



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

## Spa and Wellness





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## Spa and Wellness

These Guidelines have been developed for spa facilities operating in the tourism industry, including independent spa properties and hotel and resort spas.

It is recommended that these guidelines be considered side-by-side with the guidelines for facilities (gym, yoga, swimming pool), 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 standards<sup>1</sup>, you protect yourself and others from COVID-19 by:

- 1.1. Physical distancing - safe distance is considered at least one (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.

<sup>1</sup>[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, during treatments 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 spa therapist.
- 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 a 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. Use touch-free stations, where possible.
  - 2.1.2. 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 for 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.
- 3.6. The maximum allowable capacity limit should be posted at elevator entrances to ensure appropriate social distancing.

#### 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 is important for tracking guests:
  - 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 latest 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 they 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 wellness 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-19<sup>2</sup>, 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.

<sup>2</sup> [World Health Organization – symptoms of COVID-19](#)



## B. Significant areas to focus on

### 1. Reception area

Though your guests will spend most of their time in the treatment room, almost everyone who visits or works in the spa will go through the reception area.

- 1.1. Wipe down surfaces regularly (including door handles)
- 1.2. Invite guests to clean their hands with hand sanitizer at the entrance.
- 1.3. Use transparent partitions in the reception area.
- 1.4. Where feasible, use “Hi-Tech Low Touch” technology to reduce direct contact with guests. Use devices that do not require the employee to handle customer’s credit and debit cards and institute a cashless policy. If this is not possible, ensure that cash and/or cards are handled with care by employees either by changing gloves between each transaction or using hand sanitizer between guests.
- 1.5. Move electronic payment terminals and card readers farther away from the attendant to increase the distance between the guests and the reception attendant.
- 1.6. Make disinfecting supplies available to the staff and guests to wipe down commonly used areas.
- 1.7. Clean or sanitize card payment terminals and pens between guests.
- 1.8. In offices, and administrative areas, shared tools and equipment by employees should be sanitized after each shift or transfer to a new employee.



## 2. Restrooms

Keep staff and guest restrooms tidy and clean.

- 2.1. Ensure sufficient soap is readily available in the restroom. Consider upgrading to touchless soap dispensers.
- 2.2. Bottles of hand sanitizer should be readily available outside the bathroom, to sanitize hands after passing by all possible touch points.
- 2.3. Provide disposable towels and no touch toilet seat sanitizer dispenser for each cubicle, if possible. Post a notice for the staff and guests recommending cleaning the toilet seat before use.

## 3. Treatment rooms

Make sure your treatment rooms are properly cleaned and sanitized. Be sure your staff follow the proper procedures for cleaning and disinfecting surfaces and for using freshly laundered linens for each guest. Make sure your treatment rooms are properly cleaned at frequent intervals.

- 3.1. It is recommended to reduce guest touch points, for example minimize furniture and ornaments in the treatment room.
- 3.2. Offer the guest disposable shoes/slippers or sanitized rubber slippers (cleaned after every guest). For the regular guest, consider putting the slippers in a bag with a name tag to reuse for the next visit.
- 3.3. Where available, provide the guest with clothes (e.g., kimono, pajamas, robe) to wear during some spa treatments (e.g., foot massage, facial treatment).
- 3.4. It is recommended to have a shower inside the treatment room or as close to the treatment room as possible.
- 3.5. If offered, minimize the room service in the treatment room (especially in a hotel spa).



#### 4. Waste bin

Any sanitation plan would be remiss without regard for the disposal of waste. Waste bins should be emptied throughout the day, but you may need to adjust your current procedure to account for the increased use of disposables. If inside the treatment room, the bin should be emptied after every guest.

- 4.1. Waste should be double bagged.
- 4.2. Encourage staff not to carry too much at once

#### 5. Air quality

Make sure the general spaces and treatment rooms are well ventilated.

- 5.1. Increase the ventilation rate through natural aeration or artificial ventilation, preferably without recirculation of the air
- 5.2. Consider installing an air purification system as an added safety measure, particularly to minimize the spread of germs. Portable high efficiency particulate air (HEPA) filtration units may be considered to remove contaminants in the air of poorly ventilated areas.
- 5.3. If free standing fans are used, position them in a way that does not direct air from one client to another.





## 6. Cleaning

### 6.1. General cleaning

- 6.1.1. 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.
- 6.1.2. 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.
- 6.1.3. Use the same product for most deep cleaning, perhaps mixed with less water so that it is stronger.
- 6.1.4. 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.
- 6.1.5. 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.
- 6.1.6. Staff should be trained in health and safety, including safe lifting techniques, usage of PPE and its disposal, and working with hazardous materials.
- 6.1.7. Rubber gloves and appropriate footwear should be worn when handling cleaning solutions.
- 6.1.8. All mops, buckets and other cleaning equipment should be cleaned and replaced regularly to avoid possible cross contamination.
- 6.1.9. 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.
- 6.1.10. Caution signs should be in place when there are wet floors.
- 6.1.11. Off-limit signs should be posted in public toilets when cleaning is in progress.
- 6.1.12. Cigarette butts and sharp objects should be stored in separate metal containers.
- 6.1.13. Linen and spreads should be rolled up before putting them in the soiled laundry bundles.



