

LaoSafe

ACCOMMODATION
STANDARD



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FOREWORD

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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INTRODUCTION



This guide has been developed to provide practical implementation support for businesses to implement the Accommodation 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.

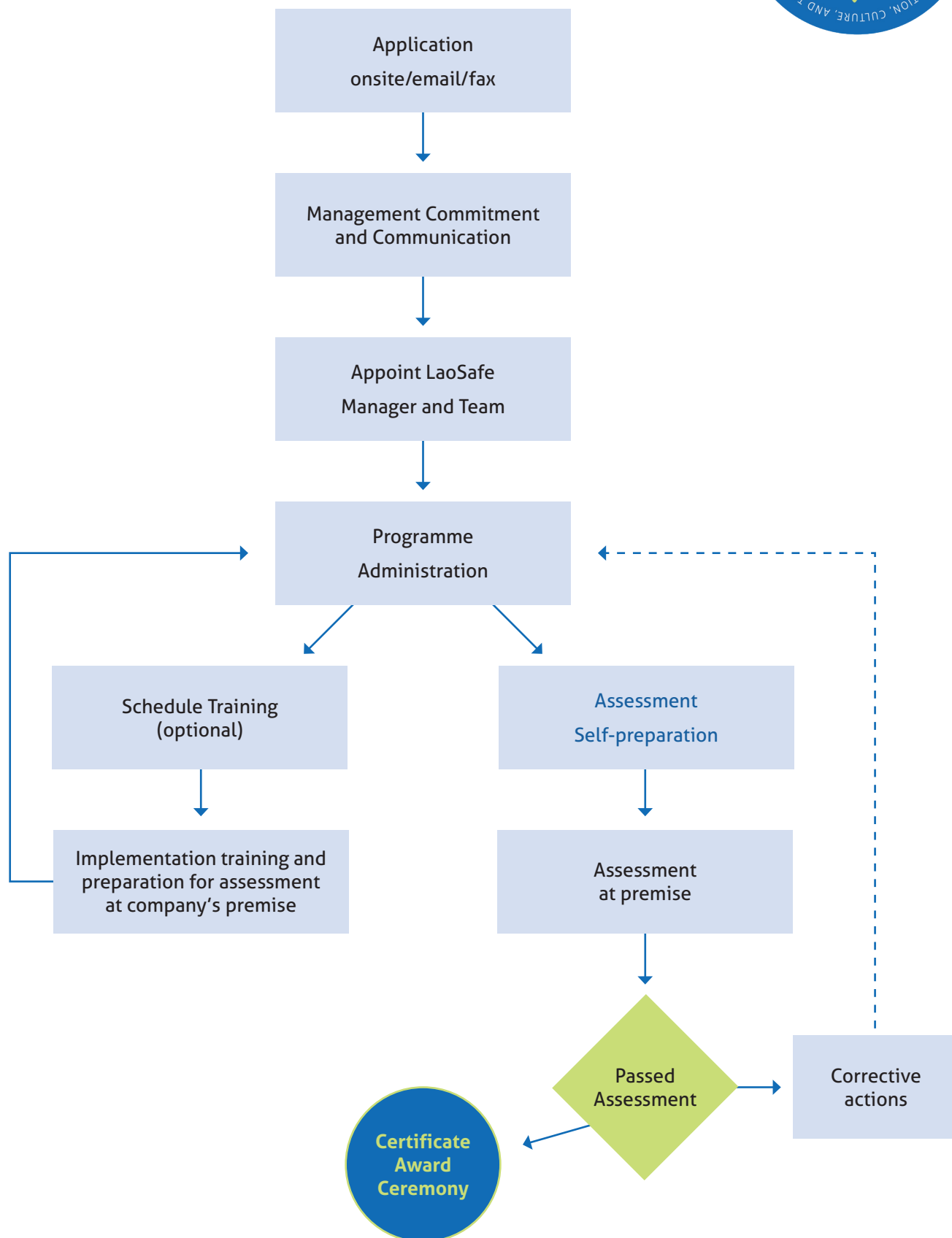
Accommodation businesses seeking to be certified under this hygiene programme should use this Guide to help prepare for assessment and certification.

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





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 pax 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.

LAOSAFE ACCOMMODATION STANDARDS



Operators need to be familiar with these standards and implement them at their premises in order to pass the assessment and become certified.

