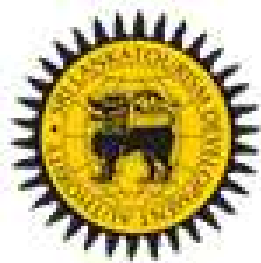




Ministry of Tourism & Aviation

**OPERATIONAL GUIDELINES
ON PREPAREDNESS AND RESPONSE FOR COVID-19 OUTBREAK
FOR TOURISM INDUSTRY**

DRAFT FOR DISCUSSION (4th May 2020)



**Sri Lanka Tourism Development Authority
April 2020**

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CHAPTER 01 – Entry Procedures to the Country

01. Pre-entry requirement

1.1 Tour booking

- i. A prior booking of the tour package to be done online or via SLTDA registered travel agency.
- ii. A prior confirmed booking in a SLTDA registered and COVID certified hotel or hotels is compulsory.

1.2 Visa procedures :

- i. A confirmed pre-booking in SLTDA registered and COVID certified hotel or hotels is a pre-requisite for the Visa.
- ii. Submission of Health Insurance and tour booking details is Compulsory for the visa process.
- iii. Availability of a valid Return air ticket is also a requirement for visa processing.
- iv. On-arrival visas will not be issued until an official announcement is made by the government of Sri Lanka in this regard.
- v. All tourist and business visas to be five year multiple entry with maximum tenor of 6 months for each entry
- vi. Current visa free countries also to follow the tour booking procedures stated above as well as the country entry requirements.

1.3 Country Entry requirement

- i. Negative PCR report or positive anti body test report taken two weeks prior to landing in Sri Lanka to be uploaded with the visa application or produced at the Colombo Airport on arrival.

Chapter 2 – Entry Procedures at the Airport

2. Tourists' Entry at the Airport

2.1 Airport arrival place

- i. Disinfection procedures to be in place for body, luggage and travel documents
- ii. The tourists' first entry place should have processes in place to check temperature and look out for guests with respiratory symptoms such as cough or runny nose or shortness of breath upon arrival.
- iii. **PCR Test or Rapid test** to be done on arrival at the Airport in Sri Lanka.
- iv. The tourists/passengers/airport staff to maintain a minimum distance of one meter at all times.
- v. The tourists/passengers/airport staff to wear face masks and use hand sanitizer frequently at the airport.

2.2 Immigration counter

- i. Collecting the pre check medical report, tourists' personal details and travel/stay
- ii. details.
- iii. Visa details with last country visit or from where he/she is coming.
- iv. Online registration of visitors on Sri Lanka Tourism Travel website

2.3 Pre-entry special counter handled by the SLTDA : Briefing point with Local SIM card collection and activating point/providing information leaflet on COVID 19 preventive measures/ procedures/ emergency contacts/toll cards etc.

2.4 Luggage collection

Disinfection procedures.

- i. To make sure the safe distance of minimum one meter in the collection point and the safe communication
- ii. Keep an alcohol rub/hand sanitizer to use as frequently as possible or alternatively wear gloves to collect and handle the luggage (Gloves should never be re-used and must be disposed into a closed bin (foot operated) when the duty shift is over).
- iii. The trolleys should be disinfected when used by one customer. It is recommended to keep disinfected trolleys and used trolleys separately with notices for users.

2.5 Common facilities used by tourists (washrooms, waiting lobby etc.)

- i. Make sure the safe distance of minimum one meter and safe communication in the common areas.

- ii. In the washrooms disinfect frequently touched areas such as water taps, door / towel / cistern handles, and seats and cover flaps, wash basins, door knobs, buttons and switches using standard quality material.
- iii. Provide adequate supply of toilet paper, paper towels (if provided) or hand dryers and liquid soap at all times.

2.6 Duty free shops

- i. Ensure at least one-meter spacing between customers at all times and limit the number of customers within the store to allow the one-meter spacing.
- ii. Encourage the use of self-checkouts, cashless or contactless payments to speed up the payment process and reduce cash-handling.
- iii. Sanitize your hands when you enter the store, ideally with your own sanitizer or, if available at the store. Avoid contact with surfaces as much as possible.
- iv. If using a basket or trolley to shop, sanitize its handle. It is not recommended that you wear disposable gloves as they can give you a false sense of security and your hands can get contaminated when you take them off.

2.7 Information and Travel counters (For general travel information) / Banks

- i. Ensure the all visitors/staff wear face masks in the correct methods.
- ii. Explain about the basic safety measures during stay and tour.
- iii. Provide the government approved operational guidelines of tourism.
- iv. The bank staff must encourage customers to do on-line payments and card payments minimizing cash handling. Reliable information should be made available about such payment methods at the counters.

2.8 Tourist police

- i. Check the tourists' personal safety equipment (face masks, gloves, sanitizer etc.)
- ii. Check with the tourist about their travel plan and transportation arrangements
- iii. If the tourist is cleared he/she will be sent to the designated transport pick up area, where he/she will be transported to the designated hotel.
- iv. To ensure hugging and handshaking is not done and non-touch greetings are adopted.

Chapter 3 – Transportation

Airport transfers and Travel options of tourist visit within the country

3.1 Airport Transfers

Airport transfers will Only be allowed through registered taxies/arranged shuttle buses/ Pick-ups by pre-booked certified Hotels and domestic flights arranged by the relevant authorities or through pre-approved private vehicles.

- i. Transport will be by pre-approved vehicles cleared for all health & safety standards; Clearance checks will be done by tourist police at the airport.
- ii. The Taxi/vehicle driver and others staff should always keep their PCR tested reports.
- iii. Taxi service motor cars should carry maximum of 2 passengers and group transport to keep a safe distance of at least one meter between seated passengers..
- iv. Keep an alcohol rub/hand sanitizer, wear the safety mask and use gloves is compulsory while traveling.
- v. Communication – Maintain safe distancing during communication

3.2 Travel options for tourist visits within the country

3.2.1 Tourist buses for tour groups

- i. Driver, conductor/helper staff and all the tourists should wear face masks and gloves.
- ii. The Bus driver, conductor/helper staff should always carry their PCR tested reports.
- iii. Vehicles should be cleaned and disinfected (the seats, all handles, Interior door panel, windows, locks, exterior door handles, poles, etc.) before transport of passengers to prevent possible cross contamination.
- iv. Seating management – To ensure a safe distance of at least one meter between seated passengers.
- v. Communication – To ensure the safe distancing at all times during journey and communication
- vi. Provide adequate time to get in to the vehicle and get down from it in order to practice non touch technique inside the vehicle/during the travel.
- vii. One identified door should be used for loading tourists.
- viii. Health promotional messages and recommended behavior should be transmitted through the public address system/printed and pasted notices inside the vehicle at appropriate times.

3.2.2 Hired taxies (from travel agencies/other registered taxies only) or Registered Rented Vehicles

- i. Vehicles should be cleaned and disinfected (the seats, all handles, Interior door panel, windows, locks, exterior door handles, poles, etc.) before transport of passengers to prevent possible cross contamination.
- ii. Driver, other staff and all the tourists should wear face masks and gloves
- iii. Taxi service motor cars (registered) should carry maximum of 2 passengers.
- iv. The Taxi / vehicle driver displays his /her PCR tested reports.

- v. Ensure the safe distance of minimum one meter at all times including travel and communication
- vi. Keep an alcohol rub/hand sanitizer and use it frequently or alternatively wear gloves (Gloves should never be re- used and must be disposed into a closed bin when the duty shift is over).

3.2.3 Public Transport (Trains, Buses, Tuk Tuks)

- i. Use of public transport will not be allowed.
- ii. Only SLTDA approved and certified special buses and/or other pre-approved modes of public transport will be considered on request for tourists with specific instructions and guidelines..

Chapter 4 – Accommodation facility Providers

4.1 Introduction

This initiative/document was designed mainly to help and guide hoteliers in a more effective way as the industry personnel should be clear on actions that has to be taken during the “ Covid 19 -post lockdown “and we strongly recommend that hotels to follow these guidelines be a part of this mitigation and recovery mission for the betterment of the tourism industry.

It must also be clearly understood that any instructions issued by the state authorities from time to time will be binding will override the provisions in this document, and must be strictly complied with.

The management must educate all categories of staff of the critical importance of these procedures designed to make operating the hotel safe for both guests and staff alike. Special attention has been made to make it extremely safe for staff to carry out their assigned tasks. The safety of the staff will not be compromised at any time.

This document may contain systems and procedures used normally in the hotel operations but has been included as they are considered to be important particularly with respect to the health and hygiene matters.

It should also be noted that the procedures recommended may deviate from the established sustainability measures. It is therefore extremely important that this is understood and kept in mind with a view of re-instating the sustainability measures no sooner the temporary crisis period is over.

4.2 General Information on Social distancing measures, hand cleaning, and respiratory hygiene in an accommodation facility.

Social distancing measures, together with frequent hand hygiene and respiratory etiquette, are the main measures to prevent transmission of COVID-19. Although it is probable that guests are already familiar with these measures, they should be reminded as a form of hospitality.

- 4.2.1 Social distancing includes refraining from hugging & shaking hands with guests as well as among staff. It involves maintaining a distance of at least 1m (3 ft) and avoiding anyone who is coughing or sneezing.
- 4.2.2 Hand hygiene means regularly and thoroughly cleaning hands with an alcohol-based hand rub or washing them with soap and water. Also avoid touching eyes, nose, and mouth. Hand disinfection is indicated after exchanging objects (money, credit cards) with guests.

- 4.2.3 Respiratory etiquette means covering mouth and nose with bent elbow or tissue when coughing or sneezing. The used tissue should be disposed of immediately in a bin with a lid

Other Important measures

- 4.2.4 All indoor areas such as entrance lobbies, corridors and staircases, escalators, elevators, security guard booths, office rooms, meeting rooms, cafeteria should be mopped with a disinfectant with 1% sodium hypochlorite or phenolic disinfectants.
- 4.2.5 For metallic surfaces like door handles, security locks, keys etc. 70% alcohol can be used to wipe down surfaces where the use of bleach is not suitable
- 4.2.6 Kindly refer to the WHO guidelines or your local state & central government health authorities for additional information on appropriate disinfectants
- 4.2.7 Based on the projected occupancy levels you may wish to define/pre-plan the operational timings of each of the areas and convey to the guests accordingly.

4.3 Establishing a Management Team (Rapid Response Team)

Appoint a management team headed by “Rapid Response Leader”, ideally an officer from the higher management or a specially appointed officer and “Rapid Response officers” from each and every operational departments.

4.3.1 Management team (Rapid Response Team) to be composed with.

- i. Head- Rapid Response leader (A representative of the Higher Management or a specially appointed officer)
- ii. Rapid Response Officers to be appointed from each and every operational departments (Ideally head of department's)

4.3.2 Duties and responsibilities of the management team

4.3.2.1 Follow, Implement & Update.

The appointed Management team (Rapid response team) should strictly follow the imposed the below declared guidelines by SLTDA, in consultation with National Local health authorities, Ministry of Tourism other relevant local institutions and UNWTO/WHO guidelines. And implement it in accordance with recommendations of previously

mentioned authorities with the intent to prevent incidents, effectively manage cases and mitigate impact among guests, staff and other involved parties in the operation. And the team should update the entire staff when necessary as a result of issuance of new guidance, procedures, regulations or any change issued by the pertinent authorities.

4.3.2.2 Mobilization of resources

The Management team must ensure that sufficient funds and resources made available to enable an effective implementation

4.3.2.3 Supervision

Team should frequently evaluate, identify gaps and adjust in accordance to ensure the practicality. And make sure the consistent continuation and be alert on unusual and notable incidents.

4.3.2.4 Log book of actions

The team must ensure to record all notable, unusual, important incidents & measures taken in detail. Outcome of the collection of this data to be used for program advancements and the record to be archived for future references.

4.3.2.5 Communication

Communication to be circulated among staff through the head of departments (Rapid Response team) to make sure the flow of correct and pre-defined information on any incident may arise in the future, precautionary measures or any other related information are communicated effectively to guests and all the other stakeholders to make sure the consistency of the alignment,

Also promoting of key messages for the staff and guests by using various information tools such as,

- Promoting of hand washing
- Respiratory hygiene
- Basic Hygiene practices
- Contact information of key staff personnel
- Emergency Telephone numbers

4.3.2.6 Training and information

The Rapid Response team should obtain necessary training and instruction occasionally incorporated by Health Ministry, Tourism Development Authority, Standards institution, Local Health and other authorities whenever requested. And brief on the prevailing situation and corrective measures to be taken against COVID-19 among staff, guests

and all the other stakeholders to enhance the preparedness. (Need to implement an awareness program in order to cater this)

4.4 Protocols, procedures suggested for accommodation providers during Post shut down and re-opening.

4.4.1 Hotel Building

The hotel building will consist of all areas and will include the ‘front of the house’ areas which will essentially be guest contact areas and ‘back of the house’ areas which essentially will be more staff areas and to some extent open to contact with outsiders such as contractors, suppliers etc.

4.4.2 Hotel Entrance

4.4.2.1 Check and ensure that the entrance in a good state of repair, if there is any signs of wear and tear, a coat of paint, or a refinishing to be done. This should cover the building, the date per say, if available, the barrier and the security building if available.

4.4.2.2 Check and ensure that the gate operation is functioning correctly.

4.4.2.3 Check and ensure that the lighting is operating correctly.

4.4.2.4 Establish a facility prior proceeding to the Hotel Lobby/ Lobby Lounge to carry out a preliminary screening. Please find below instructions given for further clarifications and refer the sample questionnaire.

INITIAL SCREENING QUESTIONNAIRE

IMPORTANT: THE SCREENER SHOULD IMMEDIATELY STOP THE SCREENING AND DENY ACCESS TO ANY INDIVIDUAL WHO ANSWERS YES TO ANY SCREENING QUESTION.

