Health & Safety Certification

for Tourism and Hospitality

Implementation Manual and Toolkit:

Hotels and Guesthouses

Myanmar

TABLE OF CONTENT

Introduction

Health and Safety Certification: Myanmar

1.   The documents

The documents that support the implementation of the Myanmar Health and Safety certification system are as follows:

The Health and Safety Protocols	Implementation Manual & Toolkit
•**Basic protocols** for all sectors to comply with . •**Sector specific protocols** added to the basic standards.	•**Section 1**: an explanation on the protocols and how to implement them. •**Section 2:** a toolkit with templates and Standard Operating Procedures, checklists, etc., that a business could adapt to use within their own operations to meet the certification requirements.

2.   The Myanmar Health and Safety Protocols

The **Myanmar Health and Safety protocols** have been developed based on the protocols of the World Travel and Tourism Council (WTTC). This enables Myanmar to become a safe travel destination through endorsement of the WTTC. This endorsement is in the form of the 'Safe Travels' certification which provides reassurance to tourists visiting Myanmar that we have world class health and safety protocols in place to protect them, as well as to protect our staff.

The protocols have been compiled in two bands:

1.   **Basic protocols**: applicable to all sectors of the industry
2.   **Specific protocols**:   relevant to the particular sector e.g. transport protocols vs restaurant protocols.

The protocols are written with the words '***must'*** and '***should'***.   Where 'must' is indicated, this is a requirement that must be met; where 'should' is used, it is a recommended practice that should be implemented if it is possible in the business.   The more protocols that can be implemented by a business, the better and safer they will be, so tourism business are encouraged to adopt as many of the recommendations as they can.

3.   The Myanmar Health and Safety Implementation Manual and Toolkit

This **Implementation Manual and Toolkit** has been developed to assist operators of tourism and hospitality businesses in Myanmar to implement the Health and Safety protocols.

The information contained in this manual is designed to provide an understanding of each protocol and how to implement it. The Implementation Manual is supported by a Toolkit that provides a range of useful, practical tools such as Standard Operating Procedures (SOPs) for business owners to adapt to their needs and implement in their businesses.

4. Steps to follow:

> **1. Go to the Health & Safety website and download the Health and Safety protocols and Implementation Manual relevant to your business.**

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> **2. Read through the protocols and the manual to understand what is required of the business.**

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> **3. Develop and implement a Covid-19 Prevention Plan (sample Plan provided in this manual Tool 1).**

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> **4. Develop protocols or adapt the generic procedures in the Toolkit of this manual, to your business.**

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> **5. Conduct a self-assessment using the Checklist (download from website).**

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> **6. Regsiter your business online, fill in the online checklist with evidence (e.g. samples of SOPs, photographs, copies of forms, documents or signs) and submit for certification.**

Glossary and Abbreviations

Protocols	The specific requirements that need to be met to achieve the Health and Safety Certification from the Ministry of Hotels and Tourism
MoHT	Ministry of Hotels and Tourism
MoHS	Ministry of Health and Sports
PPE	Personal Protective Equipment
SOP	Standard Operating Procedure

Protocol 1: Covid-19 Prevention Plan

When developing the Covid-19 Prevention Plan, the first step is to read the protocols that are relevant to the sector of operation. These are:

- Hotels and Guesthouses
- Restaurants
- Tour Operations and Travel Agencies
- Transport
- Tourist Attractions
- Souvenir shops
- Tour Guides

In some cases, a tourism business operator may have to comply with a range of protocols. For example, a tour operator providing transport and guiding services will have to comply with the protocols for Tour Operation, Transport and Tour Guides.

Before re-opening, businesses will need to review their daily operations and employ new practices and procedures to ensure everyone stays safe. These practices must:

- Meet national protocols for the prevention of Covid-19 as published by the Ministry of Hotels and Tourism
- Be fully endorsed by the management team
- Be backed up by Standard Operating Procedures (SOPs) in the business so that everyone knows exactly what to do
- Be trained to the staff
- Be revised, reviewed and updated as new protocols or directives from the government or local authorities emerge

1.a Develop a Covid-19 Prevention Plan

Creating a Covid-19 Prevention Plan will help to plan what you need to do to address the threat of Covid-19 and give your employees and guests confidence that they are safe.

The Prevention Plan will cover all the activities that need to be undertaken to implement the protocols relevant to your business. It provides you with a step-by-step plan on meeting the requirements so that you can achieve certification from the Ministry of Hotels and Tourism.

The simplest way of developing the plan is to follow the structure of the protocols. In this way, none of them will be missed or overlooked.

Covid-19 Prevention Plan: example of first two sections:

#	Protocol	Compliance Elements: Action	Who	By When	Done?
1	**Covid-19 Prevention Plan**	a. Develop a Prevention Plan, with cleaning and disinfection plan			
		b. Appoint a person or team to implement and monitor protocols			

#	Protocol	Compliance Elements: Action	Who	By When	Done?
		c. Implement a SOP to address Covid-19 risks and revised operations			
		d. Develop process to ensure suppliers and partners have hygiene and safety procedures in place			
		e. Minimise cash transactions and make use of cashless payment services			
2	Staff training and monitoring	a. Develop and implement Covid-19 protocols and guidelines for staff and operations			
		b. Record staff medical histories to identify and reschedule high risk staff			
		c. Train staff on Covid-19 virus, PPE, protocols and revised or new SOPs			
		d. Monitor health of team members and encourage safe behaviour			
		e. Advise staff to stay home if they feel ill			
		f. Provide information of the nearest Covid-19 treatment facility to staff			
		g. Train staff to answer questions, tackle challenges and address non-compliance situations			

Covid-19 Management Tools
Tool 1: Covid-19 Prevention Plan

The business may also draft a *Safety Policy* that it can publish to clients, guests, suppliers in different formats (e.g. website, email, notices in the business) on its commitment to Covid-19 Safety. This is not compulsory but is a good Public Relations (PR) exercise regarding the business' commitment to health and safety for all its stakeholders.

Covid-19 Management Tools
Tool 2: Covid-19 Safety Policy

1.b Responsibility to implement and manage Covid-19 Protocols

Once a plan has been drafted, the business must appoint a person or a team to ensure that the plan is implemented, and the protocols are being followed.

Covid-19 Response Team

If your business is big enough, you may put together a team to implement the Prevention Plan. The *Covid-19 Response Team* should consist of members from different levels and departments of the business. Different sized businesses will have different representation, but even in a small business, there should be more than one person working to develop and implement the protocols as they will each understand different practical parts of the business. The following people may be part of the team, depending on the size of the business:

| Health and Safety Officer | Owner or senior manager | Human Resources (admin) | Engineering/ Maintenance | Union Member (if applicable) |
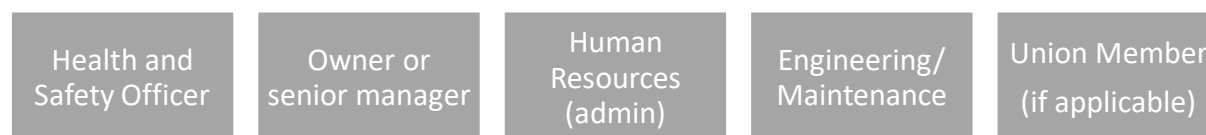
1.c Standard Operating Procedures

Tourism businesses must relook their Standard Operating Procedures (SOPs) and revise them according to the new protocols for Covid-19 safety. Existing SOPs must be reviewed and revised, and where necessary, new ones developed. For example:

Examples of existing SOPs to revise	Examples of new SOPs to develop
• Meeting and greeting guests	• Health screening
• Check-in and check-out procedures	• Physical distancing
• Luggage handling	• Disinfection
• Vehicle cleaning	• Safe evacuation of infected persons
• Tourist guiding	• Procedures for handling infected guests

This is a big job, and to make it easier, the Health and Safety Toolkit provides sample procedures that can easily be adapted for use in your business. See Section 2 for all the Tools provided.

1.d Suppliers and Partners

Tourism businesses rely on other businesses to supply them with goods and services. All of these additional suppliers or partners must also have appropriate health and safety protocols in place.

In the tourism and hospitality industries, this will be relatively easy. All tourism businesses must comply with the Ministry of Hotels and Tourism Hygiene and Safety Protocols, so suppliers can simply provide a copy of their Hygiene and Safety certification from MoHT.

How to ensure suppliers are safe:

1. Ask them if they have any protocols that have been issued for their industry sector. If they have, ask to see these protocols and evidence that they are following the protocols. Ask for different types of evidence e.g. copies of their own SOPs, photos, certification or similar evidence. Visit them to see if their protocols are in place. A simple check is to note health screening on arrival,

hand sanitising, mask wearing and physical distancing. These are good indicators that protocols are in place.

2. If the supplier does not have industry-specific protocols to follow, then they could be requested to implement these which can be verified with a simple checklist such as the following:

Sample Supplier Checklist: Health and Safety Protocols: (Tool 2)

#	Health and Safety measures in place	Yes/No	Describe the measure
1	Health screening at entrances		
2	Mask wearing is compulsory		
3	Hand sanitizing stations/protocols in place		
4	Physical distancing is observed		
5	SOPs have been changed or developed		
6	Staff have been trained on H&S protocols		
7	(add other specific requirements)		

Covid-19 Management Tool:
Tool 3: Sample Supplier Checklist: Health and Safety Protocols

1.e Alternatives to Cash Payments

Money is handled by many people, so it presents a threat for Covid-19 transmission. Businesses should therefore review how guests, clients and customers pay for their goods and services, and should minimise cash payments in favour of non-cash payments. This includes payments from guests and customers, as well as payments that tourism businesses make to suppliers. Cashless payment options include:

- **Debit or credit card payments:** if these are used, only the payer should handle their own card, and the card machine should be wiped with a sanitizer after being used. Most foreign tourists frequently use credit or debit cards (Visa, Mastercard, American Express) and are comfortable using these if a card payment facility is available.

- **Online payments**: if possible, services should be paid for online at the time of booking. Alternatively, Electronic Fund Transfers (EFTs) can be made from bank accounts, especially using banking apps. Other payment options include approved payment systems such as WeChatPay and Alipay for Chinese tourists.

- **Smart payments**: For local/domestic guests or customers, using digital payment platforms such as Wave Money, OK Dollar, MPT Money, CB Pay, KBZ Pay, Onepay and mobile wallets should be facilitated.

Protocol 2: Staff Training and Monitoring

The next step after developing the Covid-19 Prevention Plan is to ensure that the staff are trained and fully competent to carry out new SOPs and other Health and Safety protocols. Follow-up checks must be done to monitor that they are following the new protocols and not slipping back into their old, familiar ways. The basic process is as follows:

1. Review and revise existing SOPs and add new COVID-19 safety protocols including methods, materials, cleaning agents, PPE.	2. Train staff on the revised SOPs and on the correct and safe use of new methods, materials, cleaning agents and PPE	3. Monitor that operational staff are following the new SOPs through spot checks, inspections, checklists and observation.
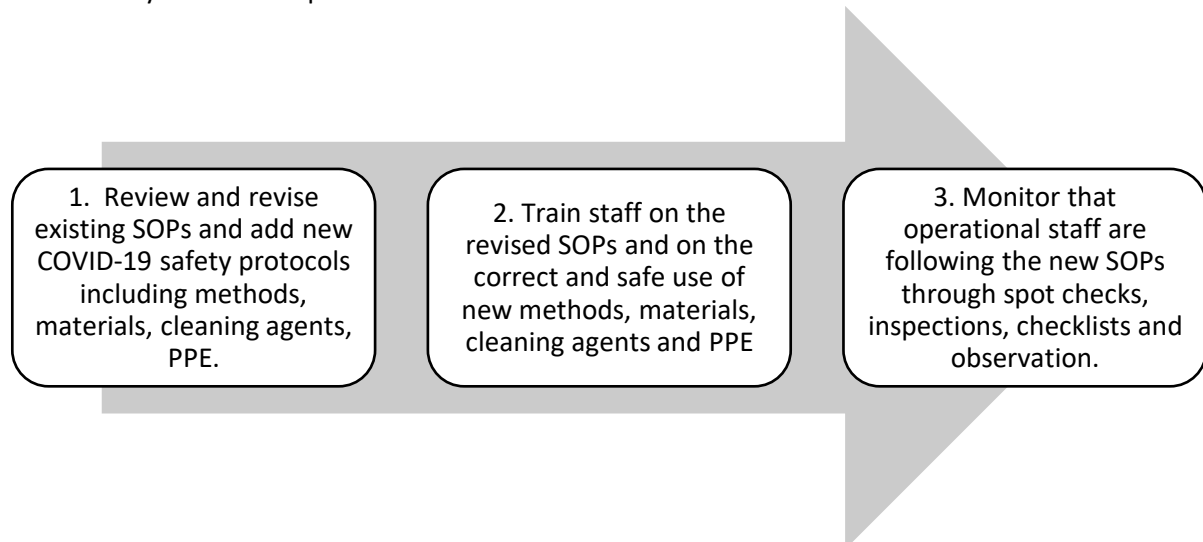
2.a Staff Protocols

Develop simple, basic protocols and revised Code of Conduct for staff to follow in the workplace. These should cover the following:

- Health screening on arrival at the workplace
- Wearing of masks and/or face shields in the workplace
- Wearing, care and cleaning of any Personal Protective Equipment (PPE)
- Hand sanitizing protocols and stations
- Physical distancing
- Procedures in the event of identifying Covid-19 symptoms

All staff need to be trained on these new protocols, and they also need to understand why the new protocols must be followed. It is therefore important to train them not only on what to do differently, but also on what the virus is, how it is spread, and therefore why the workplace will be different.

Protocols such as the following should be covered:

- **Personal clothing:** after changing into uniforms in the workplace, staff members should put their street clothes into their lockers and close the locker, not leave the clothes hanging outside the locker.
- **Numbers of staff:** in staff areas should be controlled so that they are not crowded. Staggering shift times (arrivals and departures) will help with avoiding congestions in locker rooms, dressing, or changing areas.

> **Covid-19 Management Tool:**
> **Tool 4:** SOP: Worker Arrival Area Set-up and Procedures
> **Tool 5:** Sample Covid-19 Registration Sheet or Logbook
> **Tool 6:** Physical Distancing
> **Tool 7:** SOP: Taking Temperatures

2.b Identify High Risk Staff

Some staff may have health issues that put them into a higher risk category than others. By conducting a health audit and collecting basic medical history on the staff, the business will be able to identify which staff members have health issues that place them at higher risk.

These include, for example, asthma, diabetes, obesity, cancer, kidney disease, heart conditions, pregnancy, and lung or respiratory diseases or conditions. These people should be scheduled to work in the lowest risk jobs possible, preferably not in guest contact positions.

2.c Staff Training

Establish a training schedule to ensure all staff are trained, and that follow-up training is also conducted to refresh them on hygiene and safety protocols and procedures.

Staff training should cover the basic health and safety protocols in general as well as the SOPs for their specific jobs. In addition, the following content should also be covered:

- How Covid-19 is transmitted
- Covid-19 symptoms
- How to prevent the spread of Covid-19
- How to communicate with guests about the health and safety protocols and ensure they follow the procedures.

Monitoring and follow-up coaching are recommended to make sure the staff understand the hygiene and safety protocols appropriately.

Training should generally be conducted two weeks to a month before reopening if the business has been closed. All staff must participate in general training on Covid-19, then each department should conduct training on the job-specific protocols.

Training should be arranged in small groups, with physical distancing being followed. Any practical skills demonstrations (like new cleaning procedures) should be demonstrated with physical distancing.

Staff should be issued with copies of new SOPs if that is practical or a printed copy should be available in a central location for easy reference.

2.d Monitor Staff Health

Staff health should be regularly monitored to check if they present any Covid-19 symptoms. This should be done:

- **On arrival at work**: basic health screening: temperature check and symptom check
- **During a shift**: temperature check and symptom check

Staff members displaying any Covid-19 symptoms should be sent home to isolate to isolate according to MoHS guidelines. If they develop a case of Covid-19, they must report it to the employer immediately so that other staff (and guests) with whom they may have been in contact, can be informed immediately and advised to self-isolate.

Health Screening should be conducted as follows:

- **General health**: staff should be trained on Covid-19 symptoms and how to recognise them. Any staff member who has any of the symptoms should not come to work and should follow the guidelines on physical isolation or Covid-19 testing required by the local authority.

- **Arrival at work**: staff should be given slightly staggered arrival times so that they do not all arrive at work at the same time which makes physical distancing difficult.

- **Temperature and health screening**: On arrival, staff should have temperatures taken with a non-contact thermometer and should be asked about any possible Covid-19 symptoms. They should complete a register or logbook to this effect when arriving at work.

Date	Name	Contact	Mask	Sanitizer	Temp	Time in	Time out
30/2/21	Thein Zaw Tin	123 456 789	√	√	36.2°	12.00	

Covid-19 Management Tool:
Tool 4: Worker Arrival Area and Procedures
Tool 5: Sample Covid-19 Registration Sheet or Log
Tool 7: SOP: Taking Temperatures

2.e Staff Advisory

During training, staff must be told that if they develop any Covid-19 symptoms while not in the workplace/at work, they should not come to work, but should stay home and self-isolate if possible.

If they have a confirmed case of Covid-19 or display enough symptoms to be sure that they have it (without medical diagnosis) they must inform the workplace so that other staff (and guests) with whom they may have been in contact, can be informed immediately and advised to self-isolate.

2.f Covid-19 Treatment Facilities

Depending on where the tourism business is located, staff may live in various and widely spread locations, especially in cities like Yangon and Mandalay. The tourism business should try to provide staff with a list of where they can go for testing or medical attention should they suspect they have Covid-19 or develop severe symptoms.

