employees and members of the club by having a certification. The club's management took care of all the details to make the member service process as safe as possible.*

The club is, in turn, in the process of audits to obtain our certification for its quality management system (ISO 9001), having successfully passed the first stage. What added value does our mark bring you?

*IRAM is a very prestigious organization that generates confidence, so we understand that obtaining its certification is a way of working to achieve excellence in the provision of our services and, at the same time, it shows the transparency with which the club wants to be managed at this stage. To conclude, I would like to highlight the collaboration of Gonzalo Alfredo La Rosa and German Treuer, from the Management team of the Membership Department, who played a fundamental role in carrying out the process.*