



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

Travel & Tours

Please review ASEAN Guidelines on Hygiene and Safety for Professionals and Communities in the Tourism Industry on Travel & Tours and complete the following.

*Required

First Name*

Last Name*

Business Name*

Email*

Phone*

Website

We have reviewed the ASEAN Guidelines on Hygiene and Safety for Professionals and Communities in the Tourism Industry on Travel & Tours and agree to the terms and conditions.

☐

Signed*

Date*

DD/MM/YYYY



Guidelines Summary

Our company confirms that we implement the following practices:

Personal hygiene protocols

- ☐ Urge staff to maintain a high standard of personal hygiene AND to change into their freshly laundered uniform at the workplace.

Physical distancing protocols

- ☐ Urge guests and staff to maintain at least 1 meter distance by spacing workstations and common spaces.
- ☐ Use visual cues and accessible signs in strategic places providing instructions on physical and social distancing AND limit the number of people in the facility at one time.

Health safety protocols

- ☐ Urge guests, staff, and any other visitors on the premises to wear an appropriate and well-fitting face mask covering nose, mouth, and chin at all times in public spaces and when interacting with people.
- ☐ Have facilities in place to enable regular hand washing and/or sanitization AND maximize air circulation of indoor spaces AND implement effective communication protocols with signs and messages.

Emergency preparedness protocols

- ☐ Have an emergency preparedness plan in place AND remain up to date on national regulations AND provide mental wellness support for staff and guests AND provide evacuation for all staff, guests, and any other visitors on the premises during departure and at the congregation outside of the property.
- ☐ Urge staff not to come to work if they show signs or symptoms of COVID-19 or tests positive for the virus.

Sanitizing and disinfecting protocols

- ☐ Urge staff to always wear protective personal equipment, including face masks, face shields, rubber gloves and footwear appropriate for the chemicals being used when cleaning and disinfecting frequently touched areas in the common areas and guest rooms.

Front office delivery service protocols

- ☐ Urge guests and staff to comply with the ASEAN guidelines aligned with national regulations on appropriate physical and social distancing, health screening and tracking system AND implement



standard operating procedures for guests' checking in and out, and hygiene and safety guidelines.

- ☐ Urge staff to minimize contact with the guests while handling their personal documents and transacting their payment AND implement handwashing and hygiene protocols at all high touch points and common areas AND to wash hands thoroughly with soap and clean water or use an appropriate hand sanitizer before and after each service delivery.

Tour operation delivery service protocols

- ☐ Implement standard operating procedures on the key areas of tour operation related to the workplace, tour products, and supply chain.
- ☐ Urge guests and staff to follow the hygiene and safety protocols for the guests' arrival and departure, accommodation, transportation, site visits and activities, food and beverage services, guest experience, tour guiding and volunteer services, use of facilities and activity equipment.
- ☐ Urge staff to wash hands thoroughly with soap and clean water or use an appropriate hand sanitizer before, during and after each activity AND standard operating procedures for cleaning, sanitizing and disinfecting of all facilities and equipment used during the site visits and activities
- ☐ Urge suppliers and partners to implement their standard operating procedures on accommodation, food and beverage, transportation, tour guiding and volunteer services AND to encourage their staff to regularly clean, sanitize, and disinfect the facilities and activity equipment AND to encourage their staff to wash hands thoroughly with soap and clean water or use an appropriate hand sanitizer before and after each service delivery.
- ☐ Provide staff with training for their hygiene and safety AND raise awareness of sustainable practices.

Remarks