For infection control purposes, I need to ask you a few questions:	
Have you had any of the following new symptoms in the last seven days: fever or chills, cough (either new, or different than your usual cough), sore throat, shortness of breath, or any other flu-like symptoms?	<input type="checkbox"/> Yes <input type="checkbox"/> No Remarks:.....
In the past week, have you been in close (less than 6 feet), prolonged contact (more than 2-3 minutes) with someone with suspected or confirmed COVID-19 without using infection protection and control precautions?	<input type="checkbox"/> Yes <input type="checkbox"/> No Remarks:.....
All persons must submit to a temperature check. Is Temperature 100.4°F [38°C] or above?	<input type="checkbox"/> Yes <input type="checkbox"/> No Record temperature check here: Remarks:.....

Individuals who answer YES to ANY question on the Initial Screening Questionnaire OR have a temperature of 100.4°F [38°C] OR refuse to participate in the screening process **must** be denied access to the facility.

Date..... Time.....

Name of Individual Seeking Access.....

Country

Group Name/Travel Agency Name/Other Vehicle No:.....

Access Determination Approved..... Denied..... By Officer (Name).....

Name of staff completing form Time:.....

Access Determination Approved..... Denied..... By Officer (Name).....

ACCESS PROTOCOLS FOR All Accommodation Service Providers

These protocols may be amended as needed in response to rapidly changing circumstances related to COVID-19.

Premises entry protocol must be put into place in every tourism related entity to protect employees, visitors, and related stakeholders. All individuals entering to accommodation related facility must be asked, Initial Screening Questions.

The Initial Screening Questionnaire script must be followed. The Questionnaire should NOT be handed to individuals to complete. The questions must be asked and the screener must attempt to maintain a distance of 6 feet while asking the questions. See attached.

Access to Premises

- Entry screening staff (Trained security personnel) MUST be present at all entrances.
- Must be sufficiently equipped with digital thermometers to carryout temperature checks.
- Access will be controlled.
- Prior to entry all individuals (staff, guests, suppliers and all other stakeholders) must be ASKED the Initial Screening Questionnaire by entry screening staff (preferably by trained security personnel)
- Individuals who answer YES to any question on the Initial Screening Questionnaire OR refuse to participate in the screening process must be denied access to the facility.
- Refusal by an employee to answer screening questions may result in the employee being placed on unauthorized leave without pay and may result in the imposition of disciplinary action.
- Individuals who answer YES to any question on the Initial Screening Questionnaire OR have a temperature of 100.4° F [38° C.] or higher OR refuse to participate in the screening process must be denied access to the facility.

4.4.3 Approach to the Hotel

- 4.4.3.1 Check and ensure that the garden and the landscape in the approach area is clean, well-trimmed and in a presentable condition.
- 4.4.3.2 Check and ensure that all lighting in the approach area is functioning correctly.

4.4.4 Hotel Lobby / Lobby Lounge

- 4.4.4.1 Check and ensure that the lighting is correctly functioning.
- 4.4.4.2 Ensure that the doormen and the other staff members are in proper uniformed attire and wear face mask and gloves as directed by the health authorities
- 4.4.4.3 The entry of outsiders to meet guests must be discouraged. If an outsider is to be permitted entry, he/she must be screened at the established facility for screening/ or by the staff members equipped with recommended PPE's, all personal details (name, address and NIC number) to be recorded in a specific/allocated register along with the time of entry and the time of departure together with the name of the guest met by the person. . . The temperature and respiratory symptoms of the person must be checked. Entry must be denied if the person is found to be running a temperature. Any guest(s) must be discouraged from entertaining the person other than in the hotel lobby.
- 4.4.4.4 The use of Food & Beverage facilities by non-resident guests must be discouraged. If the hotel decides to permit non-residents to use the F & B facilities, the hotel must develop a protocol and procedure where the details of such guests are carefully maintained including the place visited and the time.
- 4.4.4.5 Ensure that all handles and surfaces such as table tops, work stations, arms of chairs are regularly disinfected using recommended disinfectants (Soap & water or Alcohol solution (>70% alcohol) regularly. Disinfection needs to be carried out every time the surface is touched by guests and the guests leave. Adequate staff with the required resources must be detailed for this task.
- 4.4.4.6 Provide a sanitized door mat to wipe the shoes when entering the hotel.
- 4.4.4.7 All Luggage of the guests (including hand luggage) must be disinfected using recommended disinfectants (Soap & water or Alcohol solution with >70% alcohol) before it is permitted to be taken in to the hotel premises. A clear sticker, giving the date, must be attached to the luggage certifying that the luggage has been disinfected. It is essential that no luggage is allowed to be taken in to the hotel without being disinfected.

- 4.4.4.8 Ensure that only the Service Elevator is used to transport Guest luggage to the Guest Rooms.
- 4.4.4.9 Ensure that all guests wear a proper face mask as directed by the Health Authorities. Provide face mask if required. Inform guests that they are expected to wear the mask while in the public areas of the hotel. (Exceptions – while consuming food or beverages and while in the pool).
- 4.4.4.10 Ensure that adequate stocks of face masks and hand sanitizing kits are available to be provided to the guest if required.
- 4.4.4.11 Provide hand sanitization facilities to be used by the guests, close to the entrance of the hotel.

4.4.5 Reception / Concierge

- 4.4.5.1 All staff in the Reception and Lobby area must wear a face mask as directed by the health authorities. All staff must maintain the social/personal distancing, as far as practical, at all times
- 4.4.5.2 A sanitized door mat at the entrance to the lobby must be provided for the staff to sanitize their footwear when entering the area.
- 4.4.5.3 Only the traditional Sri Lankan greeting style must be used at all times. Shaking hands and hugging shall not be carried out under any circumstances.
- 4.4.5.4 Obtain information in a form filled with the registration card with information such as, country of origin, flight details, date of arrival in SL, whether they have visited any of the infected countries over the past 21 days and next destination.
- 4.4.5.5 Check and record temperature and respiratory symptoms of all guests at the point of checking in. Persons with fever and/or respiratory symptoms to be subjected to a check-up by a Doctor before being permitted to enter the guest rooms. Designate a suitable, comfortable and well laid out room to accommodate the guests during this procedure.
- 4.4.5.6 Avoid the use of recyclable cold towels when welcoming the guests. Use disposable cold towels if necessary
- 4.4.5.7 serving the welcome drink must wear disposable gloves. Ensure that the welcome drinks (if served chilled) are stored in sealed containers. Encourage the use of hot drinks where possible. Use of indigenous drinks with known immunity enhancement value must be encouraged. Ensure that the use of straws and decorations are minimized when serving the drink. A procedure to safely dispose of
- 4.4.5.8 Arrange checking-in and check-out and any interaction with guests in such a manner that adequate personal distancing is observed between guests and staff.
- 4.4.5.9 Avoid sharing Telephone instruments with the guests. If the guest needs to use a telephone instrument during check-in check-out

process, have a designated instrument to be used only by the guests. Ensure the designated instrument is disinfected with Alcohol based disinfectant after every use.

- 4.4.5.10 Do not share pens and pencils with the guests. Have dedicated pens and pencils to be used by the guest as required. Disinfect with Alcohol solution after every use.
- 4.4.5.11 Staff must use disposable gloves when handling credit cards, cash and any documents such as passports given by the guests. After each such transaction the disposable gloves must be properly discarded and hand sanitization carried out.
- 4.4.5.12 Encourage the use of paperless systems for checking in and billing. Minimize the use of paper where possible.
- 4.4.5.13 Sanitize all key card or key tags, every time it is returned to the reception, before reissuing. All key cards or key tags must be sanitized before issuing to a guest.
- 4.4.5.14 Inform the guest verbally and/or using messages to the phone not to leave the room if the guest feels unwell but to inform the reception. The reception will arrange to obtain medical assistance to assess the condition of the guest and further action is to be taken as per the medical advice.
- 4.4.5.15 Staff must refrain from handling children and infants at all times.
- 4.4.5.16 If guests are to be escorted to the room, avoid the use of crowded elevators as far as practically possible. Use the staff elevator when returning. Avoid touching any surface inside the elevator as far as practically possible. (Exception – Use of control buttons in the hall or in the lift car. Use a disposable glove or finger guard.)
- 4.4.5.17 Ensure that adequate numbers of hand sanitizers are always available at the front desk.

4.4.6 Elevators

- 4.4.6.1 Discourage the use of crowded elevators. Reduce the number of persons permitted to be in the lift car at any given time by prominently displaying such notices and using the lift controls if possible.
- 4.4.6.2 Implement a very regular and frequent procedure to disinfect the elevator control buttons and hand rails. Implement a system to disinfect the entire lift car interior at a predetermined interval (say every 2 hours/whenever needed). The use of alcohol based disinfectant is recommended. If the control panels are susceptible to adverse effects due to the use of disinfectants for regular cleaning, consider the use of a removable clear sheet to cover the control panel. Arrange to clean the clear covering sheet regularly and replace as necessary.

- 4.4.6.3 If the floor covering of the lift car is not an easily cleanable surface such as carpeting, consider the use of a temporary cover (such as clear plastic sheeting) conducive for cleaning and disinfecting.
- 4.4.6.4 Ensure that the lift car ventilating system is functioning effectively to ensure the design air changes are maintained.
- 4.4.6.5 The floor and wall finishes of the Service elevator must be conducive for easy cleaning and disinfectant. If any surface is found to be not conducive for cleaning, eg. Carpeting used as a floor finish, such surfaces are recommended to be replaced or a new suitable surface finish laid over.

4.4.7 Guest Room Corridors

- 4.4.7.1 Ensure that the lift lobby and the corridors are regularly disinfected.
- 4.4.7.2 Ensure that the fresh air supply to the guest corridors are correctly maintained to ensure adequate air changes are available.
- 4.4.7.3 Implement a system of disinfecting the lift lobby and corridor surfaces regularly.
- 4.4.7.4 Ensure that all door handles are disinfected regularly with alcohol water solution

4.4.8 Once the rooms are in use

- 4.4.8.1 All staff setting up the room must wear face masks. And all staff engaged in cleaning the rooms and changing used linen must wear gloves while cleaning and handling used linen.
- 4.4.8.2 The footwear, if worn, by the staff shall be disinfected with alcohol spray before entering the room area

4.4.9 Guest Rooms

Before the guest room is first made available for sale

- 4.4.9.1 Deep clean the entire room.
- 4.4.9.2 Check all fittings for correct operation.
- 4.4.9.3 Deep clean the Toilet including all fittings
- 4.4.9.4 Check the plumbing for correct operation.
- 4.4.9.5 Ensure adequate water seals are available in all floor drains to stop ingress of smells and odors.
- 4.4.9.6 Check the operation of the AC system and clean the filter. Ensure that the design fresh air volume is correctly supplied. Add a strong chlorine solution to the drain pan to ensure good disinfection.
- 4.4.9.7 Disinfect all portable devices such as remote controls, telephone handsets using Alcohol solutions.

- 4.4.9.8 Disinfect all hard surfaces of furniture, TV and accessories in the room with recommended disinfectants.
- 4.4.9.9 Disinfect all surfaces of doors, windows, wardrobes, safe deposit locker, mini-fridge and mirrors with recommended disinfectants.
- 4.4.9.10 Disinfect the tiled surfaces of walls and floors and the ceiling with appropriate disinfectants
- 4.4.9.11 Disinfect all toilet fittings including bath tubs, vanity counter surfaces, mirrors, shower cubicle surfaces and/or shower curtains and surfaces of all racks and shelves.
- 4.4.9.12 Disinfect the handles/levers of taps, flush devices and door knobs/handles
- 4.4.9.13 Ensure that all guest amenities such as cups, saucers, glassware and spoons are disinfected and placed in suitable sealed paper containers. The containers may be used to seal individual items or number of items together as the case may be. The guest Ensure that all guest supplies in the toilet are placed in a sealed paper container.
- 4.4.9.14 Towels should be supplied in a sealed paper container.
- 4.4.9.15 Place the remote controllers in a disposable thin plastic container with an adhesive seal. This will eliminate the need to regularly disinfect the portable controllers which may give rise to technical complications. The temporary container can easily be disinfected while the guest is using the room and discarded and replaced after check out.
- 4.4.9.16 Provide a small hand sanitizer for use by the guest in the room.
- 4.4.9.17 Remove all used linen with extreme care and minimal handling and the used linen must be taken directly to the laundry in separate bags.
- 4.4.9.18 Information dockets and the dustbin too must be disinfected.
- 4.4.9.19 If vacuum cleaners are used to clean floor carpets in a room it must be done before the rest of the cleaning procedures are carried out. Cleaning of all surfaces must be carried out only thereafter. It is preferable to keep the room where floor carpets have been vacuum cleaned, unused for at least two days.
- 4.4.9.20 Where practically possible allow the checked out rooms to lie dormant for two days before cleaning and setting up the room for re-use.
- 4.4.9.21 Place a sticker / Tent Card in a very visible place in the room confirming that the room has been disinfected specifying the date and time.(Signature of the person is optional).

4.4.10 Room Service (In Room Dining)

- 4.4.10.1 Room service staff must wear face mask and gloves when delivering room service items.

- 4.4.10.2 Food delivery must be made at the entrance door of the guest room and the steward should not enter the room. Clearance too must be from outside the room. Guests should be advised to leave the items for clearance outside the door.
- 4.4.10.3 The food including beverages must be fully covered during transport to the room.
- 4.4.10.4 Cutlery, crockery and serviettes must be delivered in sealed disposable paper containers.
- 4.4.10.5 Clearance must be as prompt as possible.
- 4.4.10.6 All used cutlery, crockery and remaining food must be taken back in covered containers.
- 4.4.10.7 If the guest in the room is known to have any medical condition such as fever, all returned items must be handled separately. Food must be scrapped and all items prewashed separately and hand washed separately with soap and water before being processed in the automatic washers.

- 4.4.10.8 Room service trolleys must be disinfected using recommended detergents, covered and stored. A sticker must be placed on the cleaned and sterilized trolleys.

