



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

Accommodation

Australian
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Accommodation

These Guidelines have been developed for accommodation providers, including small (e.g., bed and breakfasts) and large lodging establishments (e.g., hotels, resorts, lodges, guesthouses).

Where applicable, it is recommended that these guidelines be considered side-by-side with the ASEAN Guidelines for Restaurant, and the ASEAN Guidelines for Convention Center.

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 outdoors rather than indoors 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 – symptoms of COVID-19](#)



- 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 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. Wash hands with soap and clean water before preparing or eating food and drinks for general food safety.
- 1.3. 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 housekeeping staff.
- 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. Signs should be accessible for people with disabilities, easy to understand, and may include signs in relevant languages, as needed.
- 3.2. Visual cues such as floor decals, colored tape, and other signs reminding staff and guests to maintain a distance of at least 1 meter should be installed in confined or narrow areas, such as aisles and stairways, to encourage single-file movement.



- 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 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. Front office

- 1.1. Standard Operating Procedures (SOP) for checking guests in and out must be revised to ensure minimum contact and minimum handling of personal documents.
- 1.2. Front desk and concierge area must enforce appropriate social distancing protocols and procedures between guests while they wait in line to check-in and have a process for ensuring the line moves as quickly as possible and does not obstruct the flow of foot traffic through the lobby and entrance.
- 1.3. Ensure that check-in and check-out lines are separate and away from foot traffic, to always ensure appropriate social distancing.
- 1.4. Where feasible, use “Hi-Tech Low Touch” technology to reduce direct contact with customers. Use devices that do not require the employee to handle guest'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. Disinfectant supplies must be made available at the front desk and concierge to sanitize any used materials, such as pens used for signature that the previous guests have been in contact with.
- 1.7. In offices, and administrative areas, tools and equipment shared by employees should be sanitized after each shift or transfer to a new employee.
- 1.8. Place handwashing stations or hand sanitizers at the entrance(s) and in multiple locations that are easily accessible, convenient, and highly visible for everyone. Consider all common areas, such as



next to an ATM. Ensure there is at least one station per floor of guest rooms, preferably at every elevator bank.

- 1.8.1. Use touch-free stations, where possible.
- 1.8.2. Make sure restrooms are well stocked with soap and drying materials.
- 1.9. In common areas, furniture and other public seating areas should be reconfigured to maintain appropriate social distance and must be regularly cleaned based on the frequency of use. According to the size of the space, limit the number of people within the common areas, such as business lounges, reception area, lobby, elevator, etc.
- 1.10. Self-parking options should be offered, and if valet service is provided, disinfecting of contact points within the vehicle should be carried out.
- 1.11. Emergency protocol:
 - 1.11.1. Contact numbers for the appropriate authorities, medical centers and emergency services must be readily available.
 - 1.11.2. There must be a clear Standard Operating Procedure (SOP) on how to manage a suspected Covid-19 case of a guest or staff member (also see A5. Infection Response).
- 1.12. The following areas/objects are considered high-touch surface areas, which should be well sanitized and cleaned daily or after each use:
 - 1.12.1. Counter and desktops and backs of chairs (e.g., reception, concierge, business center)
 - 1.12.2. Credit card machines – especially buttons and touchscreens
 - 1.12.3. Room key cards
 - 1.12.4. Lift buttons – inside & outside, escalator handrails
 - 1.12.5. Door handles
 - 1.12.6. Deck railings & stair/deck banisters/ balustrades
 - 1.12.7. Restrooms
 - 1.12.8. In-room and temperature control panels



2. Housekeeping

2.1. General housekeeping management

- 2.1.1. 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.
- 2.1.2. Housekeeping staff should be trained in health and safety, including safe lifting techniques, usage of PPE and its disposal, and working with hazardous materials.
- 2.1.3. 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.
- 2.1.4. Use the same product for most deep cleaning, perhaps mixed with less water so that it is stronger.
- 2.1.5. 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.
- 2.1.6. 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.
- 2.1.7. Rubber gloves and appropriate footwear should be worn when handling cleaning solutions.
- 2.1.8. All mops, buckets and other cleaning equipment should be cleaned and replaced regularly to avoid possible cross contamination.
- 2.1.9. 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.
- 2.1.10. Caution signs should be in place when there are wet floors.
- 2.1.11. Off limits signs should be posted in public toilets when cleaning is in progress.
- 2.1.12. Cigarette butts and sharp objects should be stored in separate metal containers.



