LaoSafe
FOOD & BEVERAGE STANDARD

SAFE & CLEAN

YOU'RE SAFE HERE.
Before the onset of the COVID-19 pandemic, tourism was growing rapidly in Lao PDR. In 2019, international tourist arrivals increased by 14.4%, reaching an all-time peak of 4.79 million. International tourism receipts totalled $934 million. Between 2010–2019, international tourist receipts increased faster than international arrivals, suggesting an increasing value addition from the sector. Recent reports estimate that tourism directly contributes 4.6% to GDP.

Although Lao PDR has thus far avoided severe health impacts from the COVID-19 pandemic, the on-going (inter)national measures taken for containment of the COVID-19 pandemic have resulted in tourism and hospitality being one of the most hard-hit economic sectors. Tourism has, however, shown a strong capacity to recover from adversity, return to being a source of revenue for public and private stakeholders, and a source of jobs, particularly for young people, women, and rural communities. This makes it imperative that the sector is supported appropriately during this time of crisis and as we enter the recovery phase.

In light of the increasing significance of hygiene and safety in the sector due to COVID-19, and in preparation for the re-opening of activities in the country and the opening of international borders, the LaoSafe programme has been prepared with the objective of raising hygiene standards as well as to help create a safe “travel bubble” that will bring greater safety and protection for both tourists and hospitality workers in Lao PDR.

The Tourism and Hospitality sub-sectors covered under the LaoSafe programme include: Accommodation, F&B, Tour Guides, Drivers, Tourist Sites and Airlines. To support a more comprehensive intervention and implementation plan, the implementation of these standards will be supported by training, assessment, and certification. A task force has been put together for this programme.

These standards have taken reference and incorporated good practices from international health organisations, EU Guides, ASEAN countries with national COVID-19 safe measurement programmes, Lao PDR national health and safety guides, industry best practices as well as from workshops and discussion sessions held with local industry associations and leaders.

We look forward to a successful implementation of the LaoSafe programme for the Tourism and Hospitality sector and preparing Lao PDR to be a safer place for when international tourists return.

Name
Title
Ministry of Information, Culture and Tourism
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REFERENCES
This guide has been developed to provide practical implementation support for businesses to implement the F&B Standard under the LaoSafe Programme and, as per the Standard, covers five key areas:

1. Personal grooming and hygiene standards
2. Environment hygiene
3. Staff safety
4. Guest safety
5. Risk management

By adhering to these Standards, businesses are actively demonstrating that they are taking proactive actions to address risks related to COVID-19 to help create a safer environment.

F&B businesses seeking to be certified under this hygiene programme should use this Guide to help prepare for assessment and certification.

Note
The information contained in this set of material is developed for the purpose of raising hygiene standards and supporting the implementation of preventive measures for Covid-19 for the Tourism and Hospitality sector. The information contained may change following its release, pending local policies, international guidelines and the development of the pandemic situation. This material is made available for public use, without any representation or warranty of any kind, either expressed or implied.

Continuous improvements and updates to this standard guide may be made in response to changes as the pandemic situation evolves. Edits to this guide will be carried out under the directives of the Ministry of Information, Culture and Tourism (MICT) and the Ministry of Health (MoH), and the oversight Taskforce.
CERTIFICATION PROCESS

Application

Management Commitment Internal and Communication

Appoint Hygiene LaoSafe Team

LaoSafe Administration

Schedule training (optional)

Training and preparation for onsite assessment

Schedule Assessment

Onsite Assessment

Pass Assessment/Certification

More work needed: corrective actions recommended

Certificate Award Ceremony
Companies applying for LaoSafe certification will have to undergo the following process:

**Step 1  Obtain application form**

A company may obtain the application form:
- During LaoSafe networking sessions and events.
- By requesting the form via email to laosafe@luxdev.lu.
- Through download from https://www.tourismlaos.org/

**Step 2  Management commitment and communication**

Complete the application form, then sign and submit it to laosafe@luxdev.lu, indicating your interest and commitment to be part of the LaoSafe programme. Begin communicating with your staff about the company’s plan to apply for the LaoSafe certification.

