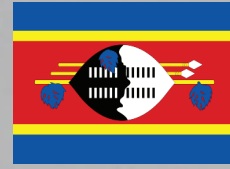




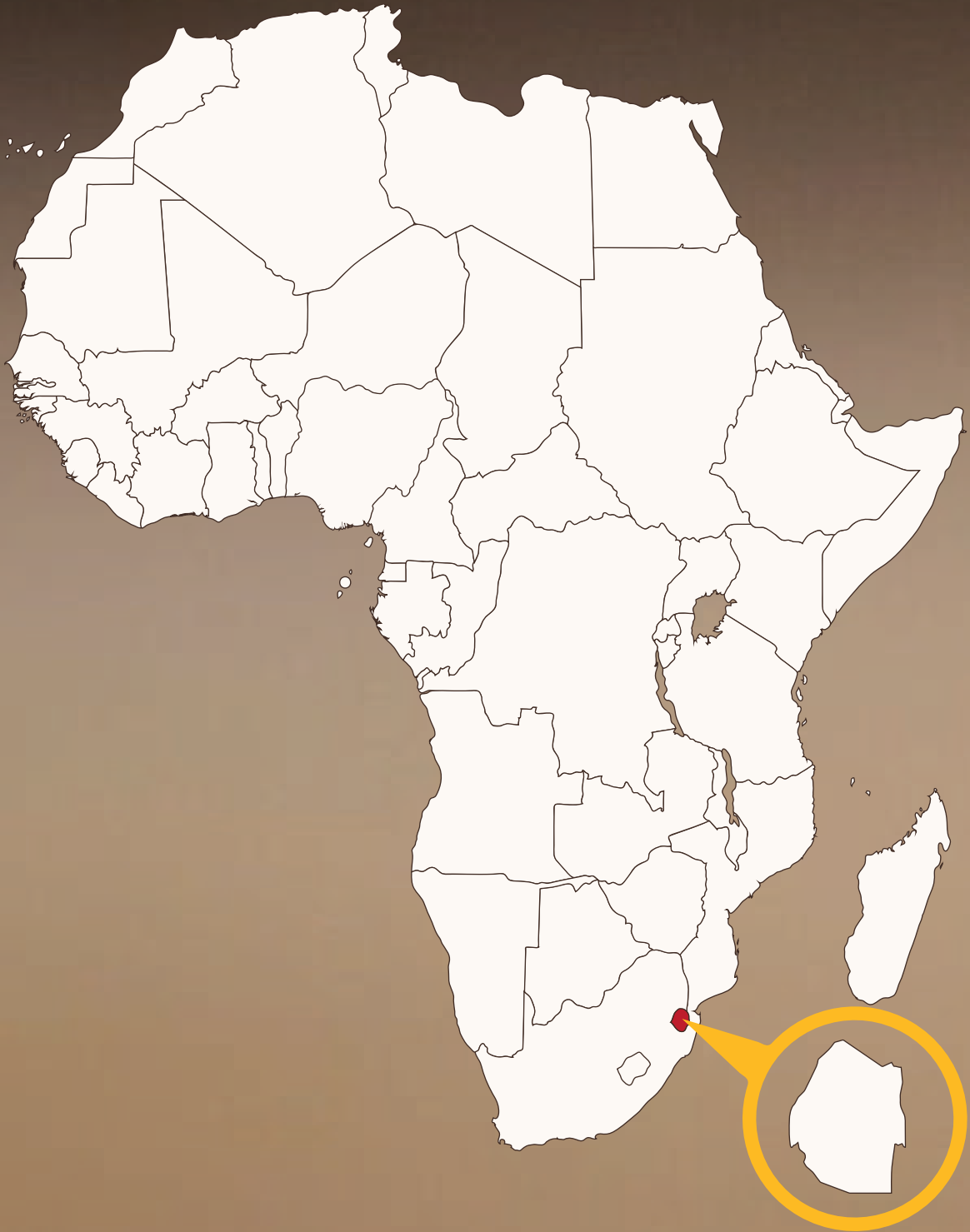
# ESWATINI TOURISM COVID-19 HEALTH & SAFETY GUIDELINES



World Health  
Organization  
Eswatini

July 2020  
[www.thekingdomofeswatini.com](http://www.thekingdomofeswatini.com)