4.4.11 Stewarding / Still Room Area

- 4.4.11.1 Disinfect the work area including floors, walls, work surfaces and racks before commencement of work
- 4.4.11.2 Other staff should not be permitted to enter the Stewarding / Still Room area.
- 4.4.11.3 Staff shall wear face mask, apron and cap and use disposable gloves when handling clean cutlery, crockery and glassware.
- 4.4.11.4 Staff must maintain social/personal distancing as far as practically possible.
- 4.4.11.5 Footwear must be sanitized before entering the stewarding area.
- 4.4.11.6 Hand sanitizing must be carried out before commencing work.
- 4.4.11.7 Use clean dry cloth for wiping small utensils and accessories. Wipe Cutlery, Crockery and Glassware only when necessary.
- 4.4.11.8 At the end of the day's work disinfect the work area including floors, walls, work surfaces and racks before closing up.
- 4.4.11.9 After locking up the area, disinfect the key and handover.

4.4.12 Restaurants

- 4.4.12.1 Disinfect the restaurant area, table tops, chairs, service stations before setting up the restaurant for a meal and at the end of the day.
- 4.4.12.2 All staff in the Restaurant must wear face mask and disposable

gloves when serving guests.

- 4.4.12.3 The staff must maintain the social/personal distance as far as practically possible.
- 4.4.12.4 Use hand sanitization very regularly during the service. Facility for this must be available close to the staff entrance to the Restaurant.
- 4.4.12.5 Make arrangement to display the food and beverage menus using information technology at the guest room TV and if possible by way of 'Whatsapp, Viber, Messenger' or similar program to the personal smart phones of guests. The bills too may be sent to the smart phone.
- 4.4.12.6 If table cloth is used, it should be laid with minimum handling using disposable gloves. If table mats are used, washables ones are recommended and should be disinfected after each use.
- 4.4.12.7 Seating in the Restaurant must be arranged considering the social/personal distancing guidelines. Guests from a common group or a family group may be seated in large tables with the required number of seating. Guests from individual rooms should be accommodated in tables for two. The spacing between seating for different groups and between individual tables must strictly comply with the given social/personal distancing guidelines.
- 4.4.12.8 Maintain the details of the seating arrangements identifying the guests for every meal. This record must be retained for a minimum period of 21 days.
- 4.4.12.9 Crockery should not be laid out on the table. Crockery must be delivered after the guests are seated. It is desirable if the plates can be warm at the time of delivery. Glassware may be placed upside down on the table. Cutlery may be placed on the table wrapped in the serviette. (Sterilize, dry and seal pack to avoid contact, if possible)
- 4.4.12.10 The use of paper serviettes for all three meals is recommended.
- 4.4.12.11 Removal of salt and pepper shakers and provide either in packets or on demand.
- 4.4.12.12 A dedicated Hostess/Doorman shall be deployed to open the door and receive the guests. The door handle must be regularly sanitized. (where applicable)
- 4.4.12.13 The traditional greeting "Ayubowan" must be used to welcome the guests. And the guests must be directed to their respective table.
- 4.4.12.14 Maintain the social/personal distance when serving guests as far as practically possible.
- 4.4.12.15 Menu cards and bill folders must be sanitized before use and sanitized again after use by the guests.
- 4.4.12.16 In the event of a buffet service, designated staff, standing behind the buffet counter, shall be assigned to serve.
- 4.4.12.17 Bills must be presented to the guests in a sanitized bill folder. Cash transactions must be discouraged. The pen used by the guest to sign the bill must be sanitized immediately thereafter.
- 4.4.12.18 Sending off of guests shall be done with courtesy and warmth and the door must be opened for the guest by the

Hostess or the Doorman.(where applicable).

- 4.4.12.19 All surfaces of tables, chairs, floors must be disinfected and the restaurant closed and locked to prevent any unauthorized entry and the keys handed over.

4.4.12 Kitchens

Before opening

- 4.4.13.1 Thoroughly clean and disinfect all areas of the kitchen including work surfaces, equipment, floors and walls.
- 4.4.13.2 Clean the exhaust canopies, including the grease filters, and sanitize.
- 4.4.13.3 Clean and service the exhaust fan (s) and ensure the exhaust system is functioning correctly.
- 4.4.13.4 Service the fresh air supply fans and ensure that the supply air is maintained at the designed levels. This is extremely important to dilute contaminants.
- 4.4.13.5 Check and clean the diffusers of all lamp fittings. Replace any damaged or missing ones.
- 4.4.13.6 Check and ensure all equipment are in good and proper working order. Special attention must be given to cold storage equipment and food warmers where the correct temperatures must be maintained. The interiors of the food storage equipment including doors and door gaskets must be sanitized.
- 4.4.13.7 Check and ensure that the dish washer and the glass washers are functioning correctly and the Rinse temperatures are correctly maintained.
- 4.4.13.8 Check and ensure that the gas leak detector and the automatic shut off valve, where fitted, is in proper operation

After Operation

- 4.4.13.9 Ensure that all work surfaces are sanitized before commencement of work.
- 4.4.13.10 Ensure that all uncooked and cooked food is kept covered at all times.
- 4.4.13.11 Ensure that all prepared food is stored at correct temperatures and kept covered at all times.
- 4.4.13.12 Clean and sanitize work surfaces regularly and after each operation.
- 4.4.13.13 Ensure that washed cutlery, crockery and glassware are stored in covered shelves.
- 4.4.13.14 Issue the washed cutlery and crockery in covered containers to individual end users.
- 4.4.13.15 Ensure that there is no cross contamination of washed cutlery, crockery and glassware during storage and transportation to the final user point.

- 4.4.13.16 All staff working in the kitchen must be in clean uniformed attire including footwear.
- 4.4.13.17 All staff must wear a face mask and gloves when handling food.
- 4.4.13.18 Only kitchen staff must be permitted in the kitchen area.
- 4.4.13.19 The Chef on duty must conduct a briefing at the beginning of each shift and ensure that the staff is in uniformed attire and are fully conversant with the required hygiene standards.
- 4.4.13.20 Kitchen stewarding staff should use proper uniform and appropriate accessories such as waterproof aprons and footwear when performing different tasks such as pot washing.
- 4.4.13.21 All staff must confine themselves to the designated working areas and avoid moving around and mixing with others.
- 4.4.13.22 Kitchen floor must be regularly mopped and sanitized right through the operation.
- 4.4.13.23 Hand sanitizers must be made available in each section of the kitchen.
- 4.4.13.24 Dishwashers and glass washers must be cleaned and completely drained at the end of the day's operation.
- 4.4.13.25 All pots and pans and other utensils must be cleaned and sanitized at the end of the day's operation or whenever needed.
- 4.4.13.26 Chopping boards and knives must be sanitized by immersing in the dedicated sanitizing baths at the end of the day's operation.
- 4.4.13.27 All equipment and working surfaces must be cleaned and sanitized at the end of the day's operations or whenever needed.
- 4.4.13.28 The kitchen floors, walls and other surfaces must be cleaned and sanitized at the end of the day's operation or whenever needed.
- 4.4.13.29 All mops and brushes used for cleaning must be washed, sanitized and left to dry at regular intervals.

Kitchen waste disposal

- 4.4.13.30 Ensure that adequate colour coded, foot operated bins in good operating condition are available to correctly dispose the different waste material.
- 4.4.13.31 Empty the bins when approximately half full and at the end of each meal and taken straightaway to the designated storage areas.
- 4.4.13.32 All emptied bins must be thoroughly washed, cleaned and sanitized. The clean bins must be left to dry and be ready for use.

- 4.4.13.33 Staff handling waste must wear suitable protective gloves and boots and use proper utensils to minimize physical handling.
- 4.4.13.34 Staff handling waste must remove the protective gear used, clean and sanitize them for re-use and place in the allocated areas at the end of each operation.
- 4.4.13.35 Waste handling staff must ensure that they wear clean footwear and have sanitized themselves when returning to the kitchen.

4.4.14 Menu Planning (To minimize the food handling)

- 4.4.14.1 All items on the planned menus must be simple and easy to prepare.
- 4.4.14.2 The use of 'Set Menus' is strongly recommended.
- 4.4.14.3 In order to minimize the holding of balance food, the use of 'A'la minute' production of food is recommended.
- 4.4.14.4 Discourage the use of 'In Room Dining' facilities.
- 4.4.14.5 The use of food requiring minimal handling is recommended for production of appetizers and desserts.
- 4.4.14.6 Prepared appetizers and desserts must be well covered and stored at the correct temperatures (minimum +5°C)
- 4.4.14.7 Hot food production is recommended to be done to order. Practice 'Pan to plate' concept to minimize food holding.
- 4.4.14.8 Ensure that all food pass through counters are provided with sneeze guards and food heaters..
- 4.4.14.9 When bulk production of food is carried out, ensure that the prepared food is well covered and stored in hot food holding equipment at minimum +65oC. The 'batch production' of food as per the demand is encouraged to minimize the food holding.

4.4.15 Buffet set up / Service

- 4.4.15.1 The provision of sneeze guards for all food displays (buffet counters) is recommended.
- 4.4.15.2 Food in the buffet must be stored at the correct temperatures. (hot at minimum +65°C and cold at not more than +7°C)
- 4.4.15.3 Recommend regular replenishing of food to

avoid holding larger volumes in the buffet.

4.4.15.4 The use of action stations must be minimized.

4.4.16 Hot and Cold food production and storage

4.4.16.1 All cold storage equipment (Freezers and Chillers) must be kept clean at all times and the correct temperatures (minimum -18°C for freezers and +5°C for chillers) must be maintained where the temperatures are monitored and recorded at regular intervals.

4.4.16.2 All items must be stored in sanitized covered containers with the production and expiry date clearly marked. The containers must be cleaned, sanitized and dried after each use.

4.4.16.3 Ensure that HACCP guidelines are strictly adhered to in the preparation and storage of food items.

4.4.16.4 The preparation of deserts in portion size and the use of cut fruits to minimize handling is recommended.

4.4.16.5 The use of simple appetizers and avoiding complicated preparation is recommended.

4.4.16.6 Where action counters are used, ensure that the staff in attendance are in fresh & clean uniforms, wear face mask and disposable gloves. Disposable gloves must be replaced at regular intervals to make wearing of the gloves more meaningful.

4.4.16.7 Proper serving utensils must be used when serving guests even while wearing disposable gloves. Handling ready to consume foods must be eliminated

4.4.16.8 Serving spoons touched by guests must be very frequently replaced to minimize the risk of cross contamination. The guests may be issued a disposable glove to be used to handle the utensils, at the start of the food display, as an alternative.

4.4.17 Staff Cafeteria

4.4.17.1 Arrangements must be made to maintain the social/personal distancing at all times. Staggered times may be considered for the staff in order to manage with the allowed number of seats.

4.4.17.2 All dining tables surfaces must be sanitized at the start of the day and after every meal.

4.4.17.3 A sneeze guard is recommended to be installed for the buffet.

4.4.17.4 Entire cafeteria floor, walls. Glass panels and doors to be sanitized at the end of the day's activities.

4.4.17.5 All cutlery, crockery and glassware must be washed in an automatic dish washer / glass washer.

4.4.17.6 Hand sanitizers must be installed on either side of the main door, to be used by the staff.

4.4.18 Swimming Pool

Considering the sensitive nature of the operations carried out in these facilities, operating of these facilities at present is not recommended as per the health authorities. But following are the general practices which are to be practiced, in order to maintain the pool hygienically.

Before opening the hotel

4.4.18.1 Brush and clean all surfaces inside the pool

Super chlorinate the pool (minimum 3.0 ppm of Cl₂) and leave for a Day. Vacuum and filter the pool. Allow the Cl₂ to drop below 2.0 ppm. Check the pH and adjust if necessary.

4.4.18.2 Ensure that the residual chlorine level is always maintained above 1.0. ppm. The use of an automatic Cl₂ dosing pump is very strongly recommended. Check and ensure that the pH is maintained between 7.4 – 7.6.

4.4.18.3 Disinfect the hand rails of the steps of the pool steps and the knobs of the external pool showers.

4.4.18.4 Clean and disinfect the entire pool deck area.

4.4.18.5 Thoroughly clean the pool changing rooms and the wash rooms. Ensure that all surfaces including the floor, walls, vanity counters, lockers and benches are disinfected using a recommended disinfectant. Ensure that the knobs & handles of all fittings and all door handles are disinfected.

4.4.18.6 Thoroughly clean the pool deck furniture and disinfect all surfaces. Clean and disinfect all pool deck furniture and the pool mattresses.

After opening the Hotel

Following are the general guidelines which must be practiced in the event of declaration made by health authorities as ‘Safe to use’

4.4.18.7 Check the water quality, particularly Cl₂ every 4 hours while the pool is in operation. Cl₂ must be maintained at 1.0 – 1.5 ppm at all times. The test results must be recorded clearly. It is strongly

recommended that the readings are regularly checked and signed by a responsible officer.

- 4.4.18.8** Implement a program to disinfect the surfaces of pool deck furniture on a regular basis, preferably after every use where practical.
- 4.4.18.9** Establish a procedure to record the pool users with the time (In and Out if possible) and retain such records for at least 21 days.
- 4.4.18.10** Ensure that clean disinfected pool towels are stored in a closed container and issued to guests with minimum handling.
- 4.4.18.11** Ensure that pool users take a proper shower before entering the swimming pool.
- 4.4.18.12** Ensure that the guests only wear approved swim wear when entering the swimming pool. Guests not wearing proper swim wear should not be permitted to enter the pool.
- 4.4.18.13** Ensure that the pool filters are in operation to ensure a 'turnover time' of not more than 6 hours.
- 4.4.18.14** Ensure that the pool filters are backwashed as necessary to ensure proper filtration.
- 4.4.18.15** The pool attendant must wear a mask and disposable gloves when serving guests.
- 4.4.18.16** Ensure that the appropriate procedures laid out for food service in the restaurant is implemented in the food and beverage service at the pool.

4.4.19 SPA, Gym and Ayurveda Treatment

- 4.4.19.1** Considering the sensitive nature of the operations carried out in these facilities, operating of these facilities at present is not recommended. No procedures are therefore listed. The operations should be recommenced only after the authorities have declared the country is free of Corona Virus or permitted for such activities to be carried out.

4.4.20 Bars

- 4.4.20.1** Ensure that an automatic glass washer is available in the bar to wash all glasses
- 4.4.20.2** If a glass washer is not available glasses must be washed in a centrally located glass washer. No glasses should be washed in the bar.