No.	Outcomes to achieve	Standard
1. PERSONAL GROOMING AND HYGIENE STANDARDS		
Reduce transmission risk		1.1 Personal grooming standards <ul style="list-style-type: none"> • Keep attire and uniform clean. • Keep fingernails short and clean. • Do not wear accessories or jewellery during work. • Keep hair neat and tidy. Long hair should be tied up using hair restraints.
Reduce transmission risk		1.2 Personal hygiene standards <ul style="list-style-type: none"> • Wear masks / face shields. • Practice proper handwashing. • Use hand sanitisers or alcohol-based hand rubs. • Things not to do to prevent spread and contamination: Spit, pick nose, wipe off perspiration with bare hands.
2. ENVIRONMENT HYGIENE		
Cleaning and disinfection measures		2.1 Public spaces <ul style="list-style-type: none"> • Increase frequency of cleaning high touch or high traffic public spaces. • Cleaning personnel to use PPE when cleaning and disinfecting. Use appropriate disinfectants. Follow cleaning guidelines for "hygiene and disinfection to prevent and control the new Coronavirus disease (COVID-19)" by MOH-DHHP. • Increase frequency of cleaning and disinfection of toilets and high touch areas.
Reduce transmission risk		2.2 Front office area <ul style="list-style-type: none"> • Entrance <ul style="list-style-type: none"> - Provide hand sanitisers or alcohol-based hand rubs at the guest entrance and around lobby areas. - Perform temperature checks and screenings of respiratory symptoms. Temperatures must not exceed 37.5°C. Guest failing checks must not be allowed to enter the accommodation's premises. - Disinfect any luggage before it enters the accommodation's premises. • Reception (check-in and check-out) <ul style="list-style-type: none"> - All staff are to wear masks / face shields. - Have cleaning and disinfection protocols in place. - Increase frequency of cleaning high touch or high traffic places. - Provide hand sanitiser at the reception counter. - Provide one-metre markings in check-in and check-out areas to ensure safe distancing. - Ensure guests' information are easily accessible to facilitate contact tracing. - Ensure that face masks are available to all guests upon request. • Bell service <ul style="list-style-type: none"> - All bellhops are to wear masks / face shields. - Disinfect the luggage cart each time after a guest has been provided assistance. - Wash and sanitise hands each time after providing bellhop services.
Cleaning and disinfection measures		
Reduce transmission risk		
Reduce surface transmission		



<p>Cleaning and disinfection measures</p> <p>Reduce transmission risk</p>	<p>2.3 Guest rooms</p> <ul style="list-style-type: none"> • Cleaning regime <ul style="list-style-type: none"> - All housekeeping staff are to wear PPE. Wash and sanitise hands before and after cleaning each room. - Clean and disinfect any clothes basket or hamper after each use. - Disinfect cleaning and laundry equipment at the end of each work shift. • Pay particular attention to cleaning high-touch items. • Single use items are to be discarded after each guest's stay. • All bulk personal care items are to be cleaned and disinfected before the next guest's arrival. • For service hotels with kitchen and utensils, all kitchen items should be cleaned and sanitised at the end of each guest's stay. • Air and ventilate the room during cleaning where possible. • Laundry and linens <ul style="list-style-type: none"> - Avoid shaking dirty linens and laundry in the room. - Bag linens in guest room. - Follow manufacturer's instructions for washing. • Discontinue the use of mini bar items, if possible • Contactless procedures for handling room requests. <ul style="list-style-type: none"> - Housekeeping staff to leave requested items outside the room, ring the doorbell/knock on the door and alert guests. • Maintenance <ul style="list-style-type: none"> - Maintenance staff are to wear masks / face shields. - Wash and sanitise hands before entering the room. - Maintain safe distancing of 1-metre from guests.
<p>Reduce surface transmission</p> <p>Reduce transmission risk</p>	<p>2.4 Food and beverage operations</p> <ul style="list-style-type: none"> • All F&B staff are to wear masks / face shields. • When sneezing or coughing, turn away from food and cover noses and mouths with tissue paper. Wash and sanitise hands thoroughly after sneezing or coughing. • Implement processes to increase cleaning and disinfection frequency of high touch areas. • A la carte menu restaurant <ul style="list-style-type: none"> - At the end of every shift, high touch areas and work-stations must be cleaned before the next shift takes over. - A minimal number of items should be placed on the dining tables so as to facilitate easier disinfection. - Arrange safe distancing (1 metre) between tables, - If linens are used for tables, they must be replaced after use.