**Step 3  Appoint a LaoSafe Manager and team**

Management needs to appoint a LaoSafe Manager to help ensure compliance with the requirements of the programme. The roles and responsibilities of a LaoSafe Manager should include, but are not limited to, the following:
- Develop and implement the measures identified in the appropriate Standard.
- Take appropriate, corrective and preventive actions and continually improve the effective implementation of the Standard.
- Ensure that all staff are familiar and comply with the requirements of the Standard.
- Set up, if appropriate, and lead an inhouse ‘LaoSafe Team’.
- Ensure that relevant records are reviewed and stored appropriately.

**LaoSafe Team**

LaoSafe Team members from the establishment should also be appointed to support the certification process. There is no stipulated number of LaoSafe team members. Suitable LaoSafe Team members can include the following:
- Team members comprising departmental / section heads or supervisors.
- Team members who can lead staff in the department / section to take appropriate corrective and preventive actions and continually improve the effectiveness of the Standard.

The LaoSafe Team / Manager are / is responsible for:
- Ensuring that all staff in the relevant departments are familiar and comply with the requirements of the Standard.
- Communicating progress with other staff members.
- Ensuring that relevant records are reviewed and stored appropriately.
- Liaising with the LaoSafe administrative team for training and assessment.
- Compiling documentation for assessment and certification.
**Step 4  Training (optional)**

For companies opting for training support to help implement the LaoSafe Standards:
- Arrange for Management and all LaoSafe Team members to attend the training session to familiarise themselves with the programme and its standards.
- Arrange for Team members and staff (up to 15 people per company) to attend in-house training that will be conducted on site at your business premise.

**Step 5  Assessment**

For companies opting to be assessed, you will have to prepare your establishment and staff for the assessment. You may download the checklists and supporting materials online from the Lao Tourism website at www.tourismlaos.org to help you with your preparation. Training is available upon request.

Once you are ready, assessors will be arranged to conduct the assessment at your premise.

**Step 6  Certification award**

After a company has passed the assessment, it will be invited to an Award ceremony to receive the LaoSafe certificate.
Operators need to be familiar with these standards and implement them at their premises in order to pass the assessment and become certified.

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<td>• Keep attire and uniform clean.</td>
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<td>• Do not wear accessories or jewelleries during work.</td>
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<td>• Keep hair neat and tidy. Long hair should be tied up using hair restraints.</td>
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<td>• Things not to do to prevent spread and contamination: Spit, pick nose, wipe off perspiration with bare hands.</td>
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<td>- Use appropriate cleaning and sanitising products suitable for a food environment. Follow manufacturer’s instructions.</td>
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<td>- Use appropriate disinfectants. Follow the cleaning guidelines for “hygiene and disinfection to prevent and control the new Coronavirus disease (COVID-19)” by MOH-DHHP.</td>
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<td>- Implement table cleaning protocols.</td>
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<td>- Do not touch cooked/ready-to-serve food with bare hands when serving.</td>
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<td>- Do not touch the inside nor the rim of cups or glasses.</td>
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<td>- Do not serve cooked/ready-to-eat food if it has been dropped on the floor or exposed to contaminants.</td>
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<td>- When sneezing or coughing, turn away from the food and cover nose and mouth with tissue paper. Wash and sanitise hands thoroughly after sneezing or coughing.</td>
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<td>• After service</td>
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<td>- Avoid picking up used tissues of customers with bare hands. If hands are used, ensure they are washed and sanitized immediately afterwards.</td>
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<td>- If linens are used for tables, they need to be replaced after use.</td>
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<td>- Clean and sanitise tabletops and seats after each service cycle.</td>
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<td>- Clean and sanitise menu and bill holder after every service cycle.</td>
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<td>- Soak cleaning cloths in household bleach at the proper concentration according to the manufacturer’s instructions.</td>
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<td>- Staff are to wash and sanitise hands after cleaning.</td>
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</tbody>
</table>
2.2 Ice machine handling
- Wash and sanitise hands before scooping ice.
- Always use a tong/scoop/or other ice dispensing utensils to handle ice. Do not use bare hands.
- If scoops are used, ensure it is stored in a sanitary manner. Scoops must be cleaned and sanitised daily.