- 2.1.13. Linen, rugs, and spreads should be rolled up before putting them in the soiled laundry bundles.
- 2.1.14. Housekeepers should be taught not to run their hands along objects without checking for razor blades, needles, or broken glass.
- 2.1.15. Empty the vacuum cleaner after every cleaning and wipe it down with disinfectant.
- 2.1.16. Ensure liners are placed in waste bins to make it easier to dispose of tissues and other waste.
- 2.1.17. Dispose of or wash cleaning supplies at the highest possible water temperature setting.
- 2.1.18. Immediately remove PPE after cleaning, dispose of or wash accordingly. Wash hands thoroughly with soap and clean water again afterwards.

2.2. 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:

- 2.2.1. The reception area: counter and desktops, computers, laptops, printers, telephones, etc.
- 2.2.2. Credit card machines – especially buttons and touchscreens
- 2.2.3. Restrooms
- 2.2.4. If applicable, lift buttons – inside and outside, escalator handrails

2.3. Disinfecting surfaces

- 2.3.1. Remove visible dirt and debris from the surface.
- 2.3.2. Spray the surface with a disinfectant or clean with disinfecting wipes.
- 2.3.3. Allow the surface to remain wet for the recommended contact time (usually upwards of 30 seconds).
- 2.3.4. Wipe the surface dry or allow it to air dry.
- 2.3.5. When disinfectants are used, ensure that it is appropriate and handled by trained staff.



- 2.3.6. 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.

2.4. Sanitizing tools

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

2.5. Laundry operations and facilities

- 2.5.1. The laundry room should have adequate ventilation.
- 2.5.2. The dryer filter should be cleaned after every load.
- 2.5.3. There should be strict clothing and linen handling procedures to avoid contamination.
- 2.5.4. Appropriate gloves and footwear should always be worn.
- 2.5.5. All soiled linen must always be kept in a covered container.
- 2.5.6. 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.
- 2.5.7. Linen containers on wheels should be used where possible.
- 2.5.8. Linen containers should always be lined with anything of sustainable material to avoid contamination.



- 2.5.9. 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.
- 2.5.10. Linen folding areas should be disinfected.
- 2.5.11. Washing appliances (washers, dryers, carts, etc.) should be cleaned daily according to the manufacturer's guidelines.
- 2.5.12. Laundry detergent, bleach, and other solutions. should be stored and handled correctly according to their prescription.
- 2.5.13. Social distancing in the laundry room should be practiced.
- 2.5.14. Adjust operation hours of the laundry room based on the health and other relevant authorities.

2.6. Guest room and floor safety

- 2.6.1. Based on the national guidelines, room operation hours may be adjusted (based on confirmed, suspected or negative cases).
- 2.6.2. Bathroom floors need to have slip-strips or slip-proof surfacing.
- 2.6.3. Handrails must be fitted on baths.
- 2.6.4. Hot water outlets should be set to a maximum of 55 degrees. This temperature is warm enough to stem the growth of bacteria in the hot water heater, and warm enough to reach a hot temperature in the shower.
- 2.6.5. Guests should be able to modify shower output temperatures.
- 2.6.6. Any hairdryers placed in bathrooms should be hardwired away to prevent them from dropping into vanity basins or baths. Free-moving hairdryers are more dangerous and should be avoided where possible.