Reduce capacity and intermingling	<ul style="list-style-type: none"> • Buffet <ul style="list-style-type: none"> - Buffet service is discouraged. If provided, ensure safe distancing is practiced and that there are safe distance markings for buffet queues. - Food must be served by restaurant staff at buffet counters. • In-room dining <ul style="list-style-type: none"> - Staff are to wear masks / face shields when performing room delivery service. - Wash and sanitise hands prior to delivery. - Minimise contact and practice contactless delivery. Leave food outside the room, ring the doorbell / knock on the door and announce delivery. - Ensure all food items are covered during the process of delivery. • Banquet <ul style="list-style-type: none"> - Staff are to provide service or have the servings individually plated. - Ensure 1-metre safe distancing between tables. • Washing of dishes and silverware <ul style="list-style-type: none"> - All dishes, silverware, and glassware must be washed and disinfected in a dishwashing machine.
Reduce transmission risk Reduce capacity and intermingling	<p>2.5 Meetings and events</p> <ul style="list-style-type: none"> • Cleaning of high touch areas <ul style="list-style-type: none"> - All staff are to wear masks / face shields. - Increase frequency of cleaning high touch surfaces. - Ensure deep cleaning each night after an event / meeting. • Ensure that face masks are available to all guest upon arrival and request. • Safe distancing <ul style="list-style-type: none"> - Provide 1-metre markings for event registration desks. - Provide 1-metre markings between tables. • All linens should be transported to and from the meeting in sealed or covered bags / containers.
Reduce transmission risk	<p>2.6 Business centre</p> <p>All staff are to wear masks / face shields.</p> <ul style="list-style-type: none"> • Increase frequency of cleaning high touch surfaces. • Provide 1-metre markings for queues at reception or cashier counters.
Reduce surface transmission	<p>2.7 Fitness centre</p> <ul style="list-style-type: none"> • All staff are to wear masks / face shields. • Sanitise equipment and surfaces after each use. • Provide sanitising wipes. • Provide appropriate signage to encourage guests to sanitise handrails and buttons after use. • Increase frequency of cleaning high touch surfaces. • All used towels are to be deposited into a closed container.



<p>Cleaning measures, reduce transmission risk.</p> <p>Reduce capacity and intermingling</p>	<p>2.8 Pool area</p> <ul style="list-style-type: none"> • Staff <ul style="list-style-type: none"> - All staff are to wear masks / face shields. - If lifeguards are on duty, they need to be briefed on all relevant protocols. • Cleaning and disinfection <ul style="list-style-type: none"> - Follow the manufacturer's guidelines for pool water maintenance and cleaning. - Clean and disinfect furniture and equipment after every use. - Pool side staff serving beverages must follow the established handwashing protocol before preparing beverages. - Beverage counters and serving trays must be washed and disinfected regularly. • Cleaning of linens <ul style="list-style-type: none"> - All used and soiled pool towels must be put in a covered container. - Staff handling used or soiled towels must wear gloves or practice the established handwashing protocol after clearing the towels. • Safe distancing <ul style="list-style-type: none"> - Put in place safe distancing measures, leaving 1-metre between lounge chairs and tables.
<p>Reduce transmission risk</p> <p>Cleaning and disinfection measures</p>	<p>2.9 Spa</p> <ul style="list-style-type: none"> • All staff are to wear masks / face shields. • Perform temperature checks and screening of respiratory symptoms of all guests. • Ensure that face masks are available to all guests upon request. • Safe distancing <ul style="list-style-type: none"> - Put in place safe distancing measures of 1-metre. - Encourage pre-bookings. • Cleaning and sanitising <ul style="list-style-type: none"> - Clean and sanitise rooms, tables and items after each customer. - If robes are provided, they are to be put away for laundry immediately after use. - If lockers are provided, ensure they are cleaned and sanitised after use. - Clean and sanitise all spa facilities daily. - Staff are to use the established handwashing protocol after each customer.
<p>Reduce transmission risk and cleaning and disinfection measures</p>	<p>2.10 Retail</p> <ul style="list-style-type: none"> • All staff are to wear masks / face shields. • Provide hand sanitisers at the entrance and reception counter. • Clean and sanitise the retail area daily. • Increase frequency of cleaning high touch areas.