2.3 Premise cleaning regime
- Develop and implement protocols to clean and disinfect common facilities and premises with high traffic flow.
- Clean and disinfect work areas regularly.
  - Staff are to wear PPE when performing cleaning and disinfection work.
  - Staff to be trained to use proper disinfectants.
  - Follow the cleaning guidelines for “hygiene and disinfection to prevent and control the new Coronavirus disease (COVID-19)” by MOH-DHHP.

2.4 Back of house
- Clean and disinfect back of house area. Used equipment must be cleaned on a regular basis.
- Keep floor surfaces, walkways and utensils dry.
- Trash bags should be used for collection of rubbish and rubbish bin should be covered.

2.5 Toilets
- Clean and disinfect toilets regularly, including all high touch points.

2.6 Ventilation
- Ensure the establishment is well ventilated.

2.7 Deliveries
- Have in place safe food delivery guidelines.
- Minimise person-to-person contact during the delivery.
- Maintain a safe distance between the staff and outside contacts.

2.8 Third-party vendors and suppliers
- Third-party vendors entering the F&B premise need to wear masks / face shields.
- Perform temperature check and screening of respiratory symptoms. Temperature should not exceed 37.5°C. Third party failing checks should not be allowed into property.
- Third-party vendors need to observe safe distancing protocol.
### 3. STAFF SAFETY

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<th>Reduce transmission risk, reduce intermingling, reduce physical interactions, and cleaning measures</th>
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<td><strong>3.1 Temperature check and screening</strong></td>
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<tr>
<td>- Perform temperature checks and screenings for respiratory symptoms on all staff. Temperatures must not exceed 37.5°C. Staff failing any of these checks must not be allowed to enter the property.</td>
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<tr>
<td>- Maintain log record for the past 21 days.</td>
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<tr>
<td><strong>3.2 Minimise socialising and practice safe distancing.</strong></td>
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<tr>
<td>- Staff must not gather in large groups.</td>
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<td><strong>3.3 Provide masks / face shields and access to handwashing facilities and hand sanitisers for all staff.</strong></td>
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<td><strong>3.5 Follow the cleaning guidelines for “hygiene and disinfection to prevent and control the new Coronavirus disease (COVID-19)” by MOH-DHHP.</strong></td>
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### 4. CUSTOMER SAFETY

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<td><strong>4.1 Perform temperature checks and screenings for respiratory symptoms on all guests entering the property.</strong></td>
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<td><strong>4.2 Ensure face masks are available to all customers upon requests. Provide hand sanitisers for customers at high traffic areas.</strong></td>
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<td><strong>4.3 Have in place protocols to facilitate and support contact tracing.</strong></td>
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<td><strong>4.4 Put in place safe distancing measures (1-metre) such as markings and physical barriers.</strong></td>
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<td><strong>4.5 Put in place crowd size control measures and implement safe table and seating arrangements.</strong></td>
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<th>Risk management measures</th>
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<td><strong>5.1 Call the 166 or 165 hotlines, which are providing assistance in the event of a suspected case. Isolate the suspect and make arrangements for them to leave the premises.</strong></td>
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<tr>
<td><strong>5.2 Isolate suspected case.</strong></td>
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<td><strong>5.3 Provide assistance with contact tracing, where necessary.</strong></td>
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<td><strong>5.4 Follow the cleaning guidelines for “hygiene and disinfection to prevent and control the new Coronavirus disease (COVID-19)” by MOH-DHHP.</strong></td>
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1. PERSONAL GROOMING AND HYGIENE STANDARDS

1.1 Personal grooming standards

Staff of F&B establishments must practice industry-specific personal hygiene practices Good personal hygiene practices to adopt include the following:

- Attire and uniforms
  - Staff must wear clean, proper, and tidy attire when at work. The attire must be changed daily, or if it is soiled.

