



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

— Travel and Tours

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

Travel and Tours

These Guidelines have been developed for travel and tours, including travel agencies and tour operators.

It is recommended that these guidelines be considered side-by-side with the ASEAN Guidelines for Accommodation, the ASEAN Guidelines for Ecotourism and Community-based Tourism and other guidelines, 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 any 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 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 washing their hands, and wearing a freshly laundered outfit or uniform during the services. This is especially important for guides and drivers.
- 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. If relevant and possible, change into their uniform at the workplace to ensure it is clean and ready for the services. The outfit 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 and guests

- 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. 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 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. If relevant, signage should be put up at all elevator entrances, restricting elevators to a maximum capacity that ensures appropriate social distancing given the size of the elevator.

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 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 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-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. The office

- 1.1. Standard Operating Procedure (SOP) for checking guests in and out must be revised to minimise contact and minimum handling of personal documents.
- 1.2. The reception desk and the common areas must enforce appropriate social distancing protocols and procedures between guests and employees and have a process for ensuring single line flow of foot traffic inside the office.
- 1.3. Ensure that entrance and exit lines are separate and away from foot traffic.
- 1.4. Visual cues such as floor decals, colored tape and other signs reminding guests and employees to maintain a social distance of at least one (1) metre should be installed in confined narrow areas, such as aisles and stairways, to encourage single file movement.
- 1.5. Where feasible, use “Hi-Tech Low Touch” technology to reduce direct contact between employees and guests.
- 1.6. Increase ventilation rate in the office, through natural aeration or artificial ventilation preferably without recirculation of the air.
- 1.7. In common areas, furniture and other public seating areas should be reconfigured to maintain appropriate social distancing and must be regularly cleaned based on the frequency of use.
- 1.8. According to the size of the space, limit the number of people inside the office.
- 1.9. In offices, and administrative areas, tools and equipment shared by employees should be sanitized after each shift or transferred to a new employee.
- 1.10. Place handwashing stations or hand sanitizers at the entrance(s) and in multiple locations that are easily accessible, convenient and highly visible for everyone.

2. Tour products

- 2.1. Deliver health- and hygiene-safe experiences for staff, volunteers from the community and guests.



- 2.2. Run through all tour products to ensure ample access can be provided to hand-washing facilities and hand sanitizing; e.g., when entering a building, kitchen, or dining facility, before and after an activity, and as often as needed throughout the activity.
- 2.3. Develop segmented and sustainable products.
- 2.4. Where applicable (e.g. when serving a large group or multiple smaller groups simultaneously), explore staggering services such as hotel check in and out, and food and beverage services.
- 2.5. Where applicable, add new services such as food delivery or take away (picnic) services, family experiences, co working spaces, drive & stay packages.
- 2.6. Incentivize domestic tourism, short trips, and visits to nearby destinations.
- 2.7. Consider implementing new technologies such as augmented reality or virtual reality or virtual museum tours to improve visitors' experience before, during and after a visit.



3. Supply chain

- 3.1. Engage with suppliers to establish that they follow appropriate health and safety protocols in line with local regulations and to understand what additional measures may have been introduced.
- 3.2. Provide posters, videos, and electronic message boards to increase awareness of hygiene and safety among tourism professionals and communities, and promote safe individual practices; engage tourism professionals, workers, and communities on the preventive measures and their effectiveness.
- 3.3. Coordinate with the related health and relevant authorities to reach out to as many as possible in the tourism supply chain for COVID and flu vaccination programs, and when rapid antigen tests are necessary.
- 3.4. Reach out to and engage vulnerable and marginalized groups of people, such as those in the informal economy as well as migrant workers, domestic workers, and self-employed workers.
- 3.5. Where possible, retrain to redistribute product and interpretation skills; e.g., via external (subsidized) training sessions.



C. Safety and hygiene protocol for service delivery

1. Before the services

- 1.1. Continuously provide updated information to partners, guests and suppliers. Be sure to respond to any queries at the earliest convenience and be honest about the situation.
- 1.2. Understand health and safety expectations of target markets and prepare to relieve any specific concerns.
- 1.3. Respect conditions of partners and suppliers, such as limits to the number of visitors.
- 1.4. Collect advance information from the guests upon booking (also see A.4.13 on information to trace the guest) and distribute relevant details to all accommodation services and sites within an itinerary. If these can be digitized, the distribution of this information can be streamlined and automated.
- 1.5. Brief the staff and the host communities of arrival and details of the guests and itineraries.
- 1.6. Perform screening and monitoring measures, which include asking about symptoms or checking temperatures extensively among those in the community who may be in contact within the itinerary.
- 1.7. Obtain relevant information about visiting guests from the accompanying tour leader or their self-assessment of the physical conditions, however mild, during their travel and transit prior to arrival, upon arrival, and at the meeting point at the start of the itinerary. The same procedures may apply for the staff, service providers and the community whenever necessary.
- 1.8. Set procedures for meeting guests and handling baggage to minimize close interaction between guests and operation staff; include sanitizing all travel documents, baggage, and hand luggage.
- 1.9. Consider primary payment methods that are contactless and /or prepaid.



