



ASEAN Guidelines on Hygiene and Safety for Professionals and Communities in the Tourism Industry

— Restaurant

Australian
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Restaurants

These Guidelines have been developed for restaurant facilities operating in the tourism industry, including independent restaurant properties, hotel and resort restaurants, and (themed or show) restaurants within theme parks.

It is recommended that these guidelines be considered side-by-side with the guidelines for accommodation and facilities (gym, yoga, swimming pools), where relevant.

Introduction

The COVID-19 pandemic has revealed the importance of the safety, health, and welfare of people working in the tourism sector. ASEAN is pursuing the development of common regional ASEAN Guidelines on Hygiene and Safety for Tourism Professionals and Communities as a key strategy for building back better. Defining common standards will aid in rebuilding the trust of the tourism workforce, travelers, and local people alike.

It is recognized that many relevant guidelines already exist among the ASEAN Member States and around the world. These Guidelines, therefore, consolidate, adapt, and harmonize the various existing international and national standards, best practices, and guidelines as well as ASEAN Member States' national health and safety protocols, to reflect common regional parameters. These non-mandatory guidelines are recommendations that are subject to the respective ASEAN Member States' national laws and regulations.

Due to the nature of the tourism and hospitality industry, there is a high degree of interaction among tourism professionals, communities, and tourists. The human resources of the industry and the tourists jointly play a key role in co-creating tourism experiences. A comprehensive strategy of protective measures that minimize the risk of transmission of COVID-19 and other communicable diseases is needed to ensure a sustainable and resilient tourism industry.



These Guidelines are intended to provide practical guidance to empower tourism entrepreneurs to take effective action to protect tourism professionals, communities, and other relevant interested parties from COVID-19 and other communicable diseases, and to safeguard work-related health, safety, and well-being. The ASEAN Guidelines on Hygiene and Safety will support tourism enterprises in becoming more competitive and more sustainable, which will contribute to their competence to revive their businesses post-COVID-19 pandemic and their ability to address future challenges related to health, safety, and welfare.

It has been established that masks, vaccines, and social distancing (and interacting outside rather than inside when possible) are of essential importance to controlling the pandemic. As epidemiologists and other health researchers continue to learn more about COVID-19, these ASEAN Guidelines on Hygiene and Safety for Tourism Professionals and Communities in the tourism industry are a living document, evolving in response to new and improved knowledge of preventing and minimizing risk of spreading the virus. Ultimately, stewardship of these Guidelines belongs to the ASEAN Member States and their tourism industries.

ASEAN Guidelines have been developed for eight sectors:

- Accommodation (front office and housekeeping)
- Restaurants (food & beverage services and food production)
- Facilities inside hotels and resorts (gym, yoga, swimming pool)
- Spa and wellness facilities
- Travel and tour operation
- Ecotourism and community-based tourism
- Theme parks
- Convention centers



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Clarifications on standard practices

These Guidelines recommend following the national protocols in place at all times.

The risk of work-related exposure to COVID-19 depends on the probability of coming into close (less than 1 meter) or frequent contact with people who may be infected with COVID-19 and through contact with contaminated surfaces and objects.

These common ASEAN Guidelines adhere to international standards. According to international standards¹, you protect yourself and others from COVID-19 by:

- 1.1. Physical distancing – safe distance is considered at least 1 meter.
- 1.2. Physical spacing – safe spacing is considered at least 1 meter apart for workstations and common spaces, such as entrances/exits, lifts, pantries/canteens, stairs, and other places where congregation or queuing of employees or visitors/clients might occur.
- 1.3. Wearing an appropriate mask – well-fitting face masks fit completely over the nose, mouth, and chin so that a person coughs and/or sneezes into their face masks; reusable masks should be washed daily, disposable masks should be replaced daily. These guidelines recommend that an appropriate mask be worn at all times.
 - 1.3.1. Appropriate face masks are intended to protect both the wearer and other people.
 - 1.3.2. Care must be taken when putting on and taking off appropriate face masks to ensure that the staff or the appropriate face mask does not become contaminated.
 - 1.3.3. Appropriate face masks should be replaced regularly.
 - 1.3.4. Do not wear face masks if their use creates a new risk (i.e., interferes with vision, or contributes to heat-related illness) that exceeds their COVID-19 related benefits of slowing the spread of the virus.