- Fingernails
  - Keep fingernails short and clean. Bacteria found under fingernails can contaminate food when fingernails come into contact with food. Do not use nail polish or fake fingernails.

- Accessories and jewelleries
  - Do not wear accessories or jewelleries as they may drop into the food. Such items could also trap food debris that can contaminate food.

- Hair
  - Keep hair neat and tidy. Long hair must be tied up using hair restraints.

1.2 Personal hygiene standards

Operators must ensure that processes that help keeping the workplace clean and hygienic are implemented. Efforts must be made to ensure that staff know and follow safe and hygienic practices.

- Wear masks / face shields
  - Ensure that all staff are equipped with masks / face shields. All employees and other onsite personnel are to put on their masks / face shields properly at all times, except when eating and drinking.
  - Masks / face shields help provide some protection against the transmission of COVID-19 by capturing droplets released in the air through breathing, coughing, sneezing and talking. Masks / face shields used together with safe distancing and other hygiene measures help to reduce COVID-19 transmission risks.

- Practice proper handwashing
  - Effective handwashing is important to prevent harmful bacteria from spreading from hands or arms to food, work surfaces, utensils, equipment, etc. Hands and exposed arm portions must be washed thoroughly with soap and water for 20 to 40 seconds (preferably hot water):
    - Upon arrival at work.
    - After visiting the toilet.
    - After having had a break.
    - After handling money.
    - Before and after serving food.
    - After coughing, sneezing, eating or drinking.
    - After handling rubbish.
    - After cleaning duties e.g. clearing plates, wiping tables and clearing food waste.
    - Before leaving the workplace.
Hand washing steps

The following are the steps for effective handwashing. Accommodation management staff must train all staff in these proper handwashing steps.

- Wet hands with clean, running water and apply soap. Rub palms together to make lather.
- Scrub in between the fingers.
- Scrub the back of your hands.
- Scrub your thumbs.
- Scrub your palms.
- Scrub your nails and fingertips
- Scrub your wrists.
- Rinse and dry your hands with paper towel.

Drying hands

While hands may be clean after washing them with soap and water, staff will also have to take the following precautions when drying them:

- Avoid using towels or non-disposable cleaning cloths to wipe your hands unless you clean the cloths daily and dry them regularly. Germs thrive on moist surfaces.
- Do not use a common hand towel. Always use disposable towels or hand dryers in public washrooms.

• Hand sanitisers or alcohol-based hand rubs
  - Hand sanitisers or alcohol-based hand rubs that are suitable for safe and effective use against COVID-19 must be provided to staff to disinfect their hands regularly. It should consist of at least 70% alcohol (often listed as ethanol, ethyl alcohol, isopropanol, or 2-propanol).
  - Soiled hands need to be cleaned with soap and water before using a hand sanitiser.
  - Refer to the Guidelines for ‘Hygiene and Disinfection to Prevent and Control the new Coronavirus disease (COVID-19)’ by MOH-DHHP.

• Prevent spreading and contamination
  - To prevent contamination and the spreading of germs, staff should not do any of the following when at work and providing service:
    - Smoke.
    - Spit.
    - Pick nose or ears.
    - Blow or breathe on glassware or cutlery to polish them.
    - Wipe hands on a dirty cloth.
    - Comb or touch hair.
    - Wipe off perspiration with bare hands.
  - If unwell, stay away from fellow colleagues, report to the Supervisor, and see a doctor.
2. ENVIRONMENT HYGIENE STANDARDS FOR ACCOMMODATION

The establishment must ensure that the F&B premises and facilities are safe and clean to operate.