Reduce transmission risk and cleaning measures	2.11 VIP lounge <ul style="list-style-type: none"> All staff are to wear masks / face shields. Increase frequency of cleaning high touch areas. Put in place safe distancing measures of 1-metre for seating arrangements.
Reduce transmission risk	2.12 Parking area and gardens <ul style="list-style-type: none"> All parking attendants are to wear masks / face shields. Ensure that seats in garden areas are wiped and cleaned regularly. Put in place safe distancing measures of 1-metre for seating arrangements.
Cleaning and disinfection measures	2.13 Back of house <ul style="list-style-type: none"> Must be cleaned and disinfected on a regular basis. Have protocols in place for cleaning and disinfecting all high touch and high traffic areas daily. Provide handwashing stations and access to hand sanitisers at high traffic areas for staff.
Reduce transmission risk.	2.14 Ventilation <ul style="list-style-type: none"> Ensure the establishment is well ventilated.
Reduce transmission risk	2.15 Third party vendors and suppliers <ul style="list-style-type: none"> Third-party vendors entering accommodation premises must wear masks / face shields. Perform temperature checks and screenings for respiratory symptoms. Temperatures must not exceed 37.5°C. Third-party vendors failing any of these checks must not be allowed to enter the accommodation's premises. Third-party vendors need to observe the established safe distancing protocol.
3. STAFF SAFETY	
Reduce transmission risk, reduce intermingling, reduce physical interactions, and cleaning measures	3.1 Temperature check and screening <ul style="list-style-type: none"> 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 accommodation's premises. Maintain log record for the past 21 days. 3.2 Minimise socialising and practice safe distancing. <ul style="list-style-type: none"> Staff must not gather in large groups. 3.3 Provide masks / face shields and access to handwashing facilities and hand sanitisers for all staff. 3.4 Follow the cleaning guidelines for "hygiene and disinfection to prevent and control the new Coronavirus disease (COVID-19)" by MOH-DHHP.



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

IMPLEMENTATION GUIDELINES



1. PERSONAL GROOMING AND HYGIENE STANDARDS

1.1 Personal grooming standards

Staff of accommodation and lodging establishments must practice industry-specific personal hygiene. Good personal hygiene practices to adopt include the following:

- Attire and uniforms
 - Staff should wear clean, proper and tidy attire when at work. The attire should be changed on a daily basis, 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 should 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 and face coverings 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.
- 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 premises and facilities are safe and clean to operate.

2.1 Public spaces

Surfaces should be cleaned and disinfected daily.

- High touch or high traffic public spaces
- Operators must develop and implement processes to clean and disinfect common spaces and facilities with high traffic more frequently.

Recommended:

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

- High traffic areas can include, but are not limited to the following:
 - Accommodation entrance.
 - Lobby area and seating.
 - Elevator(s) and elevator buttons.
 - Public door handles.
 - Public toilets.
 - Stairs and escalator handrails.
 - Pool seating areas and shower areas.
 - All shared equipment must be wiped and disinfected after every shift or before handing it over to other personnel.
- Use of PPE and disinfectants when cleaning and disinfecting
 - Cleaning personnel must wash hands with soap and clean water, or use a hand sanitiser or alcohol-based hand rub to perform their cleaning duties.
 - Management should ensure that staff are provided with and wear appropriate PPE, e.g., face masks, goggles or face shields, bouffant head caps, long gloves, long sleeved plastic gowns and plastic boots during cleaning and disinfecting.
 - Management must ensure that disinfectants are used, and that cleaned areas are well ventilated.

For guidance on hygiene and disinfection, and disinfectant choices, refer to the Guidelines for 'hygiene and disinfection to prevent and control the new Coronavirus disease (COVID-19)' by MOH-DHHP.
- Public Toilets
 - Ensure that toilets are cleaned and disinfected regularly.

Recommended:

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



- The cleaning regime must pay particular attention to all the high touch areas. High-touch areas include, but are not limited to the following:
 - Doorknobs or handles | Flush handles or knobs | Water taps | Locks | Toilet seats | Hand dryers (button), etc.
- Increase the ventilation if there is a window.
- Increase the monitoring and replenishment of supplies e.g. soap, hand sanitisers, paper towels and toilet papers.

2.2 Front office area

- Entrance
 - Ensure hand sanitisers or alcohol-based hand rubs are provided at the guest entrance and around lobby area. Underline the need to sanitise hands regularly with signage where possible.
 - Staff must perform temperature checks and screenings for respiratory symptoms of all guests before they are allowed entry to the accommodation's premises.
 - If customers are unwell, with a temperature of 37.5oC or higher and / or with respiratory symptoms, advise customers to seek medical help immediately. Do not let them enter the accommodation's premises.
 - Disinfect all luggage before it enters the accommodation's premises.

Recommended:

Place a shoe sanitising mat at the entrance, if possible.

- Reception (check-in and check-out)
 - All reception personnel are to wear masks / face shields when providing check-in and check-out service.
 - Cleaning and disinfection protocols for the reception desk / counter should be in place. Surfaces with high touch points should be cleaned and disinfected daily.
 - Common high-touch non-porous items should be cleaned more frequently. These items can include, but are not limited to the following:
 - Counter surfaces.
 - Key cards and key card machines (after each guest cycle).
 - Telephones.
 - Cashier machines.
 - Photocopier buttons and lid(s).
 - Computers.
 - Ensure that hand sanitisers are provided at the reception counter.
 - Waiting areas and queues for check-in and check-out should be marked for safe distancing (1-metre).
 - All check-in guests must be asked to provide contact tracing information, either through a QR code or physical form. The accommodation can also use check-in information to incorporate into their contact tracing data.
 - Advise guests they should maintain safe distance from other guests who are not from their group.