# The Kingdom of Eswatini









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# FOREWORD BY THE MINISTER FOR TOURISM & ENVIRONMENTAL AFFAIRS

The tourism sector has continued to be an important contributor to economies worldwide. According to the United Nations World Tourism Organization (UNWTO), tourism continued to outpace the global economy having recorded 1.5 billion international tourist arrivals in 2019 representing a 4% increase from the previous year. Although the UNWTO had projected growth of about 3% to 4% in international tourist arrivals worldwide in 2020 based on the 2019 growth trends, economic prospects and the UNWTO confidence index, these projections are now in doubt due to the outbreak of the Covid-19 pandemic.

The worldwide outbreak of COVID-19 has brought the world to a standstill, and tourism has been the worst affected of all major economic sectors. Against a backdrop of heightened uncertainty, up-to-date and reliable information is more important than ever, both for tourists and for the tourism sector. The restart of tourism means the return of hope and opportunities for many millions of people around the world. There is undoubtedly no determined end in sight of the Covid-19 pandemic although global efforts to find the vaccine and develop guidelines on how to live with Covid -19 have picked momentum.



Safety is a critical aspect as the sector adapts to the new normal. Eswatini's tourism sector with the Eswatini Tourism Authority have developed national tourism covid guidelines to mitigate the effects of the disruptions caused by the Corona Virus in business and people's livelihoods, especially in the tourism sector. Implementation of these guidelines will therefore ensure that the tourism industry will be ready to adapt to the new normal by applying protocols focusing on addressing aspects of hygiene, health, and safety in line with WHO COVID-19 guidelines. The Hospitality and Tourism Association of Eswatini (HOTAES), in collaboration with the Ministry of health and other stakeholders, has taken the responsibility of ensuring that destination Eswatini is safe and ready for tourism business.

The objectives of the Guidelines are to:

- Inculcate institutional Operational and Staff Preparedness to ensure service provision meets World Health Organization guidelines and Eswatini's Ministry of Health measures aimed at preventing spread of covid-19.
- Ensure a safe experience for visitors/guests and service providers.
- Rebuild trust & confidence hence increase and sustain demand for holiday and investment in the destination.
- Implement enabling policies and guidelines thus provide a step by step process of a careful reopening and restart of business in the tourism sector.

As we continue to cement our position as a top 5 destination to visit in 2020, we call upon all tourism related businesses and service providers to uphold every letter and spirit of these guidelines as a measure of confidence to the world that Eswatini is ready for structured opening of the tourism industry in line with the principles of the guidelines.

To all visitors from near and far, The Kingdom of Eswatini is ready to offer you a royal experience.





# COVID-19 Transmission

According to the World Health Organization (WHO), people can catch COVID-19 from others who have the virus. The disease spread primarily from person to person through small droplets from the nose or mouth, which are expelled when a person with COVID-19 coughs, sneezes, or speaks.

People can catch COVID-19 if they breathe in these droplets from a person infected with the virus. This is why it is important to stay at least 1m away from others. These droplets can land on objects and surfaces around the person such as tables, door knobs and handrails. People can become infected by touching these objects or surfaces, then touching their eyes nose or mouth. To prevent infection it is important to wash your hands regularly with soap and water or clean with alcohol-based hand rub.

Although most infected people develop mild symptoms, severe disease may result in hospitalization or death. Older people and/or people with other medical conditions may require rapid hospitalization. Prevention measures include regular and thorough hand hygiene, social distancing, avoiding touching eyes, nose, and mouth, and good respiratory hygiene. In public areas, cleaning and disinfecting frequently touched objects and surfaces can help reduce the risk of infection (Ministry of Health and W.H.O. guidelines).

Hotels and other tourism accommodation establishments are not more susceptible to contagion than other public establishments visited by large numbers of people who interact among themselves and with employees.

By its very nature, tourism requires interactions between guests and employees hence precautions must be taken. This necessitates that specific attention is given to services provided in the tourism space such as lodging of guests, food and beverage, cleaning, conferencing, activity organization, etc.