2.1 Food handling and serving practices

Managers / supervisors must ensure that all staff are aware of and follow proper food handling and serving practices to prevent the spread of diseases and contamination. The F&B service staff must:

• Pre-service
  - Clean and sanitise tables
  - Use appropriate cleaning and sanitising products suitable for the food environment. Follow the manufacturer’s instructions for the use of cleaning and sanitising products. Do not mix chemicals and cleaning products without following directions. Do not dilute or disregard the manufacturer’s instructed concentration levels.
  - For guidance on cleaning and disinfectant liquids, refer to the Guidelines for “hygiene and disinfection to prevent and control the new Coronavirus disease (COVID-19)” by MOH-DHHP.
  - Surfaces must be cleaned with water and soap or a detergent first to remove dirt, followed by disinfection.
  - Cleaning must always start from the least soiled (cleanest) area to the most soiled (dirtiest) area in order to not spread the dirt from soiled to less soiled areas.
  - Clean and wipe off all condiments to be placed on the tables e.g. salt and pepper shakers.
  - Clean all table ornaments. Clean and disinfect menus and bill holders daily during pre-opening preparation.
  - Wash hands before handling place settings, food, or beverages.

• During service

  Recommended:
  All disinfectants should be stored in containers, in a well-ventilated area that is not exposed to direct sunlight and ideally, prepared fresh every day. Reduce display items on tables, where possible.

  - Do not touch cooked / ready-to-serve food with bare hands when serving food. Care should be given to ensuring that thumbs or fingers are not in contact with food.
  - Always use tongs, ladles or spoons to handle cooked / ready-to-eat food or cut fruits. When necessary, wear disposable gloves. Discard the gloves after each use.
  - Handle crockery and utensils by the base, handles or other areas that are not in contact with food. Ensure that crockery and utensils are not dirty, chipped, broken or cracked.
  - Do not touch the inside and rim of cups or glasses.
  - Always provide serving spoons to customers who are sharing dishes.
• Avoid picking up used tissues of customers with your hands.
• If you use your hand, do not touch any parts of your body until you have washed your hands. Use gloves or tongs where possible.
• Remove unused flatware after the meal, then clean and sanitise it.
• If tables are covered with linens, remove them after each meal and replace them with clean tablecloths. Cloth linens, tablecloths, and napkins must be taken to the laundry.
• If no tablecloth is used, remove all materials (salt and pepper shakers, sweetener, etc.) to clean and sanitise the table. Replace the materials and reset the tables before the next guests sit down.
• Wipe and clean all condiments that are on the table.
• Tabletops should be wiped and sanitised. Wipe table seats after cleaning the tabletops.
• Keep the dining environment clean and do not sweep crumbs or food remnants onto the floor.
• Clean and sanitise menus and bill holders after every service cycle.
• Soak cleaning cloths in household bleach at the proper concentration levels according to the manufacturer’s instructions.
• Always wash your hands with soap and water after clearing tables, using proper handwashing techniques.

2.2 Ice machine handling

**Recommended:**

Where possible, try to utilize single use condiment items e.g. salt and pepper packages.

If ice machines are used in the establishment, staff must be properly trained when scooping ice according to the steps outlined below:

• Wash hands before scooping ice.
• Do not use bare hands to handle or place ice into glasses. Always use tongs, scoops or other ice dispensing utensils or equipment to handle ice.
• If using scoop, the scoop should be stored in a sanitary manner close to the ice machine. The scoop must be cleaned and sanitised daily.
2.3 Premise cleaning regime

F&B operators must develop and implement processes to clean and disinfect common facilities more frequently for premises/areas with high traffic flow. Staff must clean and disinfect their own work areas e.g. workstations, bar counters, cashier areas, POS machines and equipment regularly.