A simple contact list could be as follows:

Area	Facility	Address and Contact details
<area/district>	Covid-19 testing facility	
	Hospital 1	
	Hospital 2	

2.g Training to Assist Others with Covid-19
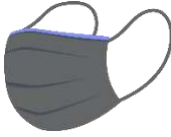
Staff must be trained and prepared to answer questions, resolve challenges and address situations where guests, visitors, tourists, suppliers or staff are not complying with Covid-19 health and safety protocols.

For example, staff must be trained on what to say or do when:

- Guests/customers/suppliers/other staff are not wearing masks at all or are wearing them incorrectly.
- People are too close together and are not following physical distancing protocols.
- People are unwilling to undergo basic health screening on arrival.

Protocol 3: Personal Protective Equipment (PPE)

Personal Protective Equipment (PPE) is one of the methods used to prevent the transmission of Covid-19. PPE should be provided to all staff, and should be available to guests on request, either for free or for sale. Examples of PPE include respiratory protection (masks and face shields), gloves, goggles, aprons, overalls, and hair and shoe covers.

	Masks Masks can be disposable or reusable. Disposable masks are very convenient, but create waste, and constant supplies must be bought. Fabric masks will be more expensive initially but can be washed and used as long as needed. Fabric masks can be made of a material that matches the colours or uniform of the worker so can look very professional.
	Face Shields Shields may be worn along with masks. The shields must be cleaned with disinfectant.
	Latex disposable gloves Used for dealing with (potentially) contaminated surfaces or items such as bed linen, tableware, etc. The gloves are disposed of after use.
	Rubber reusable gloves Used for dealing with (potentially) contaminated surfaces or items such as bed linen, tableware etc. The gloves are disinfected after use and can be reused.
	Aprons or overalls Can be made of disposable material or reusable fabric. Should be worn when doing procedures for sanitising or disinfecting areas. Disposable aprons create waste but are convenient to dispose in case of suspected contamination. Fabric items are more expensive initially but will last much longer as they can be washed and sanitized.

Tourism business must assess what is needed and provide it accordingly. Staff must be trained on the safe and correct use of PPE.

3.a Provision of Masks

All employees must be provided with masks which they must wear at all times in the workplace, including back of house and staff areas. It is highly recommended that the use of disposable masks is minimised, and that reusable, washable masks made of material are provided to staff. The advantage of reusable masks is that they can be made of a pattern or colour that matches your brand which promotes a professional business image. In hotels, the housekeeping (laundry) department may be responsible for washing and sanitizing these masks. SOPs must be developed on how to handle, and wash used masks, and how to keep washed masks clean before they are issued for reuse.

Masks for guests, visitors, passengers, clients and tourists: anyone entering the premises or using the facility (e.g. transport or attractions) should be wearing a mask. If they do not have a mask, these must be made available to them, either for free as a complimentary item, or for sale at a reasonable price. These could be disposable for single use or could be reusable.

Masks do not have to be worn in outdoor areas, or when eating and drinking. Masks can be supplemented with face shields in front-line positions.

> **Green Business recommendation**:
> Disposable PPE will create a lot of waste. Sustainable Tourism tries to minimise waste. When selecting options for PPE and other cleaning practices, consider reusable/washable alternatives to disposable ones. They may initially be more expensive but will pay for themselves over time.
> For example, provide each staff member with 2 or 3 washable masks.

3.b Correct Wearing of Masks

Masks must be worn correctly for them to be effective. The following guidelines refer to the steps before putting on the face mask and whilst wearing the face mask:

1. Wash hands or apply hand sanitizer before touching the mask.

2. Make sure the mask is clean and dry.

3. Inspect the mask for damage.

4. Put on the mask and ensure it fits correctly, leaving no gaps on the sides.

5. The mask should cover the mouth, nose, and chin.
- Do not lower the face mask when speaking, coughing, or sneezing.

How to safely remove a face mask

• Clean your hands before removing the face mask.	• Remove the mask by the straps behind the ears or head • Take them off carefully and fold them inside out (so that the outer surface is inside) before washing them. This is so that the wearer does not touch the outside, contaminated surface.	• Pull the mask away from the face and fold inside out if the wearer is not infected. • Fold it outside in if the wearer is infected (to contain any saliva on the inside).
• Wash the mask in soap or detergent, preferably with hot water, at least once a day; iron when dry.	• Disposable masks: fold in half; roll up with the ties, wrap in tissue and throw into a bin with a closable lid.	• Wash hands after removing the mask.

Covid-19 Management Tools
Tool 8: SOP: Safe wearing and handling of a fabric face mask

3.c Provision of Gloves

Wearing of gloves is not compulsory but will be decided by the tourism business depending on the type of job/task, and the risk factors. For example, porters who handle luggage, housekeepers who handle soiled bed and bathroom linen, chefs who handle food, may be issued with disposable gloves.

Ensure that staff are trained to safely use and remove gloves. Gloves, just like hands, can still contaminate many surfaces, and should also be sanitised often with an alcohol-based sanitizer if they are in use for an hour or more, or should be replaced.

3.d Additional PPE

The business may issue additional PPE to staff depending on the type and nature of their work and the risk it poses. For example, front line staff such as tour guides, receptionists, waiters may be issued with face shields as well as masks. Laundry workers may also be issued with face shields, masks and gloves for handling guest and guestroom laundry.

Ensure that staff are trained on the use and constant disinfection of any PPE that they will be using.

Protocol 4: Handwashing or Hand Sanitizing Procedures

4.a Sanitizing stations

The tourism business must establish hand sanitizing stations in guest, passenger, customer and staff areas such as entry, key walkways, food and beverage locations, shops, exits and vehicles, as appropriate. Touchless dispensers are recommended to reduce contamination between people touching the dispenser.

While alcohol-based sanitizer (>60% alcohol) is the recommended agent, soap and water is very effective and may be set up in areas where running water is available.

Hand sanitizer dispensers	When should we wash our hands?	Handwashing stations
(touchless whenever possible), must be placed at all entry points to a property, at employee entrances and at specific points within the public areas of the property.	Set up protocols on how often, and after which activities staff must wash their hands –e.g. on arrival from outside the hotel.	Provide handwashing stations throughout the front and back of house areas; either with handbasins with soap and paper towels, or hand sanitizer.

4.b Notices and signs indicating where to wash/sanitize hands

Notices or signs which are easy to see must be put up to indicate where to wash hands/where to locate sanitizing stations. These should preferably be placed above the sanitising station so that they can easily be seen when standing.

Guests, staff, visitors or customers should easily be able to see them when looking around so the signs should be big enough and clear enough to read from a distance in the location.

4.c Hand washing/sanitizing protocols

Washing hands often and properly helps to wash off any possible virus that could be picked up by touching surfaces and objects that may have been contaminated with the virus. Staff, guests, clients, visitors or anyone entering the premises or using the tourism service or product must sanitize their hands when entering the premises, and at specified points on the property e.g. when entering the restaurant or kitchen.

Washing hands with soap and water for 20 seconds using the right technique is an effective way to inactivate the Covid-19 virus. However, if a hand washing station is not available, as an alternative, the use of alcohol-based hand sanitizer is strongly suggested to minimise the risk.

Steps to washing hands:

1. Rub hands together, palm to palm	2. Right palm over the back of the left hand, with interlaced fingers and vice versa
3. Palm to palm with fingers interlaced	4. Back of fingers to opposing palms with fingers interlocked
5. Rotational rubbing of left thumb clasped in right palm and vice versa	6. Rotational rubbing, backwards and forward with clasped fingers of right hand in left palm and vice versa.
7. Rub both wrists in rotating manner.	8. Rinse and dry thoroughly

How to use hand sanitizer:

1. Use >60% alcohol-based hand sanitizer.
2. Apply the gel or liquid product to the palm of one hand (read the label to learn the correct amount).
3. Rub hands together to cover all surfaces of hands and fingers until the hands are dry; this should take around 30 seconds.

Covid-19 Management Tool #
Tool 9: SOP: Hand Hygiene

Protocol 5: Health Screening

5.a Health Screening on Arrival: Staff and Guests

Health checks, including body temperature checking, must be conducted on arrival and a register is maintained for all persons entering the premises or using the tourism service. This applies to anyone entering the premises or using the facility including staff, guests, suppliers, clients, visitors or any others.

The following arrival and entry protocols should be followed:

1. **Hand washing or sanitizing**: Wash or sanitise hands on arrival at the premises and before entering.

2. **Temperature and symptom check**:
    - Temperature must be ≤38°C
    - If their temperature is higher, see Section 5.d for further information on what to do.

3. **Fill in the entry register or logbook**: fill in name, contact details, PPE and/or symptoms sheet as well as recording temperature.

Sample Covid-19 Logbook:

This sample register can be adapted and used for staff, for suppliers or service workers (e.g. an electrician comes to fix something), and guests.

Date	Time	Name	Contact	Mask	Sanitizer	Temp	Symptoms
30/2/21	12.00	John Smith	123 456 789	√	√	36.2°	None

Covid-19 Management Tools
Tool 4: SOP: Worker Arrival Area and Procedure
Tool 5: Sample Covid-19 Registration Sheet or Logbook

5.b Body Temperature Measuring Devices

Body temperature measuring devices (thermometers – either digital or infrared) must be provided, with the number of devices appropriate to the capacity of visitors/tourists in the facility. This means that, for example, in a busy attraction, there should be more than one device to speed up the entry procedures.

The business owner must buy these digital thermometers and ensure that they are working properly (check the readings of different instruments on the same person at the

same time – they should be the same) and ensure that they have spare batteries on hand when needed.

5.c SOP for Taking Temperatures

There must be an SOP to check the body temperature of anybody who comes onto the premises e.g., staff, guests, clients, customers, suppliers, visitors.

Staff who are responsible for taking temperatures must be trained on the safest way to do this as per the SOP.

Key points to follow:

- Stand to the side of the person – not in front where they are breathing
- Take the temperature on the side of the forehead
- Maintain physical distance: stand away from the person and use an outstretched arm holding the thermometer
- The thermometer must not make contact with the skin of the person who is having their temperature taken.

Covid-19 Management Tools
Tool 7: SOP: Taking Temperatures

5.d Protocols for dealing with elevated temperatures

If anyone entering the premises has a recorded temperature of over 38°C, there are various actions that will ensure, based on who the person is, however, in all cases, the person responsible for Covid-19 management in the business must be informed.

An SOP must be developed covering eventualities such as the following:

- **Staff member**: sent home to self-isolate. Must inform the employer immediately if they develop further Covid-19 symptoms or if they are diagnosed with Covid-19 from a clinical test. If they are positive, contact any persons (staff or guests) with whom they have had contact, and inform them to self-isolate according to MoHS guidelines.

- **Hotel guest**: if the guest is staying at the hotel, they must be advised to self-isolate in their rooms, and they must be provided with support services such as meals and offered medical help. They can be referred to a testing centre. Advise them to have as little contact with anyone as possible. If possible, move them to a designated isolation room. Contact any persons (staff or other guests) with whom they have had contact and inform them to self-isolate according to MoHS guidelines.

- **Tour member**:

  o **day trips**: tourist must not be allowed to participate in the tour not to risk infecting others.
  o **longer tours** : isolate the person as far as possible e.g. in a hotel room; arrange for them to be tested; check their medical insurance details and next of kin/emergency contacts in case of emergency. If they are positive, then the whole group with whom they have contact, as well as driver and tour guides should be advised to self-isolate for ten days (although this will be

challenging to arrange on a multi-day tour in locations away from home). Tour operators may develop detailed protocols on how to manage such incidents.

- **Supplier or service provider**: must not be allowed to enter the premises. Inform their employer immediately of their recorded temperature with the recommendation that they do not continue with their deliveries or service provision, and that they should self-isolate.

Covid-19 Management Tools
Tool 10: SOP: Suspected Covid-19 Case: Staff
Tool 11: SOP: Covid-19 positive guest

Protocol 6: Physical Distancing and Minimising Physical Contact

6.a Physical Distancing

Physical distancing of 6 feet between people must be applied for queue control, seating areas, restrooms, office and administration areas, staff facilities, and other such areas. Queuing must be managed, monitored, and adjusted to ensure compliance.

Physical distancing, also called social distancing, is about keeping space between people to reduce the risk of them infecting each other. It is one of the best tools we must avoid being exposed to this virus and slowing its spread. Physical distancing must be practiced at all times by keeping a distance of 6 feet between staff and colleagues, and between staff and guests or other visitors or service providers.

Physical/Social Distancing for Covid-19

6 Feet (1,8meters)
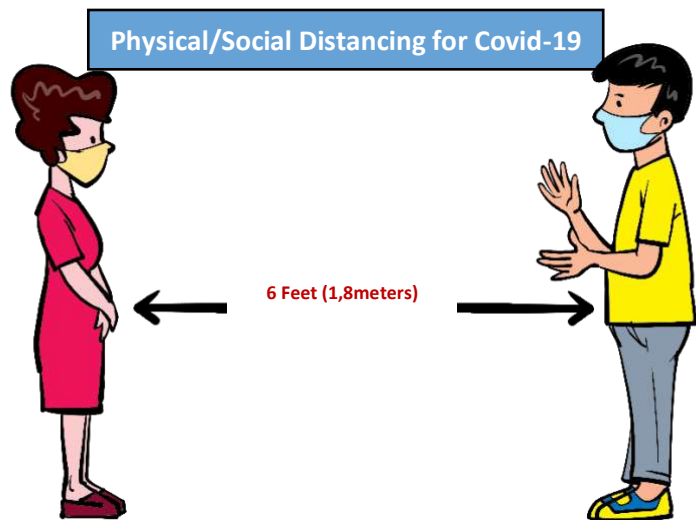
To support the physical distancing the Covid-19 response team should redesign the space and the procedures in the business to make them safer.

Physical distancing must be managed, monitored and adjusted to ensure that everyone in the space is complying. Staff must be trained to monitor themselves and their co-workers, as well as guests or clients. They must manage distancing when people are not conforming by saying things like:

- Please follow physical distancing
- Could you please stand where the stickers on the floor indicate
- Could you please stand further apart to follow physical distancing
- Please do not stand so close to me
- Please wait in the queue and we will attend to you shortly
- Please move to the open seats

Covid-19 Management Tools
Tool 6: SOP: Physical Distancing

6.b Calculating Capacities

The number of people allowed within closed areas (e.g. lifts, rooms, shops, spas, vehicles, etc) must be calculated, and controlled through a simple system such as tokens.

There are two types of space: static and dynamic.

- **Static space** is where people stand still such as an elevator or a vehicle; the space may be restricted, so it is not always possible to provide for 6 feet (1.8m) between people.

- **Dynamic space** is where people are moving around (walking) such as in a hotel lobby, restaurant, or attraction.

There are different calculations for static and dynamic space. Guidelines for calculating the area are as follows:

Physical distance* (in metres)	Type of space	Area required per person (to nearest m²)
2	Dynamic space	4
2	Retail (e.g. shops) under 500 m²	10
2	Retail or managed commercial space over 500m²	11
2	Public urban space	12
1.5	Static space	2
1.5	Retail under 500m²	7
1.5	Retail or managed commercial space over 500m²	8
1.5	Public urban space	9

* Ministry of Health and Sports directive is 6 feet = 1.8 meters

Example: if the capacity of a shop is 12 people maximum, then have a bowl at the entrance with 12 plastic tokens (e.g. clothes pegs) in it in a sanitizing solution. Each customer takes a token when they enter the shop and drops it back in the bowl when they leave. If the bowl is empty, then no more customers are allowed in the shop until somebody leaves and drops their token. A demarcated queue system should be outside the shop to indicate the distances at which people should stand while they are waiting to go into the shop.

Notices or signs can be posted to indicate the number of people allowed in the space e.g. in lifts, in shops or in staff areas.

Elevator (lift) capacities should be reduced to about a third of their legal capacity, and people should stand back-to-back when using the elevator.

6.c Distancing Markers

Physical distancing markers must be posted in places where guests are likely to queue or stand e.g. at building entrances, at reception, at restaurant entrance, in restrooms, at pay points and other places where people may bunch together.

The signs must be simple, clear and easy to understand by people of any language.

Options for signs include:

- Floor stickers
- Tape on floor to indicate where to stand or demarcate workstations
- Taped off areas such as seats or bathroom basins
- Notices of capacity outside lifts or shops
- Notices on vehicles regarding maximum carrying capacity
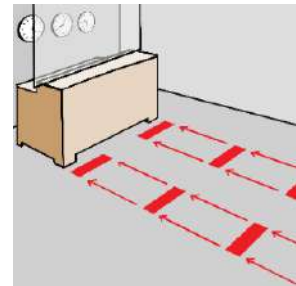
6.d Avoid Physical Touch

People physically touching each other is a very simple and easy way for the virus to be transmitted from person to person. People must be reminded not to touch each other because it is something humans do without thinking.

Along with notices or signs to maintain physical distance, there should also be notices to remind people not to touch each other in ways such as shaking hands or hugging a greeting.

6.e Screens

To assist with distancing and prevention of air-borne transmission of the virus, clear screens should be installed at service points e.g. reception, pay points, ticketing points. These screens could be made of Plexiglass, Perspex or could be simpler such as clear plastic on a frame.

