

Covid-19 Protocols for Tourism and Hospitality: Souvenir Shops

The following protocols are based on the requirements from the World Travel and Tourism Council (WTTC) and national protocols published by the Myanmar Ministry of Health and Sports, and the Ministry of Hotels and Tourism.

These protocols serve as guidelines for any souvenir or retail shops that may supply products directly to tourists.

<i>Basic protocols that apply to all tourism and hospitality operations are in the white rows.</i>	<i>Protocols that are specific to Souvenir Shops are in the yellow rows.</i>
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No.	Criteria and Compliance Elements
1	Covid-19 Prevention Plan (as required by WTTC)
	a. There must be a Covid-19 Prevention Plan with actions/checklist for infection prevention, including a special cleaning and disinfection plan in place.
	b. A specific person or team must be appointed to implement and monitor the ‘new normal’ Covid-19 protocols.
	c. Standard Operating Procedures must be in place to address Covid-19 risks and revised operations.
	d. Suppliers and partners such as hotels, retail shops, attractions, restaurants or food suppliers, and transport or vehicle providers must have hygiene and safety protocols in place and operational.
	e. Cash transactions should be minimised; online bookings and (pre) payments and debit and credit cards should be encouraged and facilitated. If cash is exchanged the staff must sanitise their hands afterwards.
2	Staff Training and Monitoring
	a. Staff protocols and guidelines, Code of Conduct or list of expected behaviour for staff and operations must be developed and implemented.
	b. Medical history including chronic diseases of staff should be asked and recorded to identify high risk staff members in order to schedule them for lowest risk work.
	c. Staff must be trained on Covid-19 transmission, symptoms, prevention/infection control, correct use of PPE, and new/revised SOPs (according to latest advice from public health authorities and/or WHO).
	d. The health of team members must be continuously monitored by management while encouraging them to follow hygiene and safety protocols.
	e. Staff must be advised to stay at home if they feel ill.

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	<p>f. Knowledge of the nearest Covid-19 treatment facility must be made available to staff.</p> <p>g. 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.</p>
3	<p>Personal Protective Equipment (PPE)</p> <p>a. Masks (preferably re-washable not disposable) must be made available to staff, guests, passengers, clients or tourists, either for free or for sale.</p> <p>b. Masks (preferably re-washable not disposable) must be worn correctly, at all times in indoor areas, by staff, guests and other service providers/suppliers except for when they are eating or drinking. Masks may be supplemented by face shields in front line positions.</p> <p>c. Gloves must be available and used where relevant for cleaning, luggage handling, laundry handling, food production or other high-risk activities.</p> <p>d. Additional PPE is provided according to specific work condition such as deep cleaning or disinfection.</p>
4	<p>Handwashing or sanitizing provided at entrances and within the building</p> <p>a. Sanitizing stations with alcohol-based (>60% alcohol) sanitizer are provided in guest, passenger, customer and staff areas such as entry, key walkways, food and beverage locations, merchandise shops and exits, vehicles, as appropriate.</p> <p>b. Notices or signs which are easy to see indicating where to wash hands/where to locate sanitizing stations must be put up.</p> <p>c. Hand sanitizing protocols must be followed by staff, guests and visitors.</p> <p>d. Staff must wash or sanitize their hands before and after handling any stock.</p>
5	<p>Health Screening</p> <p>a. 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.</p> <p>b. Body temperature measuring devices (either digital or infra-red) must be provided, with the number of devices appropriate to the capacity of visitors/tourists in the facility.</p> <p>c. There must be a Standard Operating Procedure which is applied consistently to check the body temperature of anybody who comes onto the premises e.g. staff, guests, clients, customers, suppliers, visitors</p> <p>d. There must be a Standard Operating Procedure which is applied consistently for handling and recording staff and guests or others who are detected as having a body temperature of above 38° C or show any respiratory symptoms.</p>
6	<p>Physical Distancing and minimising Physical Contact</p> <p>a. 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.</p>

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	<p>b. The number of people allowed within closed areas (e.g. lifts, rooms, shops, spas, vehicles, etc) must be calculated and controlled to allow for physical distancing to be followed.</p> <p>c. Distancing protocols must be shown in the form of stickers, tape, signs or notices where necessary e.g. seating areas, queuing areas, restrooms, vehicles or lifts.</p> <p>d. Physical touch must be avoided when providing service to guests and visitors: notices appeal not to shake hands.</p> <p>e. Clear screens (plexiglass) are installed at service points e.g. reception, pay points, ticketing points.</p> <p>f. Shops must display a sign specifying the maximum occupancy to customers.</p> <p>g. A Standard Operating Procedure for regulating the number of customers in the shop must be developed and implemented.</p> <p>h. Tour group arrivals must be staggered to allow physical distancing and observing occupancy levels.</p>
7	<p>Cleaning and Disinfecting Procedures and Schedules</p> <p>a. Cleaning and disinfecting products such as soap and water and alcohol-based disinfectant (>60% alcohol), along with relevant cleaning equipment, must be provided.</p> <p>b. 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.</p> <p>c. The frequency of cleaning facilities or vehicles must be increased from the original frequency and reflected in a cleaning schedule which must be available on the property.</p> <p>d. Standard Operating Procedures for cleaning of facilities, furnishings and equipment must be available and applied consistently.</p> <p>e. Specialised Personal Protective Equipment (PPE) must be available for specialised cleaning or disinfecting procedures.</p> <p>f. 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.</p> <p>g. The shop must provide for sanitising of handles of shopping baskets or trolleys between customers.</p>
8	<p>Operating hours are set in accordance with policies established by local government.</p> <p>a. Operating hours must be adjusted according to changing government regulations and are communicated to staff and guests.</p> <p>b. Operating hours may be extended to reduce number of guests served at any given time.</p> <p>c. Notices of changed operational hours should be posted in the most appropriate form e.g. signs, notices, stickers or posters.</p>
9	<p>Communication with staff and guests</p> <p>a. There must be communication (digital, written, verbal, via audio announcements) with guests or clients to observe Covid-19 protocols, preferably before, on arrival, and during their use of the tourism service.</p> <p>b. Signs to minimise physical contact must be displayed.</p> <p>c. Notices such as signs or stickers on the etiquette of spitting, coughing, and sneezing must be posted in the establishment.</p>

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	<p>d. Other notices must be displayed where relevant e.g. for disposing of personal waste (e.g. tissues), elevator capacity, not to touch or handle sale items, etc.</p> <p>e. Customers with children must be informed to supervise the children to prevent them removing their masks, touching products, approaching other people, etc.</p> <p>f. Notices to customers about not touching items if they do not intend to purchase them should be displayed.</p>
10	<p>Emergency Protocols</p> <p>a. Contact numbers for the appropriate authorities, medical centres and emergency services must be available and accessible.</p> <p>b. There must be a clear Standard Operating Procedure on how to manage a suspected Covid-19 case of a guest or staff member.</p>
11	<p>Procedures for different types of stock</p> <p>a. Food and drink products must be securely sealed to prevent contamination.</p>