**Recommended:**

*Perform hourly cleaning during peak times and every 2 to 4 hours during non-peak times.*

- Common facilities and work areas to be cleaned may include, but are not limited to the following:
  - Dining areas, including tables, chairs, customer menus, ordering gadgets e.g. i-Pads. They should be cleaned after every customer cycle.
  - Lifts, stairways, including buttons, handrails, railings and handles.
  - Doors including doorknobs and handles.
  - Toilets.
  - Common walkways.
  - Payment counters, cashiers.
  - Tray return areas.
  - Other common areas and high touch points.
- Staff are to wear PPE when performing cleaning and disinfection work. For example, rubber gloves, masks and aprons.
- Disinfectants are to be used. Staff are to be trained to use appropriate disinfectants.
- Refer to the guidelines for “hygiene and disinfection to prevent and control the new Coronavirus disease (COVID-19)” by MOH-DHHP and which provide an overview of disinfectant mixtures and contents.

2.4 Back of house

- Clean and disinfect the back of house area and any equipment that is being used there on a regular basis.
- Floor surfaces, walkways and utensils are to be kept dry, as appropriate and as much as possible. Areas and utensils to be kept dry may include, but are not limited to the following:
  - Kitchen floor areas and walkways.
  - All utensils used for cooking.
  - Storage cabinets, chillers and fridges.
- Trash bags must be used for the collection of rubbish. Rubbish bins must be covered and emptied on a regular basis. Bin areas must be washed and disinfected daily and kept dry as much as possible.
2.5 Toilets

Toilets are to be cleaned and disinfected regularly. A cleaning cycle must include all the high touch points e.g. flush handles/knobs, taps, locks, toilet seats and the buttons of hand dryers.

### Recommended:
- Conduct hourly cleaning during peak times and every 2 to 4 hours during non-peak times.
- Increase the ventilation if there is a window.
- Increase the monitoring and replenishment of hygiene supplies e.g., soap, sanitiser, paper towels and toilet papers.

2.6 Ventilation

Ensure that the F&B establishment is well ventilated.

### Recommended:
Open the windows, where possible, before opening and closing the establishment to ensure fresh movements of air.

2.7 Deliveries

- Establishments must put in place safe guidelines for staff dealing with food delivery services.
- Minimise person-to-person contact during the delivery. Establish protocols to place cash and food items on a surface instead of passing them directly from hand to hand.
- Practice safe distancing between the staff and any outside contact.

### Recommended:
Where possible, agree with the delivery companies on having their staff wear masks / face shields and encourage them to handwash after each delivery.

2.8 Third party vendors and suppliers

- All third-party vendors entering the F&B establishment's premises need to wear masks / face shields.
- Perform temperature checks and screenings for respiratory symptoms on third-party vendors wanting to enter the premises. Temperatures must not exceed 37.5 °C.
- Third-party vendors failing these checks must not be allowed to enter the establishment's premises. Advise them to seek medical help immediately.
- Ensure that third-party suppliers are aware and observe the establishment's protocol for safe distancing.
3. STAFF SAFETY

3.1 Temperature checks and screenings for respiratory symptoms of employees

The establishment must put in place processes to ensure that any potentially infectious staff must not come to work or be in the working environment to cause further spread of the virus.

- Nominated personnel must conduct temperature checks and screenings for respiratory symptoms such as coughs and / or shortness of breath of employees at least once a day.
- Staff are to be trained to screen customers for respiratory symptoms.
- The observations from temperature checks and screenings for respiratory symptoms on employees must be recorded in a temperature log:
  - Maintain temperature log records for at least the past 21 days.
  - The verification of records is to be conducted by the Supervisor on a daily basis.
  - Supervisors/Managers are to monitor the conducting of temperature checks and screenings for respiratory symptoms.
  - Staff who are unwell, with a temperature exceeding 37.5°C and / or with respiratory symptoms must not be allowed to work. Send staff to seek medical help immediately.
  - Ensure that no staff who are under quarantine / Stay-Home order do not report to work.