# 1

## General Tourism Guidelines

- 1.1 Establishments shall create positions of Hygiene Manager and Guest Guardian.
- 1.2 Each operating business and/or premises will designate Hygiene Manager and Guest Guardian. In a small business this will be the owner or manager, while in medium businesses it will be an additional role taken on by a manager, and large businesses should consider appointing a dedicated officer.
- 1.3 Provide posters, signage and briefings reinforcing personal hygiene, social distancing, reporting, etc. available in relevant areas; near gates, doors, visitor centers, common areas.
- 1.4 Guests will need extensive information and briefings on the COVID-19 protocols. Easy to understand and assimilate information must be provided in rooms, on the backs of vehicle seats, at reception desk and check-in/pick-up counters, on tables, notices by lifts, etc. Notices attached to walls, seats, tables etc., are preferable to avoid contamination by touch. Apps and other electronic information provision can also be used to minimize touch. For first arrival/check-in/boarding of vehicles etc., standard briefings should be made to all guests through pamphlets and email when booking. The information and briefings must emphasize that all measures are for guests and staff safety.
- 1.5 Markings on floor to give social distancing guidance. Ensure guests and workers observe 1.5-meter physical distancing of each other.
- 1.6 Have signs posted at all access points warning guests and workers not to enter if they have any COVID-19 signs/symptoms.
- 1.7 The space between any persons in public areas and back of house areas should be a minimum of 1.5 meters at all times, with two meters preferred. Exceptions are when one person, e.g., a receptionist or cashier, is wearing a visor, or if there is a Perspex or similar shield between the people concerned.
- 1.8 Develop a Site Infection Control Plan and processes for Potential Infectious Person Screening. In the event that one of the guests or staff exhibits symptoms of COVID-19, management and staff should contact 977. **See Protocol 7**
  - 1.8.1. The staff member or guest should be taken to a dedicated isolation room. All emergency health guidelines should be followed.
  - 1.8.2. The operations must give or/and avail the telephone numbers of the health authorities, medical centers, general practitioners, public and private hospitals, and testing centers and services to be used
  - 1.8.3. All staff should be aware of basic procedures, but a senior staff member on duty should, at all times, be tasked with managing the response to a guest or staff member with a high temperature, COVID-19 symptoms, or a positive test result.





- 1.9 Conduct regular temperature screening/-monitoring for the guests and workforce.
- 1.9.1 Temperature of all guests will be taken on arrival/ boarding/pick-up/check-in etc. For multiple-day stays, daily temperature should be recorded (when arriving for breakfast or departing the hotel each day).
- 1.9.2 The staff member taking the initial temperature reading must annotate the medical declaration form indicating either the actual temperature recorded, or that it was taken and it was in the normal range. As far as possible any subsequent readings during a stay, and the check-out/drop-off/ disembarking etc., reading should be also noted on the same record (The reading for day1 and day 2 etc.)
- 1.9.3 All staff members temperatures, including management or staff visiting from other branches/ head office etc., and out-sourced workers, will be recorded on arrival for shifts and on departing after shifts. These will be recorded on an appropriate manual or automated schedule. All temperatures will be taken with a non-contact thermometer.
- 1.9.4 Any temperature outside of the normal range (above 37.5 degrees C) requires action to be taken. **Refer to protocol 7**
- 1.9.5 Businesses should obtain and keep guest/-visitor/passenger/client details and planned travel information for at least 21 days after the departure of the guest
- 1.10 Put in place processes to identify and handle critical services and deliveries while minimizing provision of non-critical services and deliveries. (Asses the operation and minimize the availability of non- critical services to the customers) .
- 1.11 Use of alcohol-based sanitizers for all workers and guests to the facilities, especially at frontline.
- 1.12 Clean and disinfect high contact surfaces regularly using disinfectant and ensuring high standards of routine cleaning.
- 1.12.1 Members of staff using an area continuously, such as a counter, desk or worktop will be responsible for sanitizing their surface after very customer or frequently – every 10 – 15 minutes.
- 1.12.2 Surface sanitizing schedules should be drawn up for other areas, which are not used continuously by a member of staff. Schedules will depend on footfall and type of usage and surface.
- 1.13 Ensuring enhanced airflow, opening windows and air conditioning
- 1.14 Workers should be protected at all times. Business owners have to ensure that workers have access to basic hygiene protective clothing and sanitary material in line with Ministry of Health and WHO guidelines.
- 1.14.1 All staff must wear masks at all time, except while taking meals.
- 1.14.2 Disposable plastic aprons are appropriate in room cleaning, clearing and wash-up.
- 1.14.3 Certain jobs require gloves to be worn, (to be discarded after each shift or after each soiled linen, crockery cutlery batch has been handled, or vehicle cleaned). Clearing, wash-up, waste disposal, laundry staff, and vehicle cleaning staff should wear gloves.
- 1.14.4 Visors should be worn where staff are likely to be in close proximity to guests, or Perspex shields should be installed where possible – receptionists and other counter workers (check-ins, pick-up), cashiers, between facing kitchen workstations, over kitchen pass-outs, at fast food counters, around drivers in vehicles etc.
- 1.15 The number of people allowed to congregate should not exceed the stipulated number in accordance with National COVID-19 Guidelines.
- 1.16 Employees who are sick should remain at home.



