Health & Safety Certification

for Tourism and Hospitality

Implementation Manual and Toolkit:

Souvenir Shops

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 (SOP) for business owners to adapt to their needs and implement in their businesses.

4. Steps to follow:

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

⬇

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

⬇

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

⬇

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

⬇

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

⬇

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

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

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 customers 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:

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

The business may also draft a **Safety Policy** that it can publish to clients, customers, 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)
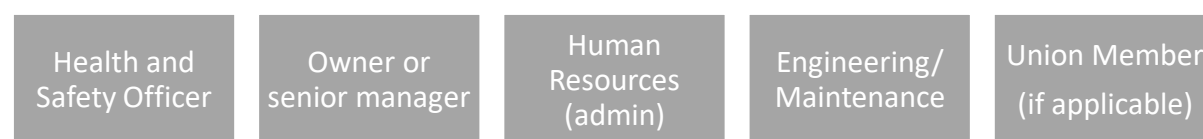
1.c Standard Operating Procedures

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 customers. Check-in and check-out procedures Sealed packets handling Vehicle cleaning Tourist guiding	Health screening Physical distancing Disinfection Safe evacuation of infected persons Procedures for handling infected customers

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 customers 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. |
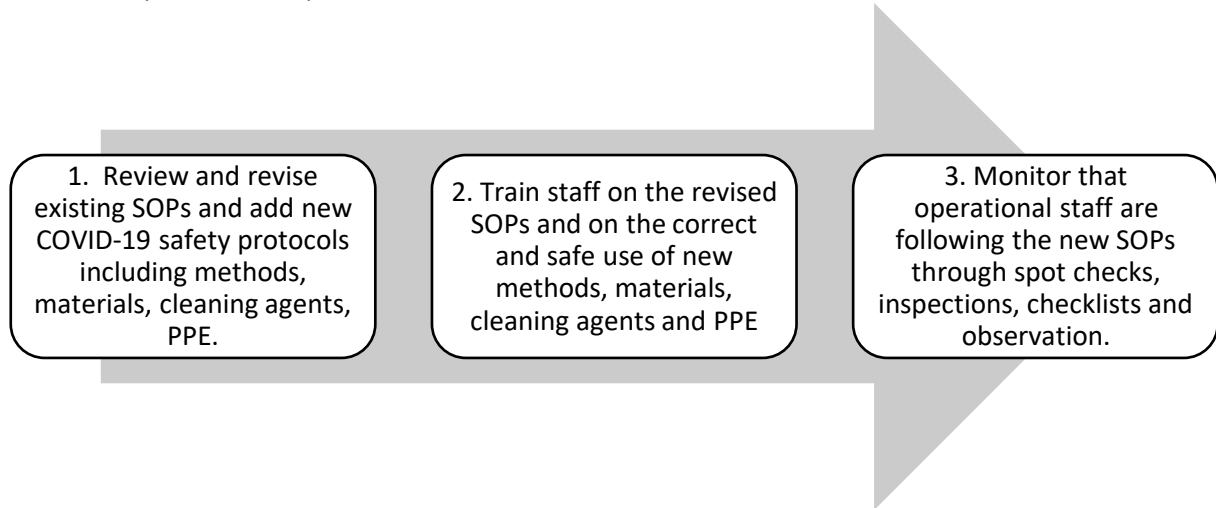
2.a Staff Protocols

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:** 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 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 customers) 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 at all 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 customers) 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
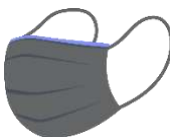
Staff must be trained and prepared to answer questions, resolve challenges and address situations where guests, customers, tourists, suppliers or staff are not complying with Covid-19 health and safety protocols.

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

- Visitors/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 customers 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 tableware, etc. The gloves are disposed of after use.
	Rubber reusable gloves Used for dealing with (potentially) contaminated surfaces or items such as table, 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. 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, customers, 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.
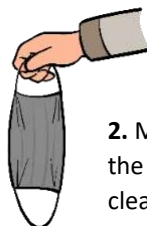
2. Make sure the mask is clean and dry.