¹[World Health Organization](#)



- 1.4. Keeping rooms well ventilated – make sure indoor spaces have enough air circulation. Ventilation should be maximized either with open windows or efficient air-conditioning. In the case of air-conditioning, regularly check the temperature and the moist filter (as per the instructions of the ASEAN Member State).
- 1.5. Cleaning your hands thoroughly – effective hand hygiene is achieved by washing hands with clean water and soap for at least 20 seconds; or by applying a palmful of hand sanitizer and rubbing hands together until they are dry.
- 1.6. Coughing and sneezing – Staff or guests may cough or sneeze into their mask. If the mask has become wet, they should replace the soiled mask with a clean one. Staff or guests may also choose to cough or sneeze into a tissue, as long as they cover their nose and mouth with the tissue. Dispose of the soiled mask or tissue appropriately (throw disposables in a waste bin and wrap reusables with anything of sustainable material). Immediately clean hands either by washing thoroughly with soap and clean water or applying hand sanitizer.



A. General hygiene and safety practices

1. Personal hygiene and safety for employees

Require all staff to:

- 1.1. Wear an appropriate and well-fitting face mask at all times, e.g. in common areas, in the guestroom or wherever and whenever in contact with guests and/or co-workers.
- 1.2. Maintain a high standard of personal hygiene, including taking a bath or shower and brushing their teeth daily, regularly trimming their nails short and filing them down to avoid sharp edges, regularly washing their hands, and wearing a freshly laundered uniform during the services. This is especially important for the kitchen staff.
- 1.3. Wash hands with soap and water before preparing or eating food and drinks for general food safety.
- 1.4. Keep personal items out of the guest areas in a dedicated employee space.
- 1.5. Change into their uniform at the workplace to ensure it is clean and ready for the services. The uniform should be clean and tidy every day.
- 1.6. Wear appropriate gloves and footwear when it is appropriate for a specific task e.g., when handling cleaning solutions. Wearing gloves does not replace cleaning hands; wash gloved hands equally as often and thoroughly.

Furthermore:

- 1.7. If staff blow their nose into a tissue, they must throw the tissue in the waste bin and immediately wash their hands thoroughly with soap and clean water or hand sanitizer after that.
- 1.8. If a staff member has been exposed to the virus, they should not come to work. They should quarantine in accordance with the local health regulations.
- 1.9. If a staff member shows signs or symptoms of COVID-19 or tests positive for the virus, they should not come to work. If the situation occurs while at work, the staff member must not continue to work



(also refer to section A.5. Infection Response). They should quarantine in accordance with the local health regulations.

- 1.10. Pre-Screen: Subject to national regulations, employers shall screen the body temperature and assess symptoms of staff prior to entering the facility. Note that COVID-19 is not always detected through increased temperature. Employers can consider COVID-19 (rapid) tests for suspected cases or as a routine procedure.
- 1.11. Staff should be reminded to maintain social distance before and after their service.

2. Sanitation facilities for employees

- 2.1. Place handwashing stations or hand sanitizers in multiple locations that are easily accessible, convenient, and highly visible throughout the workplace for workers and guests.
 - 2.1.1.1. Use touch-free stations, where possible.
 - 2.1.1.2. Make sure restrooms are well stocked with soap and drying materials.
- 2.2. Additional face masks should be made readily available for all staff and guests.
- 2.3. If the task requires, face shields should be made available to staff.

3. Safety and hygiene planning and communication

- 3.1. Post signs and reminders at the entrance and in strategic places providing instructions on social distancing, hand hygiene, and the need to wear appropriate well fitting face masks. This must be in line with national rules and regulations, e.g., some ASEAN Member States mandate the wearing of masks when in public.
 - 3.1.1.1. Signs should be accessible to people with disabilities, easy to understand, and may include signs in relevant languages, as needed.
- 3.2. Use visual cues such as floor decals, colored tape, and signs to remind staff and guests to maintain distance of at least 1 meter or more from others.



- 3.3. Close or limit access to common areas where employees are likely to gather and interact, such as break rooms, outside the entrance, and in entrance/exit areas.
- 3.4. Limit the number of people in the facility at one time to ensure physical spacing. Employees should be included in the count. Consult with the national guidance if available.
- 3.5. Consider implementing advance reservation requirements or limit the number of people in the facility at one time and minimize walk-in guests.