- 4.4.20.3** Glasses washed away from the bar must be brought and stored in an enclosed space inside the bar.
- 4.4.20.4** Ensure that the Ice cube machine is connected to a sterilized water supply. Before commencing operations, thoroughly clean the ice cube container and disinfect.
- 4.4.20.5** If an Ice cube machine is not available, ice made from a sterilized water supply only must be used and stored in a covered container. The container must be cleaned and disinfected daily.
- 4.4.20.6** Ensure that the beverage chilling equipment are in good operation to ensure that the correct temperatures are maintained. Before starting operations all units must be thoroughly cleaned, both inside and outside, and disinfected.
- 4.4.20.7** Clean and disinfect all work surfaces, table tops and solid surfaces of chairs before the bar is opened.
- 4.4.20.8** The bar staff must wear a mask and sanitize the footwear before entering the bar. The staff must also practice good hand washing procedures regularly.
- 4.4.20.9** Disinfect the table tops and arms of the chairs often, preferably after use by a guest.
- 4.4.20.10** The bar staff must practice social/personal distancing as far as practically possible.
- 4.4.20.11** Any food brought from outside the bar must be brought covered and kept covered until served to the guests.
- 4.4.20.12** Seating must be arranged to maintain social/personal distancing between guests. (Note: guests from one tour group and guests belonging to one family group may sit together in separate clusters without observing the distancing criteria). The distances between clusters however must be maintained.
- 4.4.20.13** Maintain the details of the seating arrangements identifying the guests. This record must be retained for a minimum period of 21 days.
- 4.4.20.14** If the bar is air-conditioned, then ensure that the design fresh air supply is maintained. If no fresh air is introduced, steps must be taken to introduce sufficient fresh air. Fresh air is extremely important to dilute the pollutants.
- 4.4.20.15** All staff must wear face mask and gloves while working in the bar.

- 4.4.20.16 If food is served in the bar, the required cutlery must be provided to the guests in a sealed disposable paper container.
- 4.4.20.17 Glassware and crockery brought in after washing & disinfecting must be stored in the bar in an enclosed container. (Note – Not on open shelves or counter tops).
- 4.4.20.18 Beverage lists and bill folders must be sanitized before use and sanitized again after use by the guests.
- 4.4.20.19 Seating provided at the bar counter must be removed to ensure maintaining of the social/personal distancing more easily achieved. Drinks should not be served to the guests across the counter but served only at the seats to ensure guests do not congregate at the bar counter.
- 4.4.20.20 Bills must be presented to the guests in a sanitized bill folder. Cash transactions must be discouraged. The pen used by the guest to sign the bill must be sanitized immediately thereafter.
- 4.4.20.21 Sending off of guests shall be done with courtesy and warmth.
- 4.4.20.22 At the end of the operation of the bar, all work surfaces, table tops and arms of chairs, door handles and bar counter must be cleaned and sanitized.
- 4.4.20.23 Bar to be closed and locked and the key handed over after sanitizing.

4.4.21 Laundry

Before the hotel is reopened

- 4.4.21.1 Clean all laundry equipment with specific attention to the interior surfaces of the washers and the dryers.
- 4.4.21.2 Remove all washed and unwashed linen from the laundry and wash and clean all surfaces of the laundry.
- 4.4.21.3 Clean all laundry baskets and trolleys and disinfect.
- 4.4.21.4 Clean all tables and shelving, if available, and disinfect.
- 4.4.21.5 Provide suitable cloth bags or covered trolleys to bring soiled linen from different areas
- 4.4.21.6 Provide suitable covered trolleys to deliver clean linen to the linen room (Note this is needed only if the linen room is physically separated

from the laundry).

After the hotel is put in to operation

- 4.4.21.7 All staff handling soiled linen must wear face masks and gloves. All staff handling clean linen must wear face masks and regularly practice hand sanitization. Wearing disposable gloves is recommended.
- 4.4.21.8 Ensure that soiled linen from the guest rooms are brought in to the laundry in covered cloth bags or covered trolleys.
- 4.4.21.9 Ensure linen from guest rooms and other guest contact areas is sorted with minimum handling.
- 4.4.21.10 Ensure that hand sanitization is carried out immediately after soiled linen is handled.
- 4.4.21.11 Ensure that clean linen is not handled without either wearing disposable gloves or sanitizing the hands.
- 4.4.21.12 Ensure that clean linen is grouped, item wise, before it is sent to the linen room to minimize the handling.
- 4.4.21.13 Ensure that the flow pattern in the laundry is carefully planned and maintained to minimize the risk of cross contamination of clean processed linen
- 4.4.21.14 If laundry is outsourced a protocol must be established to ensure that clean processed laundry is not cross contaminated during transport and storage after receipt.

4.4.22 Linen storage / Linen Room

- 4.4.22.1 Clean linen, particularly linen used in guest rooms, and guest contact areas must be stored covered.
- 4.4.22.2 Guest room linen must be consolidated and issued in a covered pack. The cover can be disposable or re-cyclable after disinfecting.
- 4.4.22.3 Towels required for each guest room must be separately packed in a covered pack. The cover can be disposable or re-cyclable after disinfecting.
- 4.4.22.4 Cloth napkins, if used, must be issued to each restaurant in a covered pack. The cover can be disposable or re-cyclable after disinfecting.

4.4.23 Goods Receiving Area

- 4.4.23.1 Ensure that the floor surface of the goods receiving area is impervious and easily washable. Any cracks or damaged areas must be attended to and sealed.
- 4.4.23.2 It is preferable to have the walls of the receiving area covered with tiles up to 1500 mm to facilitate cleaning.
- 4.4.23.3 Ensure that the receiving area is washed, cleaned and disinfected after every single delivery
- 4.4.23.4 A stainless steel sink with hot and cold water via a mixer tap and a stainless steel table, to place the products after washing and cleaning, must be available.
- 4.4.23.5 Provide a facility for disinfecting fruits and vegetables received before they are taken in to the stores (Cl₂ solution of 1.5 ppm may be used).
- 4.4.23.6 Ensure that dry goods are brought in covered as far as practically possible.
- 4.4.23.7 Ensure that fish and meat products are brought covered as far as practically possible.
- 4.4.23.8 Arrange for fish and meat products to be disinfected before been taken in to the stores.(Cl₂ solution of 1.5 ppm may be used)
- 4.4.23.9 Ensure that the staff practice hand washing and sanitizing after handling every different type of item received.
- 4.4.23.10 Ensure that cleanable containers are used to transport goods from the receiving area to the stores. The containers must be cleaned and disinfected after each use.

4.4.24 Staff

- 4.4.24.1 Appoint a responsible person (preferably in the executive grade) to implement and record the program for each shift member.
- 4.4.24.2 All staff must wear a face mask when reporting for duty as per the government directives.
- 4.4.24.3 All staff (executive and non-executive) must enter the hotel through one common entrance.
- 4.4.24.4 Check and record temperature and respiratory

symptoms of all staff at the point of clocking in for Duty. Persons with fever and/or respiratory symptoms to be kept in isolation and immediately referred for medical attention. A special room to be designated for accommodating such staff members.

- 4.4.24.5** Resident staff must get the temperature and other symptoms checked on a daily basis.
- 4.4.24.6** Day staff reporting for duty should not carry any additional clothing with them. Resident staff must carry minimum amount of clothing with them when coming in to the hotel. Any baggage brought in by staff must be disinfected at the gate before being permitted to be taken in.
- 4.4.24.7** Confirm that the staff member is not coming from an area subjected to a medical lock down or self-isolation
- 4.4.24.8** Staff members, after entering the hotel, must go directly to the staff accommodation or the staff locker room as the case may be.
- 4.4.24.9** Establish a procedure to safely deposit the clothes worn by the staff coming from outside to avoid contaminating the fresh uniforms to be worn by the staff. Ensure that the hands are washed after handling the clothes worn when coming in to duty before touching the fresh uniforms.
- 4.4.24.10** Fresh uniforms (or clothing, if not reporting for duty immediately) must be worn after taking a shower
- 4.4.24.11** Laundry facilities to wash clothing, worn by resident staff when coming in, must be provided.
- 4.4.24.12** Bed linen and pillow cases provided for the resident staff must be laundered as necessary.
- 4.4.24.13** All footwear belonging to the resident staff must be kept outside the accommodation area in a washable rack provided.
- 4.4.24.14** Ensure that the staff wash rooms, both resident and non-resident, must be cleaned and sanitized a minimum of 3 times a day.
- 4.4.24.15** Ensure that the staff lockers (both resident and non-resident) are regularly sanitized / disinfected.
- 4.4.24.16** All uniforms dusters and wiping cloth must be replaced daily with fresh ones.
- 4.4.24.17** Wash staff uniforms department wise as far as practically possible. 2.19.18 All dusters and wiping cloth

used must be replaced at least 3 times in each shift.

4.4.24.18 Ensure adequate hand washing facilities or sanitization facilities are available at strategic locations for staff to use while performing their duties.

4.4.24.19 Ensure that sharing of mobile phones, pens, pencils, any food or beverage items, cigarettes, personal grooming items etc among staff is avoided totally, if not, minimized.

4.4.24.20 Ensure that social/personal distancing is maintained among staff in the meal room. Staggered meal times may be considered if found to be necessary.

4.4.24.21 Ensure that social/personal distancing is maintained in the staff accommodation and in staff changing rooms.

4.4.24.22 Ensure that games such as carom, chess etc which does not permit the social distancing is not permitted in the staff recreation room. Social/personal distancing must be always maintained in the staff recreation and rest rooms.

4.4.25 Drivers, Suppliers, Contractors and Casual workers

4.4.25.1 Security personnel to be authorized and empowered to implement this program.

4.4.25.2 Check and record temperature and respiratory symptoms of all Drivers, Suppliers, Contractors and Casual workers at the point of entry to the hotel. Persons found to be running a temperature should not be permitted to enter the hotel premises.

4.4.25.3 Maintain a record of personal details (name, address and NIC number and vehicle number) and the time of arrival and departure for all at the security entrance. In the case of Drivers of guests, details of the guest or the name of the group must be recorded.

4.4.25.4 Any person found to be having suspected symptoms of a possible infection should not be permitted to enter the hotel premises. Goods brought in, if not fully sealed should not be accepted unless total decontamination is practically possible.

4.4.25.5 Confirm that any person has not travelled overseas and returned within the last 14 days and record. If so such persons should be refused entry.

4.4.25.6 Confirm that any person is not coming from an area subjected to a medical lock down or self-isolation. If so

such persons should be refused entry.

4.4.25.7 Where accommodation or rest rooms are provided for the drivers ensure that social/personal distancing is maintained in the drivers' accommodation and in the drivers' rest room. Social/personal distancing must be maintained in the drivers' meal room.

(Refer Clause No. 2.1.4)

4.4.26 Services

4.4.26.1 It is extremely important that all services are checked to ensure that all are in good operating condition. Any malfunction could compromise the measures taken to ensure the comfort, health and safety of the guests.

4.4.27 Electricity

4.4.27.1 Switch on the power supplies one section at a time. Check for any abnormal conditions and/or tripping.

4.4.27.2 Check and ensure that all safety devices provided in the distribution system are functioning correctly.

4.4.27.3 If there are any power disconnection observed during the close down period, investigate the cause for the power disruption. Carry out an insulation test of the distribution system, of the affected area initially, obtaining the services of a Chartered Electrical Engineer. If found to be necessary, carry out an insulation test of the entire installation. Attend to any repairs found to be necessary.

4.4.27.4 Check and ensure that there are no damages caused to any part of the electrical installation, and attend to the necessary repairs, if any.

4.4.27.5 Check and replace all fused bulbs, particularly in the guest contact areas.

4.4.27.6 Check and ensure that the key tag operated switches provided in guest rooms are functioning correctly. Any switch found to be either manipulated or damaged must be repaired or replaced. If the manipulation can be traced to any staff action, the relevant department must be advised to take preventive action.

4.4.27.7 Check and ensure that all electrical fittings in the guest rooms are operating correctly. Any fused bulbs must be replaced. Check that the trip switch controlling the guest room power supply is functioning correctly.

4.4.27.8 Maintain a record of all safety checks carried out.

4.4.28 Cold Water supply

4.4.28.1 Cold water supply if left stagnant for an extended period of time, particularly without checking and maintaining the residual Cl₂ level, may get contaminated due to the growth of bacteria. It will therefore be necessary to flush out the distribution network to ensure the stagnant water in the system is removed and replenished with fresh clean water having a residual Cl₂ level of appx. 1.5 ppm. As water is an expensive commodity as much water from the distribution system and the storage tanks must be used to do major cleaning of areas to ensure minimal wastage of water.

4.4.28.2 Check all water storage tanks to ensure that they have been well covered and protected and there is no risk of any contamination from outside including the ingress of rodents. If there is any evidence of contamination or ingress of rodents, the storage tanks must be emptied, the interior washed and cleaned and disinfected with Cl₂ solution. The storage tank shall be refilled only thereafter and chlorinated to maintain an initial Cl₂ level of 1.5 ppm. Steps must be taken to ensure that the tanks are fully sealed. It is extremely important that the level of Cl₂ in the tank/s is maintained at 1.5 ppm completely through the flushing process described below.

4.4.28.3 Drain out stagnant water from all main distribution lines before refilling from the cleaned and disinfected water supply. Refill with clean disinfected water from the cleaned water storage tanks. (Exception – If water has been used in the hotel during the closure, sections/areas where water has been used need not be drained out.)

4.4.28.4 If draining of the water piping is considered to cause problems due to possible air locks, then steps must be taken to flush the stagnant water from the possible furthest point. (Note: Check the Cl₂ content of the water before flushing. Check the Cl₂ after flushing for a reasonable period and recheck the Cl₂ level. If the Cl₂ level is close to 1.5 ppm, flushing can be stopped.)

4.4.28.5 Flush the water supply in each guest room using every single outlet for a reasonable period. After flushing a cluster of rooms based on the distribution network, check the Cl₂ levels to ensure that it is close to

1.5 ppm. This will be a good indicator to establish that adequate flushing has been carried out.

