



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

— Community-based and Ecotourism

Australian
Aid





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Community-based and Ecotourism

These Guidelines have been developed for community-based and ecotourism, including services provided by community members.

It is recommended that these guidelines be considered side-by-side with the ASEAN Guidelines for Restaurant and the ASEAN Guidelines for Accommodation, 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 – community members 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. Community members 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 safety for employees and service providers

- 1.1. Wear an appropriate and well-fitting face mask at all times, e.g. in common areas, in the kitchen or wherever and whenever in contact with guests and/or co-workers.
- 1.2. Wash hands with soap and water before preparing or eating food 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 washing their hands, and wearing a freshly laundered uniform during the services. This is especially important for homestay and restaurant operators.
- 1.4. Keep personal items out of the guest areas in a dedicated employee space.
- 1.5. Where relevant, change into their work outfit 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 gloves when it is appropriate for a specific task; e.g., to avoid direct bare-hand contact with ready-to-eat foods. Wearing gloves does not replace cleaning hands; wash gloved hands equally as often and thoroughly.

Furthermore:

- 1.7. If a community member or guests blow their nose in a tissue, they must throw the tissue in the waste bin and wash their hands with soap and water or hand sanitizer after that.
- 1.8. If a community 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 community 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 community 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, communities shall screen the body temperature and assess symptoms of community members working with guests 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. Community members should be reminded to maintain social distance before and after their service.

2. Sanitation facilities for community members

- 2.1. Place handwashing stations or hand sanitizers in multiple locations that are easily accessible, convenient, and highly visible throughout the community for members 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 community members and guests.
- 2.3. If the task requires, face shields should be made available to community members.

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 community members and guests to maintain distance of at least 1 meter, especially in common areas where community members are likely to gather and interact.
- 3.3. Limit the number of people in homestay, food, and handicraft facilities at one time to ensure physical spacing. Community members who provide the service should be included in the count. Consult with the national guidance if available.



- 3.4. Consider implementing advance reservation requirements or limit the number of guests in the community at one time and minimize walk-in guests.

4. Emergency preparedness

- 4.1. With reference to national guidelines, if any, put in place COVID-19 Pandemic Response Plan, the Standard Operating Procedures (SOP) and Emergency Protocol on the safety and hygiene measures.
- 4.2. Establish direct links with local and national public health authorities and other relevant authorities. Contact numbers for the appropriate authorities, medical centers and emergency services must be readily available.
- 4.3. Report immediately to and take necessary guidelines and actions from the local health authorities and other relevant authorities for any accidents or illnesses of community members 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 community members 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 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 community members feel their workplace is a place that prioritizes their health and safety.
 - 4.19.2. Ensure that community 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 the community to be sensitive to guests with suspected or confirmed COVID-19.

5. Infection Response

If a guest or community 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. Common area

As the meeting place for organizing all activities, this is a high risk area for all users.

- 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. Provide posters, banners, videos, and electronic message boards to increase awareness of hygiene and safety among tourism professionals and community members, and promote safe individual practices.
- 1.4. Engage tourism professionals and community members on the preventive measures and their effectiveness.

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. Visitor Experience

- 3.1. Consider implementing new technologies, such as augmented reality or virtual reality, to improve visitors' experience before, during and after a visit.
- 3.2. Explore different options for visit experience where possible, such as advanced tickets, timed entries, staggered arrival and departure times, alternate route starting points, spacing on trek trails and smaller groups.
- 3.3. Establish safety guidelines for specific activities, such as canoeing, rafting, surfing, cycling, trekking, and transportation for guests between meeting points.
- 3.4. Consider mandatory face masks, physical distancing, or separate transport where possible and also take into account duration of the trip and ventilation of transport.
- 3.5. Map out where possible alternate routes and activity areas to avoid congestion and promote easier physical distancing while considering topography, difficult level, track and environmental conditions, such as river, sea, water and land condition.
- 3.6. Deliver health and hygiene safe experience for community members and guests; coordinate with the related health authorities to reach out to as many as possible in the tourism value chain for COVID and flu vaccination programs.

4. Community Engagement in Tourism

- 4.1. Consider retraining via external (subsidized) training sessions to redistribute product and interpretation skills for service providers including the community and the volunteers.
- 4.2. Consider reaching out to and engaging vulnerable and marginalized groups of workers, such as those in the informal economy as well as migrant workers, domestic workers, and self-employed workers.
- 4.3. Establish with suppliers and partners including restaurants, kiosks, hotels, equipment suppliers and transport partners that they follow like-minded hygiene and safety protocols and guidelines as required by national rules and regulations of the respective ASEAN Member States.