4. Emergency preparedness

- 4.1. With reference to national guidelines, if any, put in place COVID-19 Pandemic Response Plan, the Standard Operating Procedures (SOP) and Emergency Protocol on the safety and hygiene measures.
- 4.2. Establish direct links with local and national public health authorities and other relevant authorities. Contact numbers for the appropriate authorities, medical centers and emergency services must be readily available.
- 4.3. Report immediately to and take necessary guidelines and actions from the local health authorities and other relevant authorities for any accidents or illnesses of staff while at the workplace, and guests during and after visitation.
- 4.4. Follow preventive, control, and treatment measures for healthy behaviors to reduce spread of COVID-19 and communicable diseases among all involved in the tourism industry.
- 4.5. Consider the available data and risk factors versus the number of COVID-19 cases in the host communities, if any.
- 4.6. Consider readiness to make necessary amendments to operations and facilities in case of an emergency or escalated outbreak of health and safety incidents.
- 4.7. Consider:
 - 4.7.1. The setting of the activity (indoors or outdoors)
 - 4.7.2. The length of the selected activity
 - 4.7.3. The number and crowding of people at key points and activity areas



- 4.8. Consider all hygiene and health safety measures for all personnel in the tourism industry as well as the amenities and equipment used in each activity of the visit.
- 4.9. Protect all staff and guests with various approaches including barriers, protective coverings, and distancing.
- 4.10. Place signs or marking on the pavement, floors, and/or sidewalks to outline physical distancing guides and spaces.
- 4.11. Encourage guests to make reservations in advance.
- 4.12. As per the national regulations, proof of vaccination should be included with the online reservation or shown upon arrival (vaccination card or QR code through the phone).
- 4.13. Some (or all) of the following information are important to trace the guest:
 - 4.13.1. After having received a briefing of COVID-19 symptoms, guests will sign (or provide a digital recording of) an acknowledgement that they are fully aware of the symptoms and confirm that they are not experiencing such symptoms, nor do they have reason to suspect that they have been exposed to COVID-19 in the 14 days prior to their arrival.
 - 4.13.2. Indication of any general health and chronic conditions which are high risk for COVID-19
 - 4.13.3. Physical impairments and disabilities that increase risk of infection
 - 4.13.4. Any symptoms experienced in the previous 30 days
 - 4.13.5. Possible proof of recent COVID-19 screening
 - 4.13.6. Recent travel history
 - 4.13.7. Emergency contact
- 4.14. Follow national regulations regarding guests' measurement of temperature, monitoring of symptoms, and encouragement to use antigen test kits in suspected cases or on a regular basis.
- 4.15. Enhance and communicate medical guidelines & protocols (e.g., safety seals, certifications, or badges) for stakeholders in the supply chain.
- 4.16. Share records and build up capacity and provide skills training and team cooperation for future programs.



- 4.17. Implement health and safety protocols & promote digital communication. (e.g., Send an instant message to alert the guest through their phone if anything would happen inside the property or in the city where the guest visits.)
- 4.18. Participate in certification programs as an indicator of high quality and respective ASEAN Member States approved standards of safety and hygiene.
- 4.19. Provide mental health support for employees and guests:
 - 4.19.1. Ensure that staff members feel their workplace is a place that prioritizes their health and safety.
 - 4.19.2. Ensure that staff members fully understand and are comfortable with changes to the workplace and protocols, if any, and what is expected from them.
 - 4.19.3. Train staff to be sensitive to guests with suspected or confirmed COVID-19.

5. Infection Response

If a guest or staff member is sick or exhibiting symptoms consistent with COVID-19², the workplace should follow these steps to reduce the likelihood of transmission:

- 5.1. Always follow the regulations and guidelines provided by local and national authorities.
- 5.2. If possible, close off all areas used by the sick person.
- 5.3. If possible, open outside doors and windows to increase air circulation and wait up to 24 hours before you clean or disinfect (if 24 hours is not feasible, wait as long as possible).
- 5.4. Clean and disinfect all areas used by the sick person.
- 5.5. Develop a process for handling any staff, guests, or 3rd party contractors who exhibit elevated temperatures, or any WHO identified symptoms consistent with COVID-19.
- 5.6. Suspected cases of COVID-19 must be taken to an isolation area within the property via a pre-designated isolation route. Isolation areas must be identified in advance for both staff and guests.