Recommended:

- Perform hourly cleaning for high peak time and 2 to 4 hours for non-peak times.
- Use of contactless check-in procedures are recommended.
- Ensure that masks are made available to all guests upon request.
- Have separate pens for each guest and front office staff member to use. Either provide a new pen for each guest or disinfect guest pens after each use.
- Remove communal items e.g., newspapers, magazines and brochures that cannot be easily cleaned.

• Bell service

- All bellhops are to wear masks / face shields when providing bell service.
- Staff are to disinfect the luggage cart after each time a guest has been provided assistance.
- Staff are to wash and sanitise hands each time after providing bellhop service.

Recommended:

Try to make the transfer to rooms as contactless as possible:

- If the accommodation has an elevator, provide the bellhop with a contactless key card to use the elevator, where technology allows.
- Transfer luggage to guest rooms and leave the luggage outside the room.
- If guests are around and request the bell hop bring the luggage into the room, have guests open the doors with their own key(s).
- Upon placing the luggage inside the room, leave immediately. Do not touch any other items in the room.

2.3 Guest Rooms

All Housekeeping staff are to wear PPE when performing room cleaning services.

• Cleaning regime

- Apart from the accommodation's regular cleaning regime, when performing Housekeeping service, staff should also do the following:
 - Wash and sanitise their hands before and after cleaning each room to reduce spread.
 - Housekeeping staff are to clean and sanitise their hands after handling soiled laundry and cleaning each room to reduce any spread.
 - Do not shake any soiled laundry in the room to avoid dispersing any virus particles through the air.
 - If the clothes basket / hamper is being or has been used, clean and disinfect the basket and hamper after each collection / use.
 - Disposable items e.g., masks, tissues should be placed in a sealable container and discarded.
 - Staff are to disinfect cleaning and laundry equipment at the end of each work shift / day. This can include but is not limited to the following:
 - Housekeeping carts.
 - Bins.
 - Laundry baskets.
 - Vacuum cleaners.
 - Other cleaning equipment used.



Recommended:

To reduce person-to-person contact, it is recommended to perform room cleaning when the guest is out of the room.

- Cleaning of high touch items
 - Housekeeping and disinfection protocols should pay particular attention to high-touch, non-porous items. Adjusted protocols must be communicated to housekeeping staff. Items which need particular attention can include, but are not limited to the following:
 - Handles of doors, furniture and drawers.
 - Remote controls e.g., TV, air-conditioning.
 - Light switches.
 - Nightstands.
 - In-room control panels.
 - Alarm clock.
 - In-room menu and information pack.
 - Luggage rack.
 - Toilet seats and handles.
 - Water taps handles.
 - Telephone.
 - Hairdryer.
 - In-room safe.

Recommended:

To reduce person-to-person contact, it is recommended to perform room cleaning when the guest is out of the room.

- Single use items
 - All single use items are to be discarded after each guest's stay.
- Bulk items
 - If bulk personal care items are used, housekeeping staff need to clean and disinfect all high touch surfaces. This includes bulk toiletries that may have been used or touched by guests. The outside surface should be wiped before the next guests' arrival.
- Service hotels with kitchen
 - For service hotels with kitchens and utensils, all kitchen items must be cleaned and sanitised at the end of each guest's stay.
- Room ventilation
 - Air and ventilate the room during cleaning where possible.

Recommended:

It is recommended to leave the room vacant for at least 24 hours after the guest has checked-out.



- Laundry and linens
 - For close contact items such as sheets, towels, food and beverage linens:
 - Staff must avoid shaking dirty linens in the room.
 - Bag the linens while still in the guest room to eliminate excessive contact while being transported for cleaning.
 - The washing should follow the manufacturer's instructions. It should be in hot cycles with the usual detergents.
- Mini bar items

Recommended:

For hygiene purposes, it is recommended to discontinue mini bar items. Only provide bottled drinking water. Guests should still be able to request specific items as needed.

- Handle guest requests
 - For guest requests for toiletries or in-room items, housekeeping staff should follow a contactless procedure where possible. Leave the requested item(s) outside the door, knock and alert the guest.
- Maintenance
 - Maintenance staff are to wash their hands and wear masks / face shields before entering the room. They must keep a safe distance of at least 1-metre from guests when performing maintenance work.

2.4 Food and beverage operations

All F&B staff are to wear masks / face shield when providing services.

The accommodation's F&B operators must implement processes to increase the cleaning and disinfection frequency in common high touch areas.

When sneezing or coughing, turn away from the food and cover noses and mouths with tissue paper. Wash hands thoroughly after sneezing or coughing.