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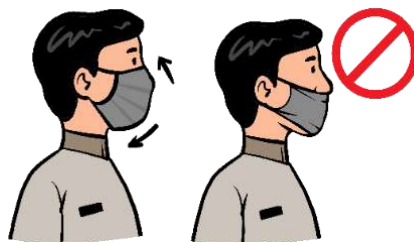
4. Put on the mask and ensure it fits correctly, leaving no gaps on the sides.

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 goods and souvenirs, sale person who handle soiled goods and souvenir, 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, salesperson may be issued with face shields as well as masks.

Ensure that staff are properly 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, 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 (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.	**When should we wash our hands?** Set up protocols on how often, and after which activities staff must sanitize their hands –e.g., on arrival from outside the shop.	**Handwashing stations** Provide handwashing stations throughout the 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.

Visitors, staff, guests, 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, customers, 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 souvenir shops.

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.

4.d Staff Hand Hygiene

Staff must wash or sanitize their hands before and after handling any stock.

Washing or sanitizing hands before handling stock will reduce the risk of the stock being contaminated in case the staff member is carrying any virus on their hands.
Wash or sanitize hands after handling stock to prevent the spread of infection in case the stock that was handled was contaminated.

Follow the recommended protocols for washing or sanitizing hands.

Covid-19 Management Tool #
Tool 9: SOP: Hand Hygiene
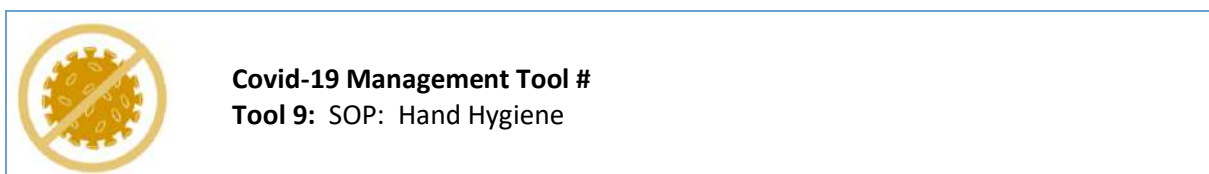
Protocol 5: Health Screening

5.a Health Screening on Arrival: Staff and Visitors

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, customers, 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 customers.

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 customers/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 temperature

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 customers) with whom they have had contact, and inform them to self-isolate for ten days.

- **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 have to 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 customers or other customers or service providers.

Physical/Social Distancing for Covid-19

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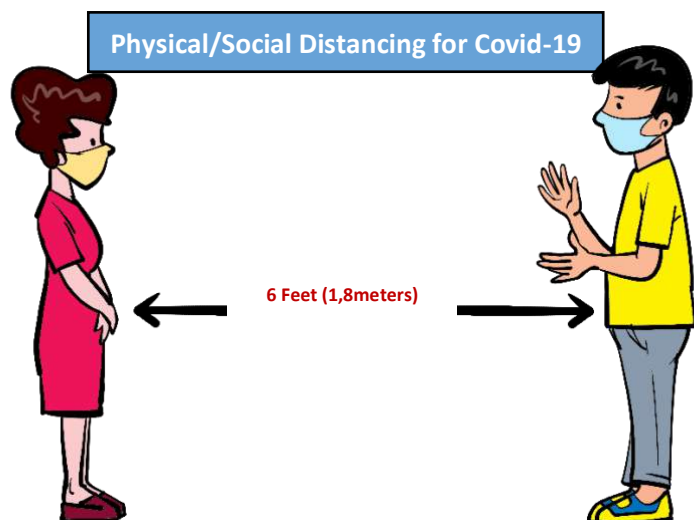
To support the physical distancing the Covid-19 response team should redesign the space and the procedures in the business to make them safer.