- 5.7. Transportation must be arranged to a local medical facility where COVID-19 testing, and treatment can be performed.
- 5.8. An evacuation procedure must be in place for all remaining staff, guests, and 3rd party contractors that takes into account appropriate social distancing measures during departure and at the congregation side outside of the property.
- 5.9. A cleaning and disinfection procedure must be in place for any areas on the property exposed to a suspected COVID-19 case including, but not limited to, the pre-designated isolation area and isolation route, any guest rooms, common areas, amenities, or back of house locations.
- 5.10. This procedure must also include criteria for when staff and guests may reenter the property, as well as how they will be notified of the successful operation and the steps taken to get there.

² [World Health Organization – symptoms of COVID-19](#)



B. Significant areas to focus on

1. Food Production – Kitchen Areas

1.1. Food services operation management

- 1.1.1. Chefs and kitchen staff must be issued additional PPE (Personal Protection Equipment) such as face shields, hair nets, clean, washable overalls and disposable gloves for use when handling food for guest consumption.
- 1.1.2. Wash, rinse, and sanitize food contact surfaces, dishware, utensils, pots and pans, food preparation surfaces, and beverage equipment after use. Shared tools and equipment must be disinfected after each shift or before transferring to a new employee.
- 1.1.3. Frequently clean and disinfect floors, counters, and other facility access areas.
- 1.1.4. Prepare and use sanitizers according to label instructions.
- 1.1.5. All service ware used for serving food and drink to guests must be washed with clean, hot, soapy water with bleach that has been diluted according to manufacturer's instructions.
- 1.1.6. Menus should be revised and reduced to limit the number of staff needed in the kitchen at one time.
- 1.1.7. Staff should be organized into working groups or teams to facilitate reduced interaction between groups.
- 1.1.8. Where possible, workstations should be demarcated and staggered so that chefs and cooks are not working directly opposite each other. Perspex screens can be used to separate workstations.
- 1.1.9. The exteriors of any packaged food item not completely used up (e.g., packets, boxes, bottles, jars, tins), and of all containers of food, should be sanitized after each use (after opening and extracting and before returning to storage).
- 1.1.10. Ventilation in kitchen areas should be maximized, either with open windows or efficient air-conditioning.
- 1.1.11. Supplier delivery times should be staggered to allow for physical distancing while receiving goods.



- 1.1.12. Suppliers who deliver food and other supplies must follow all protocols required by the establishment.

1.2. Kitchen inspection

Ensure that:

- 1.2.1. Cooked and raw foods are stored in different areas so that harmful bacteria cannot transfer from the raw food to the cooked food.
- 1.2.2. Ready to eat food is wrapped, covered, or kept in sealed containers to avoid contamination.
- 1.2.3. Chemicals are not stored near food.
- 1.2.4. Dry goods are stored in close fitting lid containers.
- 1.2.5. Storage areas are in a clean condition.
- 1.2.6. Storage areas are pest-proofed.
- 1.2.7. Equipment /utensils are clean and each piece of equipment has been designated to a particular food.

Furthermore:

- 1.2.8. Verify that your dishwashing machines are operating at the required wash and rinse temperatures and with the appropriate detergents and sanitizers.
- 1.2.9. Dishwashing equipment must be functioning correctly with the correct temperature and dosage of chemicals.
- 1.2.10. Remember that hot water of at least 77 degrees Celsius can be used in place of chemicals to sanitize equipment and utensils in manual ware-washing machines.
- 1.2.11. Food samples for inspection should be collected and stored in clean storage bags as well as stored at the right temperature to prevent bacteria growth in the sample for at least 24 hours before testing. For example, if your finished product is usually stored under refrigerated conditions, make sure that your sample is stored in the same condition.