2. During the services

2.1. Meeting upon arrival

- 2.1.1. Follow the Standard Operating Procedures of civil aviation, road transport, railways, harbor, border checkpoints and health and safety guidelines of the local health authorities and other relevant authorities.
- 2.1.2. Connect tourist guides or tour operation staff with relevant personnel to avoid overcrowding and other hygiene and safety measures:
 - 2.1.2.1. Airport ground handling staff
 - 2.1.2.2. Health screening staff
 - 2.1.2.3. Coach driver
 - 2.1.2.4. Tour volunteers
- 2.1.3. Consider offering face shields, masks, and hand sanitizer as a gesture of welcome upon arrival.
- 2.1.4. Include health screening in the arrival and check in procedures and consider measures to minimize interaction with guests for safe, seamless, and touchless traveler pre-check-in and check-out options.
- 2.1.5. In case of group transfer, consider ushering guests to a designated area of the terminal lounge before boarding the coach for hotel check in.
- 2.1.6. Physical distancing
 - 2.1.6.1. Encourage guests to social distance at least one 1 meter away from other groups of people not travelling with them, especially in queues.
 - 2.1.6.2. Adapt the spaces to minimize close interaction among the guests, travel operation staff and related services at the meeting point.
- 2.1.7. Cleaning and disinfecting
 - 2.1.7.1. Disinfect all luggage from the conveyor belt before departure from the terminal lounge.
 - 2.1.7.2. Consider disinfecting the personal hand luggage of the guests, with a polite gesture.
 - 2.1.7.3. Avoid spraying disinfectants on the guests or operation staff.



2.1.8. Personal Protective Equipment (PPE)

- 2.1.8.1. When closer contact is required, use face shields in addition to face masks and hand gloves; wear PPE whenever necessary and to sanitize hands and all items touched.

2.2. Transportation services

- 2.2.1. Consider measures to mitigate risks for visitors, service providers, volunteers and host community.
- 2.2.2. Vehicles used frequently for short trips should be surface cleaned between every trip. (i.e., vehicle keys, steering wheels & gear levers, dashboard controls, seat belt buckles, window levers/buttons, air conditioning controls & vents, door handles, levers for opening trunks, hoods, and petrol tank)
- 2.2.3. All vehicles at the end of each day should undergo a deep clean; foot mats, seat covers and disposable headrest covers must be removed, cleaned, and disinfected and all surfaces inside and outside disinfected.
- 2.2.4. Open vehicle windows, provide space in between passengers, and have passengers wear appropriate well fitting face masks and face shields.
- 2.2.5. Consider the use of face shields for the use of private vehicles for transportation as additional measures.
- 2.2.6. Consider the choice of vehicles, especially to transport visitors/guests to experience outdoor activities that allow for reasonable spacing between passengers.
- 2.2.7. Consider the choice of boat or yacht and the number of guests to allow for adequate spacing.

2.3. Accommodation

- 2.3.1. Follow the Guest Service Protocol of the hotels, ecolodges, CBT households, homestays and ASEAN Guidelines for Accommodation, where relevant.
- 2.3.2. Arrange in advance group check in to avoid crowding in the reception area.



- 2.3.3. At community households, avoid accommodating members of separately booked groups or groups from more than one household unit sharing bedrooms.
- 2.3.4. Ensure that guests are clearly briefed on and have acknowledged the prevailing safety management measures and regulations to adhere to during their stay.

2.4. Site visits and activities

- 2.4.1. Set clear standards and boundaries for health, food safety and security, and guest participation. Inform guests about the risks involved with the activity and measures to manage hygiene and safety risks. Ensure guests understand the risks and what is expected of them to participate.
- 2.4.2. Before the activity or visit experience, ask guests to self-assess their physical condition and self-screen their risk profiles. Inform guests that if they have symptoms, however mild, or are staying in an accommodation (e.g., hotels, resorts, eco-lodges, etc.) or a household where someone has symptoms, they are advised to stay in the room. The same procedures apply for staff, service providers and the community.
- 2.4.3. Consider site visits and community involved activities to accommodate for social and physical distancing; adapt spaces, briefings, and presentations to avoid the need to get closer to each other and increase compliance with the additional health safety and security measures. Consider holding such activities outside in open space whenever possible.
- 2.4.4. When conducting a food tour at a market or food hall, consider offering the experience when it is least likely to be busy, attempting to visit outdoor markets and space visitors to avoid crowding around a particular stand or vendor.
- 2.4.5. Provide access to hand-washing facilities, hand sanitizers, and covered dustbins to dispose of used face masks and hand gloves.