Examples of plexi-screens for contact points:

Standing screen	Hanging screen
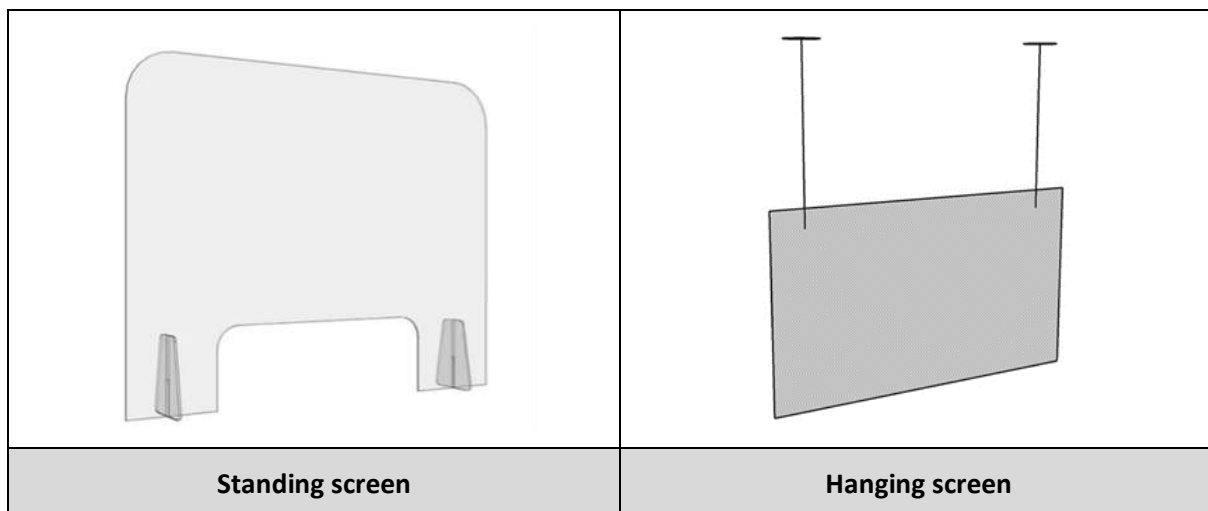
6.f Meetings and Events

Meetings and events are times when a number of people congregate. This poses a risk of transmission, so the event host must ensure that physical distancing measures are observed. Suggestions include:

- Calculate the total safe capacity number of the venue
- Display a notice outside of the area explaining the maximum capacity and asking guests to keep their distance and avoid physical contact
- Space tables further apart
- Place chairs further apart at tables
- Provide more refreshment stations to avoid people crowding to get refreshments.
- Place notices on tables and walls reminding people to distance from each other
- Post reminders about mask wearing, or provide a mask at each seat
- Stagger lunch and break times to avoid groups mingling
- Provide plated or packaged (grab-and-go) snacks or meals instead of buffet style meals
- Mark distances at queues and entrances (e.g. registration table, buffet) to ensure physical distances are kept between delegates

6.g Dining and Bar Areas
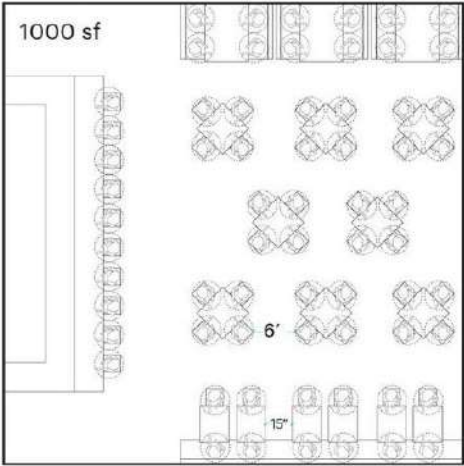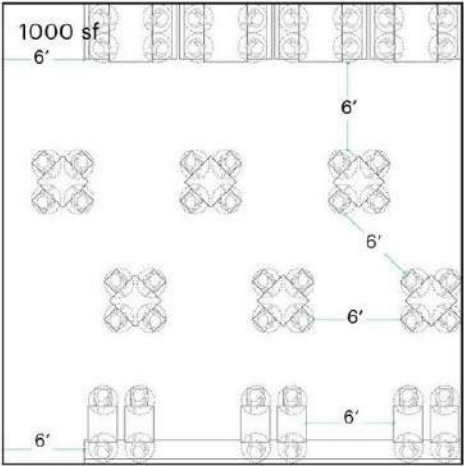
Dining and bar areas must be reconfigured to ensure physical distancing protocols are in place. Based on the size/area of the restaurant, management must decide the maximum number of guests a restaurant or bar can safely accommodate.

To manage numbers and distances:

- Display a notice outside of the area explaining the maximum capacity
- Place physical distancing markers where guests might queue, stand or sit to prevent them coming within 6 feet of each other
- Install clear plastic or plexiglass screens at service points such as the bar or pay point
- Rearrange the physical space in the restaurant or bar:

The restaurant must be rearranged to match the maximum calculated capacity and to ensure that there is at least 5 – 6 feet between tables.

Example of maximising seating while observing physical distancing:

Seating before		Seating after:	
15sf/occupants	**67 seats**	**20sf/occupant**	**52 seats**
12 booths	11 high tops	16 booths	0 high tops
32 open tables	12 banquet	24 open tables	12 banquet

Restaurants can use different physical distancing options such as:

- Blocking off some seats or tables
- Putting up partitions between tables/seat
- Installing 'pods' or other similar safeguards

Ideas for seating partitions:

6.h Manage Group Sizes

Group sizes should be restricted to allow for distancing between people at one table in a group of people who are not from the same household. Notices about this should be put up for guest information.

Maximum group sizes must be set by management to maintain physical distancing. If larger groups arrive, seat them at different tables and follow the physical distancing rules: do not put them all at a big table together.

To prevent guests from arguing or complaining about this, put up signs or notices in the restaurant, preferably at the entrance, to make this very clear to patrons.

Protocol 7: Cleaning and Disinfecting Procedures and Schedules

7.a Provide Cleaning and Disinfecting Products

Normal cleaning detergents will be used for cleaning, but then a disinfectant must be used to kill any possible virus that remains on a surface after cleaning. The names of products may differ but look for the active ingredients on the label.

Disinfecting agents: look for the following types of disinfectant agents:

- **For disinfecting hands**: 70% Isopropyl Alcohol Solution: this is the best agent for killing Covid-19 on skin. This is used in liquid or gel hand sanitizers.

- **For disinfecting hard surfaces**:

  - **Quaternary ammonium compounds**: look for *benzalkonium chloride* or *benzyl chloride* on the labels of cleaning agents. Use as a spray disinfectant after cleaning.
  - **Sodium Hypochlorite (household bleach)**: look for >1000 ppm Sodium Hypochlorite. Caution: bleach discolours soft surfaces so be careful when, where and how you use it.

The Covid-19 team must ensure that the right disinfection agents are bought for the premises or vehicle, and that staff are trained on how to use them properly.

7.b Cleaning High Touch Areas

High touch areas are areas that are touched often by guests and therefore pose the most risk for others. They need more frequent cleaning and disinfection than minimal contact surfaces. Cleaning and disinfection are usually done at least daily or more often, depending on where these areas are and how often they are likely to be touched.

High touch areas and objects such as control buttons, door handles, etc., must be cleaned and sanitized frequently on a schedule that considers how often the area or object is touched or used. Note that these are not just items or areas that are frequently touched by guests, but they are also frequently touched by staff such as with shared equipment like telephones.

Guidelines include:

1. Identify high touch areas or items in different sections or areas of operation. Example: vehicle door handles and armrests; door handles to guest restrooms; switches, remote controls, keyboards.
2. Determine how often they are used/touched.
3. Identify if there is a pattern to when the items are used more than other times. For example, restaurant restrooms will be used more often during mealtimes/service periods and would therefore need more frequent cleaning during those times than in mid-morning or mid-afternoon.
4. Develop a schedule taking into account the frequency of use.
5. Train staff on the procedures for cleaning and disinfecting high touch areas and objects.
6. Train staff on the schedule for cleaning high touch areas.
7. Implement the schedule by allocating and monitoring staff to carry out frequent cleaning of the high touch areas.

Sample cleaning schedule for High Touch Areas: Public Restroom

Item	07.00	08.00	09.00	10.00	12.00	13.00	14.00	18.00	19.00	20.00
Entry door handle										
Stall handles										
Stall locks										
Flush handles										
Taps										
Soap dispenser										
Exit door handle										

Covid-19 Management Tools
Tool 12: Sample Cleaning Schedule: High Touch Areas
Tool 13: SOP Cleaning High Touch Areas

7.c Cleaning Schedules

General cleaning of facilities or vehicles must be increased from the original frequency and reflected in a cleaning schedule which must be available on the property.

The Covid-19 Response Team must assess how often different areas of the facility or vehicle are used, and based on this, increase the frequency of cleaning. For example:

- **Vehicles**: if these were only cleaned at the end of the day, they should also be cleaned and sanitised during the day, and/or between passengers

- **Restaurants**: restaurant tables should be cleaned and sanitised between guests, and chair armrests (high touch) should be sanitised between guests.

- **Service points**: ticketing or payment points: counters, payment machines should be cleaned and sanitised at least once an hour during busy periods, or even more often depending on the volume of use.

- **Staff lockers**: these should be sprayed with disinfectant after a change of shift, with attention to handles and doors.

Once these areas and frequencies have been identified, they should be formalised by writing them into a cleaning schedule or SOP and the staff must be trained on the increased cleaning frequencies. Emphasise that this additional work is to keep both staff and guests safe.

A cleaning schedule like the one for High Touch Areas can be adapted and used for other areas.

Covid-19 Management Tools
Tool 12: Sample Cleaning Schedule: High Touch Areas

7.d SOPs for Cleaning

The tourism business must either revise or develop proper procedures for cleaning all areas – both public and non-public. This is important to do so that the management can identify and address any risks, and staff can be trained on these procedures that will enhance their own safety as well as guests or clients.

The following 5-step cleaning process is recommended to ensure a logical sequence of cleaning and disinfecting. The process allows for an area to be cleaned, disinfected, and checked before it is set up again for use. For example, in housekeeping, beds are stripped during Step 2, but only remade in Step 4 after the room has been disinfected. In this way, clean linens, amenities, and other items are only placed in a disinfected space.

2

Clean

each surface by removing dust and debris from the surface using general purpose cleaner and normal methods of cleaning.

3

Disinfect

all high touch areas, appliances and electronics using a spray disinfectant

1

Prepare

Prepare equipment and get the area ready for cleaning. This includes collecting cleaning supplies, wearing PPE, entering the area to be cleaned, and moving furniture or equipment to make space for a thorough clean.

4

Reset

the room for the next guest and restock supplies – including making the bed, putting out fresh towels, replacing amenities.

5

Check

Double check- make sure all tasks are completed.

7.e Specialised PPE

Specialised Personal Protective Equipment (PPE) must be available for specialised cleaning or disinfecting procedures. For example, if an infected guest or passenger has been inside the premises, room or vehicle, additional PPE could be supplied to the people allocated to cleaning that space. This PPE could include:

- Goggles
- Face shields
- Gloves
- Disposable overalls/suits
- Aprons
- Shoe covers

7.f Rubbish Disposal and Bins

Foot operated or no-touch covered bins must be provided at strategic and accessible places in public and staff areas, and all rubbish, including used PPE, must be sealed into bags and disposed of safely.

A lot of rubbish is quite personal e.g. used tissues, empty water bottles where people have drunk directly from the bottle, used PPE, etc. All these carry a risk of transmission of the virus to other people. Rubbish must therefore be taken seriously and handled with care.

Foot operated bins reduce the need for everybody to touch the bin to open it, and the covered bin reduces the virus's ability to get into the air and be breathed in. Bins should be lined with plastic bags which can quickly and easily be sealed when emptying the bin, thereby further reducing risk. Smaller bags should be sealed into larger bags and thrown away with normal refuse collection.

Bins must be placed at sensible and accessible places such as exit points, in vehicles, in restrooms.

7.g Cleaning Before and During Service

Seats, tables, counters, coffee machines, soda machines, and other parts more in contact with the hands of users, must be cleaned and disinfected with 70% ethyl alcohol before service and between guests.

Waiters should be provided with:

- **A spray bottle of alcohol-based disinfectant** cleaner or sanitiser (containing not less than 70% alcohol as this kills Covid-19). They must use this before, during and after the service period for their hands, and for the surfaces and objects they work with.

- **Cloths** for the service team to use to wipe or dry the disinfectant/sanitiser. These cloths will constantly be exposed to the disinfectant, so they can be handled safely by different people as any virus that may get on to them will be killed by the alcohol. However, if the cloths get dirty, then put them for washing, and take a clean one. These cloths should be a different colour to normal service cloths or cleaning cloths so that they do not get mixed-up.

Cleaning during opening procedures will include activities such as:

- **Tables and chairs/seats**: spray disinfectant on the seating and dry with a cloth.

- **Table setting**:
  o Clean each table surface with an alcohol-based disinfectant. Leave to dry or wipe down with the disinfection cloth.
  o Do not touch eating utensils with bare hands. Either hold and polish them with a cloth before putting them down, or wear gloves.
  o Provide paper napkins that can be thrown away after the meal.
  o Place a bottle of hand sanitiser on the table if required by the restaurant.

- **Condiments**: if the restaurant provides bottled condiments, and salt and pepper in shakers, these must be wiped down with a disinfectant before being placed on the table or in a container (e.g. basket) that has also been disinfected.

- **Menus**:
  o Many restaurants may choose to have a single-use menu. This means that the menu may be printed on a single sheet that can be thrown away after the guest has used it. Place these where they must go, for example, on the table, or as place mats.
  o If the restaurant has reusable menus, these must be disinfected with the alcohol-based disinfectant – front, back and between pages. Wipe or dry with the disinfection cloth if needed.

- **Service counters**: spray or wipe the service counters with disinfectant.

- **Atmospheric controls**: wipe the controls with disinfectant (do not spray them) after using them, then sanitise hands.

- **Entertainment**: music or TV: these are often controlled with remote controls. Wipe the controls with disinfectant (do not spray them) after using them, then sanitise hands.

Cleaning and clearing procedures will include things like:

- **Clearing the table**: there is a risk that guests may have contaminated their service ware, especially eating utensils and drinking vessels with Covid-19. This is therefore risky, and care must be taken to minimise the risk.
  o **Without gloves**: clear table with bare hands in the usual way; carry to scullery and immediately sanitise hands before touching anything else.
  o **With gloves**: put on gloves before clearing table. Clear table in usual way and carry to scullery. Remove gloves, pulling them inside out and immediately disposing of them in a bin at the scullery point. Disinfect hands with sanitiser.

Procedures between guests:

If a table of guests departs, the table must be cleared, disinfected, and re-laid for the next guests.

Procedures may include:

- Clear all service ware and disposable items to the scullery. Throw away menus and paper napkins. Sanitise hands immediately.
- Disinfect the table, the condiments or other table items including the hand sanitiser bottle, and the seats, especially if the chairs have arms.
- Reset the table in the same way as for the opening procedures.
- Disinfect high touch surfaces such as handles, coffee machines, self-service points, utensils.

Closing procedures

Many of the ongoing disinfection procedures will ensure that the restaurant is quite clean at the end of the service period. However, depending on the restaurant requirements, closing procedures may include the following:

1. Clearing tables of all serviceware and sending even clean items for washing
2. Disposing of all disposable items e.g., menus, napkins
3. Sanitizing tables, chairs and other facilities in the restaurant
4. Sanitizing service areas such as counters
5. Disinfecting menus, payment facilities, high touch areas such as door handles, utensils, chair armrests and any other high touch parts of a chair that a guest may use to pull the chair in and out.

High Touch seat areas to sanitise

Seat backs where chair is pulled out.

Seat areas where chair is pulled in.
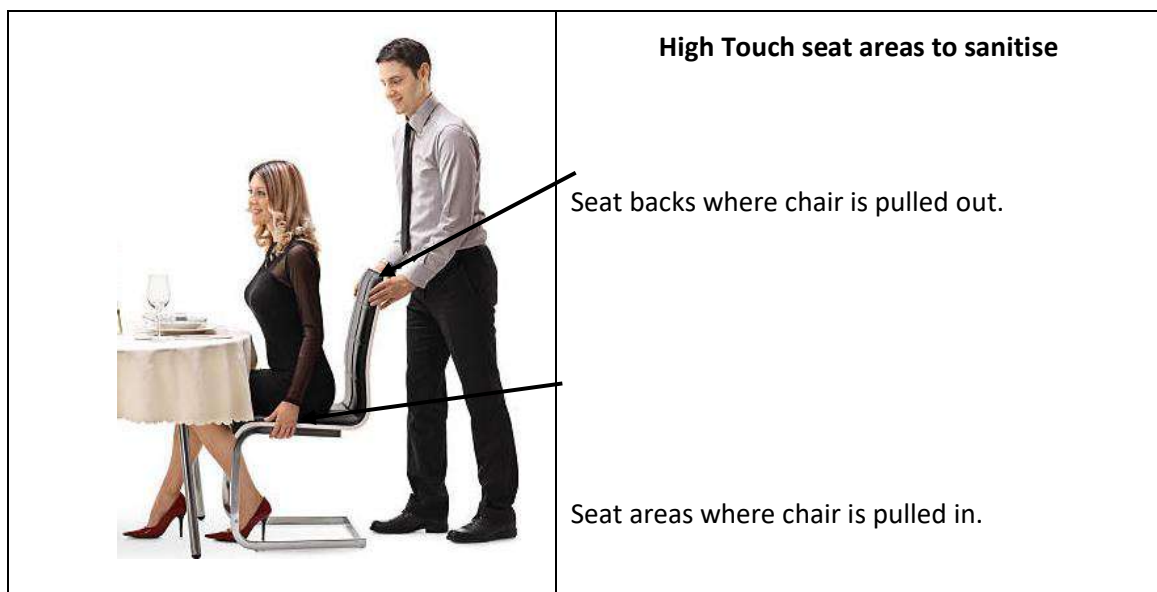
7.h Guest Room Cleaning Procedures

Guest room cleaning procedures must be revised to include disinfection and to ensure deep cleaning after every guest.