1.3. Food safety control and management

- 1.3.1. Follow the 4 key steps to food safety: Always – Clean, Separate, Cook, and Chill.
- 1.3.2. When changing normal food preparation procedures, service, delivery functions, or making staffing changes, apply procedures that ensure:
 - 1.3.2.1. Cooked foods reach the proper internal temperatures prior to service or cooling.
 - 1.3.2.2. Hot foods are cooled rapidly for later use – check temperatures of foods being cooled in refrigerators or by rapid cooling techniques such as ice baths and cooling wands.
 - 1.3.2.3. The time when foods are stored, displayed, or delivered in the danger zone (between 41°F and 135°F / 5°C and 57°C) is minimized.
- 1.3.3. Properly train food employees with new or altered duties and monitor that they apply the training according to established procedures.
- 1.3.4. All stored food should be properly covered and refrigerated.
- 1.3.5. Avoid working with unwrapped or exposed foods.
- 1.3.6. Kitchen storage areas should be clean, well-organized, and have adequate floor mats, and other slip-resistant methods.
- 1.3.7. Food must be stored off the floor in covered or sealed containers.
- 1.3.8. There should be a separation of meat from other foods.
- 1.3.9. “Best by” and “use by” dates should routinely be checked.
- 1.3.10. A member of staff should be responsible for checking received goods to confirm the quality of daily deliveries.
- 1.3.11. Raw foods should not be transported with ready to eat foods.
- 1.3.12. Perishable cold foods should be transported at 5° C or below.
- 1.3.13. Hot foods should be transported at 57° C or above.
- 1.3.14. Frozen foods should be transported at –15°C or below.
- 1.3.15. All meals or ingredients should be vacuum sealed for later testing.
- 1.3.16. Fridges and freezers should be fitted with temperature gauges, and temperatures should be manually recorded regularly.



- 1.3.17. Food handlers should wear protective gloves. Wearing gloves does not replace cleaning hands; wash gloved hands equally as often and thoroughly.

1.4. Kitchen managers should confirm that:

- 1.4.1. All kitchen and food service staff are trained on appropriate personal and food hygiene and food safety measures on a regular basis.
- 1.4.2. All kitchen and food service staff firmly follow health measures and behaviors.
- 1.4.3. All frozen food must be thawed under refrigeration.
- 1.4.4. All food thawed in a microwave is cooked immediately.
- 1.4.5. All fruit and vegetables are washed in clean water upon receiving and again prior to use.
- 1.4.6. Exposure of food to room temperature is kept to a maximum of 1 hour.
- 1.4.7. Internal temperature of food is a minimum of 70° C before serving.
- 1.4.8. Meat and poultry products' internal temperature is at least 80° C before serving.
- 1.4.9. When cooling food, it is not left out for more than 1 hour.
- 1.4.10. Bulk quantities of food are stored in small proportions.
- 1.4.11. Food on display:
 - 1.4.11.1. All perishable foods on display are kept at 5° C or below.
 - 1.4.11.2. All hot foods on display are stored at 60°C or above.
 - 1.4.11.3. Any price tags (bistro operations etc.) do not pierce food.
 - 1.4.11.4. All raw and ready to eat foods are displayed separately.
- 1.4.12. A program is in place to clean the entire food preparation and food services areas on a regular basis, including (but not limited to):
 - 1.4.12.1. All chemicals are recommended to be food safe and stored away from food and food preparation areas.
 - 1.4.12.2. All equipment / utensils are cleaned after use (tools should be soaked in food grade chemicals after use).



1.4.12.3. All bench tops are wiped after use.

2. Food and Beverages Services

2.1. F&B operation management

2.1.1. Help guests maintain good infection control and social distancing by:

- 2.1.1.1. Discontinuing operations, such as salad bars, buffets, and beverage service stations that require guests to use common utensils or dispensers.
- 2.1.1.2. Eliminating or altering buffets section to a la carte or packaged meals or only offering them when served by an attendant wearing appropriate face mask (for the general section too), and ensuring all common utensils are washed and changed more frequently.
- 2.1.1.3. Finding ways to encourage spacing between guests while in line for service or check-out in accordance with the applicable national or local requirements.
- 2.1.1.4. Discouraging guests from bringing pets — except service animals — into the restaurant.

2.1.2. Social distancing and spacing guidelines should be followed to allow proper distance between tables and seated guests while dining and between individual seats at bars.

- 2.1.2.1. Restrict the number of staff and guests in sit-in dining areas and bars, and in shared spaces like kitchens, break rooms, waiting stations, and offices to maintain at least 1 meter distance between people. Physical distancing does not need to apply to the same household units. Physical distancing should be practiced as much as possible if a group involves more than one household unit.
- 2.1.2.2. Increase spacing for guests and increase utensil disinfection and cleaning frequency at self-service stations and buffets.
- 2.1.2.3. Minimize contact at check-out and pay stations. Mark at least 1-meter distances with floor tape and temporarily move workstations to create more distance. Consider installing partitions, if feasible.