3.2 Minimise socialising and practice safe distancing

- The establishment must ensure that staff do not gather in large groups and that safe distancing is enforced in the workplace.
- Management should not organise or encourage social gatherings within or outside the workplace (e.g. parties, celebrations, dinners etc.).
  - Management must ensure that employees adhere to the permissible group sizes based on prevailing guidelines on social gatherings at the workplace, including during meals or breaks in common spaces such as staff canteens, dining areas, pantries, and smoking corners.

3.3 Providing staff with masks / face shields and access to handwashing and hand sanitisers for all staff

- Each establishment needs to provide and ensure that all staff are equipped with masks / face shields. All employees and other onsite personnel are to put on their masks / face shields properly at all times, except when eating and drinking.
- For staff handling cleaning and disinfection, relevant PPE must be provided. e.g. plastic boots, gloves, bouffant head caps, and long-sleeved plastic gowns.
- The establishment must ensure that staff have easy access to handwashing stations/basins, soaps, and hand sanitisers. Washing soaps must be refilled regularly.

Recommended:

- Intermingling among different groups of staff should be avoided.
- Where possible, arrange for different groups of staff to arrive / depart through different entrances / exits.
3.4 Self-protection measures for cleaning and hygiene personnel after cleaning and disinfecting

- For guides on self-protection measures after cleaning, refer to the guidelines for ‘Hygiene and Disinfection to Prevent and Control the new Coronavirus disease (COVID-19)’ by MOH-DHHP.
- In case the staff is/has been in contact with contaminated waste or people infected with COVID-19, all used PPE needs to be disposed of in two-layered biohazard disposal bags, secured tightly, labelled clearly, and discarded accordingly.

4. CUSTOMER SAFETY

F&B operators must put in place arrangements to prevent potentially infectious people from entering their premises. For the well-being of all customers and customer facing staff, Management must establish a process to assess people entering the establishment and prevent entry to those who show signs of symptoms. The following protocol must be in place:

4.1 Conduct temperature checks and screenings for respiratory symptoms

- Perform temperature checks and screenings for respiratory symptoms such as coughs and/or shortness of breath of all customers before allowing them entry to the premises.
- Turn away customers who are unwell, with a temperature exceeding 37.5°C and/or with respiratory symptoms. Advice customers to seek medical help immediately.
- Inform customers during temperature checks that anyone who is supposed to be under quarantine/Stay Home order would be turned away (for the safety of other guests and staff).

4.2 Provide masks and hand sanitiser for customers

- Masks
  - Ensure that masks are available to all customers upon request.
- Handwashing and hand sanitisers
  - Hand sanitisers and/or alcohol-based hand rubs must be provided for guests to disinfect their hands at the entrance and other convenient places.
  - Ensure that soap dispensers are always replenished for hand basin areas or toilets.

4.3 Facilitate contact tracing

The establishment must put in place protocols and records to help mitigate and reduce the transmission of COVID-19. If a case is found, having the necessary records can help provide information to authorities to help trace the degree of exposure and limit the spread. The following practice must be put in place:

- Inform customers that contact details are needed for all guests for the purpose of facilitating contact tracing by the health authorities, if required. For convenience, Management could provide QR codes for customers, so that they can fill in their details into an e-Form. If
not, physical records/forms and/or easily accessible guest registration details will also be acceptable to facilitate contact tracing, if required by the authorities.

- Ensure confidentiality is respected by collecting only relevant data e.g. name, time and contact methods.
- Provide details of guests to the health authority for the purpose of contact tracing, when required.
- WHO defines ‘contact’ as a person who experienced any of the following exposures during the 2 days before and the 14 days after the onset of symptoms to a probable or confirmed case:
  - Face-to-face contact with a probable or confirmed case within 1 metre and for more than 15 minutes.
  - Direct physical contact with a probable or confirmed case.
  - Direct care for a patient with probable or confirmed COVID-19 disease, without using proper PPE.

4.4 Safe distancing for customers

- Establishments should put in place physical barriers or markings e.g. floors, to the extent possible. If there is a customer queue, 1-metre markings must be visible on the floors.
- If the F&B establishment has an elevator, limit the number of people who are allowed to use it at one time. Use signages and markings to communicate the requirements.
- If there are seating / waiting areas, provide markings where necessary to facilitate safe distancing (1-metre).