# 2 Hospitality

## 2.1. Accommodation

- 2.1.1** Increase the frequency of cleaning and sanitizing in common areas and contact surfaces.
- 2.1.1.1** Members of staff using an area continuously, such as a counter, desk or worktop will be responsible for sanitizing their surface after every customer or frequently – every ten (10) – Fifteen (15) minutes.
- 2.1.1.2** Surface sanitizing schedules should be drawn up for other areas, which are not used continuously by a member of staff. Schedules will depend on footfall and type of usage and surface.
- 2.1.1.3** Guests and staff will be required to sanitize their hands on initial arrival at the door, check-in counter, ticket counter/boom, pick-up counter, or vehicle/ craft. Staff members can administer the sanitizer, or it can be self-administered from a dispenser, but observed.
- 2.1.1.4** Thereafter sanitizers and wipes for guests to use will be available for pens, credit cards, phones, wallets, purses when used, and for changes in situation e.g., on exit, boarding or disembarking, entering or leaving a facility, area or vehicle, using bathrooms, using lifts. guests hand sanitizer must be widely available i.e., on hand for, or carried by, key staff in contact with guests and available throughout establishments and facilities, on vehicles and in craft, in lifts etc.
- 2.1.1.5** Staff must hand sanitize or wash hands before and immediately after entering the work premises or vehicle, after changing into uniforms, after using lockers and frequently while on shift, particularly after touching items or surfaces.
- 2.1.1.6** All luggage should either be sprayed with a disinfection spray after off-loading, or wiped, with a minimum of all handles and corners carefully wiped with surface sanitizer. Staff handling luggage should sanitize or wash hands immediately before and after touching luggage. If the guest handles their own luggage to move it into or out of, the vehicle or room, and it is not touched by staff, then wiping or spraying is not required.
- 2.1.1.7** Cash handling should be minimized or eliminated. Pre-payments, EFTs, credit and debit cards, Snap Scan, and signing to accounts should be maximized. If a guest or staff member handles cash, hand sanitizing should happen immediately afterwards.
- 2.1.1.8** Only appropriate disinfectant surface cleaners to be used.
- 2.1.1.9** Only 70% alcohol hand sanitizers to be used.
- 2.1.1.10** Any swimming pools operating must be at maximum safe levels of chlorine or other anti-bacterial agents.
- 2.1.1.11** Hot cycles (70 degrees C or higher) with the usual detergents should be used for laundry
- 2.1.1.12** High temperature dishwashing settings should be used at 150 degrees C – 160 degrees C with rinse at 180o C
- 2.1.2** Inform guests about existing protocols in an easy and updated manner (e.g. time of the last cleaning, contact of health manager, etc.).
- 2.1.2.1** Temperature monitoring
- 2.1.2.2** Protocols in case of likely infection.
- 2.1.2.3** Spare rooms for possible sick or quarantine guests.
- 2.1.2.4** For 'STAY' guests the room will only be cleaned on request.
- 2.1.2.5** GUESTS WILL BE REQUIRED TO WEAR MASKS EXCEPT:
- 2.1.2.5.1** In their guest bedroom
- 2.1.2.5.2** While eating or drinking