- 2.1.3. Minimal items should be placed on guest tables to allow for effective disinfection in between each guest, including condiments, silverware, glassware, and napkins.
- 2.1.4. In dining areas, increase cleaning and disinfecting of food contact surfaces and utensils.
 - 2.1.4.1. Clean and disinfect high-touch surfaces and common use areas more frequently, such as seats, tables, counters, coffee machines, soda machines, doorknobs and handles, display cases, check-out counter, order kiosks, grocery cart handles, restrooms, and waiting areas.
 - 2.1.4.2. Sneeze and cough screens should be used on all food displays.
 - 2.1.4.3. Clean and sanitize equipment like ice machines and ice bins.
 - 2.1.4.4. Prepare and use sanitizers and disinfectants according to label instructions.
 - 2.1.4.5. Avoid high-touch containers and items like ketchup bottles, utensils, salt/pepper shakers, and reusable menus by using single service items, when possible.
 - 2.1.4.6. Menu presentation should be redesigned to ensure minimum handling of menus, e.g. disposable menus, electronic menus, chalk boards, and/or laminated menus that can be sanitized.
 - 2.1.4.7. Tables should be cleared of any unnecessary items to reduce contaminable surfaces.
 - 2.1.4.8. Sanitizing stations with appropriate sanitizers should be provided in guest, passenger, and staff areas such as entry, key walkways, food and beverage locations, merchandise shops, exits, and vehicles, as appropriate.
 - 2.1.4.9. Post notices or signs that are easy to see indicating where to wash hands/where to locate sanitizing stations.
 - 2.1.4.10. Hand sanitizing protocols must be followed by staff, guests, and visitors.
 - 2.1.4.11. Sanitize the card payment terminal after every guest.
- 2.1.5. Wherever possible, food and beverage service should strive to reduce contact with guests. For hotel restaurants, room service should be replaced with a no-contact delivery method.



2.2. Pick-up and delivery

- 2.2.1. Maintain food time and temperature controls.
- 2.2.2. Initiate “no touch” deliveries and payments.
- 2.2.3. Establish designated pick-up zones for guests to help maintain social distancing.
- 2.2.4. Keep hot foods hot and cold foods cold by storing them in appropriate transport vessels.
- 2.2.5. Keep cold foods cold with sufficient coolant materials, e.g., gel packs.
- 2.2.6. Keep hot foods hot by ensuring insulated cases are properly functioning.
- 2.2.7. Practice social distancing when delivering food, e.g., offering “no touch” deliveries and sending text alerts or calling when deliveries have arrived.
- 2.2.8. Keep foods separated to avoid cross contamination, e.g., keeping raw foods separated from cooked and ready-to-eat foods.
- 2.2.9. Ensure that any wrapping and packaging used for food transport is done so that contamination of the food is prevented.
- 2.2.10. Routinely clean and sanitize coolers and insulated bags used to deliver foods.

2.3. Cooking class

- 2.3.1. If conducting a cooking class or demonstration, each person should have their individual equipment such as an apron, cooking utensils, or kitchen utensils, with a separate set for each workstation.
- 2.3.2. If clothing such as chef whites and aprons are provided for the guests, launder appropriately after each use.
- 2.3.3. Have guests’ sizes and choose equipment with minimum handling.
- 2.3.4. Guests should care for and carry their own equipment.
- 2.3.5. If taking part in a cooking class or demonstration, operators should ensure that workstations are distanced appropriately. In the event this is not possible, and sharing is necessary, consider allowing members of the same /group to share workstations.



2.4. Recreational areas for children

- 2.4.1. The persons responsible for children should be vigilant for any signs of respiratory disease and should immediately inform the child's parents and the management of such circumstances.
- 2.4.2. It is recommended to close children's play areas. If these areas remain open, a schedule for cleaning and sanitizing the facilities should be implemented based on the number of children and the frequency of use.
- 2.4.3. The number of children allowed into the recreational area at one time must be reduced and controlled.