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 customers 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, shops, 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 souvenir 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	Static 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 customers are likely to queue or stand e.g. at building entrances, 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.
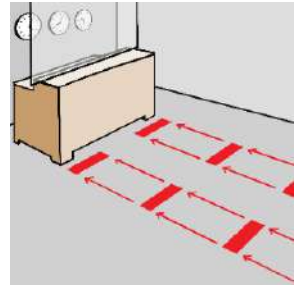
6.d Avoid Physical Touch

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 when greeting.

6.e Screens

To assist with distancing and prevention of air-borne transmission of the virus, clear screens must 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
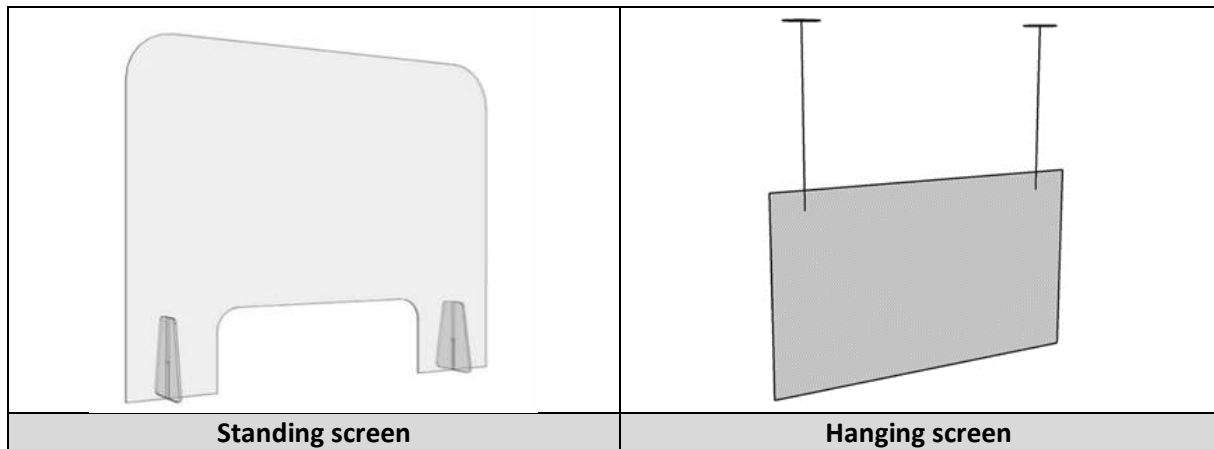
6.f Maximum Occupancy

Shops must display a sign specifying the maximum occupancy to customers.

Maximum occupancy must be calculated and monitored to prevent close contact between people.

Customers must be informed so that they follow the protocols, wait their turn and maintain an appropriate distance in the shop.

A sign must be displayed at the entrance where customers can easily see and read it.
See Protocol 6b for further information.

6.g Regulating Occupancy

A Standard Operating Procedure for regulating the number of customers in the shop must be developed and implemented.

If there are too many customers in a shop at one time, this increased the chance of infection because people may be close together. A SOP for regulating the number of customers in the shop must be developed and implemented to control the potential for infection.

This could include a token system by which customers are accounted for by taking tokens at the door and returning them as they leave (these must be sanitized again before being given to incoming customers). Staff must also be trained on the SOP for regulating customer numbers.

Covid-19 Management Tool:
Tool 12: SOP: Regulating Customer Numbers

6.h Staggering Group Arrivals

Tour group arrivals must be staggered to allow physical distancing and observing occupancy levels.

If tour groups visit the shop, their arrivals must be staggered so that they arrive at different times.

This practice:

- allows for distancing and for capacities in the shop to be managed without a queue forming outside.
- prevents tourists from different tours coming into close contact and potentially spreading infection.
- prevents groups from having to wait to enter the shop, thus affecting tour timings, and
- allows the shop staff a chance to sanitize high touch areas or products which have been touched but not purchased.