- 2.6.7. All electrical appliances in the room should have regular electrical inspection and be tagged following inspections.
 - 2.6.8. Any room fitted with cooking equipment should have this equipment checked routinely and tagged.
 - 2.6.9. Rooms fitted with cooking equipment should be furnished with an exhaust fan.
 - 2.6.10. Internet modems should have surge protectors for computer outlets.
 - 2.6.11. Irons should be regularly inspected and have cut out switches.
 - 2.6.12. Childproof plugs should be available upon request.
 - 2.6.13. If the hotel provides high-chairs and cots, they should be disinfected after every guest, inspected regularly, and meet safety standards.
 - 2.6.14. There should be a protocol in place for how items are issued and returned.
 - 2.6.15. Balconies should be structurally sound with no climbable elements.
 - 2.6.16. Balcony furniture should be in good condition.
 - 2.6.17. There should be signs to warn against leaving young children unattended on balconies, inform about maximum capacity, etc.
 - 2.6.18. Veranda railings should be routinely checked and maintained.
 - 2.6.19. It is up to the hotel if room windows are operable by guests, or if drying of clothing and towels on the veranda is discouraged.
- 2.7. Cleaning procedures for housekeeping attendants**
- 2.7.1. Develop a cleaning schedule to ensure an increased frequency in cleanings for all common areas including (but not limited to) lobbies, bathrooms, stairs, and hallways.



- 2.7.2. Wear PPE (Personal Protection Equipment) while cleaning such as disposable gloves, aprons or gowns, and facial shields or face masks.
- 2.7.3. Standard Operating Procedures for cleaning of facilities, furnishings and equipment must be available and applied consistently.
- 2.7.4. Ideally, housekeeping staff should wait at least 15 minutes before entering a guest's room for cleaning to allow adequate time for air exchange following the guest's departure.
- 2.7.5. Once housekeeping staff enter a guest room, they should discard all single-use items provided used by the guest during their stay or left by the guest.
- 2.7.6. Guest room cleaning and disinfecting protocols should be created to increase attention to high-touch, hard non-porous items in the rooms.
- 2.7.7. Areas of concern related to the guestroom may include:
 - 2.7.7.1. Door handles – rooms, cupboards, and fridge
 - 2.7.7.2. Water bottles, jugs & amenity bottles
 - 2.7.7.3. TV and A/C remote controls
 - 2.7.7.4. Alarm clocks
 - 2.7.7.5. Luggage racks
 - 2.7.7.6. Pens/pencils & note paper
 - 2.7.7.7. Light switches
 - 2.7.7.8. Electrical socket switches
 - 2.7.7.9. Telephone
 - 2.7.7.10. Sofa, couch, chair & desk folders
 - 2.7.7.11. Taps & sink
 - 2.7.7.12. Bathtub and shower
 - 2.7.7.13. Soap & sanitizer dispensers
 - 2.7.7.14. Toilet seat/ and roll holders



2.7.7.15. Toilet flush buttons/levers

- 2.7.8. Develop a cleaning schedule to ensure an increased frequency in cleanings for all common areas including (but not limited to) lobbies, bathrooms, stairs, and hallways.
- 2.7.9. Staff must ensure that they have all required materials prior to entering a guest room so that all necessary actions can be completed in one visit to limit cross contamination.
- 2.7.10. A room cleaning schedule while guests are in-house should be developed that minimizes interactions between staff and guests and offers guests the ability to opt-out of room cleanings during their stay.
- 2.7.11. Ventilate rooms prior to cleaning (open outside doors and windows and use ventilating fans to increase air circulation)
- 2.7.12. Check the air conditioner filters, temperature, and moisture of the guest rooms daily.
- 2.7.13. Frequently used or touched surfaces as indicated as concern areas must be cleaned at least daily, or more often if visibly dirty.
- 2.7.14. Wash hands thoroughly with soap and clean water before and after each cleaning. If that is not possible, use an appropriate hand sanitizer.
- 2.7.15. Use gloves when handling dirty laundry, and take care to avoid shaking laundry, which could increase the spread of the virus.
- 2.7.16. Empty the vacuum cleaner after every cleaning and wipe it down with disinfectant.
- 2.7.17. Ensure liners are placed in waste bins to make it easier to dispose of tissues and other waste.
- 2.7.18. Dispose of or wash cleaning supplies at the highest possible water temperature setting.
- 2.7.19. Immediately remove PPE after cleaning, and dispose of it or wash accordingly. Wash hands again with soap and water afterwards.