3. Cleaning

3.1. General cleaning

- 3.1.1. Thorough cleaning of sinks, toilets, doorknobs, and other hard surfaces that people frequently touch is the first and most important step in preventing the spread of disease. Surfaces frequently touched by multiple people should be cleaned and disinfected at least daily. More frequent cleaning and disinfection may be required based on the level of use.
- 3.1.2. Use a mild product for regular cleaning, mixing it with water according to the supplier's instructions. A diluted product is usually safer for use than a concentrated one.
- 3.1.3. Use the same product for most deep cleaning, perhaps mixed with less water so that it is stronger.
- 3.1.4. Clean heavy stains using powdered cleaner and a scrub pad. Pumice stone is effective for removing hard water deposits without damaging toilet bowls, and baking soda for cleaning sinks, tubs, and toilets.
- 3.1.5. Avoid using acid cleaners (such as acid toilet bowl cleaners), which are very dangerous. Acids cause harm very quickly and must be handled with extreme caution.
- 3.1.6. Staff should be trained in health and safety, including safe lifting techniques, usage of PPE and its disposal, and working with hazardous materials.
- 3.1.7. Rubber gloves and appropriate footwear should be worn when handling cleaning solutions.



- 3.1.8. All mops, buckets and other cleaning equipment should be cleaned and replaced regularly to avoid possible cross contamination.
- 3.1.9. A 2-cloth system should be adopted as part of the cleaning process, i.e. 1 cloth for cleaning and 1 cloth for sanitizing to prevent any potential cross contamination.
- 3.1.10. Caution signs should be in place when there are wet floors.
- 3.1.11. Off limits signs should be posted in public toilets when cleaning is in progress.
- 3.1.12. Cigarette butts and sharp objects should be stored in separate metal containers.
- 3.1.13. Linen and spreads should be rolled up before putting them in the soiled laundry bundles.
- 3.1.14. Empty the vacuum cleaner after every cleaning and wipe it down with disinfectant.
- 3.1.15. Ensure liners are placed in waste bins to make it easier to dispose of tissues and other waste.
- 3.1.16. Dispose of or wash cleaning supplies at the highest possible water temperature setting.
- 3.1.17. Immediately remove PPE after cleaning and dispose of them or wash accordingly. Wash hands thoroughly with soap and clean water again afterwards.

3.2. High-touch surface areas

The following areas/objects are considered high-touch surface areas which should be well sanitized and cleaned frequently during the day or after each use:

- 3.2.1. The reception area: counter and desktops, computers, laptops, printers, telephones, etc.
- 3.2.2. Credit card machines – especially buttons and touchscreens
- 3.2.3. Restrooms
- 3.2.4. If applicable, lift buttons – inside and outside, escalator handrails
- 3.2.5. On the guest's dining table: static tableware, such as salt & pepper shakers, napkin and toothpick holders, sauce bottles and sugar bowls
- 3.2.6. Tablets devices used for ordering food
- 3.2.7. Menu books
- 3.2.8. Public food-service utensils or receptacles, dispenser handles, taps, buttons, etc.
- 3.2.9. Waiting stations



- 3.2.10. Restaurant table and seat surfaces must be cleaned immediately following the departure of any guests.

3.3. Disinfecting surfaces

- 3.3.1. Clean high-touch surfaces and objects regularly (for example, daily or after each use) and after you have visitors in your facility. Focus on high-touch surfaces and objects (gym equipment, doorknobs, tables, handles, light switches).
- 3.3.2. Remove visible dirt and debris from the surface.
- 3.3.3. Spray the surface with a disinfectant or clean with disinfecting wipes.
- 3.3.4. Allow the surface to remain wet for the recommended contact time (usually upwards of 30 seconds).
- 3.3.5. Wipe the surface dry or allow it to air dry.
- 3.3.6. When disinfectants are used, ensure that it is appropriate and handled by trained staff.
- 3.3.7. Advise staff to always wear gloves appropriate for the chemicals being used when cleaning and disinfecting and if needed to wear face shield or face masks.

3.4. Sanitizing tools

- 3.4.1. Clean reusable tools using water and soap or detergent.
- 3.4.2. Rinse the tools thoroughly with clean water.
- 3.4.3. Immerse the tools in disinfectant for at least 8 minutes to further sterilize them.
- 3.4.4. Rinse the tools with clean water and dry with a clean cloth.
- 3.4.5. Store sanitized tools in a clean, closed container.
- 3.4.6. Disinfection tools, like ozone generator, UV light, should be used as per the manufacturer instructions.