2.5. Food and beverage services

- 2.5.1. Recommend all restaurants on the itinerary comply with proper hygiene and food safety protocols in line with respective ASEAN Member States' national regulations, and ASEAN Guidelines for Restaurant, where relevant.
- 2.5.2. Ensure local community service providers on the itinerary, such as homestays and CBT households, have a clear understanding of food handling, storage, and related hygiene and safety precautions for catering food and beverages services to the guest.
- 2.5.3. Consider all partner restaurants' proper hygiene and food safety protocols to protect guests, such as:
 - 2.5.3.1. Making available approved alcohol-based hand sanitizer at entrance to guests.
 - 2.5.3.2. Training staff for health, hygiene and physical contact guidelines.
 - 2.5.3.3. No buffets or common use of utensils.
 - 2.5.3.4. Regular cleaning of coffee /drinks machines.
 - 2.5.3.5. Enhanced cleaning, including disinfecting of tables and chairs after each guest/party has left.
 - 2.5.3.6. Minimized physical contact through table spacing and guest seating in line with local health safety agencies.
- 2.5.4. Ensure distancing and alternative arrangements to provide spacing, offering private or outdoor space when possible.
- 2.5.5. Train community service providers on how all food materials are cleaned, washed, cut, sanitized, or cooked according to local food standards and guidelines.
- 2.5.6. Snacks and uncooked food should be planned and handled appropriately to minimize chances of surface contamination.



2.6. Guest experience, tour guiding and volunteer services

- 2.6.1. The tour guide should focus on personalized service, quality of service accommodation standards, food and beverage, guiding and the increased value of experience to gain trust and confidence from the guests regarding the hygiene and safety of destinations.
- 2.6.2. Consider identifying existing risks such as routes to be followed, visits to monuments, possible crowding, group size, and restrictions on health and hygiene for tourist services.
- 2.6.3. Determine how the visit will be conducted e.g., preparing one-way routes to avoid groups crossing whenever possible, coordinating with other tour guides, if needed.
- 2.6.4. Avoid areas likely to be crowded and small spaces with limited capacity.
- 2.6.5. Walking tours and stops for explaining monuments should be conducted in open space and /or wide spaces keeping a safe distance.
- 2.6.6. Use properly disinfected headsets. Guests will disinfect their hands before and after use. The guests will return devices, placing them all in a bag which will be sealed.

2.7. Facilities and activity equipment

- 2.7.1. When conducting outdoor activity, consider that each person has their own individual gear; e.g., helmet, sun guards, binoculars, fishing rods, walking poles, water sport equipment, etc.
- 2.7.2. If conducting a cooking class or demonstration, each person should have own individual equipment such as apron, cooking utensils or kitchen utensils with a separate set for each workstation. If clothing such as chef whites and aprons are provided for the visitors, launder appropriately after each use. Have their size and choose equipment with minimum handling and advise that visitors care and carry their own equipment.
- 2.7.3. Mitigate possible high risks of hygiene and safety measures for the local community, tour guides, tour conductors and volunteers during the activity.
- 2.7.4. Set recommended procedures to follow for safety and security of the visitors and the hosts during the activity.



- 2.7.5. Consider distancing requirements if visitors are from different household units or lodges.
- 2.7.6. Screen temperatures and ask visitors for symptoms and to sanitize hands or wash hands.
- 2.7.7. Use recommended methods for cleaning and sanitizing the activity equipment, such as appropriate rest time in between uses or using soap water or bleach solutions. Follow manufacturer's instructions and the recommendations of official health and safety agencies.
- 2.7.8. Consider safe handling procedures for personnel who use cleaning products to clean equipment.
- 2.7.9. Prevent surface contact where needed and consider that host community and tourism workers have minimum handling.

3. After the trip

- 3.1. Seek feedback from the tour group leader on the hygiene and safety guidelines before and during the services of the tour program related to accommodation, transportation, restaurant, visit experiences, and tour guiding.
- 3.2. Have a post feedback session with the responsible tour operation team and the partner service providers.



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

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