Shops must coordinate with tour guides and plan specific arrival times so that cleaning schedules can be developed accordingly.

In addition:

- Shops can set up one-way traffic in the shop to minimise traffic and congestion.
- Shops can place floor markings allowing customers to inhabit only a section of the shop at one town to enable distancing.
- Customers must stand on the specified floor markings while waiting in line to make a purchase.

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**:

  o **Quaternary ammonium compounds**: look for *benzalkonium chloride* or *benzyl chloride* on the labels of cleaning agents. Use as a spray disinfectant after cleaning.

  o **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 customers and therefore pose the most risk for others. They need more frequent cleaning and disinfection than minimal contact surfaces. Cleaning and disinfection is 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 takes into account how often the area or object is touched or used. Note that these are not just items or areas that are frequently touched by customers, 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, souvenir shop 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:

- **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 customers safe.

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

Covid-19 Management Tools
Tool 13: 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 customers or clients.

The following 4-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.

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

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 shop, 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

29

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 Providing Sanitising Spray/Wipes

The shop must provide for sanitising of handles of shopping baskets or trolleys e.g. with alcohol spray or wipes.

If a shop provides baskets or trolleys for customers to use while shopping, the shop must provide sanitizing spray or wipes for the basket or trolley handles at the entrance to the shop.
The sanitizing products must be made of 70%alcohol-based sanitizer.

Ideally the shop should sanitize the baskets/trolleys after customer use so that they are clean for the next customer who can sanitize as an extra precaution.

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

Visitors, 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 customers 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 shop: 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 Visitors

9.a Customer Communication

There must be communication (digital, written, verbal, audio) with customers 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 souvenir , restaurants, vehicles

- **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, ticketing for attractions. When entering a Souvenir shop.

- **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 (website)

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 shop of the maximum number of customers allowed in
- How to dispose of personal waste

Example of guest communication notices:

9.e Children

Visitors accompanied by children must always supervise them to prevent them removing their masks, touching restricted items and approaching other people.

Children must be supervised by the adults accompanying them. Children must be watched and told not to remove their masks, touch restricted items or approach other people. This must be communicated to the adults through signs at the entrance and throughout the venue.

Staff must be trained on how to deal with a situation where a child is not being supervised.

9.f Touching Products

Notices to customers about not touching items if they do not intend to purchase them should be displayed.

Unnecessary touching of shop products increased the need for sanitizing items as well as the possibility of contamination. Unnecessary touching of items should therefore be discouraged.

Notices should be displayed asking customers not to touch items they do not intend to buy.

Employees must help customers during their shopping to limit their contact with goods for sale.

The shop may stock clothing that customers try on.

If a customer tries on an item and they do not buy it, it should ideally be cleaned with a steamer before being returned to the shop floor.

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 customers/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'*
  o Open Monday to Sunday, 08.00 to 20.00
  o Maximum 6 minutes per caller
  o 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 customer 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

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 souvenir shops

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.

Protocol 11: Procedures for Different Types of Stock

11.a Packaging of Edible Products

Any goods and souvenir items must be securely sealed in wrapping or packaging to prevent contamination. If the items are handled by different people, the packaging should be wiped with a cloth that is dampened with a sanitizing solution.

Any single use utensils provided for eating foods sold at the shop should be provided in sealed packages. It is recommended that these items are biodegradable and packaged in biodegradable, sealed packets.