C. Safety and hygiene protocol for service delivery

1. Before the trip

- 1.1. Make available updated information for visitors, service providers, employed staff and community members to follow official announcements, restrictions and requirements by the concerned authorities on hygiene and safety.
- 1.2. Implement clear signage and banners to indicate hygiene and safety certification and that the host community and service providers are fully vaccinated.
- 1.3. Provide online training and awareness programs to all service providers on hygiene and safety measures and the Emergency Plan.
- 1.4. Identify roles and responsibilities of tour organizers, operations, auxiliary staff, and community members related to the risk factors involved for visitors and host agencies during the implementation of activities.
- 1.5. Provide an advance list of visitors and schedule and/or time slots to the ecotourism and CBT destination management agencies to reduce congestion of visitors.
- 1.6. Consider having a ready quarantine area or room with a medical team and medical supplies and equipment for emergency health care to mitigate the spread of the virus and to ensure the safety of visitors /workers should there be a report of an outbreak within the premises. Identify the key roles and responsibilities and link up with existing national rules, regulations and guidelines for hygiene and safety of the respective ASEAN Member States, such as:
 - 1.6.1. Destination management organizations
 - 1.6.2. Ecotourism/CBT committee members
 - 1.6.3. CBT tour coordinator
 - 1.6.4. Ecotourism/CBT service providers /ground handlers
 - 1.6.5. Ecotourism/ CBT specialized tour guides/community guides
 - 1.6.6. Travel and tour operators and other service providers
 - 1.6.7. Tourism community workers and volunteers



1.7. Identify the key areas of service and link up with existing Standard Operating Procedures, national rules and regulations, and guidelines for hygiene and safety of the respective ASEAN Member States, such as:

- 1.7.1. Screening point of entry to ecotourism attractions sites
- 1.7.2. Accommodation
- 1.7.3. Dining, food & beverage services
- 1.7.4. Visit experience
- 1.7.5. Transportation
- 1.7.6. Care for the environment and waste management
- 1.7.7. Emergency health care services

2. During the trip

- 2.1. Make relevant information about the activity available, such as the risks involved and the measures to manage hygiene and safety risks. Consider guests' understanding of the risks and what is expected of them to participate.
- 2.2. 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 in a lodging house/hotel 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.
- 2.3. Consider site visits and community-involved activities to accommodate for social and physical distancing. Adapt the 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. If a small group or FIT takes part in a cooking class or demonstration, ensure that the workstations are distanced appropriately. If this is not possible and sharing is necessary, allow members of the same household to share workstations.
- 2.5. Require face masks or face shields during a cooking class or demonstration in a market or food hall, and when in situations of higher risk of viral transmission, such as during transportation, in enclosed



space, or when guests are in proximity to one another in any situation. This needs to be in line with respective ASEAN Member States' rules and regulations for the wearing of face masks (e.g., some member countries mandate the wearing of masks when in public).

- 2.6. 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.
- 2.7. If undertaking outdoor CBT or ecotourism activities such as hiking, trekking, walking safari, biking, or wildlife experiences, or undertaking water-based sports with or without equipment, consider distancing measures, sufficient supply of water, sun cream, and an appropriate outfit.
- 2.8. Consider the need for social and physical distancing in setting the demonstration area for the artisan and the practical experience for the visitors.
- 2.9. Discourage exchange of gifts such as sweets for children and souvenirs between visitors and the host community.
- 2.10. Set clear standards and boundaries for health, food safety and security, and guest participation. Make relevant information about the activity available such as the risks involved and the measures to manage hygiene and safety risks. Consider guests' understanding of the risks and what is expected of them to participate.
- 2.11. Provide access to hand-washing facilities, hand sanitizers, covered waste bins to dispose of used face masks and hand gloves.

3. Accommodation at ecolodges and community homes

- 3.1. Align with the existing ASEAN Green Hotel Standards, ASEAN CBT Standards, ASEAN Homestay Standards, national standards and COVID-19 hygiene and safety protocols of respective ASEAN Member States and the currently developed ASEAN common guidelines for accommodation sector (front office and housekeeping).



4. Food and Beverage Services

- 4.1. Align with the existing national standards and COVID-19 hygiene and safety protocols of respective ASEAN Member States and the currently developed ASEAN common guidelines for restaurant services.
- 4.2. Consider proper hygiene and food safety protocols to protect guests, such as:
 - 4.2.1. Making available approved alcohol-based hand sanitizer at entrance to guests
 - 4.2.2. Train community service providers on health, hygiene, and physical contact guidelines
 - 4.2.3. No buffets or common use of utensils
 - 4.2.4. Regular cleaning of coffee /drinks machines
 - 4.2.5. Enhanced cleaning, including disinfecting of tables and chairs after each guest/party has left
 - 4.2.6. Minimized physical contact through table spacing and guest seating in line with local health safety agencies
- 4.3. Consider distancing and alternative arrangements to provide spacing, offering private or outdoor options.
- 4.4. Consider distancing measures in dining areas for guests who are in the same group but in different households, such as larger tables or separate tables and staggered mealtimes.
- 4.5. Consider food safety and restaurant cleaning in line with local health safety agencies.
- 4.6. Train the food and beverage service providers and local community on hygiene and safety precautions for catering food and beverages.
- 4.7. Consider training the local community service providers how meals are transported, covered, and consumed. Promote to attempt individually pack food items and cover meals with a reusable lid and consider how the guests will handle and consume safely.
- 4.8. Primary payment methods that are contactless and /or prepaid.
- 4.9. Consider training the community service providers on how all food materials are cleaned, washed, cut, sanitized, or cooked according to local food standards and guidelines.