4.5 Crowd size control

Establishments are to put in place crowd size control measures and implement safe table and seating arrangements.

- Tables should be at least 1-metre apart from each other.
- In the event that tables/seats are fixed, tables/seats must be marked so as to accommodate groups and still ensuring at least 1-metre spacing between groups.
- Intermingling between customer groups must not be encouraged.
5. RISK MANAGEMENT

F&B management must have a preparedness plan to manage and handle suspected and confirmed cases. Staff must be briefed and trained to ensure they know the protocol and the right authorities to contact and steps to take should a suspected or confirmed case of COVID-19 be found.

5.1 Suspected case

In the event of a suspected case, call the 166 or 165 hotlines, which are providing assistance in the event of a suspected case.

5.2 Handling of suspected or confirmed cases of COVID-19

In the event of suspected or confirmed case:

• Isolate the suspected case.
• Provide the suspect with a mask so as to be considerate of the well-being of the people around. Require and help make arrangements for the person to leave the premises using a safe method of transport to a medical facility or home.
• If the customer is confirmed as having COVID-19, check if the person has been in close contact with other staff or guests. Inform staff of their possible exposure, ask them to keep the details of the source of the exposure confidential, and support staff to self-isolate and quarantine immediately.

5.3 Contact tracing

• Provide information to the authorities to assist with contact tracing, where necessary.
• Only release information to the relevant authorities. Do not disclose information about cases unnecessarily.

5.4 Cleaning regime

For guides on disinfectant choices and further guides on hygiene and disinfection, refer to ‘Guidelines for Hygiene and Disinfection to Prevent and Control the new Coronavirus disease (COVID-19) by MOH-DHHP’.
Recommended:

The following are recommended steps for cleaning:

- Mop the floor with a prepared disinfectant or bleach solution, starting from one end of the premises to the other.
- Use a separate set of equipment to clean the toilets (disposable cleaning cloths, mops, etc.). A disinfectant or bleach solution must be used.
- Disinfect toilet bowls by pouring disinfectant into the bowl and cleaning it with a brush. A separate cloth must be used for the cleaning of any seat covers. After disinfection, clean the floor with disinfectant from the exit inwards.
- Clean all accessible surfaces.
- Remove any curtains / fabrics / quilts for washing. It is recommended to use a hot water cycle, to wash with detergents or disinfectant in the water at 70ºC for at least 25 minutes. If low-temperature (i.e., less than 70ºC) laundry cycles are used, choose a chemical that is suitable for low-temperature washing when used at the proper concentration.
- Soak cloths with a prepared disinfectant or bleach solution and use them to wipe off all frequently touched areas. After doing so, allow these areas to air dry.
- Repeat cleaning the floor with disinfectant or a bleach solution starting from one end of the premises to the other.
- Throw away disposable cleaning equipment made of absorbent materials (e.g. mop head and wiping cloths) after cleaning each area, to prevent cross contamination.
- Discard cleaning equipment into doubled-lined biohazard waste bags and arrange for proper disposal as biohazardous waste.
- Disinfect buckets by soaking in disinfectant or bleach solution.
- After cleaning and disinfection have been completed, remove disposable PPE e.g., gown and gloves and hand wash them with soap and water.
- Other non-disposable items should be disinfected according to the manufacturer’s instructions.
- Throw all disposable PPE into doubled-lined biohazard waste bags and have them discarded accordingly.

Clean and Safe Restaurant Service Standard in Lao PDR. Department of Tourism Management, Ministry of Information, Culture and Tourism.


EU Guidance.


Guidelines for Hygiene and Disinfection to Prevent and Control the New Coronavirus Disease (Covid-19) at Public Area (Hotel, Guesthouses, Offices-Organizations, Schools and Others: Department of Hygiene and Health, Lao PDR, 13 Mar. 2020.


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