4.4.29 Hot Water Supply

There are two possible different scenarios. The hotel may have a central hot water supply system or localized systems to provide the required hot water. The action required will be different.

Central Hot Water supply

4.4.29.1 If the hot water system has been in operation and producing hot water during the shutdown (eg. Solar hot water system), and if the main hot water circulating pump has been in operation, then arrange to drain out all branch lines and dead legs. This should be carried out with the hot water producing system in operation. If the circulation has not been in operation, then arrange to flush the main lines until the supply of hot water is resumed at the drain point.

4.4.29.2 Arrange to flush the hot water supply in each guest room and every single hot water outlet until the hot water starts to come from the outlets.

4.4.29.3 Ensure that the hot water circulating pumps are in operation all the time.

4.4.29.4 Ensure that the hot water temperature at the source is between 60°C and 65°C to ensure that the hot water supply temperature at the furthest point is not less than 55°C.

Localized hot water production

4.4.29.5 If the hot water producing units have been switched off, then drain the entire system using all supply points connected to it.

4.4.29.6 Fill up the system with fresh cold water and flush the system for a short time.

4.4.29.7 Switch on the hot water producing system and ensure that the hot water temperature is between 55°C and 60°C.

4.4.30 Effluent Treatment Plant.

4.4.30.1 The restart procedure will depend mostly on the procedure adopted for shutting down.

4.4.30.2 The anaerobic treatment system can be restarted with small loading initially and increasing the load gradually.

4.4.30.3 In the case of the Aerobic treatment system start the aerators a day to before the plant is loaded with effluent again.

4.4.30.4 Consult the company that installed and maintained the ETP for specific advise on the restarting procedure.

4.4.31 Air-conditioning system

The air-conditioning system can be central or stand-alone. The central AC system can be either water cooled or air cooled. The procedures to be adopted are therefore different and specific to each system.

Stand-alone systems

These will consist of single split ACs, multi split ACs and VRV systems.

4.4.31.1 Single split units can be restarted without any complicated procedures. Clean the filter of the indoor unit and check and ensure that the drain line is clear and not blocked. Check and ensure that the condenser coil is not blocked with extraneous matter. Wash and clean the coil if found to be necessary.

4.4.31.2 Multi split units can be restarted without any complicated procedures. Clean the filter of the indoor unit and check and ensure that the drain line is clear and not blocked. Check and ensure that the condenser coil is not blocked with extraneous matter. Wash and clean the coil if found to be necessary.

4.4.31.3 Clean the filter of the indoor units and check and ensure that the drain line is clear and not blocked. Check and ensure that the condenser coil is not blocked with extraneous matter. Wash and clean the coil if found to be necessary.

4.4.31.4 In the case of VRV systems, obtain the services of the company who installed and/or maintain the system before switching on the system.

Central air-conditioning systems

These will essentially consist of central chillers and chilled water distribution systems together with the air-side equipment. The chiller can be either air cooled or water cooled. It is presumed that the system has been stopped by simply switching off the air side equipment, cooling towers, circulating pumps and the chiller. It is also presumed that no draining of the chilled water system and the condenser water system has taken place.

4.4.31.5 Check the operation of all pumps and

ensure that all pumps are operating normally.

4.4.31.6 Check the control system of the chiller with the breaker of the compressor/s switched off and ensure correct functioning.

4.4.31.7 In the case of air cooled chillers check the condenser coils for fouling with extraneous material. Wash and clean the coils if found to be necessary. Check and ensure that all condenser cooling fans are operating normally.

4.4.31.8 In the case of the water cooled chillers clean the cooling tower sump and add a biocide. Maintain the biocide levels as recommended and change the biocides as recommended. Check and ensure that the automatic bleed off system of the cooling tower, if available, is functioning correctly. If an automatic bleed off is not available check and ensure that the manual bleed off is set at the correct level.

4.4.31.9 Ensure that the correct chilled water temperatures are maintained to ensure proper dehumidification. (Chilled water temperature not more than 9°C). This is extremely important to ensure that proper dehumidification takes place in the air- side equipment.

4.4.32 Air side equipment

The air side equipment is extremely important and must be maintained and operated as per the design conditions. The equipment must be maintained without undue build-up of dust on the fans, and no build-up of slime and algae on the chilled water coils. The drain pan shall not hold excessive water and the drain line must be clear to ensure proper draining of the condensate.

4.4.32.1 In the case of the room Fan Coil Units ensure that the filters are clean and correctly installed. The coils must be cleaned to ensure no build-up of slime and algae. Ensure that the drain lines are clear and the condensate is draining off well. Add a Cl2 solution to the drain pan to minimize the risk of growth of microorganisms. Ensure that the design fresh air volume is introduced and passes through the chilled water coil at all times.

4.4.32.2 In the case of Air Handling Units, ensure that the fan wheels are cleaned and deposits of dust is removed. Wash and clean the chilled water coil with soap solution. Wash all accessible internal surfaces of the AHU with soap solution. Wash and clean the filter with soap solution. Ensure that the drain pan is clean and the drain line is clear for effective draining of condensate.

Add a Cl2 solution to the drain pan to minimize the risk of growth of microorganisms. Ensure that the design volume of fresh air is introduced to the return air mixing area. This is extremely important. If no fresh air intake is provided arrange to introduce the required volume of fresh air. Provision of the required volume of fresh air is extremely important to maintain the indoor air quality and dilute the pollutants.

4.4.32.3 Maintain the conditioned space temperatures at 24oC – 25oC. Do not allow the temperature to drop below. Ensure that the thermostats are operating correctly. If not repair or replace.

4.4.33 Precautionary measures and Handling COVID 19 incidents and other information

4.4.33.1 Ensure that an extensive and in depth pest control program is carried out before the hotel premises is cleared for operations.

4.4.33.2 The conditions imposed by the Government Authorities from time to time must be strictly adhered to.

4.4.33.3 The officer (Rapid response leader) to be directly reported to the General Manager, must be an appointee who's capable and responsible to monitor, record and report any shortcomings in the implementation to ensure that the procedures listed out are correctly implemented.

4.4.33.4 It is recommended that the hotel acquires sufficient number of non-contact portable body temperature measuring devices. The relevant staff must be trained in the proper use of such equipment.

4.4.33.5 Adequate stocks of face masks, disposable gloves, disinfecting alcohol (>70%) solution and any other necessary materials must be maintained.

4.4.33.6 If a guest or staff member is suspected to be infected with the corona virus, the person must be isolated in the designated area and medical assistance (From the hotel doctor and the medical team or the public health officials) must be obtained as a matter of urgency.

4.4.33.7 or the staff member must be helped to stay relaxed and treated with great understanding and kindness and unnecessary interaction with the person must be avoided.

4.4.33.8 If a guest is identified to be Covid – 19 positive, arrangements must be made to send the guest to a treatment centre, using the Emergency Ambulance Service or the Medical Hot Line, in consultation with and as advised by the public health officials. If a relation or companion accompanying the guest is present, he or she must be immediately apprised of the situation. Any action recommended by the

public health officers with respect to the relation or companion must be implemented exercising great care, understanding and kindness and the person/s must be always made to feel safe, and that the steps are being taken in their best interest and as per the directions of the state health authorities.

- 4.4.33.9** All necessary assistance must be extended to all parties concerned to contact their relative, travel agents and the offices of the respective embassies / High Commissions.
- 4.4.33.10** If a staff member is identified to be Covid – 19 positive the staff member must be sent to a treatment centre, using the Emergency Ambulance Service or the Medical Hot Line, in consultation with and as recommended by the public health officials.
- 4.4.33.11** The family of the staff member must be notified immediately and all necessary assistance must be extended.
- 4.4.33.12** Immediately inform the SLTDA regarding Covid-19 positive cases (both guests and staff) using the Hot Line 1912.
- 4.4.33.13** In the case of the guest or the staff member, the method of treating all contacts must be carried out strictly in accordance with the recommendations of the public health officers.
- 4.4.33.14** It must be noted that the procedures laid out above demands the increased use of non-bio-degradable items such as polythene. A clear procedure therefore must be established to collect all such material separately and send for disposal in consultation with the government authorities to minimize the possible adverse impact on the environment.
- 4.4.33.15** The method of disposing or treatment of linen used by the guest or the staff (if resident) must be carried out strictly in accordance with the directions given by the public health authorities.
- 4.4.33.16** Instructions regarding the future operation of the hotel must be obtained from the public health authorities involved.
- 4.4.33.17** It must be noted that the directions and procedures to be adopted will change from time to time as declared by the authorities and the hotel management must keep itself fully updated and the necessary action taken to implement the directions.
- 4.4.33.18** It is strongly recommended that the officer appointed to follow up on government directives and to keep the hotel management fully updated for implementation.

Chapter 5 – Tourist Facilities & Services

5. Restaurants, cafes, cafeterias, and takeaway outlets serving tourists

During the COVID-19 pandemic, the food serving businesses serving tourists need to be ensured for compliance with proper food hygiene standards and to follow proper procedures to prevent contamination and spreading of the virus both to their staffs and to the tourists visiting their premises and those obtaining their catering services. The following guideline therefore focuses on maintaining the highest standards of hygiene, protecting staff from the risk of infection, maintaining physical distancing when dealing with large numbers of customers and also to ensure all their supplies are safe. Only certified businesses are allowed to operate.

Pre-preparations prior to opening for tourists :

- i. Conduct PCR tests for all food preparation/ handling and serving staff and ensure COVID 19 free.
- ii. Appoint a dedicated senior officer to check on safety and proper implementation of given guidelines
- iii. Arrange awareness/training sessions for the entire staff on personal hygiene, food hygiene and how to follow proper safety procedures during the Pandemic.
- iv. Provide adequate supplies of safety equipment, dresses, gloves and masks and disinfectants
- v. Re-arrange the seating arrangements to keep 1 meter distance among the guests and also during communication
- vi. Encourage using on-line payments and discourage money transactions
- vii. Make sure only 50% of the normal occupancy is allowed in the restaurant or food outlet. A prior-reservation mechanism is recommended to avoid over-crowding and unnecessary disappointments for guests.
- viii. It is recommended to use disposable cutlery. If the steel cutlery are used, they must be washed in hot water. It is the same with glassware and crockery.
- ix. It is a must to arrange hot water for washing purpose.
- x. Make sure all the supplies are from COVID 19 free environments. If doubtful, please verify with PHIs in the respective area.
- xi. Keep records of all suppliers, the date of supply of each item.
- xii. Maintain records of all customers on regular basis.
- xiii. Notices on procedures to follow should be displayed or announced.

5.1 Restaurant/Cafes/Cafeterias Cleaning (Only registered eateries): From Front (of house) to Back (of house)

Front of House Cleaning Checklist

Front of house is the first impression guests will have when arriving at your restaurant and needs to be an atmosphere that will make them feel comfortable throughout their dining experience, especially during pandemic situation. This is where appearance is everything. Make sure the guests can see that they are ramped up the cleaning for them and their safety is ensured to enjoy food & beverages.

5.1.1 Cleaning Supplies Needed:

- i. Surface and glass spray cleaners.
- ii. Sanitizer solution (bleach).
- iii. Disinfectant liquids with spray guns

- iv. Proper safety cloths and equipment for the cleaning staff (Masks, Gloves & covered shoes are compulsory)
- v. Clean cloths.
- vi. Broom.
- vii. Mop and bucket of hot soapy water.
- viii. Vacuum for carpeted areas and hard to reach nooks.
- ix. Bathroom cleanser and toilet brush.
- x. Paper supplies such as toilet paper, paper towels, and napkins

5.1.2 During the Shift:

- i. Make sure the 1meter distance is maintained by the staff as well as the guests
- ii. At the entrance, a staff member in proper safety dresses should spray hand sanitizers to each customer
- iii. Make sure all the staff are wearing masks & gloves
- iv. Spray and wipe down high traffic surfaces like door handles, railings, seats and table tops as often as needed. During a health crisis, have a staff member do this much more frequently than usual.
- v. It is a must to ensure an insect-free environment within the premises.
- vi. Avoid using any communal condiments that usually live on tables, like bottles of ketchup, and providing them only when asked — and wiping them down after each use.
- vii. Spot clean windows and glass doors so they are free of smudges and streaks.
- viii. Check that each table has a clean and fully-stocked setting.
- ix. Frequently check bathrooms for cleanliness.
- x. Only paper napkins are allowed.

5.1.3 When Closing Out:

- i. Disinfect the floor, walls and furniture in the premises.
- ii. Wash all glassware, cutlery, crockery, pots and pans and cooking utensils with hot water.
- iii. Thoroughly clean and sanitize bathroom surfaces.
- iv. Empty all bins using proper safety procedures

Bar Cleaning Checklist (Registered Restaurants/Pubs)

The bar is a busy area that's on full display to guests. It's important to keep it clean for safety as well as for appearances.

5.1.5 Cleaning Supplies Needed:

- i. Surface spray cleaners.
- ii. Several clean bar rags.
- iii. Sanitizer solution (bleach).
- iv. Trash bags/Foot operated bins
- v. Other usual cleaning equipment such as brooms/dusters etc.

5.1.6 During the Shift:

- i. Wipe down the bar, very frequently. Use sanitizing solution often and switch out your bar rag more often than usual during a health crisis.
- ii. Run glassware through dishwasher.
- iii. Refill disposables like napkins, stirrers, and straws.

- iv. Empty trash and recycling bins using safe garbage disposal methods

5.1.7 When Closing Out:

- i. Clean and empty garnish trays using proper safety methods
- ii. Disinfect bottles and speed wells.
- iii. Clean soda guns.
- iv. Completely empty and sanitize ice wells.
- v. Remove floor mats for cleaning & disinfecting
- vi. Sanitize the floor, walls, bar counter and all other furniture.

5.2 Back of House Cleaning Checklist

5.2.1 Cleaning Supplies Needed:

- i. Safety equipment, dresses for the staff
- ii. Surface and glass spray cleaners.
- iii. Clean cloths.
- iv. Steel wool pads.
- v. Sanitizer solution
- vi. Stainless steel cleaner.
- vii. Commercial dishwasher detergent.
- viii. Degreaser.
- ix. Hand Sanitizer or soap.
- x. Food prep gloves.
- xi. Broom.
- xii. Mop and bucket of hot soapy water.
- xiii. Trash bags.
- xiv. Paper towels.
- xv. Power washer.
- xvi. Stiff bristle deck brush.