Recommended:

It is recommended to perform hourly cleaning during peak times and every 2 to 4 hours for non-peak times.

- Regular a la carte meal restaurant operations
 - Protocols must be set for staff to clean and disinfect their own work areas regularly. This can include, but is not limited to:
 - Workstations.
 - Bar counters.
 - Cashier machines.
 - POS machine.
 - Equipment.



At every shift or staff change, those areas must be cleaned before handing them over.

- A minimal number of items should be placed on the dining tables so as to facilitate easier disinfection e.g., condiments, glassware and silverware.
- Table setting: Each table must be at least 1-metre away from the next table. Where tables / seats are fixed, tables / seats should be marked so as to ensure 1-metre of safe distance between groups.
- Buffet
 - For restaurants serving traditional buffet service, protocols should be in place to reduce person-to-person contact with guests. The restaurant should:
 - Ensure there are safe distancing and markings for the buffet queues (1-metre apart).
 - Ensure diners do not have direct contact with the food or any common scoops or ladder. The food should be served by restaurant staff at the buffet counters.
- In-room dining
 - Replace traditional room service as much as possible with no-contact in-room delivery.
 - Staff must wear masks / face shields when performing the delivery.

Recommended:

- **Providing buffet service is discouraged.**
- **Practice portion controls so as to reduce food exposure for long periods of time.**
- **Have sneeze and cough screenings, if possible, at all food displays.**
- **Implement grab-and-go service for breakfast (optional) to reduce the risk of over-crowding.**
- Staff must wash and disinfect their hands prior to delivery, either hand wash with soap or a hand disinfectant.
- For food delivery and retrieval, minimise exposure to guests and the guest room as much as possible.
- Ensure all food items are covered during the process of delivery.
- Offer guest contactless delivery by leaving tables/trays outside the room. Ring the doorbell / knock on the door and announce delivery.
- Banquet
 - Self-served food and beverage items should be replaced with:
 - Staff serving the food in a buffet-style manner or through individually plated meals.
 - Staff serving beverages.
 - Safe distancing between tables should be practiced and marked (1-metre).

Recommended:

Try to provide condiments as single use items, where possible e.g. salt and pepper (package form or put on saucer). Ensure that trays, food coverings etc. are cleaned before and after use.



- Washing of dishes and silverware
 - Following standard procedures for washing, all dishes, silverware, and glassware must be washed and disinfected in a dishwashing machine, including items that have not been used, as they might have come in contact with the hands of guests or staff.
 - If washing is done manually, it must follow the following steps:
 - Wash.
 - Disinfect.
 - Rinse.

2.5 Meetings and events

All meetings and events staff are to wear masks / face shields when providing services.

- High touch items
 - Ensure staff increase the frequency of cleaning and disinfecting shared items and high touch surfaces throughout the duration of the event / meeting. These items and surfaces may include, but are not limited to the following:
 - Remote controls.
 - Air-conditioning / temperature control buttons.
 - Lighting switches.
 - Sound systems.
 - Overhead projectors.
 - Microphones.
 - The above-mentioned items and surfaces must all be disinfected after each event on a daily basis.
 - Ensure there is deep cleaning each night after an event / meeting.

Recommended:

Use complimentary bottled water where possible instead of shared flasks or glasses.

- Guest sanitisation stations
 - Ensure masks are made available to guests upon arrival and / or request, or discuss with the event planners to ensure that they make them available for their attendees.

Recommended:

It is recommended to have at least one guest sanitisation station per meeting or event room. Details should be worked out with the event planners to ensure it is provided.

- Safe distancing
 - Ensure that safe distancing is practiced during registration. There should be floor markings (1-metre) and / or ropes to set up physical barriers at event registration desks.
 - Seating arrangements in the room should observe safe distancing rules by maintaining 1-metre distance from table to table.
- Linens used in the meeting and / or events room
 - All cleaned and soiled lines should be transported to and from the meeting
 - space in sealed or covered bags or containers.



2.6 Business centre

All business centre staff are to wear masks / face shields when providing services.

- High touch items
 - Ensure that staff increase the frequency of cleaning and disinfecting shared items and high touch surfaces throughout the day.

Recommended:

It is recommended to have at least one guest sanitisation station per meeting or event room. Details should be worked out with the event planners to ensure it is provided.

- These items and surfaces may include, but are not limited to the following:
 - Keyboards of computers.
 - Photocopier buttons and lid.
 - Printer buttons and lid.
 - Staff and cashier counters and surfaces.
 - Pens: Have separate pens for each guest and staff member to use. Either provide a new pen for each guest or disinfect guest pens after each use.
- Safe distancing
 - Provide markings for queues at the reception or cashier counters.