Follow the 5-step cleaning process from Cleaning Protocol 7d for cleaning guest rooms and bathrooms as presented in the following SOPs in the Toolkit:

> **Covid-19 Management Tool:**
> **Tool 14:** SOP: Cleaning Guest Bedroom
> **Tool 15:** SOP: Cleaning Guest Bathroom

7.i Housekeeping PPE

Housekeeping staff must wear face shields, face masks and gloves while handling soiled linen and cleaning guest rooms.

Housekeeping staff may need additional PPE to wear while they are cleaning rooms that infected guests may have occupied. Any guest may be infectious without anyone knowing, so precautions should be taken to protect housekeeping staff from exposure even in rooms that appear to not have been contaminated.

Depending on the task, housekeeping staff may be issued with additional:

- Gloves
- Goggles
- Face shields
- Overalls
- Shoe coverings

7.j Room Linens

Room linens are in personal contact the guests' bodies. They may therefore be contaminated with body fluids and the coronavirus so must be handled carefully. Guidelines:

- Do not shake linens as this will allow the virus to get into the air.
- Do not place soiled linen onto any surface in the room.
- Remove them and place them immediately into a bag, then close the bag.
- This sealed bag will be sent to the laundry.

This will prevent any potential contamination from the laundry to other surfaces or to people.

7.k Staff Uniforms and Soiled Linens

Bedroom and bathroom linen, staff uniforms and restaurant linen must be washed on a hot wash cycle with a recommended amount of disinfectant detergent.

If the business washes the uniforms of its staff, then a procedure must be in place for the staff to remove their dirty uniforms and place them in sealed bags to go to the laundry. Soiled bedroom, bathroom and restaurant linen must also be placed in sealed bags before being sent to the laundry.

On arrival at the laundry, soiled items must be kept in a demarcated area so as not to contaminate any clean laundry.
Soiled uniforms and linen must be washed on the hot wash cycle with detergent as both the heat and the detergent will kill the virus. Drying processes e.g. the sun or a dryer, as well as ironing, with also kill the virus.

Cover or close clean linen and uniforms to protect them from possible infection from air-borne virus.

7.l Public Area Cleaning Schedule

A schedule for public area cleaning must be in place with additional frequency for high touch areas which should be cleaned with a disinfectant containing >60% alcohol.

Develop a cleaning schedule for increased cleaning of public areas, with particular attention and additional cleaning for high touch areas as discussed in Cleaning Protocol 7b.

Develop or revise the SOPs for cleaning public areas in the hotel.

Covid-19 Management Tool:
Tool 16: SOP: Cleaning Public Areas

7.m SOP for Air Conditioners

A Standard Operating Procedure should be in place to ensure that air-conditioning filters are cleaned frequently depending on their location and how much they are used.

- Air conditioners recirculate and chill the air in a closed space. If the filters are not working, then the virus (which is carried on small water droplets from coughs, sneezes or talking) can be pumped back into the air in the enclosed space, creating a contamination risk. Filters must therefore be kept clean and in good condition in order for the droplets that carry the virus to be filtered out of the air.

- If the area in question is a high traffic area, or there are many people in the space (within the calculated maximum capacity), then filters need to be cleaned or changed often.
- Develop a SOP and schedule to clean the air-conditioning filters based on how frequently they are used and where they are located, e.g. the AC in a busy restaurant would be cleaned more often than the AC in a guest bedroom.

- If the cleaning and servicing of the AC systems is done by an outside contractor, then increase the frequency of their service and ensure that they have safety protocols in place including PPE and safe disposal of used filters.

- PPE must be worn while cleaning these filters to protect the technicians from any contamination from the filters. The SOP should include the PPE needed for the task.

Protocol 8: Operating hours

8.a Adjust Opening Hours

Opening hours of the premises or facility must be adjusted according to any government regulations that may be issued with regard to curfews, lockdowns or reduced business hours.

It is the responsibility of the business owner, management, and Covid-19 Response Team to keep updated as to government requirements.

8.b Extend Operating Hours

A business may choose to remain open for longer than usual so that guest or customers are not concentrated into a short time span. This helps to even out numbers and reduces the dangers of too many people either in the space or queueing to get into the space.

8.c Post Changed operating hours

Guests, customers or clients need to be informed of the operating hours. It is a good idea to post any changes to operating hours on media such as websites, Facebook or other platforms that potential guests may access. Physical signs and notices of revised opening hours can also be posted on the premises such as:

- At entrances of e.g. restaurants, shops or attractions
- In guest rooms: advising them of reduced opening times for food and beverage outlets

> ## Please Note
>
> Due to Covid-19 restrictions, our operating hours are now:
>
> Monday – Friday: 08.00 to 18.00
> Saturday: 08.00 to 20.00
> Sunday: 08.00 to 16.00

Also inform suppliers of any changes to operating hours so that they can adjust their service times accordingly.

Protocol 9: Communicating with Staff and Guests

9.a Guest Communication

There must be communication (digital, written, verbal, audio) with guests or clients to observe Covid-19 protocols, preferably before, on arrival, and during their use of the tourism service.

Ideas on how to do this include:

- **Digital**: texts messages, on screen messages on TVs in guest rooms, restaurants, vehicle

- **Written**: information about Covid-19 protocols could be sent with booking confirmations; put up as signs and notices in the venue or premises, on the back of seats or headrests in vehicles and so forth.

- **Verbal**: short briefings or reminders of standard protocols on arrival for a tour, at check-in at hotels, at ticketing for attractions, when entering a restaurant.

- **Audio**: announcements can be made via Public Address (PA) systems for Covid-19 protocols to be observed.

Signs or notices must be posted in the venue to remind guests, customers or patrons and other visitors to wear masks in the venue, unless they are eating and drinking. The signs should preferably be pictograms that people of all nationalities and languages can easily understand.

Examples:

General notice	Table top sign in restaurant	General notice	General notice

Covid-19 Management Tools
Tool 14: Sample Guest Communication

9.b Minimise Physical Contact

Signs to remind all people in the facility or vehicle to minimise physical contact must be displayed. These must be in public and non-public spaces, and include signs put up in vehicles.

9.c Personal Etiquette

Covid-19 is transmitted from one infected person to another. Much of this infection is by droplets being sprayed into the air by people coughing, sneezing, or also spitting. This risk must be minimised by putting up signs or notices to request people in the facility or vehicle to practice safe etiquette when coughing and sneezing.

Safe etiquette is to cough or sneeze into the elbow, not the hand, as the virus can be transmitted very easily from the hands when the infected person touches any surface.

Notices such as signs or stickers on the etiquette of coughing, and sneezing must be posted in the establishment. If spitting is a concern in outdoor areas, post signs in those spaces to discourage people from spitting.

9.d Covid-19 Protocol signs

It is required to have direct communication with guests, clients, customers and visitors with regard to the Covid-19 protocols that they must follow while in your premises or using your services.

Notices must be placed in the public areas and in staff areas to remind everybody of the protocols to be followed at all times.

Examples include:

- A notice specifying how many people can travel in a lift/elevator at one time
- Floor stickers or tape to indicate physical distancing measures
- Notices in the restaurant of the maximum number of persons to sit at a table.
- How to dispose of personal waste

Example of guest communication notices:

Protocol 10: Emergency Procedures

10.a Emergency Contact Numbers

The management, owner or Covid-19 Response Team must find out the numbers of the relevant local authorities that must be notified in the event of a Covid-19 case being confirmed with either staff or guests/clients.

This list must be printed and posted in administrative areas so that anyone who needs to access and call those numbers can do so.

Numbers should include, for example:

- National Covid-19 Call Centre *'2019'*
  - Open Monday to Sunday, 08.00 to 20.00
  - Maximum 6 minutes per caller
  - Open to take question from general public and health care professionals
- Number for testing facilities
- Number of nearest emergency medical centre
- Doctor on call

The establishment must have to hand and available the telephone numbers of the health authorities, medical centres, general practitioners, public and private hospitals, and testing centres and services to be used.

The Covid-19 Response team should be responsible to keep this list updated so that it is always current. A short set of instructions could accompany the list, or reference to a SOP on how to handle a person who is infected with Covid-19.

10.b SOP for Managing a Covid-19 Case

There must be a clear SOP on how to manage a suspected Covid-19 case of a guest or staff member. All staff should be aware of basic procedures, but a senior staff member on duty should, at all times, be tasked with managing the response to a guest or staff member with a high temperature, Covid-19 symptoms, or a positive test result.

Procedures in case of Infected Staff Member or Guest

Testing for both staff and guests should be done as soon as possible to that the correct steps are taken quickly as well as allowing non-Covid-19 positive staff, teams, guests to continue business as normal.

If a staff member becomes ill at work with symptoms that could be Covid-19, then follow a specific protocol for that.

MoHS Guideline: Covid-19 case of worker in Hotels and Guesthouses

Case of an affected worker
If a member of the staff reports respiratory symptoms, the worker must immediately stop work and seek medical assistance.
Staff who report from home that they are ill with respiratory symptoms such as fever, running nose, dry cough and difficult breathing should be advised to stay at home and seek medical attention.

Covid-19 Management Tools
Tool 10: SOP: Suspected Covid-19 Case: Staff

Sanitising and containment: if a worker tests positive for Covid-19, then the area where they work must be sanitized, and co-workers must be isolated and/or tested. Ensure that the hotel has a protocol or procedure in place for that.

Procedures in case of an infected Guest

If a guest staying in your hotel develops any Covid-19 symptoms, then a specific protocol must be followed.

MoHS Guideline: Covid-19 case of guest in Hotels and Guesthouses

Case of an affected guest
If the person affected is a guest of the tourism accommodation establishment, continued stay of the sick person in the establishment is not recommended.
The person can be isolated in a room on a temporary basis until the intervention of local health authorities, and provided the room is not shared with other guests.
No visitors should be permitted to enter the room occupied by the affected guest. Depending on the availability of rooms, accompanying persons, if any, should be moved to a different room.
Infection prevention and control practices for ambulance transportation of the suspected and confirmed cases announced by Ministry of Health and Sport should be applied.

Cleaning and disinfection
Any surfaces that become soiled with respiratory secretions or other body fluids of the ill person(s), e.g. toilet, handwashing basins, and baths should be cleaned with a regular household disinfectant solution containing 0.1% sodium hypochlorite (bleach) (that is, equivalent to 1000 ppm). Surfaces should be rinsed with clean water after 10 minutes contact time for chlorine.
Whenever possible, use only disposable cleaning materials. Discard any cleaning equipment made of cloths and absorbent materials, e.g. mophead and wiping cloths.
When pertinent, disinfect properly non-porous cleaning materials with 0.5% sodium hypochlorite solution or according to manufacturer's instructions before using for other rooms.
Textiles, linens, and clothes should be put in special, marked laundry bags and handled carefully to prevent raising dust, with consequent potential contamination of surrounding surfaces or people. Instructions should be given for washing them in hot cycles (70°C or more) with the usual detergents.
In general, public areas where a case has passed through or has spent minimal time in (corridors) do not need to be specially cleaned and disinfected.
All rooms and common areas should be ventilated daily.
Housekeeping and cleaning staff should inform the management or the reception desk of any pertinent incidents, including possibly sick guests in their rooms. They must treat all this information with discretion.
All programs where guests can voluntarily forego housekeeping services should be suspended in the service of maximizing health and safety of hotel staff and guests alike.

Identification and management of contacts
For identification and management of contacts, it should be applied Covid-19 Contact Tracing and Reporting instructed by Ministry of Health and Sport.

Non-affected guests
Though non-affected guests are persons considered to have had a low-risk exposure, they should follow Guidelines of Ministry of Health and Sport.

Suppliers of goods and services

Contractors and suppliers of goods and services should follow safe systems of work and have systems in place for the prevention of the spread of Covid-19.

- **Isolation room:** if a guest is suspected to be Covid-19 positive, there should be a special isolation room where they will stay away from other guests. This room must be disinfected after any guests' stay and left vacant for two to three days after being occupied by a guest with Covid-19.

- **Evacuation routes**: should a guest become so ill with Covid-19 that they need to be taken to a hospital, there must be a clear evacuation route to get them out of the hotel safely and with minimum risk of contamination or transmission to other guests or staff. Routes from hotel rooms to an exit should be identified, and protocols developed for cleaning and disinfecting this route once a guest has been taken out of the hotel on this route. Any vehicles used to transport guests who are Covid-19 positive should be disinfected and cleaned after transporting the guests.

- **Agreement of cooperation:** the hotel should have a written agreement of cooperation with a local clinic or hospital to handle any Covid-19 cases emanating from the hotel. This could cover both guests and staff.

Covid-19 Management Tools
Tool 11: SOP: Covid-19 Positive Guest Case

Protocol 11: Reopening Procedures

11.a Reopening license

An applicable reopening license from the local government must be obtained.

A condition of Health and Safety certification is to have the correct permissions from local authorities for the opening of the business to the public. The business must apply to the Regional Tourism Committee from the provincial Department of Hotels and Tourism to obtain this certificate.

A copy must be uploaded as evidence of this protocol.

11.b Staffing Levels

The business may open at lower occupancy due to Health and Safety requirements and the travel restrictions of Covid-19 affecting tourism numbers. Calculate the total number of staff required to serve the safest occupancy level of guests. The hotel may need a higher ratio of staff to guests to meet additional cleaning requirements and protocols.

Plan staff rosters so that the same teams work together. Therefore, if one person on the team becomes affected and the other team members also need to isolate themselves, other teams can continue with work as required.

11.c Removal of Extraneous Items

Extraneous items must be removed throughout the hotel, restaurant and bar areas, including on restaurant tables.

Covid-19 can be suspended in the air from people talking, sneezing and coughing. It eventually settles onto surfaces in the location. By reducing surface areas, the virus has less surfaces to land on and contaminate. Removing unnecessary items such as decorations, magazines etc, minimises surfaces for the virus to contaminate, and also reduces the need for cleaning.

Identify and remove unnecessary items such as magazines, soft furnishings (cushions) and decorations and other items that are not strictly needed in the area.

11.d Evacuation Routes

Evacuation routes for the safest departure or removal of a Covid-19 infected guest from the hotel must be planned.

Should a guest become so ill with Covid-19 that they need to be taken to a hospital, there must be a clear evacuation route to get them out of the hotel safely and with minimum risk of contamination or transmission to other guests or staff.
Routes from hotel rooms to an exit should be identified, and protocols developed for cleaning and disinfecting this route once a guest has been taken out of the hotel on this route.
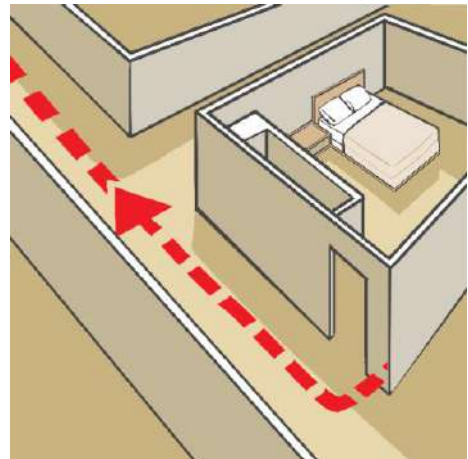
11.e Servicing Covid-19 Cases

Protocols for servicing guests who are in isolation with suspected or mild cases of Covid-19 must be in place.

If a guest in hotel has Covid-19, they should follow the protocols as described in Section 10b. The hotel must review this standard protocol and amend it as needed to the conditions and situation within the individual hotel while following the basic requirements from the Ministry of Health and Sports.

Protocol 12: Reception

12.a Checking-in Suspected Cases

Protocols must be in place for assisting any guest who checks in with a temperature of over 38°C or with Covid-19 symptoms.

If a guest arrives to check in and has a temperature of over 38°C or presents with any Covid-19 symptoms, there must be a protocol in place on how to manage this. The following guidelines apply:

- The guest should be checked into an isolation room, preferably on their own and not with family members. Request that they stay there until their symptoms have cleared.   They must not walk around in the hotel or use hotel facilities.

- The guest must be offered medical assistance such as a referral to a doctor, or to a Covid-19 testing centre.

- Offer to acquire medicine from a pharmacy if the guest needs it for managing symptoms e.g. paracetamol for fever.

- Offer food and beverage services including meals. Deliver these to the door on a tray, preferably in disposable (take-away) containers.

- The guest must seal any rubbish into a rubbish bag and place outside the door for collection.

- If the guest requires laundry to be done, they seal the laundry into a bag and place it outside their door for collection.

- Provide minimal housekeeping services to the guest; if they need room cleaning or a change of linen, ensure that housekeeping staff are fully protected with PPE including overalls and eye shields (goggles and face shields) before entering the room.

- Double bag any soiled linen coming from the room. Ensure that the laundry knows that it is contaminated and has a protocol for laundering it immediately and that it does not come into contact with other linens or surfaces in the laundry.

12.b Check in SOP

Standard Operating Procedures for checking guests in and out must be revised to ensure minimum contact and minimum handling of personal documents.

Develop an SOPs for checking in guest to ensure minimum contact and minimum handling of personal documents. This is because personal document such as passports may be handled by multiple people including guests, immigration officials, airline personnel and others. It may therefore be contaminated and should be handled carefully.

Covid-19 Management Tool:
Tool 18: SOP: Guest Check-in

12.c Collaborations

Hotels should collaborate with tour operators and tour guides to facilitate ways of checking in groups without crowding in reception areas.

Tour group arrivals often result in many people in a hotel reception. This should be managed to ensure physical distancing is maintained for the safety of the tourists, other guests and hotel staff.

Discuss different options with the tour operators or guides to provide alternative ways of checking in groups. For example:

- print the rooming list and give this to the guide along with the room keys/key cards. The guide can hand these to group members while still in the coach, or outside in the open air; or

- the guide can facilitate small groups or family groups coming into the hotel a few at a time not all at once.