3.5. Laundry operations and facilities

- 3.5.1. The laundry room should have adequate ventilation.
- 3.5.2. The dryer filter should be cleaned after every load.
- 3.5.3. There should be strict clothing and linen handling procedures to avoid contamination.
- 3.5.4. Rubber gloves and appropriate footwear should always be worn.
- 3.5.5. All soiled linen must always be kept in a covered container.
- 3.5.6. Dirty linen should always be kept separate from clean linen, and clean linen should be transported in covered containers and stored in a covered area.
- 3.5.7. Linen containers on wheels should be used where possible.
- 3.5.8. Linen containers should always be lined with anything of sustainable material to avoid contamination.
- 3.5.9. Staff uniforms and restaurant linen must be washed at $>77^{\circ}$ centigrade with a recommended amount of liquid disinfectant detergent. Dry items completely.
- 3.5.10. Linen folding areas should be disinfected.
- 3.5.11. Washing appliances (washers, dryers, carts, etc.) should be cleaned daily according to the manufacturer's guidelines.
- 3.5.12. Laundry detergent, bleach, and other solutions should be stored and handled correctly according to their prescription.
- 3.5.13. Ensure social distancing in the laundry room.



C. Safety and hygiene protocol for service delivery

1. Before the services

- 1.1. Encourage guests to book in advance to avoid waiting at the waiting station
- 1.2. All the staff on duty must follow the general sanitation and safety practices as indicated in the above section carefully before the services and avoid staying in a group.
- 1.3. The Manager/Supervisor of the workplace should check the staff before their duties to ensure they are clean and tidy and make sure they review the checklist for safety and personal hygiene.
- 1.4. Ensure premises are operational and in good working order.
- 1.5. Clean, disinfect, and sanitize throughout the facility before the services. Continue to use sanitizers and disinfectants for their designed purposes.
- 1.6. Monitor for pests.

2. During the services

The staff on duty should:

- 2.1. Greet guests with a no-touch welcome ritual or greeting.
- 2.2. Follow national regulations regarding the measurement of guests' temperature and monitoring of symptoms.
- 2.3. Request guests to sanitize their hands before entering the restaurant.
- 2.4. Subject to national regulations, require that guests comply with wearing an appropriate face mask. Guests should wear their masks while waiting for food. Additional face masks should be made readily available for all guests.



3. Guest Check-out

- 3.1. Immediately clean and disinfect the tables, seats, and facilities that guests have used by following the clean and disinfect procedures established by the workplace.
- 3.2. Follow the same procedures as when preparing for incoming guests.



D. Sustainability guidelines

1. Stay Sustainable

- 1.1. Wear reusable medical grade face masks. Support training opportunities for women artisans to produce intricately designed, sanitized and quality checked medical grade cloth masks, linking with overseas markets.
- 1.2. Give preference to biodegradable disposable disinfecting towels and wipes.
- 1.3. Give preference to locally sourced, organic, and biodegradable cleaning products and amenities.
- 1.4. Use compostable straws such as bamboo or paper straws.
- 1.5. Ensure proper washing of glasses, cups, plates, cutlery, or – if not otherwise possible – provide biodegradable options.
- 1.6. Work with alternatives for printed materials (e.g., menus, guest books or any other in-room materials), for instance through QR codes, or (digital) notice boards.
- 1.7. Achieve health coverage, including financial risk protection, access to quality health care services and access to safe, effective quality and affordable essential medicines and vaccines.
- 1.8. Provide on-the-job training for workplace cooperation, occupational safety, and health.
- 1.9. Invest the time to train employees on the importance of sustaining the environment, so they can participate and promote the sustainable practices at the workplace and their home.
- 1.10. Reduce the use of hazardous chemicals such as alcohol-based sanitizers, detergents, and disinfectants, which could cause illness and death.
- 1.11. Strengthen the capacity for early risk reduction and management of national and global health risks.
- 1.12. Initiate innovative tourism products for visit experiences in the tourist destinations.
- 1.13. Encourage business start-ups in the tourism value chain for creation of micro and small enterprises and decent jobs for women and men, young people, and persons with disabilities.
- 1.14. Promote and support market access for ethnic culture and products.



- 1.15. Promote access to communication and innovative technology.
- 1.16. Substantially reduce waste generation through prevention, reduction, recycling, and reuse.
- 1.17. Raise awareness of climate change and its consequences on the livelihood of local families.
- 1.18. Save energy and water where appropriate. For example, by converting to water-efficient faucets and toilets, and energy-efficient lighting.
- 1.19. Raise awareness of environmental practices at the workplace and their homes such as waste disposal, saving water and energy and where appropriate, convert to energy-efficient faucets, toilet flushes, and lighting.



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