5.2.2 Prep Station (During the Shift)

- i. Check temperature of the staff and for any symptoms of cold, cough or fever
- ii. All food preparatory staff should change their dresses into disinfected clean dresses provided by the management, wear hair nets, gloves, masks and wash hands before entering the kitchen
- iii. Disinfect all surfaces before starting prep.
- iv. Wipe down and sanitize surfaces between preparing different foods.
- v. Wrap and date everything after it's been placed into a new container.
- vi. Shuttle tools to the dish pit as needed.
- vii. Use hot water for washing fruits, vegetables etc.

5.2.3 When Closing Out:

- i. Clean equipment and tools, and take cutting boards, bowls/containers, etc. to the dish pit.
- ii. Wipe and sanitize food prep surfaces and polish all stainless steel surfaces including ice makers and refrigeration units.
- iii. Remove floor mats for cleaning.
- iv. Sweep and mop the floors.
- v. Refill soap and paper towel dispensers.

- vi. Place dirty towels and linens in the appropriate bins.
- vii. Break down cardboard boxes for recycling.
- viii. Empty trash bins using proper safety methods.

5.3 The Line

5.3.1 During the Shift:

- i. Ware clean & disinfected cloths, masks, gloves
- ii. Wash/sanitize hands frequently
- iii. Scrape down griddles and grills between use.
- iv. Clean up any big spills or splatters.
- v. Check the temperatures on hot or cold food holding units.
- vi. Sanitize surfaces after preparing any potentially dangerous foods.
- vii. During a health crisis, enforce surface sanitization at certain time intervals, like every hour or half hour.

5.3.2 When Closing Out:

- i. Disinfect the entire premises
- ii. Clean the grills and griddles and empty drip trays.
- iii. Filter the fryer oil.
- iv. Empty and sanitize any hot or cold food holding units.
- v. Clean equipment and tools, and take pots/pans, etc. to the dish pit.
- vi. Degrease and sanitize all surfaces.
- vii. Remove floor mats for cleaning.
- viii. Sweep and mop the floors.
- ix. Place dirty towels and linens in the appropriate bins.
- x. Empty trash bins using safe waste disposal procedures

5.4 The Dish Pit

5.4.1 During the Shift:

- i. Empty the dishwasher from last night's run.
- ii. Collect, wash, and return food prep equipment during gaps between runs of dishes and glassware.
- iii. Mop & disinfect the floor periodically.

5.4.2 When Closing Out:

- i. Place all remaining kitchen tools, containers and gear in the dishwasher and run overnight.
- ii. Hand wash any gear that cannot be run through the dishwasher.
- iii. Clean and sanitize the washing station and sinks.
- iv. Lift up floor mats and run through the dishwasher or spray with a power washer.
- v. Sweep, mop and disinfect.
- vi. Place dirty towels and linens in the appropriate bins.
- vii. Take out the trash and recycling using proper safety methods

5.4 Communication and Hygiene Measures

5.4.1 Food safety practices for staff: Food safety practices in food premises should continue to be delivered to the highest hygiene standards in line with established international standards. Good staff hygienic practices include:

- i. PCR negative test report is compulsory for the food preparation, food handling and serving staff
- ii. Body temperature should be checked daily and check for any symptoms of respiratory illness such as coughing and sneezing.
- iii. The staff should wear clean cloths within the premises and it is mandatory to wear masks, gloves and aprons
- iv. Proper hand hygiene – washing with soap and water for at least 20 seconds (follow WHO advice)
- v. Frequent use of alcohol-based hand sanitizers
- vi. Good respiratory hygiene (cover mouth and nose when coughing or sneezing; dispose of tissues and wash hands)
- vii. Frequent cleaning/disinfection of work surfaces and touch points such as door handles
- viii. Keep 1 meter distance at all times

5.4.2 Following measures are to be adopted in addition to the general measures described above.

- i. Use the traditional greeting of Sri Lanka, “Ayubowan” at all times in place of shaking hands.
- ii. Should disinfect all the surfaces of chairs and tables after each use
- iii. All workers and customers should maintain at least 1 meter distance inside the restaurants and eateries. Furniture should be arranged accordingly.
- iv. All workers should wear face masks & gloves.
- v. If possible, display the menu either by TV screen, display board or under the glass pad of the table despite of using printed menu cards.
- vi. Places where buffets are available, there should be dedicated staff member(s) to serve the food for to avoid many customers handling spoons and other utensils in the buffet.
- vii. Customers shall not share crockery and culinary equipment.
- viii. All cleaning staff should wear gloves and masks.
- ix. Waiters shall wash their hands frequently to prevent any cross contamination.
- x. Culinary equipment and crockery should be thoroughly washed with soap and water. (Recommend a dishwasher and a glass washer machine)

5.5 Safe distancing measures for Standalone Restaurants

- i. Retail establishments that are permitted to remain open must adhere to safe distancing measures by putting in place a crowd and queue management system to minimize crowds by 50% at one time within their premises:
- ii. Use floor markers to clearly demarcate queue lines for customers at cashier counters, or where required.
- iii. Ensure at least one-meter spacing between customers is enforced at all times, and limit the number of customers within the store to allow for the one-meter spacing.
- iv. Encourage the use of self-checkouts, cashless or contactless payment, to speed up the payment process and reduce cash-handling.
- v. Remind customers to limit entry to 3-4 per families (depends on the numbers) when entering restaurants, where practicable. (Depends on the restaurants covers)

5.6 Guest Wash Room Facilities

- i. Disinfect frequently touched areas such as door handle, water taps, door/towel/cistern handles, and seats and cover flaps, wash basins, door knobs, buttons and switches with disinfectant regularly.
- ii. Provide adequate supply of toilet paper, paper towels (if provided) or hand dryers and liquid soap at all times.
- iii. Ensure toilet-flushing apparatus is functioning at all times.
- iv. Ensure all sanitary pipes and fittings are in good working condition.
- v. Provide foot operated bins inside the washrooms with trash bags in it.
- vi. Provide hand sanitizers outside the washrooms (preferably sensor operated)

5.7 Upon arriving at your accommodation place from the Restaurant, for the tourists:

- i. Remove shoes/slippers outside or disinfect the sole of the shoe/slipper
- ii. Immediately wash hands.
- iii. Put your shopping away as normal. You should always put away your shopping as soon as you get home, especially perishable foods which must be stored in the fridge or freezer after washing if possible with hot water or after spraying disinfectants
- iv. Wash your hands again after you have put your shopping bags away. It is not essential to sanitize surfaces or shopping bags, but if you do, follow the manufacturer's instructions about how much time is needed before wiping the sanitizer off.

5.8 Takeaway & Delivery

Only the certified delivery services should operate and should be only from certified restaurants. And all food service and delivery staff must wash their hands often with warm water and soap.

Upon delivery, employees should set food packages on the customer's doorstep and step back 6 feet after knocking. On-line payment system is recommended. We also recommend:

- i. Restaurants/Cafes/Eateries and diners should consider using a contactless business model that requires limited or no interaction between the restaurant, delivery service, and the customer.
- ii. Once a customer has their food, they should remember to wash their hands before eating.
- iii. Anyone concerned about the packaging might consider transferring their food to a plate or bowl, dispose of the delivery container and then wash their hands.
- iv. The Ministry of Health & Indigenous Medical Services recommends wearing a cloth face covering when people cannot keep 6 feet distance between themselves and others in public. Cloth face coverings are NOT a replacement for physical distancing or other preventive measures. Cloth face-coverings are one more action we can do to take to protect each other.

5.2 Tourist Shops /Shopping Malls/Super Markets

Operators of venues are required to implement the necessary precautionary measures to ensure separation of at least a metre between customers. For example: Queues (e.g. outside restaurants, at retail stores) should be kept fast-moving. This could be done by ensuring that all checkout counters are open, and encouraging

self-checkout to minimize contact with counter staff. Operators are encouraged to demarcate queues to ensure patrons queue at least a metre apart from one another;

- ✓ It is recommended to the tourists to visit certified Shopping Malls/Tourist shops and Super Market chains. The lists will be published at SLTDA official website.
- ✓ Food and beverage venues within Shopping malls and super markets should maintain a distance of at least one metre between tables, and between seats. Where seats are fixed, operators should ensure alternate seats are marked out. Individuals and family members who wish to seat together should continue to do so, but there should be a safe distance maintained between different groups.
- ✓ Entertainment venues and attractions (e.g. cinemas/galleries) should adopt measures appropriate to their venue to ensure separation of at least a metre amongst patrons. This could include reducing operating capacity to provide more spacing, installing floor markers at queuing areas, and adopting chequerboard or alternate seating.
- ✓ Tourists who visit the Tourists shops/shopping malls and supermarkets are strongly advised to comply with safe distancing measures put in place by operators.

5.2.1 Guidelines for the staffs to operate:

- i. All operators should provide disposable gloves /hand sanitizers to frontline staff who handle cash and other devices and who are unable to wash their hands frequently with soap and water.
- ii. All frontline staff must have mask on at all times.
- iii. Place hand sanitizers in close proximity to high touch surfaces like door handles so that staff and diners can sanitize their hands after touching these surfaces.
- iv. Frequently disinfect common spaces, and increase frequency of cleaning for high touch surfaces and interactive components within the establishment (e.g. turnstiles and smart kiosks).
- v. Train service staff to provide clear communication on safe distancing measures.
- vi. Put up simple signage to clearly communicate these practices to customers.

5.2.2 Suspension of large group and communal activities

- i. Close common amenities such as infant and children's play areas or playgrounds, both indoors and outdoors.
- ii. Close all bars and entertainment venues such as night clubs, bars, pubs, discos, cinemas, theatres, karaoke outlets, arcades and other similar venues.
- iii. Suspend Fitness studio activities.
- iv. Defer or cancel all events (eg exhibitions), regardless of size.
- v. Suspend open atrium sales events and promotional activities.
- vi. Cease activities such as busking or live music performances, which are likely to cause patrons to congregate.
- vii. Groups of diners or shoppers should be limited to 10 persons or fewer.

5.2.3 Other measures to ensure the well-being of patrons

- i. Place hand sanitizers in close proximity to high touch surfaces like door handles so that staff and patrons can sanitize their hands after touching these surfaces.
- ii. Frequently disinfect common. The frequency of cleaning and disinfection should be increased and be commensurate with the volume of traffic in the shopping mall.

- iii. Train service staff to provide clear communication on safe distancing measures.
- iv. Put up simple signage at commonly areas like store entrances, common corridors, lifts, escalators and concierges, to clearly communicate these practices to shoppers
- v. Train service staff to use friendly body language, pleasing voice instead of using friendly smile.

5.2.4 Security

- i. Must implement temperature screening at every entry point.
- ii. Those with temperatures above 37.6 degrees Celsius are not allowed in the mall and are advised to seek medical help.
- iii. Sanitary alcohol dispensers are installed in all entrances.
- iv. All common areas with heavy customer contact are disinfected regularly before, during, and after mall hours.
- v. Toilets are sanitized every 30 minutes.
- vi. All security guards and mall personnel are required to wear face masks.

5.2.5 During the Operation

- I. Limit the number of people entering the premises to minimize overcrowding, especially during peak periods, so that the occupant load does not exceed one person per 16 square metres of usable space.
- II. Where queues are unavoidable, clearly mark queueing areas and space customers out in the queue, at a safe distance of at least one metre apart.
- III. Safe distance indicators to be implemented for escalators and lifts.
- IV. Reducing or elimination of public seating that encourages gatherings.
- V. In the case of fixed seating, must mark out seats which should not be used.
- VI. Maintain occupancy ceiling to 30 per cent of common areas and gross leasable areas.
- VII. Clear communication that visitors are allowed to visit the mall for a maximum of 3 hours.
- VIII. Remind customers to limit entry to 1 per family when shopping at their stores, where practicable.
- IX. 50 per cent of the mall parking to be closed to control the visitor trafficking

5.2.6 Housekeeping / Refuse Management (Only applicable for Shopping Malls)

- i. Assign a team of staff to carry out cleaning and housekeeping daily.
- ii. Disinfect frequently touched areas such as handrails, lift buttons, door knobs/handles, letter boxes, notice boards, digital displays, touch screen panels and tables and chairs in the common areas with disinfectant regularly.
- iii. Ensure refuse bins are covered at all times and cleared daily. Tie refuse contained in plastic bags properly before disposal at the bin centre.
- iv. Clean up any refuse spillage immediately.
- v. Wash and disinfect all refuse bins, bin chambers and bin centres where necessary.
- vi. Engage licensed waste contractors to remove refuse daily. Cleaning staff are encouraged to:
- vii. Soak cleaning cloths in household bleach at the proper concentration according to manufacturer's instructions and wash the cloth after use or before reuse.
- viii. Clean and disinfect all cleaning equipment immediately after use.

5.2.7 How to operate a supermarket inside or outside a shopping mall (Only applicable for certified Super Market operators)

Pre-preparatory measures :

- ✓ Staff controlling the entry and exit of customers to limit overcrowding
- ✓ Facilities available to clean and sanitize trolleys and baskets between use
- ✓ Provision of hand sanitizers (with a minimum alcohol content of 60+%) at entrances and exits
- ✓ Clear marking on floors to help customers keep to physical distancing measures
- ✓ Posters and public address systems reminding customers and staff to keep to physical distancing measures
- ✓ Staff practicing social distancing on the shop floor
- ✓ Staff cleaning critical contact areas such as screens on self-service checkouts and debit card PIN pads
- ✓ Baked foods (such as bread, croissants, cakes) covered to protect from sneezes and coughs
- ✓ Sneeze shields in place to protect staff at service counters and checkouts
- ✓ Customers being encouraged to use contactless payment rather than cash
- ✓ Separate shopping times for vulnerable people, such as the elderly
- ✓ Depending on the layout of the supermarket, facilitating a one-way system for shoppers (as many supermarket aisles do not allow for social distancing measures)

5.2.7 Guest Wash Room Facilities (Common Facilities)

- i. Disinfect frequently touched areas such as water taps, door/towel/cistern handles, and seats and cover flaps, wash basins, door knobs, buttons and switches with disinfectant regularly.
- ii. Provide adequate supply of toilet paper, paper towels (if provided) or hand dryers and liquid soap at all times.
- iii. Ensure toilet-flushing apparatus is functioning at all times.
- iv. Ensure all sanitary pipes and fittings are in good working condition.