References and Sources

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- 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:
Souvenir Shops

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

No	Protocol	Compliance Elements: Action	Who	By When	Done?
1	**Covid-19 Prevention Plan**	Develop a Prevention Plan, with cleaning and disinfection plan			
		Appoint a person or team to implement and monitor protocols			
		Implement a SOP to address Covid-19 risks and revised operations			
		Develop process to ensure suppliers and partners have hygiene and safety procedures in place			
		Minimise cash transactions and make use of cashless payment services			
2	**Staff training and monitoring**	Develop and implement Covid-19 protocols and guidelines for staff and operations			
		Record staff medical histories to identify and reschedule high risk staff			
		Train staff on Covid-19 virus, PPE, protocols and revised or new SOPs			
		Monitor health of team members and encourage safe behaviour			
		Advise staff to stay home if they feel ill			
		Provide information of the nearest Covid-19 treatment facility to staff			
		Train staff to answer questions, tackle challenges and address non-compliance situations			
3	**Personal Protective Equipment (PPE)**	Make masks available to staff and customers for free or sale			
		Enforce the correct wearing of masks/face shields by staff and customers			
		Make gloves available and compulsory where relevant			

No	Protocol	Compliance Elements: Action	Who	By When	Done?
		Provide additional PPE as per specific work conditions and needs			
4	Handwashing or sanitizing provided	Provide sanitising stations with alcohol-based sanitiser in appropriate locations			
		Display signs that indicate where to wash or sanitise hands			
		Enforce the hand sanitising protocols with staff and, customers			
		Require staff to wash or sanitise their hands before and after handling stock.			
5	Health screening	Set up and conduct health screening for all persons on arrival			
		Provide devices to measure body temperature, appropriate to the capacity of the establishment			
		Develop and apply a SOP to check body temperature			
		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	Apply and manage a physical distance of 6 feet between persons in queues, seating areas, offices and other areas			
		Calculate and control safe occupancy levels for closed/indoor areas			
		Display distancing protocols in appropriate formats where necessary and applicable			
		Display notices appealing not to shake hands or make physical contact in any way			
		Install clear screens at service points			
		Display signs specifying maximum occupancy of customers in the shop.			
		Develop and implement a SOP for managing the number of customers in the shop at any one time.			
		Stagger tour group arrivals to allow physical distancing and occupancy levels.			
7	Cleaning and Disinfecting	Provide staff with appropriate cleaning and disinfecting products and equipment			

No	Protocol	Compliance Elements: Action	Who	By When	Done?
		Clean/sanitise high touch areas frequently, considering the frequency of use			
		Increase the frequency of cleaning facilities or vehicles and reflect the change in a cleaning schedule			
		Create, display and implement a SOP for cleaning			
		Provide specialised PPE for specialised cleaning/ disinfecting			
		Provide no touch bins in strategic points. Ensure all rubbish including PPE is sealed in bags and disposed of safely			
		Provide for the handles of shopping baskets or trolleys to be sanitized between customers			
8	Operating Hours	Adjust operating hours according to government regulations and communicate changes to staff and customers			
		Extend operating hours			
		Post notices of changes in operating hours in appropriate formats			
9	Communication with staff and customers	Communicate regularly with customers/clients on observing protocols when using your service or product			
		Display signs to minimise physical contact			
		Post notices in the establishment on hygienic etiquette for sneezing, coughing and spitting			
		Display other relevant notices in appropriate areas			
		Inform parents to supervise their children to prevent them removing their masks or breaking protocols.			
		Display notices for customers to not touch items if they do not mean to buy them.			
10	Emergency Protocols	Collate and make accessible contact details for Covid-19 authorities, medical centres and emergency services			
		Develop a SOP to manage suspected Covid-19 cases in staff and customers			

Tool 2: Covid-19 Policy & General Safety Procedures

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 customers through electronic, face to face and written notices on the protocols the shop follows and what is requested of customers and staff in helping us maintain these protocols.
Put up notices to remind staff and customers to follow Covid-19 protocols.
Conduct health screening for all persons entering the premises including staff, customers, customers, suppliers, contractors or others.
Provide Personal Protective Equipment to our staff and have such equipment available to customers on request.
Increase the frequency of cleaning, especially for identified High Touch areas.
Provide hand sanitizing or washing facilities for staff and customers
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.
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:
Worker Arrival Area and Procedures
Covid-19 Registration sheet or logbook
Taking temperatures
Procedures in the case of a suspected Covid-19 case of a staff member
Hand hygiene
Safe handling and wearing of fabric face masks

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

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

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

The arrival area should ideally have sufficient space to allow arriving workers and customers to maintain physical distance of at least 6 feet between one another while waiting to enter. 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.