- 6.1.14. Empty the vacuum cleaner after every cleaning and wipe it down with disinfectant.
- 6.1.15. Ensure liners are placed in waste bins to make it easier to dispose of tissues and other waste.
- 6.1.16. Dispose of or wash cleaning supplies at the highest possible water temperature setting.
- 6.1.17. Immediately remove PPE after cleaning, dispose of or wash accordingly. Wash hands thoroughly with soap and clean water again afterwards.

## 6.2. 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:

- 6.2.1. The reception area: counter and desktops, computers, laptops, printers, telephones, etc.
- 6.2.2. Credit card machines – especially buttons and touchscreens
- 6.2.3. Restrooms
- 6.2.4. If applicable, lift buttons – inside and outside, escalator handrails

## 6.3. Disinfecting surfaces

- 6.3.1. Remove visible dirt and debris from the surface.
- 6.3.2. Spray the surface with a disinfectant or clean with disinfecting wipes.
- 6.3.3. Allow the surface to remain wet for the recommended contact time (usually upwards of 30 seconds).
- 6.3.4. Wipe the surface dry or allow it to air dry.
- 6.3.5. When disinfectants are used, ensure that they are appropriate and handled by trained staff.
- 6.3.6. 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.



#### 6.4. Sanitizing tools

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

#### 6.11. Laundry operations and facilities

- 6.12. The laundry room should have adequate ventilation.
- 6.13. The dryer filter should be cleaned after every load.
- 6.14. There should be strict clothing and linen handling procedures to avoid contamination.
- 6.15. Appropriate gloves and footwear should always be worn.
- 6.16. All soiled linen must always be kept in a covered container.
- 6.17. 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.
- 6.18. Linen containers on wheels should be used where possible.
- 6.19. Linen containers should always be lined with anything of sustainable material to avoid contamination.
- 6.20. Wash all linen at the highest heat setting recommended by the manufacturer (i.e., bed sheets, mattress covers, hand and bath towels, and blankets). Dry items completely.
- 6.21. Linen folding areas should be disinfected.



- 6.22. Washing appliances (washers, dryers, carts, etc.) should be cleaned daily according to the manufacturer's guidelines.
- 6.23. Laundry detergent, bleach, and other solutions should be stored and handled as prescribed.
- 6.24. Social distancing in the laundry room should be practiced.
- 6.25. Adjust operation hours of laundry room based on the health and other relevant authorities



## C. Safety and hygiene protocol for service delivery

### 1. Before the services

- 1.1. The staff on duty should check all the key areas as described above and make sure they are well cleaned and organized according to the cleaning procedure approved by the workplace.
- 1.2. All the staff on duty must carefully follow the general hygiene and safety practices, including wearing an appropriate and well-fitting face mask and keeping social distance. Staff should avoid staying in a group.
- 1.3. The manager or supervisor of the workplace should check staff before their duties to ensure they are clean and tidy and make sure they review the checklist for safety and hygiene of the workplace.
- 1.4. The spa supervisor should check the spa therapist carefully and make sure they have performed the safety and hygiene protocol before going to the treatment room.
- 1.5. When the guests arrive, staff should greet them with a no-touch welcome ritual or greeting instead of a handshake.

### 2. During the services

The staff on duty should:

- 2.1. Greet guests with a no-touch welcome ritual or greeting.
- 2.2. Always wear an appropriate, well-fitting face mask during a guest's treatment when social distance cannot be maintained.
- 2.3. Follow the personal hygiene guidelines.
- 2.4. Wash hands thoroughly with soap and clean water or hand sanitizer prior to and immediately after treatment. In the case of spa therapists, they should wash hands, forearms, and elbows.
- 2.5. Notify guests that hands have been washed prior to treatment.



- 2.6. Encourage guests to take a shower, or at least wash hands prior to treatment. When the treatment is finished, inform guests that the shower is available. It is highly recommended for guests to take a shower before and after treatment for hygiene purposes.
- 2.7. Inform guests that the linen is fresh, and that the bathroom, bathtub and all the facilities in the treatment room are well checked and cleaned for each incoming guest.
- 2.8. Spa therapists should avoid touching their own face during a client's treatment – if it happens, they should wash their hands before touching the guest again.
- 2.9. As a general guideline, minimize conversation with guests. Only ask important questions related to the treatment and talk only when the guest asks.
- 2.10. Provide guests with a tray for personal belongings inside the treatment room and, if available, a safety box.

### 3. Guest check-out

- 3.1. When the guest has checked out, remove the used linen and towels, and clean or sanitize the treatment room, especially the massage table and all surfaces, space, and facilities that the guest has used during the treatment. Then replace it with new linens and towels for the next service.
- 3.2. Empty the waste bin if there is any waste inside.
- 3.3. Routinely clean or sanitize common areas, treatment rooms and restrooms throughout the day according to the spa's cleaning protocols.
- 3.4. Clean or sanitize hydrothermal areas according to the spa's cleaning protocols.
- 3.5. Clean or sanitize the spa equipment according to the spa's cleaning protocols.



## 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.





The Association of Southeast Asian Nations (ASEAN) was established on 8 August 1967. The Member States of the Association are Brunei Darussalam, Cambodia, Indonesia, Lao PDR, Malaysia, Myanmar, Philippines, Singapore, Thailand and Viet Nam. The ASEAN Secretariat is based in Jakarta, Indonesia.

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