Recommended:

Where possible, try to ensure there is safe distancing (1-metre) between workstations e.g. computer stations and seats.

2.7 Fitness centre (gym)

- All staff taking care of the fitness centre are to wear masks / face shields.
- Ensure that all equipment and surfaces are sanitised after each use. Provide sanitising wipes for users to wipe off handles / handrails and buttons of equipment after use. Provide appropriate signage to encourage users to do so.
- Ensure that staff increase the frequency of cleaning and disinfecting equipment and surfaces. During high peak usage, staff are to wipe off and sanitise equipment and surfaces every hour, focusing on high touch areas.
- Ensure that all used towels are deposited into a closed container.

Recommended:

- **Clean and sanitise every 2 to 4 hours during non-peak times.**
- **Where possible, re-configure the equipment arrangements to ensure safe distancing (1-metre) between equipment.**

2.8 Pool area

- Staff
 - All staff providing pool side service are to wear masks / face shields.
 - If lifeguards are on duty, they also need to be familiar with safe distancing and hygiene protocols.



- Cleaning and disinfection
 - Accommodations with swimming pools must take extra precautions to ensure that the pool facilities are properly cleaned and disinfected.
 - Follow manufacturers guidelines for pool water maintenance and cleaning (e.g., Maintain proper disinfectant levels (1-10 parts per million free chlorine or 3-8 ppm bromine) and pH (7.3-8)).
 - Have procedures in place to ensure furniture and equipment e.g., lounge chairs, tables, umbrellas handles are cleaned after every guest's use.
 - All equipment e.g., floatation devices must be clean and disinfected after each guest use.
 - Pool side staff serving beverages must follow the handwashing protocol before preparing beverages.
 - Beverage counters and serving trays must be washed and sanitised regularly.
 - Staff must be trained to encourage guests to use masks / face shields and practicing safe distancing.
- Cleaning of linens
 - Ensure that used and soiled pool towels are put into a covered container.
 - Staff who handle the towels must wear gloves to minimise any physical contact with the used and soiled towels or practice the handwashing protocol after clearing the soiled towels.
- Safe distancing
 - Adjust the layout and arrangements of the lounge chairs, tables and umbrellas where possible to ensure safe distancing (1-metre).
 - Provide physical guides where possible e.g., markings on the deck floors or lane lines to ensure visitors and swimmers stay at least 1-metre apart from each other.
 - While, so far, no major studies have been conducted on the lifespan of COVID-19 in the water, WHO and the U.S. Centre for Disease Control and Prevention have said there is no evidence that the virus can be spread to people through water.

Recommended:

To ensure no over-crowding, accommodations with pools can consider implementing pool reservations.

2.9 Spa

All staff providing spa services are to wear masks / face shields.

Masks must be made easily available to guests coming for spa treatments. They also must undergo temperature checks and respiratory screenings when they show up for appointment.

- Safe Distancing

Recommended:

- **Where possible, arrange guests to be at least at 1-metre apart from each other.**
- **Arrange signages to direct foot traffic and ensure there is no (over-)crowding.**
- **Encourage pre-bookings so that the establishment is able to manage crowd sizes and room capacities.**



- Cleaning and sanitising
 - Ensure that rooms, tables and items used are sanitised after each customer cycle.
 - Ensure that if robes are provided, they are put away for laundry immediately after customer use. Provide only clean and sanitised robes for customers.
 - If lockers are provided, ensure that the key and lockers are wiped off and sanitised after use.
 - Ensure that spa facilities are clean and sanitised daily. Increase the frequency of places with high traffic and high touch areas. Staff are to wash their hands with proper hand washing techniques after having served a customer.

2.10 Retail

- All retail staff are to wear masks / face shields when providing service.
- Provide hand sanitisers or alcohol-based hand rubs for customers at the entrance of the retail shop and the reception counter.
- Ensure that the retail area / shop is cleaned and sanitised daily.
- Increase the cleaning of high touch areas.

Recommended:

- **It is recommended to perform hourly cleaning during peak times and every 2 to 4 hours during non-peak times.**
- **Put up signages to ask customers not to touch items unless they intend to purchase them.**

2.11 VIP Lounge

- All staff are to wear masks / face shields at the VIP lounge.
- Increase the frequency of cleaning high touch areas and items.
- Adjust seating arrangements so there is 1-metre distancing between one group and another.

Recommended:

- **It is recommended to perform hourly cleaning during peak times and every 2 to 4 hours during non-peak times.**
- **Put up signages to ask customers not to touch items unless they intend to purchase them.**

2.12 Parking area and gardens

- All parking attendants are to wear masks / face shields.
- Ensure that seats in garden areas are wiped off and cleaned regularly.
- Put in place safe distancing measures for seating arrangements (1-metre).