5.2.8 Pest Control Programme (Common Facilities)

- i. Check the premises daily and remove all potential vector breeding sites.
- ii. Look out for signs of pest infestation such as rat droppings or burrows and cockroach droppings.
- iii. Engage a registered vector control operator to implement a pest control programme for the premises.

5.2.9 General customer safety measures during the COVID-19 emergency period. While in a shopping Mall/Super Market/ Retails Shops what you should:

- i. Take your own shopping bags and, if possible, put items directly into the bags and avoid contact with baskets or trolleys.
- ii. Sanitize your hands when you enter the store, ideally with your own sanitizer or, if available, that provided by the store. Avoid contact with surfaces as much as possible.
- iii. If using a basket or trolley to shop, sanitize its handle. It is not recommended that you wear disposable gloves as they can give you a false sense of security and your hands can get contaminated when you take them off.
- iv. Try to use your non-dominant hand to pick goods up and avoid touching your mouth, nose or eyes. Most people are far more likely to touch their face with their dominant hand.

- v. Keep a safe physical distance of 1 meter from all other shoppers and staff – this includes routes into and out of the store. If someone encroaches on your space, calmly and politely remind them of physical distancing requirements.
- vi. Avoid lingering in the shop for any longer than necessary by stopping to chat with staff and fellow shoppers
- vii. Avoid shopping in groups and, where possible, you should avoid taking your children to the shop.
- viii. Make a contactless payment (if possible). To have a contactless payment limit
- ix. Sanitize your hands on leaving the shop (if possible) and again when you get into your car (if travelling by car).
- x. Use no more than 30 per cent of an elevator's capacity.

5.2.10 Upon arriving home from the shopping Mall, the tourists should:

- I. Immediately wash their hands.
- II. Put their shopping away as normal. They should always put away their shopping as soon as they get home, especially perishable foods which must be stored in the fridge or freezer.
- III. It is not necessary to sanitize the outside of food packaging. While there is some evidence that the virus can survive on hard surfaces, the risk from handling food packing is very low and there is no evidence that the illness can be transmitted in this way.
- IV. Wash hands again after putting the shopping bags away. It is not essential to sanitize surfaces or shopping bags, but if it is needed, follow the manufacturer's instructions about how much time is needed before wiping the sanitizer off.

5.3 Service areas/ helper services /roadside vendors

This document gives practical information and advice on how to shop safely during the COVID-19 pandemic. It includes information on:

- How to plan your shopping to avoid unnecessary journeys around the areas
- Hand sanitation and physical distancing with roadside vendors and beach boys
- Services available to support older and vulnerable people in Service Areas

5.3.1 How to shop safely in Service Areas/ Roadside Vendors

The guest and customers are recommended to shop in the designated places where SLTDA or Government approved. Even the essential helpers and vendors will be certified by the government.

It is advised not to shop at unsafe places and to purchase anything from uncertified roadside vendors/beach boys.

How to shop safely in Service Areas/Roadside Vendors/Beach Boys during the COVID-19 emergency period. While shopping a tourist should:

- I. Take his/her own shopping bags
- II. Make sure he/she always wear a face masks at all time
- III. Sanitize hands at all time when entering the store, ideally with own sanitizer and avoid contact with surfaces as much as possible.
- IV. Try to use the non-dominant hand to pick goods up and avoid touching mouth, nose or eyes. Most people are far more likely to touch their face with their dominant hand.

- V. Keep a safe physical distance of 1 meter from all other shoppers and staff – this includes routes into and out of the store. If someone encroaches on one’s space, calmly and politely remind them of physical distancing requirements. (Specially with uncertified Beach boys and Road side vendors)
- VI. Avoid shopping in groups and, where possible, should avoid taking children to the shop.
- VII. Make a contactless payment (if possible). Awareness for customers to pay through smart payments (credit cards/ debit cards over cash).
- VIII. Sanitize hands on leaving the shop (if possible) and again when get into your car (if travelling by car).
- IX. Always recommend to visit a certified COVID 19 registered Tourist establishment for shopping
- X. Strictly advise ”Not to share” any food, alcohol and cigarettes with Beach Boys/helpers

5.3.2 Safe distancing measures for Service Areas/ Roadside Vendors/ Beach Boys

- I. Retail establishments certified by the government and that are permitted to remain open must adhere to safe distancing measures by putting in place a crowd and queue management system to minimize crowds within their premises:
- II. Use floor markers to clearly demarcate queue lines for customers at cashier counters, or where required.
- III. Ensure at least one-meter spacing between customers is enforced at all times, and limit the number of customers within the service area to allow for the one-meter spacing.
- IV. Encourage the use of self-checkouts, cashless or contactless payment, to speed up the payment process and reduce cash-handling.

5.3.3 Upon arriving home from outside shopping, you should:

- I. Immediately wash hands using soap/liquid hand wash
- II. Put your shopping away as normal. You should always put away your shopping as soon as you get home, especially perishable foods which must be stored in the fridge or freezer.
- III. It is not necessary to sanitize the outside of food packaging. While there is some evidence that the virus can survive on hard surfaces, the risk from handling food packing is very low and there is no evidence that the illness can be transmitted in this way.
- IV. Wash your hands again after you have put your shopping bags away. It is not essential to sanitize surfaces or shopping bags, but if you do, follow the manufacturer’s instructions about how much time is needed before wiping the sanitizer off.

5.4 Spa & Wellness centres

The safety of the clients and the staff is of top priority, since this is a service that needs close contacts with the services provider and the tourist. Therefore certain steps can be taken to protect everyone’s health and safety.

Welcoming the guest:

Use the traditional greeting of Sri Lanka, “Ayubowan” at all times in place of shaking hands.

5.4.1 Front Desk Staff

- i. Be alert and aware of customers or staff who appear sick. If a staff member appears sick, send them home. If a customer appears sick, escalate to a manager to evaluate the situation. It may be preferable to try to reschedule the customer if possible.

- ii. The PCR test report of the customer can also be checked at the front counter to ensure safety of the staff and possible complications during the therapies.
- iii. Disinfect the following shared hard surfaces hourly throughout the day: Doorknobs; Light switches; Cabinet handles; Faucet handles; Toilet handles; Fridge doors; Washer/dryer buttons; Telephone handsets; any other surface you identify as being touched by multiple people.
- iv. Make sure the client wear a face mask, if not please provide one.
- v. Make a contactless payment (if possible). Awareness for customers to pay through smart payments (credit cards/ debit cards over cash).
- vi. Conduct temperature screening for customers at entrances to detect customers with fever
- vii. Take records of past travel and medical history of the customer prior to taking for treatments
- viii. Recommend all customers to take a shower/at least a body wash prior to treatments

5.4.2 Communication: (Before any treatment to a client, the following instructions to be adhere by the staff members)

- i. Wiping the stations and chairs with anti-bacterial cleansing solution after each client.
- ii. Wiping down frequently used surfaces, such as countertops, door handles, tabletops, elevator buttons, etc. throughout the day.
- iii. Having hand sanitizer available throughout the salon for clients and staff.
- iv. Continuing to sanitize combs, brushes and other tools after each use.
- v. Whenever possible, seating clients at every other station to create more distance.
- vi. All staff should wear masks when working with clients face-to-face.
- vii. Should remind the staff not to come in if they feel any indication of sickness.
- viii. To inform clients to reschedule appointments if they feel ill.
- ix. Always keep a distance with the other client who is having treatment (At least 6 feet)
- x. Strictly appointment clients only

5.4.3 Staff in treatment:

- i. A negative PCR report is compulsory for the therapists.
- ii. If you feel you could be potentially sick with fever, cold or flu symptoms, please stay home. If you have accrued PTO, you can use it for this purpose. Note that if you show up to work with symptoms, you will be asked to go home.
- iii. Increase the frequency of washing your hands. Wash your hands often with soap and water for at least 20 seconds, especially after going to the bathroom; before eating; and after blowing your nose, coughing, or sneezing. If soap and water are not readily available, use a hand sanitizer that contains at least 60% alcohol. Always wash your hands with soap and water if your hands are visibly dirty.
- iv. Cover your coughs and sneezes with a tissue or cough/sneeze into your elbow.
- v. Please ask before hugging, shaking hands, high-fiving or other close contact with other staff or clients unless you are certain the other person is okay with it.
- vi. Please don't share food or drinks with clients.
- vii. Discharge all the wet and dry towels immediately after used.
- viii. Discharge all the ointments used during the treatment period
- ix. Place dirty towels and linens in the appropriate covered bins for washing
- x. All staff should wear disposable gloves
- xi. Do not offer any kind of hot & cold beverages to the clients
- xii. Disinfect the following shared hard surfaces before the start of day, after end of day, and between clients: (Salon chair; any other surface at your station that clients touch).

- xiii. Disinfect any tools that is contactable or share with other stylists before using them, including hair dryer handles and clippers.
- xiv. Disinfect any items shared between clients including combs, brushes, hair clips, etc.
- xv. Staff meal area to be clean and arrange at all time

5.4.4 Wash Room Facilities

- i. Disinfect frequently touched areas such as water taps, door/towel/cistern handles, and seats and cover flaps, wash basins, door knobs, buttons and switches with disinfectant regularly.
- ii. Provide adequate supply of toilet paper, paper towels (if provided) or hand dryers and liquid soap at all times.
- iii. Ensure toilet-flushing apparatus is functioning at all times.
- iv. Ensure all sanitary pipes and fittings are in good working condition.

Chapter 6 – Travel agency, Tour guides and Tour operators

6.1 Travel Agents / Tour Operators

6.1.1 Pre identification and travel plan

- i. The travel agents are responsible to obtain the travel plans before tourist arrivals.
- ii. It is recommended to obtain records of past travel details from the tourists prior to confirmation of the booking
- iii. If the pre travel plan does not match with Sri Lanka Tourism guidelines and requirements, inform to the tourist to change or amend the travel plan accordingly.
- iv. To check and ensure the travel plan mentioned hotels or accommodation/restaurants are SLTDA Covid Free certified.

6.1.2 Responsible for managing the tourist movements.

- i. Travel agency / tour operators to regularly check temperature and look out for tourists/guests with respiratory symptoms such as cough or runny nose or shortness of breath frequently during the tour.
- ii. Where feasible and applicable, the observations of all tourists should be recorded in declaration forms.
- iii. Those who are unwell with temperature of 38 degree Celsius or higher, and/or display respiratory symptoms should be directed by the organization for immediate medical attention and report such occurrences to SLTDA.

6.1.3 Handling COVID-19 suspect cases

Develop processes to identify and manage unwell personnel showing covid-19 symptoms. including tourists, employees and suppliers with:

- i. Knowledge and availability of details on quarantine centers/areas for unwell or suspected cases.
- ii. Designation of an isolation route to the quarantine areas and transport pickup area.
- iii. Arrangement of transport to designated hospitals, where applicable,

6.2 Tour guides / Translators

6.2.1 Responsible for managing the tourist movements in the attractions and activity places.

- i. Use of Safety equipment – All staff and tourists must wear the face masks and gloves.
- ii. Ensure tourists are checked for temperature and respiratory symptoms such as cough or runny nose or shortness of breath regularly during the tour.
- iii. All health related observations of tourists should be recorded in declaration forms.
- iv. Those who are unwell with temperature of 38 degree Celsius or higher, and/or display respiratory symptoms should be directed by the organization for immediate medical attention and report such occurrences to SLTDA.

- v. Ensure the tourists strictly Comply with the operational guidelines of attractions and activity places.

6.2.2 Implement appropriate safe distancing measures for tourists.

The tour guides/translators should put in place necessary precautionary measures to ensure safe distancing at all times:

- i. Queue management – To limit the number of tourists gathering at the tour places or outside the places and ensure queues are fast-moving (Examples can include but not limited to staggering guests queuing at reception/information/ ticketing counters and other common facilities such as washrooms, etc; and clearly demarcating queuing areas by using floor markers to guide queue distancing of at least one meter)
- ii. Seating management – To ensure a safe distance of at least one meter between seated passengers. Individuals and family members who wish to sit together should continue to do so, but there should be a safe distance maintained between different groups of guests.
- iii. Communication – To ensure clear communication of safe distancing

Chapter 7 : Tourist Attractions & Tourist Activities

This chapter refers to all the tourist attractions within the country and the tourist activities which are operated for tourists those managed by the government organizations, private sector and communities or as Public, Private, People partnerships (PPPs).

The following table provides a list of attractions/activities which are considered within this guideline and the state and other organizations and stakeholders to whom this guideline applies.