C. Safety and hygiene protocol for service delivery

1. Guest check-in

- 1.1. Guest Service Protocols – Managing guest service will be a new challenge, with one of the most difficult issues being managing the flow of movement and reducing the proximity of guests. While strict enforcement will be difficult, guests should be encouraged to practice social distancing by standing at least 1 meter away from other guests or groups of people not travelling with them, especially in queues.
- 1.2. Follow national regulations regarding health screening of guests upon entering the accommodation (e.g., the measurement of guests' temperature and monitoring of symptoms), and encourage use of antigen test kits in suspected cases or on a regular basis.
- 1.3. Some (or all) of the following information is important for tracking guests:
 - 1.3.1. Digital recording or signing confirming that a COVID-19 briefing has been received upon arrival
 - 1.3.2. Indication of any general health and chronic conditions which are high risk for COVID-19
 - 1.3.3. Physical impairments and disabilities that increase risk of infection
 - 1.3.4. Any symptoms experienced in the previous 30 days
 - 1.3.5. Possible proof of recent COVID-19 screening
 - 1.3.6. Complete latest trip itinerary (past and future) for tracing
 - 1.3.7. Recent travel history other than this trip
 - 1.3.8. Next of kin/friend not travelling with your name and contact details
- 1.4. This information should be arranged in advance in the case of a group check-in; accommodation providers should collaborate with tour operators and tour guides to facilitate ways of checking in groups to avoid crowds in reception areas.



- 1.5. Require all guests to wear appropriate well-fitting face masks upon arrival and enforce usage (in a gentle and hospitable manner).
- 1.6. Request guests to sanitize their hands before entering the accommodation.
- 1.7. Accommodation provider should provide service to disinfect luggage before transferring to the guest room.
- 1.8. Apply the safety and hygiene protocol as indicated in the front office section above.

2. During guest stay

- 2.1. Perform daily screening and monitoring measures, such as asking about symptoms. Screening and monitoring measures should be extensive for staff members.
- 2.2. A record of the cleaning schedule of public areas and its completion must be kept and displayed in a public area where guests can easily see it using either physical or digital signage. Check placement of this guideline – front office / general part on communications.
- 2.3. Staff should display signage that they are currently in the room when cleaning or maintaining a room so that guests can avoid entering during this time to limit staff and guest contact.
- 2.4. Guests must be notified that their rooms have been cleaned following the approved materials and guidelines upon completion of room inspection using either physical materials placed in the room or through digital communication.
- 2.5. Daily housekeeping shall not be provided during guest stay. Instead, towels and toiletries are provided in the room based on the number of nights and number of guests in a room. This way no one enters the room other than the guests during their stay. If more items are needed, hotel staff will leave them outside the door.
- 2.6. Waste bins (double bagged, collected twice a day) encourage staff not to carry too much at once
- 2.7. Follow ASEAN Member States' regulations and guidelines regarding guests' use of hotel swimming pool, spa and gym during their stay – also refer to the ASEAN Guidelines for Facilities in hotels and resorts, and the ASEAN Guidelines for Spa facilities.



3. Guest check-out

- 3.1. Upon check-out all guest rooms should be disinfected following the Housekeeping Procedure for safety and hygiene as indicated in the cleaning procedures under the housekeeping section above.



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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