- 4.10. Practice and implement rigorous hand washing and sanitation when handling any food materials for both cooks or chefs and guests. Keep in line with safety guidelines, such as wearing disposable gloves for short periods and disposing of them regularly and correctly but not as a substitute for a correct hand-washing protocol.
- 4.11. Promote the fact that all food materials are cleaned, washed, sanitized, and/or cooked according to hygiene and safety measures.
- 4.12. Consider not providing buffet or self-service meals that involve handling shared utensils and equipment and leaving food out.
- 4.13. Snacks and uncooked food should be planned and handled appropriately to minimize chances of surface contamination.

5. Visitor experience, tour guiding and volunteer services

- 5.1. 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 the trust and confidence of guests regarding hygienic and safe destinations.
- 5.2. Consider identifying existing risks such as routes to be followed, visits to monuments, possible crowding, group size, and limitations on healthy and hygienic tourist services.
- 5.3. 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.
- 5.4. Avoid areas likely to be crowded and small spaces with limited capacity.
- 5.5. Walking tours and stops for explaining monuments should be conducted in open space and /or wide spaces, keeping a safe distance.
- 5.6. Highlight hygiene and safety measures that are in place and urge compliance with them for the safety of others, such as:
 - 5.6.1. No touching surfaces
 - 5.6.2. Social and physical distancing



- 5.6.3. Wearing face masks and face shield or face covering, and wearing gloves whenever needed
- 5.6.4. Washing hands or using hand sanitizer
- 5.7. Consider using properly disinfected or single-use headsets/whispers. If they are not single use, the guests will disinfect their hands before and after use. The guests will return devices, placing them all in a bag which will be sealed.
- 5.8. Protection masks and gloves should be disposed of properly.

6. Facilities and activity equipment

- 6.1. When conducting an outdoor activity, consider providing each person with their own individual gear; e.g. helmet, sun guards, binoculars, fishing rods, walking poles, and water sport equipment.
- 6.2. If conducting a cooking class or demonstration, each person should have their 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 own equipment for minimal sharing.
- 6.3. Mitigate potential high risks related to hygiene and safety measures for the local community, tour guides, tour conductors, and volunteers during the activity.
- 6.4. Set recommended procedures to follow for safety and security of the visitors and the hosts during the activity.
- 6.5. Consider distancing requirements if visitors are from different household units or lodges.
- 6.6. Screen temperatures, ask visitors for symptoms and to sanitize hands or wash hands.
- 6.7. 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.
- 6.8. Consider safe handling procedures for personnel who use cleaning products to clean equipment.



- 6.9. Prevent surface contact where needed and ensure that host community and tourism workers have minimum handling.

7. Transportation services

- 7.1. Consider measures to mitigate risks for visitors, service providers, volunteers and the host community.
- 7.2. Vehicles used frequently for short trips should be surface-cleaned between every trip (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).
- 7.3. All vehicles at the end of each day should undergo a deep clean, and car hire vehicles should be deep cleaned on return. Mats must be removed, cleaned, and disinfected, and all surfaces inside and outside disinfected.
- 7.4. Open vehicle windows, provide space between passengers, and have passengers wear appropriate well-fitting face masks.
- 7.5. Consider the use of face shields and the use of private vehicles for transportation as additional measures.
- 7.6. Consider the choice of vehicle, especially to transport visitors/guests to experience outdoor activities, to allow for reasonable spacing between the passengers.
- 7.7. Consider the choice of boat and number of guests on the boat to allow for adequate spacing.

8. After the trip

- 8.1. Report to the relevant national disease control boards, agencies on the health conditions of the guests/visitors and the operating community members.
- 8.2. After each individual or group checkout from ecolodges and community accommodation, consider aligning with existing national and ASEAN standards for hygiene and safety.



- 8.3. Clean and disinfect all areas of the accommodation, dining rooms, restrooms, front and back of the building, and visit experience activity areas.
- 8.4. Check track recording system of all guests/visitors, community members and volunteers.
- 8.5. Debrief on lessons learned from the activity.



D. Sustainability Guidelines

1. Stay Sustainable

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



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



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

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