12.d Travel History Forms

Guests must complete a travel history form / health declaration form on check-in at the hotel.

Hotel guests are often travelling from one place to another. If they are infected or have come into close contact with someone who is infected, it is important to have details of their travel history and their forward movement in case they have to be notified of potential infection.

For tracking and tracing purposes, guests should complete a travel history form in case there is an infection. A sample of a travel history form is provided in Tool 19. This form may be adapted to meet hotel requirements or local regulations.

Covid-19 Management Tool:
Tool 19: Travel History Form

Protocol 13: Restaurants: Food and Beverage Service

13.a Revise Meal Service

Meal service should be revised to service of individual portions (e.g. a la carte); an alternative to buffet style service should be considered.

Revise meal service to minimise contact between staff and guests, and between guests. Options for different styles of service include:

- **Self-service:** many breakfasts (and other meals) as presented buffet-style. This poses a risk for guests standing too close together and handling the same serving implements. Decide whether to continue with buffet style service or not. If so, put safety protocols in place such as distancing controls in the queue, and either service from staff behind the buffet or each guest gets own set of serving utensils).

- **Table service:** if this is agreed on, the safety protocols for waiters must be written in an SOP and the waiters must be trained on the procedures.

- **Grab and go:** prepacked meals that guests can collect and take-away to their rooms or to tables in the restaurant.

13.b Redesign Menu Presentation

Menu presentation should be redesigned to ensure minimum handling of menus, e.g. disposable menus, electronic menus, chalk boards, laminated menus that can be sanitized.

Traditional menus are handled by many people, so this poses a contamination risk. Alternatives to the traditional menu should be considered and implemented.

Options include:

- **Option 1**: single-use menus: the menu may be printed on a single sheet that can be thrown away after the guest has used it.

- **Option 2**: pre-written menu on a blackboard

- **Option 3**: single sheet printed menu that is laminated and spray sanitised between use

- **Option 4**: electronic menus on (sanitized) tablets (expensive)

- **Option 5**: menus printed onto paper tablecloths that are thrown away after service

A smart idea is to print the menu onto paper placemats that are used instead of tablecloths or other placemats. These are cleared away after service. This idea reduces table coverings and laundry costs. If the paper sheets are not messed with food or oil scraps, they can be separated from other waste and put into the recycling system so that the paper can be recycled.

Examples of paper place mats printed with the restaurant menu:

Table coverings: decide what coverings will be used on tables depending on the type and condition of the table surface e.g.

- Tablecloths may be removed and replaced with paper placemats which can be thrown away after service.

- Printed paper tablecloths: these add to the décor and are wrapped up and thrown away after use.

13.c Cleaning Shared Items

Any shared items such as condiment bottles must be cleaned and sanitized before service, and between guests. Keep a bowl of sanitizing liquid and a cloth at the waiters' station and use this to wipe down any shared table items or condiments as soon as guests depart a table. In this way, the items are clean for the next guests.

13.d Food Displays

Sneeze and cough screens should be present at all food displays and fewer items should be displayed at once to reduce contamination risks.

If any items are to be served on a display, it is recommended to install cough or sneeze screens to prevent food items from being contaminated by droplets from guests or staff. In such cases, it may be recommended that the staff serve guests from the opposite side of the service counter.

13.e Room Service

Room service should be replaced by a non-contact delivery method such as delivering trays to the door or takeaway service.

There should be a protocol for providing meals to guests in their rooms. This is to minimise contact between guests and staff.
Food prepared for the guest must follow all health and safety protocols for food preparation. Tool 20 provides a basic outline of an SOP for room service.

Covid-19 Management Tool:
Tool 20: SOP: Room Service

Protocol 14: Food Production

14.a PPE for Kitchen Staff

Chefs and kitchen staff must be issued with additional PPE such as face shields, hair nets, clean, washable overalls and disposable gloves for use when handling food for guest consumption.

- All kitchen workers, cooks and chefs should always wear face coverings: face shields may not be the best option due to steam and grease build-up, so face masks may be the best option. These may be changed or replaced a couple of times a day as they get dirty.

- Washable, breathable masks are the best option.

- Gloves could be worn, especially when handling rubbish and deliveries.

- Other normal cookery PPE also applies such as aprons, closed, non-slip shoes, etc.

14.b Sanitising Equipment

Equipment must be sanitised frequently using surface sanitizers (handles, knobs, dials, switches and static equipment) and utensils, pots and pans, and receptacles, should undergo more frequent hot washing.

14.c Shared Equipment

Shared tools and equipment must be disinfected after each shift or transfer to a new employee.

Instead of each chef sanitising items as they use them, have one designated cleaner to sanitise all items and workstations as the chefs are working. This will also cause there to be less delays, so chefs do not have to use their time to wash and sanitise items more frequently.

Here are some recommendations for sharing ingredients / utensils:

1. Try not to share utensils with colleagues: if this is not possible then there should be a sanitizing station where utensils can be left in sanitiser for 10 – 15 minutes. Equipment can be kept in containers of sanitizing liquid such as a mild bleach solution and used as needed.

2. Wipe down all items with sanitising solution when sharing between other chefs.

3. When getting ingredients out of the pantry / freezer, you may have to sanitise every item before using it by wiping it down with sanitising solution.

4. It is not necessary to change PPE every time when using ingredients and items other chefs have touched.

14.d Service ware

All service ware used for serving food and drink to guests must be washed with clean, hot soapy water with 5ml bleach added for every litre of water.

The bleach will kill any virus that may be on the service ware. In addition, heat and soap also kill the virus. Cover clean service ware to prevent any droplet contamination after it is washed and dried.

14.e Menu Revision

Menus should be revised and reduced to limit the number of staff needed in the kitchen at one time. This enables staff to work in smaller teams or groups as discussed in the next protocol.

Review the menu with the intention of making it smaller. This has advantages because decreasing the number of menu items may reduce contamination risks by decreasing the number of:

1. workstations needed
2. staff required
3. the range of suppliers required and external interactions

14.f Working Groups.

Staff should be organised into working groups or teams to facilitate reduced interaction between groups.

The kitchen brigade may be reorganised into two (or more) separate teams for example an A Team and a B Team.

1. The A Team and the B Team will never come into contact with one another whilst at work, so that if there is one person who falls ill, they do not compromise the other team who can keep on working.

2. If a member from Team A becomes ill and spreads the virus to other members of their team, employees from Team B can continue to work without risk while the other team's employees recover.

3. Team A can do prep work during an earlier or different shift than the B Team, who will be doing the cooking.

4. This would be ideal for smaller establishments who cannot have all staff in the kitchen at the same time whilst still following physical distancing rules.

14.g Workstations

Where possible, workstations should be demarcated, and staggered where possible so that chefs and cooks are not working directly opposite each other. Perspex screens can be used to separate workstations.

If possible, within the space of the kitchen, each chef or cook should have their own demarcated workstation. Floor markings will help everyone remember where to stand.

- Demarcate the food prep or kitchen areas into workstations with sufficient space to allow workers to maintain physical distance of at least 4 feet between one another. If this is not possible, workers should try to avoid direct physical contact.

- For larger kitchens, bring in extra tables to create workstations or to space them further apart.

- Stagger workstations so that they are not directly facing each other.

- If possible, facing workstations should be eliminated or Perspex or similar protective shields provided between facing stations.

- Protective shields can also be used to separate side-by-side stations.

- Floor markings will help everyone remember where to stand. Simple tape can be used (see photo).

- Each food prep station should be used by only one worker at a time if space allows.

Guidelines for Workstation

- Each food prep station should be used by only one worker at a time, if space allows.
- Don't change or enter others' workstations during shifts.
- Each food prep station should have the following:
  - A handwashing station within reach, fully equipped with soap and paper towels or own hand sanitiser.
  - A no-touch, closed-lid trash receptacle.
- It is preferable to have individual sets of utensils e.g. knives, peelers, etc., at each station so that there is no need to use ones that other cooks have used.
- Have extra PPE available close by in case current PPE gets contaminated or damaged.
- Sanitise hands when necessary.
- Chefs must change side towels more often than usual; every 10 – 15 minutes if possible.
- Have a sanitizing bucket/jar with sanitizing solution (e.g. mild bleach) for utensils.
- Each station should be sanitised regularly at hourly intervals.
- Each station should have a bowl filled with sanitizing liquid and cloth to quickly wipe down ingredients, equipment or counters.

14.h Sanitising Containers

The exteriors of any packaged food item not completely used up (e.g. packets, boxes bottles, jars, tins), and of all containers of food, should be sanitised after each use (after opening and extracting and before returning to storage).

14.i Ventilation

Ventilation should be maximised either with open windows or efficient air-conditioning.

Extractors must be used as much as possible, and they must be cleaned regularly (often) to ensure that they are working efficiently to ventilate the kitchen.

14.j Supplier Delivery Times

Supplier delivery times should be staggered to allow for physical distancing while receiving goods. This helps to ensure that all suppliers do not arrive at the same time and create challenges to keep physical distancing protocols.

14.k Protocols for Suppliers

Suppliers who deliver food and other supplies must follow all protocols required by the establishment.

- Drivers who are making deliveries must wear masks.
- In the delivery bay, the stock receivers must wear PPE and wash hands frequently between and before and after each delivery or offload.
- Any delivery person entering the premises must go through health screening at the entrance.
- There should be a separate area for boxes that have been delivered and are going to be sanitised.

Protocol 15: Recreational Areas for Children

15.a Train Staff

The persons responsible for children should be vigilant for any signs of respiratory disease and should immediately inform the child's parents and the management of such circumstance.

Train staff to recognise signs of respiratory disease in children so that they can quickly separate ill children from healthy children and contact the parents and manager. Create a protocol for handling a situation where a sick child has been identified in the recreational area. Some things to consider when creating the protocol is:

- Has the child come into direct contact with other children?
- Has the child been in contact with all the play sets?
- Will the child and other family/friends be separated into a specific room in the premises?
- Will the other children be notified to isolate as well?
- What are the requirements for the staff in terms of cleaning equipment, solutions and PPE?

15.b Cleaning

It is recommended to close children's play areas. If these areas remain open, a schedule for cleaning and sanitizing the facilities should be in implemented based on the number of children and the frequency of use.

It may be challenging to clean the facility while children are playing. To overcome this, the facility may be closed for 10 to 15 minutes every hour to enable the staff to clean and sanitize the toys and playing equipment. Identify and sanitize high touch areas or objects more often.

15.c Reduce number of Children Allowed

The number of children allowed into the recreational area at one time must be reduced and controlled.

Calculate the safe number of children for the size of the facility. Put up a sign that states this at the entrance to the play area.   Monitor and control the number of children in the play area at one time. Once it is full, then only allow more children in when others leave. If there is a queue or high demand, limit the amount of time each child can stay in the play area so that others can also have a turn.

Protocol 16: Other Areas

16.a Reducing Occupancy

The number of guests allowed into the swimming pool and pool area at one time must be reduced and controlled to provide for physical distancing.

16.b Swimming Pool Protocols

There should be a protocol for swimming pool areas with regard to physical distancing, personal hygiene and hand hygiene to practice good hygiene and to prevent potential COVID spread.

Reduce the number of people in the pool by allowing 40 square feet for each person and determine the capacity accordingly.

Provide 70% alcohol-based sanitizers at entry points and at various areas around the pool.

There is no need for guests to wear masks in outdoor areas. However, if there are staff who are serving food and drinks, they should wear masks to prevent any contamination from themselves to the items they are serving.

16.c Limit Public Access to Facilities

Hotel swimming pool, spa and gym should not be accessible to outside guests in order to prevent cross-contamination. Close any on-site leisure and sport facilities to outside guests. Only allow hotel guests to use these facilities.

16.d Outdoor Furniture

Sun beds and similar outdoor furniture should be spaced at least six feet apart.

- Sun beds and poolside furniture must be rearranged six feet apart.
- Develop a cleaning and sanitising procedure for furniture, especially armrests and headrests.
- Develop a schedule so all facilities and chairs are cleaned and disinfected regularly (at least twice a day) according to use.

16.e Ministry Protocols

Spa and gym areas must follow protocols provided for such facilities by the relevant ministry. Find out the protocols required by the Ministry of Health and Sport and implement them.

16.f Disinfectant in Water

The concentration of disinfectant in water for consumption and swimming pools should be maintained within the limits recommended according to international norms and standards, preferably at the upper limits of the range.

Guidelines for managing swimming pools include:

- Use approved chemicals to sterilize the pool water and provide special equipment to add these components and measure their percentages on a regular basis. All measurements taken must be recorded in pool maintenance logs.
- Ensure that the total chlorine percentage in the pool water is between $1 - 3\%$ and the acidity percentage is between $7.2 - 7.8\%$.
- Do not allow the pool to be used for two hours after the chemical sterilization of its water; do this at night after the pool is closed.
- Put up notices that request pool visitors to wash their bodies and hair with a disinfectant soap and water before entering the pool.
- Display signs and posters indicating that pool visitors must not share their personal items like swimming goggles, fins, caps and other items.

16.g Function of Equipment

The proper functioning of the dishwashing and laundry equipment should be checked, particularly the operating temperatures, as well as the correct dosage of cleaning and disinfecting chemicals.

References and Sources

- Guidelines for Re-opening Hotels and Guesthouses: Failte Ireland, June 2020

- https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/cleaning-disinfection.html

- Measures to reduce the spread of SARS-CoV-2: Spanish Tourism Quality Institute (ICTE)

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- Myanmar Ministry of Hotels and Tourism; Tourism National Guidelines for COVID-19 Safe Services (Beta Version - VI), October 2020.

- The Airbnb Cleaning Handbook

- Tourism Industry Standard Protocols for Covid-19: Tourism Business Council of South Africa

- World Travel and Tourism Council Global Protocols for the New Normal: Hospitality (May 2020)

- World Travel and Tourism Council Global Protocols for the New Normal: Attractions (May 2020)

- World Travel and Tourism Council Global Protocols for the New Normal: Tour Operator (May 2020)

- Worldchefs.org -http://fnbCovidguide.com/

Toolkit:
Hotels and Guesthouses

The documents in this toolkit provide samples and examples that.
tourism and hospitality businesses can adapt to their
own operations and context.

Toolkit

Tool 1: Covid-19 Prevention Plan

#	Protocol	Compliance Elements: Action	Who	By When	Done?
1	Covid-19 Prevention Plan	a. Develop a Prevention Plan, with cleaning and disinfection plan.			
		b. Appoint a person or team to implement and monitor protocols.			
		c. Implement a SOP to address Covid-19 risks and revised operations.			
		d. Develop process to ensure suppliers and partners have hygiene and safety procedures in place.			
		e. Minimise cash transactions and make use of cashless payment services.			
2	Staff training and monitoring	a. Develop and implement Covid-19 protocols and guidelines for staff and operations.			
		b. Record staff medical histories to identify and reschedule high risk staff.			
		c. Train staff on Covid-19 virus, PPE, protocols and revised or new SOPs.			
		d. Monitor health of team members and encourage safe behaviour.			
		e. Advise staff to stay home if they feel ill.			
		f. Provide information of the nearest Covid-19 treatment facility to staff.			
		g. Train staff to answer questions, tackle challenges and address non-compliance situations.			
3	Personal Protective Equipment (PPE)	a. Make masks available to staff and guests for free or sale.			
		b. Enforce the correct wearing of masks/face shields by staff and guests.			
		c. Make gloves available and compulsory where relevant.			

#	Protocol	Compliance Elements: Action	Who	By When	Done?
		d. Provide additional PPE as per specific work conditions and needs.			
4	Handwashing or sanitizing provided	a. Provide sanitising stations with alcohol-based sanitiser in appropriate locations.			
		b. Display signs that indicate where to wash or sanitise hands.			
		c. Enforce the hand sanitising protocols with staff, guests, and visitors.			
5	Health screening	a. Set up and conduct health screening for all persons on arrival.			
		b. Provide devices to measure body temperature, appropriate to the capacity of the establishment.			
		c. Develop and apply a SOP to check body temperature.			
		d. Develop and apply a SOP for handling and recording individuals with a temperature over 38° C or showing symptoms of Covid-19.			
6	Physical Distancing	a. Apply and manage a physical distance of 6 feet between persons in queues, seating areas, offices and other areas.			
		b. Calculate and control safe occupancy levels for closed/indoor areas .			
		c. Display distancing protocols in appropriate formats where necessary and applicable.			
		d. Display notices appealing not to shake hands or make physical contact in any way.			
		e. Install clear screens at service points.			
		f. Design meeting and banquet arrangements to allow physical distancing.			
		g. Reconfigure dining and bar areas to ensure physical distancing.			
		h. Restrict group sizes to allow for distancing between individuals from different households.			
7	Cleaning and Disinfecting	a. Provide staff with appropriate cleaning and disinfecting products and equipment.			

#	Protocol	Compliance Elements: Action	Who	By When	Done?
		b. Clean/sanitise high touch areas frequently, considering the frequency of use.			
		c. Increase the frequency of cleaning facilities or vehicles and reflect the change in a cleaning schedule.			
		d. Create, display and implement a SOP for cleaning.			
		e. Provide specialised PPE for specialised cleaning/ disinfecting.			
		f. Provide no touch bins in strategic points. Ensure all rubbish including PPE is sealed in bags and disposed of safely.			
		g. Clean and disinfect high touch F&B items, e.g. tables, with 70% ethyl alcohol before service and between guests.			
		h. Wash staff uniform and linen with detergent at a high temperature.			
		i. Implement a SOP to ensure air conditioning filters are cleaned frequently.			
		j. Revise guest room cleaning procedures to include disinfection and deep cleaning between guests.			
		k. Seal all linens in bags before they are removed to the laundry.			
		l. Enforce the use of masks, face shields and gloves by housekeeping staff when cleaning guest rooms and linen.			
		m. Wash bedroom, bathroom, and restaurant linen as well as staff uniform in hot wash cycles with appropriate detergent.			
		n. Schedule the cleaning of public areas and more often for high touch areas.			
		o. Check the dishwashing equipment is functioning correctly, especially the temperature and dosage of chemicals.			
8	**Operating Hours**	a. Adjust operating hours according to government regulations and communicate changes to staff and guests.			
		b. Extend operating hours.			