2.13 Back of house

- Back of house area and equipment used must be cleaned and disinfected on a regular basis. Areas and walkways are to be kept dry as much as possible.
- Premises must have protocols in place for cleaning and disinfecting all high touch or high traffic areas daily.
- Handwashing stations and access to hand sanitisers must be placed at high traffic and visible areas for staff.



- Places and items to consider to be cleaned more frequently may include, but are not limited to the following:
 - Staff entrances.
 - Staff dining areas.
 - Staff uniform control rooms.
 - Staff restrooms.
 - Staff lockers.
 - Staff kitchen or lounge.
 - Staff offices.

Recommended:

- **Open the windows where possible during cleaning to ensure a fresh movement of air.**
- **Where possible, use high filtration efficiency filters (HAVC). They deliver either warm or cool air throughout the room and help to regulate air flows. Increase the frequency of air filters replacements and, if possible, start using the HVAC system during cleaning to maximise fresh air exchange.**
- **Although HAVC filters alone cannot kill COVID-19, it is designed to filter out air pollutants or contaminants. It has been shown that air cleaning helps reduce airborne particles containing viruses.**
- **Where possible, use high-efficiency particulate air (HEPA) filters to help in the effective removal of contaminants from the air.**
- **Although HEPA filters do not kill COVID-19, the virus has to attach to something to travel and spread e.g., mucus, a respiratory droplet or a piece of dust in the environment. The use of HEPA filters helps to reduce the elements that can transport the virus. A "true" HEPA filter usually is able to filter out "99.97% or more of particles 0.3 microns or bigger".**

2.14 Ventilation

Ensure that the establishment is well ventilated.

2.15 Third party vendors and suppliers

- All third-party vendors entering hotel premises need to wear masks / face shields.
- Perform respiratory screenings.
- Temperatures must be taken of third-party vendors making any deliveries to the accommodation. If anyone exceeds a temperature of 37.5°C and / or show respiratory symptoms, advise them to seek medical help immediately. Do not let them enter the accommodation's premises.
- Ensure that your third-party suppliers are aware and observe your hygiene protocol for safe distancing.



3. STAFF SAFETY

3.1 Temperature checks and screenings for respiratory symptoms of employees

The accommodation 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.

- The accommodation Supervisor must conduct temperature checks and screenings for respiratory symptoms such as coughing and shortness of breath of employees at least once per day.
- Staff are to be trained in screening for respiratory symptoms.
- The observations on 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 must be conducted by a Supervisor on a daily basis.
 - Management must monitor the efforts on temperature checks and screenings for respiratory symptoms.
 - Staff who are unwell, exceeding a temperature of 37.5°C and / or with respiratory symptoms must not be allowed to work. Send staff to seek medical help immediately.
 - Management must ensure that no staff who are under Quarantine / Stay-Home Order report to work.

3.2 Minimise socialising and practice safe distancing

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

3.3 Providing staff with masks / face shields and possibilities to hand wash and / or to access hand sanitisers.

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.
- 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 should 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.



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 staff are / have 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

Hotel 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

- Conduct 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. Advise customers to seek medical help immediately. Maintain a temperature log record for the past 21 days.
- Inform customers during temperature checks that anyone who is under Quarantine / Stay Home Order would be turned away (for the safety of other guests and staff).

4.2 Provide PPE and hand sanitisers for customers

- PPE
 - Ensure that masks / face shields are available to all guest upon request.
- Handwashing and hand sanitisers
 - Hand sanitisers or alcohol-based hand rubs must be provided for guests to disinfect their hands at the entrance and other high traffic areas.
 - 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. In the event that 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 to 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

- Accommodation operators 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 an accommodation has an elevator, limit the number of people who can use it at one time. Use signages and markings to communicate the requirements.
- Adjust seating arrangements in the lobby and other areas 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 should be marked so as to accommodate groups and still ensure at least 1-metre spacing between groups.
- Intermingling between customer groups must not be encouraged.



5. RISK MANAGEMENT

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

5.1 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 suspected case with a mask. Require and help plan for the person to leave the premises using a safe method of transport to a medical facility or home.
- If the suspected case 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:

- 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 70°C for at least 25 minutes. If low-temperature (i.e., less than 70°C) laundry cycles are used, choose a chemical that is suitable for low-temperature washing when used at the proper concentration.
- Arrange for a cleaning contractor to properly disinfect the mattresses, pillows, cushions or carpets that have been used by a person who has been confirmed to have COVID-19.
- 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 them 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.
- Instead of wearing a disposable gown, shower or wash up and change clothes immediately after the clean-up.

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