	Attraction/site/activity	Stakeholders involved
01	Wildlife & Forest reserves	Dept. of Wildlife Conservation Forest Department
02	Heritage sites	Central Cultural Fund Archaeology Dept. Galle Heritage Foundation
03	Zoological gardens	Dept of Zoological Gardens
04	Botanical gardens and parks	Dept. of Botanical Gardens
05	Amusement Parks/Marinas/Adventure sports (Water-based/air-based/Land-based)	Private sector Operators Sri Lanka Air Force/Navy/Coast Guard
06	Museums	Dept. of Museums Owners of Private Museums
07	Exhibitions, Events & Conferences	BMICH Hotels with event facility Private sector event venue owners SLASCEO
08	Natural attractions: water falls, Beaches/Rivers/Lakes/Tea fields etc	Provincial Councils – Tourism Ministries Local Authorities Community associations Private sector service providers

The Critical Points of focus in this chapter are:

- 1.1 Preparation/Training/Communication
- 1.2 Auditing of the site & activity places/equipment for pre-compliance with guideline
- 1.3 Implementation
- 7.4 Monitoring/recording

7.1 Preparedness/Training/Communication

7.1.1: Preparedness

- i. Availability of the Guideline/procedures/SOPs in written form in all main languages
- ii. Availability of human resources to follow the guideline/procedures/monitoring
- iii. Availability of adequate supply of sanitary equipment and disinfectants – SOP for continuous supplies
- iv. Availability of technological solutions : Apps, QR code system, On-line booking/ticketing systems

7.1.2 Training/capacity Building to implement Guideline and procedures

- i. Appointing a Training Manager in each organization/company who is responsible for 100% compliance with the given Guideline

- ii. Availability of a Training schedule for on-going training for the operating staffs
- iii. Conducting training sessions & Daily briefing sessions
- iv. All the site guides/animators are compulsory to carry PCR test report prior to operations
- v. and should wear safety attire regularly during operations within the site

7.1.3 Communication

- i. Updating official websites with all existing time table/procedures and Guidelines to follow
- ii. Availability of a call centre to answer calls on customer clarification
- iii. Availability of Apps or at least a SMS/Whatsapp arrangements to send the SOPs/Guidelines
- iv. Notices for customers prior to using the facility/attending the activity
- v. Briefing sessions for customers at the entrances if required
- vi. Sign Boards / Notices within the site in main languages

7.2 Auditing of the site & activity places/equipment for pre-compliance with guideline

- i. A third party audit should be carried out to ensure safety of the staff and the
- ii. customers prior to operations and the 'Corona-free' logo should be displayed
- iii. A safety Manager should be available in the site to carryout a pre-audit daily prior to
- iv. operations
- v. The staff directly involved in customer activities should have the PCR test report and need to re-do the test in every 2 months time

7.3 Implementation

7.3.1 pre-booking mechanism

- i. An on-line booking with on-line payment system or using a call centre via Mobile/Email should be made available
- ii. A manageable limited number should be allowed at the site at one time (depending on the size of the site)
- iii. Adventure activities which need very close body contact with the animator (Example sky-diving/para-gliding etc) should not be operated until risk is evacuated

7.3.2 Disinfection procedures at the entrance (Body & belongings) for the customers

- i. A sticker or a QR code to check to ensure and check at different points if the area is large
- ii. Body temperature checking prior to activities

7.3.3 Disinfecting procedures for the staff, equipment and common facilities

- i. Body temperature of the staff members must be checked
- ii. Masks and gloves are compulsory for the staff
- iii. The janitorial staff should wear the complete safety attire
- iv. All common areas must be disinfected at least 3 times a day: prior to operations, before closure and one time during operations
- v. Foot operated covered bins must be available and all trash need to be disposed using maximum safety precautions
- vi.

7.3.4 Food & beverages at the site

- i. Own water bottle/beverage bottle (disposable bottles are not allowed) and own food/snack packs brought from home or residing certified hotel (Only if a certified food outlet with proper procedures are not available at the site)
- ii. If a food outlets are available : No buffets / Only A la carte menus are allowed/Packaged food (snack packs with food hygiene certifications)

7.3.5 Disposal procedures of trash

Trash must be discouraged. Foot operated bins with lids, janitorial staffs should be provided with hazmat suits and covered shoes

7.3.6 Transportation within the sites : (For jeeps, buggy cars, observation vehicles etc)

- i. 50% of the normal occupancy is allowed
- ii. Disinfection procedures to be followed of the vehicle prior to each visit
- iii. Masks and gloves are compulsory for the driver and for the passengers
- iv. Hand sanitizers should be fixed inside the vehicle
- v. Disinfection procedures to be followed of the vehicle after each visit

7.3.6 Hygiene measures within the site

i. Hand wash facility/ Spray guns with disinfectant liquids should be made available at different points within the site.

7.3.8 Procedures for swimming (Common Swimming pools/ beaches/ rivers, water falls, lakes, streams etc.)

- i. It is not recommended to swim or bathe in natural water bodies other than the sea.
- ii. Same recommendations included in the common operational guideline issued by the Ministry of Health is applicable.

1.3.9 Emergency SOP should be ready

i It is recommended to follow the same guidelines given by the government with regard to medical emergency situations

7.3.10 Exit procedures from the site

- i All exits must be monitored and recorded

7.4 Events, Exhibitions and Conferences

1.4.1 Prior to the event

- i. A pre-audit for compliance with guidelines must be carried out prior to operations.
- ii. The venue owner and the event organizer both held responsible for this.
- iii. Ensure adequate ventilation in the hall. Open venue is preferred.
- iv. All required repairs for the event venues : Taps and urinals with sensors should be make available/ Strip door curtains should be avoided and if they are absolutely necessary they should be cleaned and disinfected 3 times a day as described above.
- v. Hot water for washing purposes should be made available.
- vi. Proper safety ware, equipment and utensils should adequately available for the staff
- vii. COVID control messages and the expected etiquette of guests while inside the reception hall must be displayed at the entrance.
- viii. Arrange the floor plan in order to limit the cross movements of people & vehicle.
- ix. Establish facilities for hand washing at the entrance and other appropriate locations.
- x. Restrict the number of customers for a given time in order to maintain 1 meter distance.

- xi. Instruct customers to wait in a queue until their turn keeping 1m distance. Queue arrangement must be available where necessary.
- xii. All staff members and visitors shall wear face masks.
- xiii. Use public address system / audio recording to provide instruction on site plan, health messages and recommended practices at the site.
- xiv. Exhibition hall should have staff member to open the doors so that visitors do not have to touch door handles.
- xv. The staff should use gloves all the time

1.4.2 Housekeeping practices for events/exhibitions

- i. Maintain regular housekeeping practices, including routine wiping, cleaning and disinfecting of surfaces, equipment and other items in the work environment.
- ii. Before the event the reception hall, all furniture to be cleaned and disinfected.
- iii. After cleaning by damp dusting / wet mopping or washing with soap and water or a general purpose detergent.
- iv. All metal surfaces shall be disinfected with minimum of 70% v/v alcohol solution.
- v. All non-metal surface be disinfected with 0.1% sodium hypochlorite solution.
- vi. The door knobs / handles shall be cleaned and disinfected before every shift and every three hours. Floors, equipment and furniture shall be cleaned with disinfectant a minimum of twice a day.
- vii. At the end of the music show or event, the reception hall must be cleaned and disinfected.

7.4.3 Serving food at the events

- i. Disposable paper cups and cutlery are recommended. If not practically implemented, make sure that guests refrain from sharing glasses, plates, spoons etc.,
- ii. Set menus are recommended and buffet arrangements are highly discouraged. If it is required to have a buffet, self-service by designated staff members must be appointed to serve food, to avoid guests handling common utensils.

7.4.4 For the attendees /viewers

- i. Provide hand washing facilities at the entrance preferably with a foot or elbow operated tap and make sure that each visitor washes hands before entering
- ii. It is recommended to check the temperature of all guests entering the reception hall.
- iii. Visitors shall maintain a minimum distance of 1m at all times
- iv. Hugging and handshaking must be discouraged and non-touch greetings must be adopted.
- v. It is compulsory for all guests / visitors to wear a face mask, in the correct methods.
- vi. Taking group photos are discouraged.
- vii. Guests / visitors must ensure to sanitize their hands regularly.

Chapter 8 - Role and Responsibility of Provincial / Local Tourism Bodies

8.1 Collecting and maintaining records of tourists and tourist service providers

- i. An information gathering mechanism of tourists visiting the area, each site, each attraction should be in place and this should be implemented together with respective line agencies.
- ii. An inventory of all tourism service suppliers should be available with each local government and each provincial tourism authority. The mechanism should be created using the network of Grama Niladari, Development Officers working at grass root level. Only those listed in the inventory could provide their services to tourists.

8.2. Public facility maintenance

- i. A complete pre audit should be carried out together with health officers to all common wash room facilities, parks, tourist attractions, facility centres in the respective area prior to re-opening for tourists. This audit should be carried out once a month.
- ii. An awareness program should be organized to all officers who get involved in tourism activities at supervisory levels on procedures and hygiene measures
- iii. At least one officer should visit each tourist place regularly to monitor hygiene conditions and to monitor proper implementation of the guideline
- iv. All adequate disinfection equipment, safety ware, and liquids should be provided

8.3 Regulate tourist helper services

- i. Only the essential helper services to tourists are allowed. Unregulated, unessential beach vendors, porters should not be allowed to provide services to tourists
- ii. It is compulsory to check whether the helper comes from a COVID 19 virus risk free environment prior to allowing them provide services to tourists
- iii. A Sticker/badge can be provided for each tourist service provided in collaboration with SLTDA

Chapter 9- Investment Opportunities, Approvals and Licensing by SLTDA

9.1 Tourism Investment facilitation

- i. Applications for new tourism investments are accepted by the Investor Relations Unit (IRU) of SLTDA. An electronic application is made available for this purpose. All scanned documents are requested to submit by email. The Architectural drawings are requested to submit in Auto cad format.
- ii. For the pre-application discussion, an appointment can be made for a on-line discussion on prior request.
- iii. The site inspections will not be carried out until further notice. Instead, the investor is requested to submit clear photographs of the site, Google map, road map. In an essential situation, the site condition will be checked via local authorities or provincial tourism authorities. The preliminary clearances will be issued based on scanned documents submitted.
- iv. The scoping committee meetings will be organized using Zoom technology to evaluate the applications.
- v. Essential documents can be submitted physically to the special document collection counter at SLTDA and the essential documents from SLTDA also can be collected from the same point by the customer. Document disinfectant facility will be provided.

9.2 Approvals and Licensing by SLTDA

- i. The applications for new registration and renewal of licences will be accepted only via on-line system
- ii. Inspections will not be carried out physically to the tourism establishments until the situation is safe. As an interim solution, photographs will be sent to the Standards & Quality Assurance division and a provisional registration and a licence will be issued to operate the establishments. Once the situation is safe, the proper registration certificate and the licence will be issued after checking authenticity of the documents and after a proper inspection.
- iv. If a customer wants to meet and discuss an issue with regard to their registration/licence, a meeting could be fixed on prior request to Standards & Quality Assurance Division.
- v. If there is an essential document to handover or to collect, a special counter will be arranged at SLTDA with disinfectant facilities.

Chapter 10 – Responsibility of Security Personnel and Tourist Police in ensuring compliance with the guidelines

The Safety and security have always been essential conditions for tourism since it is a vital factor for choosing a destination. The safety and security becomes even more important due to periodic global challenges like terrorism, natural disasters and pandemics such as COVID-19.

The responsibility of Security Personnel starts at the point a tourist arrives in Sri Lanka and this the arrival to airport is the key place to commence the Safety and Security measures and systems and continue right up to the exit of the tourist from the country.

The security personnel include Sri Lanka Army, Navy, Air Force, and Police, Intelligent Services, Tourist Police, Government Security personnel, Private Security personnel. This section attempts to develop the necessary guidelines for the security personnel.

10.1 At the Arrival at the Air port

- i. Appoint COVID -19 preventive enforcement unit to monitor the operations at the airport.
- ii. Security Personals should verify the required certifications by the Sri Lankan Government for COVID- 19 prevention.
- iii. Guests without masks shall not be allowed to enter the country.
- iv. Every arriving passenger should be directed by the security personnel to wash their hands. On arrival and ensure Hand washing facilities / sanitizers are available freely.
- v. Observe to ensure temperature checks and look out for Covid 19 respiratory symptoms of guests and direct any suspected cases to the appropriate places at the airport as per given guidelines.
- vi. It is proposed that specially trained security personnel are deployed for duty at the airport.
- vii. Monitor for availability of intensive health checks where all details of the arriving passengers including their health condition is monitored.
- viii. The security personnel should ensure to maintain the appropriate safe distance with the tourists.
- ix. Ensure regular and continuous disinfecting of all common facilities and ensure that the security have good personal hygiene.
- x. Social distancing should be marked on the floor of the airport clearly at the required places and these should be strictly monitored by the security personnel.
- xi. Ensure the frequent cleaning and housekeeping is done according to the guideline
- xii. All security staff should wear face masks and hand protected covers at all times while inside the airport.
- xiii. Make sure each arriving tourist go through the special counter established for COVID 19 prevention at the Airport.

10.2 During tourist visits within the country

- i. Ensure the use of traditional greeting of Sri Lanka, “Ayubowan” at all times in all places instead of hugging or hand shaking.
- ii. Security personnel should ensure the Transport service providers/guides/the persons who come to pick the guests/tourists are strictly following the COVID-19 instructions according to the guideline issued by the Health Ministry and SLTDA.
- iii. Once the guests arrive at the tourist attraction site or a destination/hotel the responsibility of the security personnel should strictly enforce the COVID 19 preventive measures according to the given guidelines.
- iv. Periodically check to ensure that the procedures are in place to manage COVID-19 suspected cases in any of the tourism related places or activity centers.
- v. Ensure compliance of all tourists and tourism service providers to the government issued orders, guidelines and health advisories on COVID-19.
- vi. Assist the medical staff wherever necessary to ensure health conditions, temperatures and respiratory symptoms of the guests are checked and observed in accommodation places and all other required locations.
- vii. Request for guidance and assistance from relevant authorities and bodies for creating awareness and conducting training for the security personnel or general and specific areas related to the developed guidelines and prevention of COVID 19.

Chapter 11 - EXIT OF THE TOURISTS

It is suggested to reinforce the tourists' confidence and give assurance to the global community about the hygiene measures and safety procedures followed by Sri Lanka Tourism by ensuring the following steps;

- i. Check and record of every departing passenger's fever and health condition through an intensive health check conducted and administered by the MOH officials..
- ii. Develop a structured exit questionnaire to gather information from international tourists about their view on the systems followed by Sri Lanka Tourism to ensure the health and safety of tourists during their entire stay in the country.
- iii. Conduct an exit **PCR Test or rapid test** if possible and provide clear certificate for the departing tourist as an assurance about his/her health condition and also as a part of our responsibility to global tourism and the world community.
- iv. Security personnel and airport authorities to ensure all guidelines and precautions are strictly followed at every stage of the entire departure process.