#	Protocol	Compliance Elements: Action	Who	By When	Done?
		c. Post notices of changes in operating hours in appropriate formats.			
9	Communication with staff and guests	a. Communicate regularly with guests/clients on observing protocols when using your service or product.			
		b. Display signs to minimise physical contact.			
		c. Post notices in the establishment on hygienic etiquette for sneezing, coughing, and spitting.			
		d. Display other relevant notices in appropriate areas.			
10	Emergency Protocols	a. Collate and make accessible contact details for Covid-19 authorities, medical centres, and emergency services.			
		b. Develop a SOP to manage suspected Covid-19 cases in staff and guests.			
11	Reopening Procedures	a. Obtain an applicable reopening license from the government.			
		b. Ensure necessary staff levels are available.			
		c. Remove extraneous items.			
		d. Plan evacuation routes for safest departure or removal of a Covid-19 infected guest.			
		e. Develop protocols for servicing guests who are suspected or mildly infected with Covid-19.			
12	Reception	a. Develop a protocol to assist guests checking in with a temperature above 38°C or with Covid-19 symptoms.			
		b. Revise SOPs for checking guests in and out to minimise contact and handling of personal documents.			
		c. Collaborate with tour operators and guides to facilitate responsible check in for groups to minimise crowding.			
		d. Create a travel history form/health declaration form for guests to fill in on arrival at the property.			
13	Food and Beverage Service	a. Revise meal service to serving individual portions instead of buffet.			
		b. Redesign menu presentation to minimise handling of menus.			

#	Protocol	Compliance Elements: Action	Who	By When	Done?
		c. Clean and sanitise shared items, e.g. condiment bottles, before and during service periods.			
		d. Display less food at one time and set up screens to reduce contamination risk.			
		e. Replace room service with a non-contact delivery method.			
14	Food Production	a. Issue kitchen staff with appropriate PPE.			
		b. Sanitise equipment frequently with surface sanitizers, utensils and other kitchenware must undergo frequent hot washing.			
		c. Disinfect shared tools between shifts and transfers between employees.			
		d. Wash all service ware with clean, hot soapy water with the appropriate chemicals and equipment.			
		e. Revise and reduce menus to limit the number of staff per shift.			
		f. Organise staff into groups or teams to reduce interaction between groups.			
		g. Demarcate and stagger workstations, Perspex screens can also separate stations.			
		h. Sanitise all containers and packages after opening and before returning to storage.			
		i. Maximise ventilation with open windows or air conditioning.			
		j. Stagger supplier delivery times.			
		k. Require suppliers to follow all protocols required by the establishment.			
15	Recreational Areas	a. Train appropriate staff to watch for signs of Covid-19 and notify parents and management immediately if any signs are shown.			
		b. Close children's play areas or schedule cleaning and sanitizing based on the frequency of use and number of children.			

#	Protocol	Compliance Elements: Action	Who	By When	Done?
		c. Reduce and control the number of children allowed in the facility at one time.			
16	Other areas	a. Reduce and control the occupancy of the swimming pool and pool area.			
		b. Develop a protocol for the swimming pool area for physical distancing, hygiene, hand washing etc.			
		c. Limit access to spas, swimming pools and gyms to guests only.			
		d. Space outdoor furniture 6 feet apart.			
		e. Enforce protocols for spa and gym areas as per requirements from the relevant ministry.			
		f. Maintain the concentration of disinfectant in consumable water. Swimming pools to be maintained according to international norms and standards.			
		g. Check the dishwashing and laundry equipment is functioning correctly, especially the temperatures and dosage of chemicals.			

Tool 2: Covid-19 Policy & General Safety Procedures

<div>

Covid-19 Safety Policy

Date:		Policy Number:	

We in <business name> recognise and understand the risks associated with the Covid-19 virus and pandemic, and we commit to implementing and monitoring Covid-19 safety protocols in all aspects of our operations.

To do so we will:
- Change physical spaced to reduce surfaces that could be contaminated.
- Reduce the number of people allowed in both public and staff areas at any one time.
- Revise work procedures, spaces and methods to reduce the risk of contamination.
- Revise working hours or shifts to minimise the risk of exposure to our staff.
- Communicate with staff and guests through electronic, face to face and written notices on the protocols the hotel follows and what is requested of guests and staff in helping us maintain these protocols.
- Put up notices to remind staff and guests to follow Covid-19 protocols.
- Conduct health screening for all persons entering the hotel premises including staff, guests, visitors, suppliers, contractors, or others.
- Provide Personal Protective Equipment to our staff and have such equipment available to guests on request.
- Increase the frequency of cleaning, especially for identified High Touch areas.
- Provide hand sanitizing or washing facilities for staff and guests.
- Train our staff on all procedures and protocols developed to minimise the risk of Covid-19 transmission.
- Follow all local and national government protocols required with regard to Covid-19 safety, including operating hours.
- Provide for an isolation room and evacuation routes for guests with Covid-19.
- Conclude an agreement with a local clinic or hospital to handle any Covid-19 cases emanating from the hotel.

This policy will be implemented with the following Standard Operating Procedures:
1. Worker Arrival Area and Procedures
2. Covid-19 Registration sheet or logbook
3. Taking temperatures
4. Procedures in the case of a suspected Covid-19 case of a staff member
5. Procedures in the case of a Covid-19 positive guest
6. Hand hygiene
7. Safe handling and wearing of fabric face masks
8. Room cleaning checklists
9. Bathroom cleaning checklists

</div>

Tool 3: Sample Supplier Checklist: Health and Safety Protocols

#	Health and Safety measures in place	Yes/No	Describe the measure
1	Health screening at entrances		
2	Mask wearing is compulsory		
3	Hand sanitizing stations/protocols in place		
4	Physical distancing is observed		
5	SOPs have been changed or developed		
6	Staff have been trained on H&S protocols		
7	(add other specific requirements)		
8	(add other specific requirements)		
9	(add other specific requirements)		
10	(add other specific requirements)		
11	(add other specific requirements)		
12	(add other specific requirements)		

Tool 4: SOP: Worker Arrival Area and Procedures

<div style="border:1px solid">

Standard Operating Procedure

Worker Arrival Area Set-up and Procedures

Document Number		Supersedes SOP Dated	000
Issue date	01/04/2021	Implementation date	01/04/2021

Purpose: This document specifies the procedures to be followed to set up and manage a worker and visitor arrival area during a health pandemic (in this case, specifically Covid-19).

Organisation of Worker Arrival Area:

The hotel management should set up and manage the arrival area with the following protocols:

1. There should be a designated area where all workers and visitors, such as delivery and outside maintenance workers, report on arrival.

2. The arrival area should ideally have sufficient space to allow arriving workers and visitors to maintain physical distance of at least 6 feet between one another while waiting to be checked in. If this is not possible, workers should make every effort to avoid direct physical contact and be sure to wear face coverings.
   - The waiting area should be marked with tape, chalk, or rope barriers to help workers maintain physical distance of at least 6 feet between one another.

3. The arrival area should have the following:
   - A handwashing or hand sanitizing station
   - A supply of paper or fabric face coverings for workers who forget theirs and for visitors, who may not have one of their own.
   - A table or desk where workers can be signed in, asked about symptoms of illness and potential exposure to Covid-19, and have their temperature taken.
   - Signage that addresses the following:
     o Not entering the workplace if ill, and steps to take if ill on arrival.
     o Mandatory temperature checks for entering the workspace (38°C or above will not be permitted to enter)
     o What to do if they become ill while at work
     o Reminders regarding wearing face coverings, handwashing or sanitizing, covering coughs and sneezes, not touching one's face or surfaces or objects that may be contaminated, physical distancing, cleaning and disinfecting frequently touched surfaces and objects, not taking personal belongings into the kitchen, and no using cell phones in working areas.

Worker arrival: Procedures

1. All workers should wash their hands with soap and water for 20 seconds immediately upon arrival at work (hand sanitizer may be used if soap and water is not available, although handwashing with soap and water is more effective).

</div>

2. While waiting to be checked in and screened for symptoms, potential exposure, and fever, they should maintain physical distance of at least 6 feet from other people. If this is not possible, workers should make every effort to avoid direct physical contact and be sure to wear face coverings.

3. After arriving and washing their hands for 20 seconds, all workers should be screened for symptoms of Covid-19 and potential exposure to Covid-19 and have their temperature checked.

*Note: *Ideally, workers will have self-assessed for symptoms, potential exposure, and fever before leaving for work, and not leave home if they are positive for any of these; however, for purposes of documentation, they should still be screened upon arrival at the workplace.*

Symptoms
- Ask each worker if they are having any of the following:
- Fever (temperature of 38°C or higher) or feeling feverish.
- Cough
- Shortness of breath
- Difficulty breathing
- Any other symptoms that may be experienced with Covid-19, such as muscle aches, nausea, headache, sore throat, or loss of taste or smell.

Potential exposure to Covid-19: Ask each worker if:
- Anyone in their household is ill; has known or suspected Covid-19; or has tested positive for Covid-19 but has not shown any symptoms.
- They have been exposed to anyone outside of the household who is ill; has known or suspected Covid-19; or has tested positive for Covid-19, but has not shown any symptoms.

Temperature
Measure each worker's temperature. In decreasing order of preference, use one of the following:

- A skin-contact infrared digital forehead (temporal) thermometer (quick, reliable, somewhat expensive)
  *Note: If using a skin-contact thermometer, clean it with an alcohol wipe or isopropyl alcohol on a cotton swab between each worker
- A no-touch infrared digital forehead (temporal) thermometer (quick, generally less reliable, most expensive)
- **Log the worker** into a log-in sheet or online spreadsheet that includes their name, contact information (if a visitor), time checked in, and time checked out. It is important for workers and visitors to record both time in and time out. This will help identify people potentially exposed to a someone with Covid-19 in the workplace, should that become necessary.
- If a log-in sheet is used, people checking in should use a sanitized pen to enter information on it
- Any worker or visitor with symptoms of Covid-19 or a temperature of 38°C or higher should be dealt with according to the SOP on Procedure to Handle Staff with Suspected Covid-19
- Workers who feel well, do not have any symptoms of Covid-19, and do not have a fever may proceed to enter the workplace.
- Ensure that all workers and visitors are wearing a face covering over their nose and mouth before entering the facility.

Sample log sheet:

Date	Name	Contact	Mask	Sanitizer	Temp	Time in	Time out

Approved by:

Name……………………………………………   **Designation**………………………………………………

Signature………………………………………….   **Date**…………………………………………………….

Tool 5: Sample Covid-19 Registration Sheet or Logbook

Date	Time	Name	Contact	Mask	Sanitizer	Temp	Symptoms?

Tool 6: SOP: Physical Distancing

Standard Operating Procedure

SOP For Physical Distancing

Document Number			Supersedes SOP Dated	000
Issue date	01/04/2021		Implementation date	01/04/2021

Purpose: This document specifies the procedures to be followed to minimise the transmission of Covid-19 between people through the practice of physical distancing.

Maintain distance between staff and guests, and staff and other staff

A minimum distance of 6 feet should be maintained between all people. This includes:
- People queuing for services e.g. at reception or restaurant entrances
- Between staff serving guests (with some exception such as placing food/plates on tables in front of guests)
- Between staff in public areas and in staff areas
- Staff may not shake hands with guests or other visitors, suppliers and contractors. Posters or notices are put up in places where people may meet and normally shake hands.

Physical Distancing Markers

- Places where guests or staff will queue or interact are measured at to 6 feet internals and marked with stickers or tape.
- This includes public areas (reception, lobby, restaurants, etc) and staff areas e.g. workstations in kitchens, locker rooms and staff dining areas.
- Posters, signs, or notices are put up in places which are visible to staff and guests to remind them about physical distancing.

Engineering controls for physical distancing

- Engineering controls are applied for physical distancing including:
    - Wide spacing of guest seating in restaurant and dining areas
    - Clear screens are placed between staff and guests at service points such as cashier points in restaurants and reception desks.
- Crowding is managed by setting capacities for tables and group sizes in restaurants. These are explained by using posters or notices.
- Capacities are calculated for different spaces and notices put up accordingly, with markings such as stickers or tape if appropriate. For example, in lifts, lobby areas, restaurant areas, bars, staff locker rooms or lunchrooms.
- Facilities are physically marked off e.g. urinals, toilets, lockers to ensure people are distanced from each other when using them.

Approved by:

Name……………………………………………… **Designation**……………………………………………

Signature……………………………………………. **Date**…………………………………………………….

Tool 7: SOP: Taking Temperatures

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Standard Operating Procedure

SOP For Taking Temperatures

Document Number		Supersedes SOP Dated	000
Issue date	01/04/2021	Implementation date	01/04/2021

Purpose: This document specifies the procedures to be followed to take the temperatures of staff, guests, visitors or suppliers/delivery people upon arrival to the premises during a health pandemic (in this case, specifically Covid-19).

SOP for taking temperatures:

- Before approaching the person, wear the appropriate PPE.
- Inform the person of the procedure and how it will work.
- Approach the person from the side, tell them to look forward as you test from the side of their forehead. This keeps the tester out of the person's breathing zone.
- Use a handheld infrared thermometer to check temperatures.
- A test above 38°C must be verified by a second test.

SOP for a second test (if required):

- The second test should be done in private – whilst still following the SOP above – and with the knowledge that the second test being a confirmation of the first test may result in further action.
- A temperature of less than 38°C on the secondary test will result in the employee returning to their duties.
- If the secondary test confirms the temperature of 38°C:

Employee:

- If an employee has a temperature higher than 38°C, they must be removed from the establishment and will be advised to go to their healthcare provider for a Covid-19 test.
- They may not return to work unless they have a negative result from the Covid-19 test.

Guest:

- If the secondary test confirms the temperature of 38°C then the guest will be isolated to their room and will be referred to go to a healthcare provider for a Covid-19 test. To go for this test the hotel must provide transport if the healthcare provider does not provide transport, until the results come back the guest will be isolated in their room.

Service person: supplier, service provider:

- Deny them entry to the facility and recommend that they go for Covid-19 testing.

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Once the person has left the establishment:

- Clean screening area as needed per normal disinfecting routines.
- If active symptoms are present, follow the Covid-19 cleaning procedures.
- Identify others who may have had close contact (less than 2 meters for a prolonged period) with the identified individual so that they can self-monitor and be notified in the future if needed.

Approved by:

Name…………………………………………… **Designation**…………………………………………

Signature…………………………………………. **Date**………………………………………………….

Tool 8: SOP: Safe Handling and Wearing of Fabric Face Masks

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Standard Operating Procedure

Wearing a fabric face mask

Document Number		Supersedes SOP Dated	000
Issue date	01/04/2021	**Implementation date**	01/04/2021

Purpose: This document specifies the procedures to be followed to ensure the safe use of fabric face masks during a health pandemic (in this case, specifically Covid-19).

Before putting on the fabric face mask
- Wash hands before touching the mask
- Make sure the mask is clean and dry
- Inspect the mask for damage
- Put on the mask and ensure it is fitting correctly, leaving no gaps on the sides
- The mask should cover your mouth, nose and chin.
- Avoid touching the mask
- Clean your hands

Before putting on the face mask and whilst wearing the face mask

1. Wash hands before touching the mask**.**

2. Make sure the mask is clean and dry.

3. Inspect the mask for damage.

4. Put on the mask and ensure it is fitting correctly, leaving no gaps on the sides.
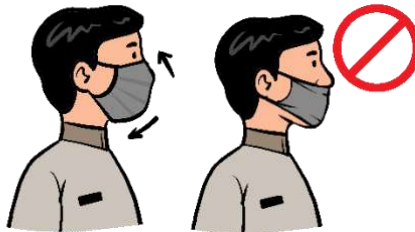
5. The mask should cover your mouth, nose, and chin. Avoid touching the mask.

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How to safely remove face mask
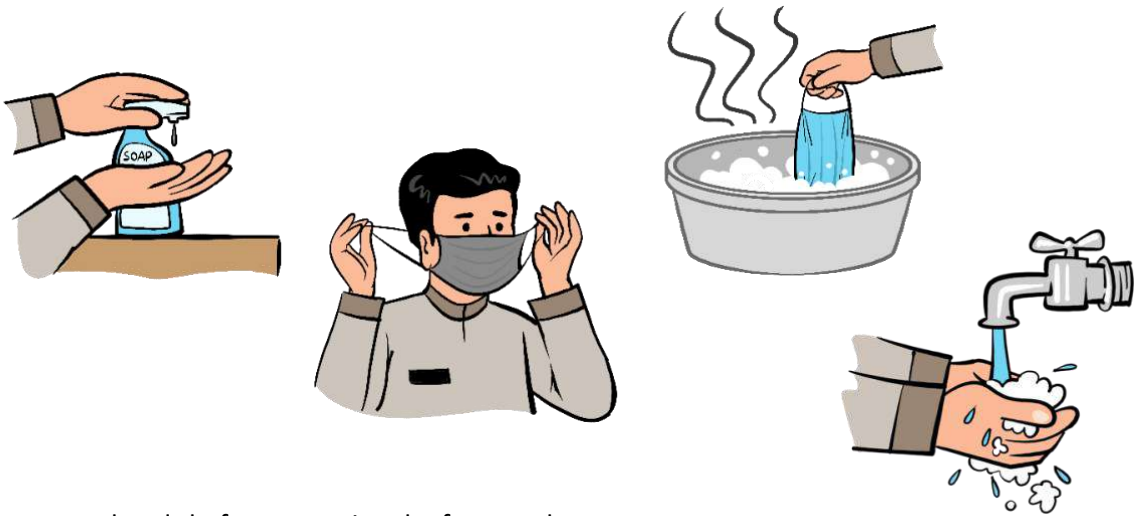
- Clean your hands before removing the face mask.
- Remove the mask by the straps behind the ears or head.
- Pull the mask away from your face.
- Wash the mask in soap or detergent, preferably with hot water, at least once a day.
- Clean your hands after removing the mask.