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 customers, 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:
Not entering the workplace if ill, and steps to take if ill on arrival.
Mandatory temperature checks for entering the workspace (38°C or above will not be permitted to enter).
What to do if they become ill while at work.

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, and no using cell phones in working areas

Worker arrival: Procedures

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).

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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

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 customers 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 customers 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

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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 customers, 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 entrances or pay points
Between staff serving customers
Between staff in public areas and in staff areas
Staff may not shake hands with customers or other customers, suppliers and contractors. Posters or notices are put up in places where people may meet and normally shake hands.

Physical Distancing Markers

Places where customers or staff will queue or interact are measured at 4 to 6 feet internals and marked with stickers or tape.
This includes public areas (shopfloor) and staff areas e.g. locker rooms
Posters, signs or notices are put up in places which are visible to staff and customers to remind them about physical distancing.

Engineering controls for physical distancing

Engineering controls are applied for physical distancing including:
Clear screens are placed between staff and customers at service points such as cashier points in restaurants and reception desks
Crowding is managed by setting capacities for out shop. 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.
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**……….…………………………………………….

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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, customers, customers 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.

Service person: supplier, service provider:

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

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

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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 cases, 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

Standard Operating Procedure			
How to Effectively Wash Hands			
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 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.
Lather 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

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

	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

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

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Standard Operating Procedure

SOP for Suspected Covid-19 case for Staff

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 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	Persistent pain or pressure in the chest
Very bad headache	Loss of taste and smell
Trouble breathing	Bluish lips or face

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

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.

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, ride-sharing, or taxis

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

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

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)

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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 guidelines from MoHS.

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 guidelines from MoHS 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: Regulating Customer Numbers

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Standard Operating Procedures

SOP for Regulating Customer Numbers

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 regulate and control the number of customers in the shop.

The maximum number of customers (excluding staff) allowed in the shop at one time is X.

Place X amount of tokens into the blue plastic bowl.

Add <quantity> of (name of product) sanitizing solution into the bowl with <quantity> of water.

When a customer enters the shop, ask them to take a token.

Children accompanying adults must also take tokens.

When all tokens are taken, no more customer may enter the shop until some leave.

Customers waiting to enter the shop must queue by standing at demarcated positions.

When a customer leaves the shop, they must return their token to the bowl of sanitising solution.

Keep issuing tokens to waiting or arriving customers as tokens are return by departing customers.

Change the sanitizing solution every 2 hours.

Approved by:

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

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

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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

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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
Pay points
Restrooms
Identify all staff spaces including:
Staff entrances
Service doors and traffic areas e.g. back of house passages
Work stations 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)
Equipment e.g. cash register

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:

Cleaners

Operational staff e.g. sales clerks, shelf packers

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: Covid-19 Communication Content

Suggested content for website Communications:

Dear Valued Visitors,

Welcome to our <business type>, where the health and safety of our customers 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 customers. On a daily basis, our team is working to ensure that we meet the latest guidance on hygiene and cleaning. Our 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 stock and shop front 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 business name> is for the safety and reassurance of staff and customers.

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

- **Screening of customers on arrival** will be conducted to prevent an infected person from entering the shop. Customers 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 37.5 degrees Celsius) and/or they have symptoms of the virus they will not be allowed to check-in and will be referred to a medical facility.

- **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.
- **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 office, staff restaurant and bathrooms) as well as the shopping space.
- **Guest hand sanitisers** (alcohol based) are placed in easy reach of customers in the shop 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, table tops, counters, hand rails, 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 customers 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.

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 shop at <insert business name> and look forward to serving you.