

Covid-19 Protocols for Tourism and Hospitality: Transport Checklist

The following checklist can be used when conducting a self-assessment to check that the protocols for tourism transport operators have been met.

The protocols in the white lines are mandatory and must be followed. All of these protocols must be achieved in order to be awarded the Health and Safety Certificate.	The protocols in the green spaces are additional, recommended protocols that the business may follow to enhance their Covid-19 safety if it is possible in their operations.
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No.	Criteria and Compliance Elements	Yes/ No	Evidence
1	Covid-19 Prevention Plan (as required by WTTC)		
	a. Does the business have a Covid-19 Prevention Plan and special cleaning plan in place?		Word/PDF Prevention plan
	b. Does the business have a specific person or team to implement and monitor the 'new normal' Covid-19 protocols?		Name of person/list of names
	c. Has the business reviewed and revised its Standard Operating Procedures to address Covid-19 risks?		
	d. Does the business have hygiene and safety protocols which suppliers and partners should follow?		Samples or agreements
	e. Does the business have an alternative to cash transactions?		
2	Staff Training and Monitoring		
	a. Does the business have Covid-19 protocols and guidelines for staff?		Copy of staff protocols
	b. Does the business have a record of staff medical history including chronic diseases, to identify high risk staff members in order to schedule them for lowest risk work?		Copy of a blank template?
	c. Has the business trained its staff on Covid-19 issues and protocols?		Training record
	d. Does the business have a means for management to measure the health of team members while encouraging them to follow hygiene and safety protocols?		Daily reports
	e. Does the business have a procedure for staff who feel ill?		Copy of procedure
	f. Does the business have information on the nearest Covid-19 treatment facility available to staff?		A copy of the information (if it is a poster that is displayed in staff area then attach this etc.)

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	g. Does the business have training for staff to handle Covid-19-related incidents?		Training register
	h. Does the business have 10-day health screening for drivers who have been exposed, and protocols to ensure their vehicle is cleaned and disinfected?		Copy of protocol
	i. Does the business communicate safety protocols to passengers as practical through notices, information during booking procedures, or in person when on board the vehicle?		Examples of communications
3	Personal Protective Equipment (PPE)		
	a. Does the business have masks (preferably re-washable not disposable) available to staff, guests, passengers, clients or tourists, either for free or for sale?		
	b. Does the business have protocol for all people in the business to wear masks correctly?		Copy of Information
	c. Does the business have gloves available if needed??		
	d. Does the business have additional PPE according to specific work conditions?		
4	Handwashing or sanitizing provided at entrances and within the building		
	a. Does the business have hand washing or sanitizing stations throughout the property or facility?		Pictures
	b. Does the business have notices or signs which are easy to see indicating where to wash hands/where to locate sanitizing stations?		Copies of the notices/signs
	c. Does the business have hand sanitizing protocols for staff, guests and visitors?		Copy of the protocol
	d. Does the business have drivers sanitize their hands before and after handling luggage, after passengers have departed, and between passengers?		
	e. Does the business provide hand sanitizers in vehicles?		
5	Health Screening		
	a. Does the business have health checks on arrival and a register for all persons entering the premises or using the tourism service?		Copy of a blank template
	b. Does the business have body temperature measuring devices for health screening?		
	c. Does the business have a Standard Operating Procedure to check the body temperature of anybody who comes onto the premises?		Copy of SOP
	d. Does the business have a Standard Operating Procedure for handling and recording anyone detected as having a body temperature of above 38° C or show any respiratory symptoms?		Copy of SOP
6	Physical Distancing and minimising Physical Contact		

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	a. Does the business apply controls for keeping 6-foot physical distancing in queues, seating areas, restrooms, office and administration areas, staff facilities, and other such areas?		Photos
	b. Has the business calculated the number of people allowed in closed areas and a procedure to control this?		Copy of number and procedure
	c. Does the business have distancing indicators in the form of stickers, tape, signs or notices where necessary?		Pictures or photos
	d. Does the business have notices appealing not to shake hands or have physical contact?		Pictures or copies
	e. Does the business have clear screens (plexiglass) at service points e.g. reception, pay points, ticketing points?		Photos
	f. Does the business have calculations for vehicle occupancy and have these been communicated with staff and passengers?		Copy of calculations
	g. Does the business have plexiglass or plastic sheets to separate the driver from the passengers?		Photo
	h. Does the business have a policy that the front passenger seat may not be occupied?		Copy of policy
	i. Does the business have demarcated seats where appropriate to indicate they cannot be used?		Photos
	j. Has the business removed non-essential items removed from vehicles?		
	k. Does the business ensure that cars should not be shared between strangers?		
7	Cleaning and Disinfecting Procedures and Schedules		
	a. Does the business have cleaning and disinfecting products such as soap and water and alcohol-based disinfectant (>60% alcohol), along with relevant cleaning equipment?		Photos
	b. Does the business have a cleaning and sanitizing schedule for high touch areas and objects that takes into account how often the area or object is touched or used?		Copy of the schedule
	c. Has the business developed a cleaning schedule available on the property that reflects an increased frequency of cleaning facilities or vehicles?		Copy of the schedule
	d. Does the business have Standard Operating Procedures for cleaning of facilities, furnishings and equipment available and implemented by staff?		Copy of SOP
	e. Does the business have Specialised Personal Protective Equipment (PPE) for specialised cleaning or disinfecting procedures?		Photos
	f. Does the business have foot operated or no-touch covered bins at strategic and accessible places in public and staff areas, and is all rubbish sealed into bags and disposed of safely?		Photos

No.	Criteria and Compliance Elements	Yes/ No	Evidence
	g. Does the business deep clean vehicles that travel long distances after each trip or each day?		
	h. Does the business surface clean (between passengers) vehicles that travel short distances?		
	i. Does the business have sanitizing spray to disinfect luggage before loading?		
8	Operating hours are set in accordance with policies established by local government.		
	a. Does the business adjust operating hours according to changing government regulations and communicate these to staff and guests?		Copy of the communication
	b. Has the business extended operating hours to reduce number of passengers at one time?		
	c. Does the business have notices of changed operational hours posted in the most appropriate form e.g. signs, notices, stickers or posters?		Copy of the notices
	d. Does the business have transport schedules allowing for a slower than usual turnaround time?		Copy of schedule
9	Communication with staff and guests		
	a. Does the business communicate with guests or clients to observe Covid-19 protocols, preferably before, on arrival, and during their use of the tourism service?		Copy of the communication
	b. Does the business have signs displayed to minimise physical contact?		Copy/photo of the sign
	c. Does the business have notices such as signs or stickers on the etiquette of spitting, coughing, and sneezing?		Photos or copies
	d. Does the business have other notices displayed where relevant e.g. for disposing of personal waste (e.g. tissues), elevator capacity, not to touch or handle sale items, etc.?		Photos or copies
	e. Does the business inform passengers before travelling that they will be required to wear masks and maintain physical distance in the vehicle?		Sample of communication
10	Emergency Protocols		
	a. Does the business have contact numbers for the appropriate authorities, medical centres and emergency services? Are these available and accessible?		List of contact numbers
	b. Does the business have a clear Standard Operating Procedure on how to manage a suspected Covid-19 case of a guest or staff member?		Copy of SOP
11	Post-Trip Procedure		
	a. Does the business have the driver reporting the arrival time, client temperature(s), and the driver's temperature?		Copy of reporting form
	b. Does the business have the vehicles placed/parked in a separate area to be cleaned?		

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	c. Does the business have the driver undergo a 10-day isolation if a passenger who has had interaction with the driver tests positive for Covid-19?		