Approved by:

Name……………………………………………………   **Designation**…………………………………………………

Signature………………………………………………….   **Date**………………………………………………………….

Tool 9: SOP: Hand Hygiene

<table>
<tr><td colspan="4" align="center">**Standard Operating Procedure**

How to Effectively Wash Hands</td></tr>
<tr><td>**Document Number**</td><td></td><td>**Supersedes SOP Dated**</td><td>000</td></tr>
<tr><td>**Issue date**</td><td>01/04/2021</td><td>**Implementation date**</td><td>01/04/2021</td></tr>
</table>

Purpose: This document specifies the procedures to be followed to correctly and effectively wash hands to help prevent the spread of Covid-19.

SOP for washing hands effectively:
- **Wet** hands with clean, running water (warm or cold), turn off the tap, and apply soap.
- **Lathe**r hands by rubbing them together with the soap. Lather the backs of hands, between fingers, and under nails.
- **Scrub** hands for at least 20 seconds.
- **Rinse** hands well under clean, running water.
- **Dry** hands using a clean towel or air dry them.

Steps to correctly wash hands:

	1. Rub hands together, palm to palm
	2. Right palm over the back of the left hand, with interlaced fingers and vice versa
	3. Palm to palm with fingers interlaced
	4. Back of fingers to opposing palms with fingers interlocked
	5. Rotational rubbing of left thumb clasped in right palm and vice versa
	6. Rotational rubbing, backwards and forward with clasped fingers of right hand in left palm and vice versa

	7. Rub both wrists in rotating manner
8. Rinse and dry thoroughly	

1. Wet hands with water and use soap, get the soap to a lather, then:

Remind staff to wash hands frequently:
- There should be signage around the establishment reminding staff to wash their hands and how to wash them in case they need a reminder.
- Have timers set up to ensure staff wash their hands routinely.
- Have hand sanitisers available for when staff are unable wash their hands with soap and water.

How to use hand sanitizer as an alternative to soap and water:
- Apply the gel product to the palm of one hand (read the label to learn the correct amount).
- Rub hands together to cover all surfaces of the hands and fingers until the hands are dry; this should take around 30 seconds.

Approved by:

Name………………………………………………… **Designation**……………………………………………

Signature…………………………………………………. **Date**……………………………………………………

Tool 10: SOP: Suspected Covid-19 case: Staff

<table>
<tr><td colspan="4" align="center">**Standard Operating Procedure**

SOP for Suspected Covid-19 case for Staff</td></tr>
<tr><td>**Document Number**</td><td></td><td>**Supersedes SOP Dated**</td><td>000</td></tr>
<tr><td>**Issue date**</td><td>01/04/2021</td><td>**Implementation date**</td><td>01/04/2021</td></tr>
</table>

Purpose: This document specifies the procedures to be followed if a staff member suspects they have Covid-19.

Get medical attention immediately if emergency warning signs for Covid-19 develop.

Emergency warning signs include:
- Very high temperature
- Very bad headache
- Trouble breathing
- Persistent pain or pressure in the chest
- Loss of taste and smell
- Bluish lips or face

What staff should do if they suspect they have Covid-19?

1 **Stay home except to get medical care**
- Most persons with Covid-19 have mild illness and are able to recover at home without medical care; they must self-isolate and not leave their homes except to get medical care and should not visit public areas.

2 **Stay in touch with their doctor**
- Call ahead before visiting the doctor and let the doctor know they have or may have Covid-19.
- Be sure to get care if having trouble breathing, having any other emergency warning signs, or if it is an emergency.
- Avoid using public transportation, ridesharing, or taxis.

3 **Separate themselves from other persons in the home (home isolate)**
- Stay away from others as much as possible; stay in a specific "sick room" if possible; and use a separate bathroom, if available.

4 **Wear a face covering** when around other persons (including when entering a healthcare provider's office).

5 **Cover coughs and sneezes**
- Cover their mouth and nose with a tissue when coughing or sneezing.
- Throw used tissues in a lined trash can.
- Immediately wash hands with soap and water for at least 20 seconds (if soap and water are not available, clean hands with an alcohol-based hand sanitizer with greater than 60% ethanol or 70% isopropanol).

6 **Wash hands often**
- Wash hands often with soap and water for at least 20 seconds (especially after blowing their nose, coughing, sneezing, or going to the bathroom, and before eating or preparing food).

- Avoid touching their face (especially eyes, nose, and mouth).

Monitoring staff with symptoms
- Any staff member with a temperature or showing Covid-19 symptoms must not work and must be asked to self-isolate. If the worker is already at work, the staff member should immediately be isolated and provided with a FFP1 surgical mask. If they show symptoms before a shift, they should not start and should not enter the premises
- The senior manager on duty responsible for Covid-19 health and safety must be involved in the decision and processes to deal with any staff member showing symptoms at any stage.
- The business should assist and advise the staff member when to seek medical support. Testing should be done wherever possible to confirm status.
- Where a staff member is confirmed positive to have Covid-19, all staff on that members' shift team must self-isolate according to MoHS guidelines.
- If testing is widely and easily available all such staff members should be tested. Covid-19 free staff, or staff who have isolated according to MoHS guidelines can return to work.
- The local authority may have to be informed of any suspected case.
- The business must investigate if the affected worker has been properly following all the Covid-19 related protocols and procedures. Identify if there were any failings or gaps that need to be addressed and review its risk assessment to ensure that the necessary controls and PPE requirements are in place.

Approved by:

Name………………………………………………… **Designation**………………………………………………

Signature…………………………………………… **Date**…………………………………………………….

Tool 11: SOP: Covid-19 Positive Guest case

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Standard Operating Procedure

SOP for Suspected Covid-19 case

Document Number		Supersedes SOP Dated	000
Issue date	01/04/2021	**Implementation date**	01/04/2021

Purpose: This document specifies the procedures to be followed if a guest displays Covid-19 symptoms or tests positive for Covid-19.

Where possible guests with symptoms should:

- stay in a room that has all extra soft furnishings or movable surfaces removed.
- be served by designated, low-risk, staff only with additional PPE e.g., visors or other eye protection, gowns gloves (discarded after each contact) used, and
- isolate, i.e., not participate in activities, take meals in the room, etc.

Temperature should be recorded three times a day. If symptoms are severe, worsen or persist more than one day, a medical professional should be consulted.

Based on the medical professional's recommendation the guest should either be:
- Referred for a Covid-19 test;
- Examined (in room, or using safe transport to a doctor) by a medical doctor;
- Recommended to continue self-isolating – with or without medication, or
- Referred directly to a hospital for admission.

Guests in isolation should preferably be in designated rooms, single occupancy, and no shared bathrooms.

Get medical attention immediately if emergency warning signs for Covid-19 develop.

Emergency warning signs include:
- Very high temperature
- Very bad headache
- Trouble breathing

- Persistent pain or pressure in the chest
- Loss of taste and smell
- Bluish lips or face

General protocols

- When caring, serving, or cleaning for or after a suspected or confirmed case of Covid-19, biohazard disposable waste bags, boxes and containers must be used for waste and all soiled /dirty items including used PPE, which is going for cleaning or disposal.
- Where a guest who has been travelling on a trip in a vehicle or staying in a facility, tests positive, the staff who have interacted with the guest or cleaned the relevant room or vehicle and the rest of any travel group they are travelling with, must go into 10-day self-isolation at home or in an accommodation establishment.
- Rooms and vehicles used for transport of or accommodating of suspected or confirmed Covid-19 cases and areas known to have been utilised by the guest concerned, should undergo a decontamination deep

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clean. Where confirmed cases are concerned, an outside service provider can be used to ensure effective decontamination.

- Your business may be informed through tracing services that a guest who previously visited, stayed or was transported has tested positive, in which case the same decontamination cleaning processes must be followed for rooms, vehicles and areas the guest used.
- A room or vehicle can also be left unutilised (out of order) for five to seven days before cleaning, to allow any traces of the virus on surfaces to die, and then non-professional services can conduct cleaning. Vehicles can also be parked in the sun, as heat is understood to contribute to killing the virus.

Approved by:

Name…………………………………………… **Designation**…………………………………………

Signature…………………………………………. **Date**………………………………………………….

Tool 12: Sample Cleaning Schedule: High Touch Area

Cleaning schedule for High Touch Areas: Public Restroom

Item	07.00	08.00	09.00	10.00	12.00	13.00	14.00	18.00	19.00	20.00
Entry door handle										
Stall handles										
Stall locks										
Flush handles										
Taps										
Soap dispenser										
Exit door handle										

Tool 13: SOP: Cleaning High Touch Areas

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Standard Operating Procedure

SOP For Cleaning High Touch Areas

Document Number		Supersedes SOP Dated	000
Issue date	01/04/2021	**Implementation date**	01/04/2021

Purpose: This document specifies the procedures to be followed to provide continuous cleaning of High Touch Areas to prevent Covid-19 transmission.

1. Identify High Touch Areas in all Areas
- Identify all public spaces including:
  - Entrances
  - Lobby and Reception
  - Guest traffic areas: corridors, stairs, and lifts
  - Restaurants and Bars
  - Restrooms
- Identify all staff spaces including:
  - Staff entrances
  - Service doors and traffic areas e.g. back of house passages
  - Workstations and equipment
  - Staff restrooms and locker-rooms
  - Staff leisure areas e.g. break room
- Identify the High Touch Areas including:
  - Counters and table-top surfaces
  - Handles (door handles, flush handles, tap handles)
  - Controls e.g. lift buttons inside and outside the lifts
  - Railings (e.g. on stairs or balconies)
  - Chair armrests
  - Equipment e.g. kettle, water dispenser

1. Implement cleaning programme:
- Draw up a schedule to clean High Touch Areas at least every 4 hours or before and after use.
- Develop the following checklist to ensure cleaning takes place as required in each area, based on the frequency of cleaning agreed:

Item	06.00	08.00	10.00	12.00...	
Lift call buttons	(Initials of cleaner)				
Lift floor buttons					
Lift doors					
Stair railings					

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- Identify who will be responsible for the cleaning of the areas:
  - Housekeeping staff
  - Public area cleaners
  - Operational staff e.g. waiters, cooks
- Identify the correct equipment and disinfectant agents to be used for cleaning high touch areas.
- Identify and issue the appropriate PPE for staff who will conduct the cleaning.
- Train staff according to the type of the high touch items, how to clean them, what equipment and agents to use, and how often these will be done.
- Monitor that the high touch cleaning programme is implemented properly by checking.

Approved by:

Name………………………………………………**Designation**………………………………………………

Signature………………………………………………. **Date**……………………………………………….

Tool 14: SOP: Cleaning Guest Bedroom

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Standard Operating Procedure

SOP For Guest Room Cleaning

Document Number		Supersedes SOP Dated	000
Issue date	01/04/2021	Implementation date	01/04/2021

Purpose: This document specifies the procedures to be followed to minimise the transmission of Covid-19 through applying the 5-step cleaning and disinfecting process when cleaning guest rooms.

1. **Prepare**
- Prepare equipment and get the area ready for cleaning. This includes collecting cleaning supplies, wearing PPE and moving furniture to make space for a thorough clean.

PPE	Equipment	Cleaning Products
Disposable gloves	Mop	Multi-surface cleaner
Mask or cloth facial covering	Broom	Multi-surface disinfectant
Safety glasses	Bucket	(spray bottle)
Apron or gown	Duster	Glass cleaner
Shoe coverings (recommended)	Dustpan	Bleach
Additional Items	Microfiber cloths	Laundry stain remover
Guest amenities including hand sanitiser, toiletries, toilet paper.	Paper towels	Carpet cleaner (if needed)
	Scrub pads	Floor cleaner
Hospitality supplies: tea, coffee	Scrub brush	Furniture/wood polish
Clean service ware (glasses, cups, saucers)	Toilet brush	Mould cleaner
Rubbish bags.	Garbage bags	(If necessary)
Bags to seal soiled linen.	Vacuum cleaner	
Bags for hazardous waste (used gloves, masks, etc)	Vacuum bags (if necessary)	
	Steam cleaner – mobile	

- Load fewer items on the trolly to minimise their exposure – fewer amenities.
- Include all items not needed before gloves, disinfectant spray, shoe covers, extra bags to seal rubbish, extra bags for linen to be contained and closed in, etc.
- Enter guest room:

  1. Listen at the door for signs of coughing before entering the guest's room.
  2. If the door is already opened, look for signs such as medicines or used paper tissues. If you suspect that a person is sick, leave immediately and report to your supervisor.
  3. Sanitise hands and shoes before and after entering guest rooms.
  4. Respect guests wishes if they do not want their room to be cleaned every day and give the guests the option to change their own linens or disinfect the rooms themselves.

2. **Clean**

- **Open outside doors and windows** and turn on fans to ventilate the area before you begin. If possible, leave the windows open throughout the entire cleaning process.
- **Take out all the rubbish:**

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1. Starting with this step helps prevent dirty garbage from contaminating the space once it has been cleaned.
2. Make sure to line all the garbage cans, which will make it easier to dispose of tissues and other waste.
3. Rubbish bags must be tied closed before being transported.
4. Rubbish that was taken out of a bathroom must be double bagged.
5. Empty any rubbish bins and recycling bins, then line empty cans with fresh rubbish bags.

- **Linen and Bedding**

  1. Strip the beds; avoid shaking dirty linens, which could increase the spread of germs. Remove all the following items and bag them so that if they are contaminated, they do not contaminate any other objects. These include sheets, duvet covers, blankets, pillowcases and protective covers.
  2. All linen must be bagged in the guest's room to avoid cross-contamination whilst on its way to the laundry.
  3. Once the linen has been taken off and washed, the duvets, pillows and mattress should be steam cleaned or mattress protectors and pillow protectors should be replaced.
  4. Bed-skirts must also be washed after every guest.
  5. **Clean all hard surfaces** with a general-purpose cleaner (water and damp cloth) to remove dirt, grease, dust, and germs. Hard surfaces include things like countertops, tables, sinks, cabinets, floors.
  6. Use an extendable duster to clean hard-to-reach areas such as high shelves and the space behind radiators.
  7. Pull the bed away from the wall and vacuum all carpeted areas, including behind and under the bed.
  8. Sweep all non-carpeted areas with a broom and dustpan, including behind and under the bed.
  9. Mop all non-carpeted areas, paying particular attention to corners and the area behind the doors.
  10. Wipe down electronics with a damp microfiber cloth, following the manufacturer's guidelines.
  11. Use furniture polish as needed on bed frames, bedside tables, chairs, clothing racks, other wooden furniture.
  12. Spray glass cleaner on a new microfiber towel and clean any glass, mirrors, or windows from top to bottom.

  Note: make sure that detergent is thoroughly washed off after cleaning otherwise it will interfere with the disinfectant and cause it to not work as well. If there is detergent still on the surfaces, the disinfectant will not be able to penetrate to disinfect the surface.

- **Guest facilities**
  - Hangers, if not sealed, must be disinfected on guest departure.
  - If a hair dryer is available in the room, it must be cleaned (including the filter) when each guest leaves.

- **Carpets**
  - Carpets must first be vacuumed to remove any visible dirt, vacuuming must be done daily to prevent any dirt build up.
  - If possible, the carpets must be deep cleaned using a carpet cleaner. This will disinfect and will deep clean the carpet to ensure it is fully cleaned. This must be done minimum once a week if possible.

- **Curtains**
  - If possible, the curtains should be taken down and laundered – but this is expensive and time consuming.
  - If it is not possible to take down the curtains, use a hand-held steam cleaner to steam and thereby disinfect the high touch areas on the edges where they are handled to open and close them.
  - Otherwise, rest the room for 24 – 48 hours between guests.

- **Upholstery**
    - Steam-clean upholstery e.g. on seats, chairs, sofas.
    - If this is not possible, rest the room for 24 – 48 hours between guests.

3. **Disinfect**
- Disinfect all high touch areas, appliances and electronics. Focus on disinfecting all frequently touched surfaces in the space (such as doorknobs and light switches), as well as surfaces that may have touched soiled linens (such as flooring). Disinfect electronics based on the manufacturer's cleaning directions.

- Use a multi-surface disinfectant and spray high-touch surfaces and allow them to air-dry. Be sure to disinfect:
    - The TV remote
    - TV screen buttons
    - The telephone
    - Light switches
    - Plug points and charging points
    - Doorknobs and handles
    - Bedside tables
    - Electronics: A/C panel controls or remote
    - Luggage rack
    - Chest of drawers/cupboards/shelves
    - Clothing hanger
    - Windowsills and handles
    - Curtains edges or pulls; blinds
    - Fridge
    - Kettle
    - In-room safe
- Let the disinfectant stand for the specified length of time
    - The product label will specify the wet contact time needed for the chemicals to effectively disinfect a surface. This allows the chemicals time to kill as many germs as possible.
- Allow to air-dry
    - If the surface dries before the wet contact time, there is no guarantee that the product has killed the pathogens claimed on the label. When possible, allow the surface to air-dry.

4. **Check**
- **Double check that all high-touch surfaces were disinfected:** correct anything that may have been missed. Check that the lights and electronics are working properly. **Review the room-by-room guidelines:** follow a checklist for each room to ensure thorough cleaning and sanitization.

5. **Reset**
- Reset the room for the next guest and restock supplies.
- Wash hands or put on a pair of clean gloves, then make the bed using fresh, clean sheets, pillowcases, and a duvet or comforter.
- Replace or refill any hospitality items for the next guest.
- Switch off all lights and devices.
- Close the windows, arrange curtains/blinds, and close the door.
- Place a door seal on the door to demonstrate to guests that no one accessed the room after it was cleaned.
- After sanitizing a room, close the door:
    - After sanitizing and resetting a room, close the door and disinfect the doorknob. This is an indication that the room has been completed. Once disinfected, do not re-enter this space.
    - Place a (paper) seal on the door to indicate that it has been cleaned and sanitized and that nobody has entered the room since it was sanitized.

Approved by:

Name…………………………………………**Designation**…………………………………………

Signature………………………………………. **Date**………………………………………………

Tool 15: SOP: Cleaning Guest Bathroom

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Standard Operating Procedure

SOP For Guest Bathroom Cleaning

Document Number		Supersedes SOP Dated	000
Issue date	01/04/2021	Implementation date	01/04/2021

Purpose: This document specifies the procedures to be followed to minimise the transmission of Covid-19 through applying the 5-step cleaning and disinfecting process when cleaning guest bathrooms.

1. **Prepare**
- Put on additional PPE if needed for bathroom cleaning – e.g. gloves and apron
- Prepare rubbish bags for double bagging bathroom waste.
- Prepare bag to put used bathroom linen in

2. **Clean**
- Remove all towels, facecloths, and bathmats (and shower curtains if there is one) and bag them so that if they are contaminated, they do not contaminate any other objects.
- Empty any rubbish bins cans and recycling bins, then line empty bins with fresh rubbish bags. The bathroom waste bin must be double bagged.
- Spray the toilet, shower, bathtub and sink with a multi-surface cleaner, and allow it to sit for the time specified on the label. Be sure to cover:
    1. The inside of the toilet bowl, the seat, and the seat hinges. Put down the toilet seat while the cleaner sets.
    2. The surfaces of the shower walls or bathtub
    3. Any tiled surfaces
    4. The sink basin, handles, and backsplash
- Clean the toilet: scrub the inside of the toilet bowl with the toilet brush and make sure that any build-up has been removed
- Clean the toilet brush:
    1. Secure the brush handle between the already-cleaned seat and the bowl so that it hovers over the bowl and pour bleach over the bristles
    2. Wait a few minutes, then rinse it with a jug of clean water

- Clean the toilet brush canister:
    1. Fill the brush canister with warm, soapy water and let it sit for a few minutes
    2. Dump the dirty water into the toilet and flush

- Clean the shower walls or bathtub interior:
    1. Scrub the surfaces with a scrub brush
    2. Rinse the surfaces and wipe them dry with a microfiber cloth
- Clean the sink:
    1. Using the scrub brush, scrub the basin, handles, and backsplash to loosen any build-up.
    2. Flush the sink drain with hot water and rinse the sink basin for a few minutes.
    3. Wipe down the faucets, flossing between the small spaces using a microfiber cloth, and finish by wiping down the backsplash.

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4. Once all the water has drained, wipe down the basin with a clean microfiber cloth.
5. Place the microfiber cloths in the laundry to be sanitized and do not use them to clean anything else.

- Clean all tiled areas:
    1. Wipe down with a microfiber cloth, working from top to bottom.
    2. Pay particular attention to the spaces between the tiles.

- Clean all remaining bathroom surfaces:
    1. Use a microfiber cloth and a multi-surface cleaner to wipe down all the remaining bathroom surfaces, making sure to work from top to bottom.
    2. Use an extendable duster to clean hard-to-reach areas such as high shelves, windowsills, and the space behind air conditioners.
- Sweep or vacuum the floor to remove any hair and loose dirt, starting at the farthest corner in the room and working toward the door.
- Mop the floor, paying particular attention to corners and the areas behind the doors.
- Clean any mirrors and glass using glass cleaner and a microfiber cloth.

3. Disinfect

Use a multi-surface disinfectant and spray high-touch surfaces and allow them to air-dry. Be sure to sanitize:

- Door handles and knobs
- Light switches
- Sink, bath, and shower taps
- The sink basin
- Toilet handle, seat, and surface
- Countertops
- Cabinets
- Shelves
- Windowsills and handles
- Blinds
- Rails and hooks for towels
- Rubbish bins

4. Check

- Make sure you've completed all the tasks above.
- Check that the lights and electronics are working properly.
- Ensure that any HVAC/air filters have been replaced per the manufacturer's recommendation.
- Review the room-by-room guidelines: follow a checklist for the bathroom to ensure thorough cleaning and disinfection.
- Use the first two sections of the checklist (below) to check the cleaning and sanitizing has been done.

5. Reset

Wash hands and put on a pair of clean gloves, then:

- Hang a clean shower curtain and liner (if a shower curtain is used)
- Replace the toilet rolls
- Place all fresh towels in the number and place required by the hotel
- Replace or refill any hospitality items/amenities (i.e. shampoo, conditioner, hand soap, body soap)
- If needed, close the windows, arrange the curtains and blinds
- Switch off all lights and devices

Approved by:

Name……………………………………………… **Designation**……………………………………………

Signature…………………………………………. **Date**………………………………………………….

Tool 16: SOP: Cleaning Public Areas

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Standard Operating Procedures

SOP For Public Area Cleaning

Document Number		Supersedes SOP Dated	000
Issue date	01/04/2021	**Implementation date**	01/04/2021

Purpose: This document specifies the procedures to be followed to minimise the transmission of Covid-19 through the scheduled cleaning and disinfecting of Public Areas.

1. **Clean and disinfect telephone, kiosk touch screen:**
- Spray disinfectant on a dry cloth and clean telephone mouthpiece, earpiece, and telephone instrument.
- Repeat the same procedure on all house phones and telephone receivers on the fax machine.

2. **Clean stairway handrails:**
- Remove cobwebs, dirt etc before cleaning the handrails.
- Apply a detergent cleaning solution and wipe the handrails.
- Wipe handrails with a wet cloth to rinse off any detergent residue.
- Spray with disinfectant and leave to air dry.
- Clean stairway handrails hourly if used often by guests and staff, or at the beginning and end of every shift if only used by staff.

3. **Clean all glass surfaces and windows:**
- Spray windows and glass surfaces with water or appropriate cleaning solution.
- Use a squeegee and pull down from top to bottom.
- Overlap each stroke slightly to remove all water or cleaning solution.

4. **Carpet cleaning:**
- Use a heavy-duty vacuum cleaner to vacuum all the carpeted area on the Lobby / Front office.
- Vacuum under desks and other areas, move furniture as and when required.
- Once cleaning is completed remove the vacuum dust bag whilst wearing PPE and throw away the dust bag appropriately without spilling any of the contents.
- A weekly deep clean for carpets is necessary, a carpet cleaner is necessary for this and may need to be rented.

5. **Mop and sweep lobby floor:**
- Sweep the lobby floor thoroughly.
- Place appropriate signage to warn the guest before mopping lobby floor.
- Mop the floor twice daily using a disinfectant solution.
- Depending on the area, it may be necessary to mop and sweep more often. E.g. the front office will be swept and mopped more often than a storage cupboard.

6. **Cleaning Lifts:**
- Preparation
    - Wherever possible, wear gloves and aprons for cleaning. These should be double bagged, then stored securely for 72 hours then thrown away in the regular rubbish after cleaning is finished.

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- If an area has been heavily contaminated, such as with visible bodily fluids from a person with coronavirus (Covid-19), use protection for the eyes, mouth and nose, as well as wearing gloves and an apron.
- Clean from top to bottom
    - Clean the lift starting from the inside going outside and from top to bottom as this prevents already clean surfaces from being contaminated again.
    - Using a damp cloth, first, clean hard surfaces with warm soapy water. Then disinfect these surfaces with a spray disinfectant.
    - Pay particular attention to high touch areas and surfaces, such as grab-rails, buttons and door handles.

- Cleaning lift buttons and handrails
    - Wipe handrails and keypads with a damp cloth to clean them before disinfecting them.
    - Avoid spraying directly at the control panel surfaces in case of damaging the electrical components inside the keypad. The cleaning liquid must no seep into the control operating panel.
    - After cleaning, wipe the buttons with a cloth that is damp with disinfectant, do not spray the buttons directly with disinfectant spray.
- Cleaning the elevator car doors
    - Use a cloth rinsed in warm, soapy water to clean the lift doors and any steel surface.
    - Spray with disinfectant and give time for the disinfectant to work before wiping or drying it.
- Cleaning the floor
    - There are different flooring types, so brush or vacuum carpeted floors, and polish and clean tiles and steel floors.
- Once cleaning is complete wash hands with soap and water for 20 seconds, and after removing gloves, aprons and other protection used while cleaning.

Approved by:

Name…………………………………………………**Designation**…………………………………………………

Signature…………………………………………………. **Date**…………………………………………………………….

Tool 17: Covid-19 Communication Content

Suggested content for website Communications:

Dear Valued Guests,

Welcome to our <hotel name>, where the health and safety of our guests and staff are a top priority during this period of Covid-19. We take standards for hygiene and cleanliness very seriously and are taking additional steps to ensure the safety of our guests. On a daily basis, our team is working to ensure that we meet the latest guidance on hygiene and cleaning. Our hotels' health and safety measures are designed to address a broad spectrum of viruses, including Covid-19, and include everything from hand washing hygiene and cleaning product specifications to guest room and common area cleaning procedures.

The Myanmar tourism industry has developed comprehensive protocols for the operation of all tourism businesses and facilities during the Covid-19 pandemic. We are confident that these extensive protocols enable us to operate safely as the Covid-19 restrictions are eased.

The Covid-19 protocol that we have put in place in the <insert hotel name> is for the safety and reassurance of staff and guests.

The Covid-19 protocol includes but is not limited to:

- **Screening of guests on arrival** will be conducted to prevent an infected person from checking into the hotel guests will be required to:
  - complete and sign a questionnaire
  - allow their temperature to be scanned with a thermal scanner

  If a guest's temperature falls within the normal range and they do not show any symptoms they will be required to sanitise their hands and proceed to check-in.

  If a guest's temperature is high (actual temperature at screening should not exceed 38 degrees Celsius) and/or they have symptoms of the virus they will be disallowed to check-in and will be referred to a medical facility.

- **Guest Rooms**:
  - We have removed any unnecessary items from out guest rooms (e.g. scatter cushions, bed runners, ornaments) to reduce contact surfaces for the virus.
  - We deep clean and sanitise each room between guests with particular attention to high touch items and areas.
  - Room serving/cleaning is available on request only.
  - We allow rooms to stand vacant for 24 – 48 hours between guests.
  - Our laundry procedures have been revised to ensure that linen is laundered at high temperatures to eliminate viruses

- **Public Areas**: physical distancing and the wearing of masks observed in all public areas and when interacting with staff. Increased frequency and deep cleaning of high-touch surfaces, 'last cleaned' charts displayed, hand sanitisers available in all public areas.
- **Breakfast service** has been reviewed to replace the usual buffet with a la carte breakfast options presented to guests to avoid any instances of buffet contamination.

- **Educating staff** (ongoing) on what the virus is; where the disease outbreak began; ways in which it is transmitted; symptoms to look out for; and daily measures to prevent contamination and spread of viruses in personal, operational, and guest spaces.
- **Staff hand sanitisers** (alcohol based) have been provided in back of house areas (such as kitchen, office, laundry, staff restaurant and bathrooms) as well as front of house guest areas (such as reception desk, bar, restaurant, lounge, fitness room, boardroom and meeting room).
- **Guest hand sanitisers** (alcohol based) are placed in easy reach of guests in public areas of the hotel with a notice encouraging regular use.
- **Personal hygiene** is being reiterated, including the importance of washing hands frequently and thoroughly; avoiding touching eyes, nose and mouth; practicing respiratory hygiene (sneezing and coughing into a tissue that is safely discarded or the crook of the elbow), and avoiding touching one's face.
- **Enhanced routine cleaning of public areas** such as restrooms, dining areas, tabletops, counters, handrails, door knobs, back office surfaces and front desk surfaces are wiped down on a regular routine throughout the day, with a disinfectant cleaner that kills most viruses.
- **Protective wear** such as masks, face shields and gloves have been issued to our staff to protect themselves and our guests from the virus.
- **Avoiding close contact** with anyone who is coughing, sneezing and feverish. Anyone showing symptoms of respiratory illness to be reported to the hotel's general manager for further action to take place, such as contacting the <insert> hotline.

In the event that anyone feels ill after travelling from countries with coronavirus, the Department of Health and Sports advises first phoning the helpline rather than going straight to a medical facility, to prevent potential contamination. The hotline number is *2019*.

While no one can predict the path of this virus, we are continuously monitoring developments and doing all we can to reduce the risk of potential contamination or spread of disease. We thank you for choosing to stay at <insert hotel name> and wish you a safe and pleasant stay.

Tool 18: SOP: Guest Check in

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Standard Operating Procedures

SOP For Guest Check-in

Document Number		Supersedes SOP Dated	000
Issue date	01/04/2021	Implementation date	01/04/2021

Purpose: This document specifies the procedures to be followed to minimise the transmission of Covid-19 during guest check in procedures.

1. Follow the usual check-in procedures with a few modifications for hygiene protocols.
2. Check in a maximum of 2 guests at a time from one booking.
3. Guests may be required to complete a health declaration, provide additional contact details or other such items.
4. Guest passport procedures: there are different options:
   - If you have to make copies of guest passports, do so, return the passport, then disinfect your hands with the sanitiser. Indicate the hand sanitiser for guests to do the same once they have received the passport back.
   - Another way is to ask the guest to wipe their passport with a disposable wipe before handing it to you, and then they can wipe it with the same wipe when they receive it back from you.
   - If possible, request guests to email a scan of their passports in advance of their arrival (with their booking) so that it can be printed and kept with their booking until they check in.
5. Show guests that your hands are disinfected before handing over room cards or keys.
6. Providing Information on Covid-19
   - Receptionists must know and be able to explain the different Covid-19 protocols being conducted in different parts of the hotel (e.g. room cleaning, restaurant, etc) so that they can answer any questions the guests may have.
   - Be able to advise guests with respiratory symptoms to stay in their rooms until they are seen by a doctor—management should arrange it immediately—as well as to provide basic hygiene recommendations when asked.
   - The reception desk should have immediately available the telephone numbers of the health authorities, medical centres, public and private hospitals, and assistance centres for use whenever there is the possibility that a guest may be ill.

Approved by:

Name…………………………………………………**Designation**…………………………………………………

Signature……………………………………………… **Date**…………………………………………………….

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Tool 19: Travel History Form

Health Declaration and Travel History Form	
Traveller details	
Name and Surname	
Date of Birth	
Nationality	
Passport No. for non-Myanmar Citizens / ID No. for Myanmar Citizens	
City and Country of Origin (for non-Myanmar Citizens)	
Date of Arrival in Myanmar (for non-Myanmar Citizens)	
Date of Travel within Myanmar	
Coming from: destination and route	
Flight/Vessel/Bus/ Vehicle Number	
Seat Number	
City and Country travelling to	
Flight/Vessel/Bus/ Vehicle Number	
Seat Number	
Telephone Number at destination (incl. country code)	
Other Contact Number in Myanmar / WhatsApp Number (incl. country code)	
Email Address	
Physical Address at destination (if multiple destinations please include other addresses on the back of this form)	
Physical Address/es during stay in Myanmar (if multiple destinations please include other addresses on the back of this form)	

List of areas visited during stay in Myanmar, including list of province/s	
Are you travelling in a group? Yes No	Number in the group: _____
If the traveller answers yes to any of the following questions, please notify the hotel reception immediately	

Have you been in contact with a confirmed or suspected case of COVID-19?	Yes No	
Have you been to an event with >50 people in the last 10 days?	Yes No	If answered yes, please indicate venue and date:
Have you had fever in the last 10 days?	Yes No Don't Know	
Have you had cough in the last 10 days?	Yes No Don't Know	
Have you had difficulty breathing in the last 10 days?	Yes No Don't Know	
All sections are compulsory and should be completed		
I,_____herewith certify that the above information is true and correct Signature of traveller:_____Date_____		

Tool 20: SOP: Room Service

Standard Operating Procedures SOP for Room Service			
Document Number		**Supersedes SOP Dated**	000
Issue date	01/04/2021	**Implementation date**	01/04/2021

Purpose: This document specifies the procedures to be followed to minimise the transmission of Covid-19 during room service procedures.

1. **Cleaning and disinfecting Protocol**
    - All equipment (e.g. trollies, trays, etc.) must be cleaned and disinfected after use.
    - All food and beverage items must be appropriately covered during transport.
    - Follow normal in-house procedure regarding room service.

2. **Physical Distancing Protocol**

    - Set food on a tray or trolley in the hallway and notify the guest when the trolley is outside of their room (keeping the food covering in place). The guest can then retrieve their own food/drinks.
    - If an employee is required to enter the room, ensure physical distancing is adhered to ask guests to place their tray or trolley outside their room when they finish their meal and then notify the relevant employee to retrieve it.

3. **Guest Considerations**

    - Housekeeping services must clean and disinfect laminated room service menus.
    - Consider other menu delivery options e.g. present the menu on the in-house TV channel.
    - Minibars must have all loose products removed and the bar should be locked. Items can be made available upon request from Room Service.

Approved by:

Name……………………………………………… **Designation**…………………………………………

Signature……………………………………………. **Date**…………………………………………………….