## 2.2. Hotel Rooms

- 2.2.1** Room cleaning frequency maybe reduced and linen change frequencies reduced to lower contamination risks.
- 2.2.2** If daily or more frequent cleaning and changing was standard, longer stays should have room cleaning every two to three days, and linen change every three to four days.
- 2.2.3** Turndown service should be eliminated.
- 2.2.2.9** To reduce surfaces in rooms, all excess softs – cushions, throws, extra blankets etc., and décor items should be removed. All other superfluous items which can be removed should be, and guests may have certain items on request for guest collection – e.g., sewing kits, vanity kits, shoe cleaning kits, irons, magazines.
- 2.2.2.10** Hand sanitizer should be provided in-rooms for guest use.
- 2.2.2.11** Disposable gloves should be worn when cleaning bathrooms and disposable aprons are also recommended. Room cleaning staff must sanitize their hands and, disposable aprons on finishing each room and before entering the next room.
- 2.2.2.12** Stay-over cleans concentrate on carefully sanitizing all surfaces, including phones, TV and radio controls, kettles, curtain pulls/curtain edges, minibars, trays, amenity containers and bottles etc
- 2.2.2.13** Consideration can be given to replacing glasses, cups, teaspoons etc., with disposables, or clean cups, glasses etc., should be brought in clean containers from stores. Glasses, cups, spoons etc., should not be washed by room cleaners in bathrooms.
- 2.2.2.14** On check-out all furniture, all surfaces, all movable items, wall surfaces close to traffic/seating/ lying areas, and all floors should be thoroughly cleaned with an effective disinfectant and bathrooms thoroughly cleaned including all wall surfaces. Consideration should be given to increasing the time between check-out and check-in to ensure housekeeping have sufficient times for thorough deep cleaning of rooms.
- 2.2.2.15** Efficient bedroom ventilation – effective air conditioning and /or opening windows is important. If windows can be opened, they should be opened during room cleaning.
- 2.2.2.16** Soiled linen should be removed from beds with care and folded simply, with as little shaking/dust release as possible. All linen and towels from room changes should go into ample quality plastic bags for transporting to the laundry or for laundry collection.
- 2.2.2.17** All other equipment, mops, wet cloths etc., are sanitized by dipping in sanitizing solution after each room clean.. At the end of shifts, cloths and mops should be sanitized in solution for 30 minutes, and all cloths washed on a high heat cycle.



## 2.3. Restaurants

- 2.3.1** There should be limited sit-in and instead services such as food delivery or pick-up pre-portioned items should be provided.
- 2.3.2** Rearrange seats and tables to distance guests, route and flow through the space.
- 2.3.3** Tables and chairs should be sanitized following guest departure.
- 2.3.4** Buffets should be discontinued if possible and food should be plated and/or provided in portions as far as possible.
- 2.3.5** There should be limited self-service at buffets; only to select or pick-up pre-portioned items. Any buffet service should be handled by staff only, from behind Perspex if possible.
- 2.3.6** Self-service juice, coffee etc. machines and receptacles should also be manned by staff.
- 2.3.7** Pre-portioned plated items, on buffets or delivered to tables should be the main way guests are served.
- 2.3.8** Menus should be replaced with electronic menus (on sanitized tablets), or a fixed board, or printed disposable menus. Other wise menus must be sanitized after each guest use.
- 2.3.9** Waiting staff to stand at least a meter from tables with floor markings to assist, and if possible, guests should sit on one far side of a table from where the waiting staff serve.
- 2.3.10** As much as possible should be removed from tables, e.g., table cloths, and only essential items which as salt and pepper should remain on tables.
- 2.3.11** The use of sealed packages – sauces, teas, sugar, butter etc. should be minimized or exact portions distributed and un-used portions wiped on return.
- 2.3.12** Room service should also move to deli/takeaway style with disposables. Trays/boxes/ containers should be left outside the room, on a tray, after the guest has been alerted to the delivery by knocking or ringing. The staff member delivering should then stand back two meters until the guest has retrieved the food delivery. The guest should be requested to leave the used disposable items and waste in the bag provided outside the room after they finish.





## 2.4 Kitchen

**2.4.1** Kitchen operation should allow for physical distancing and frequent cleaning and sanitization of surfaces and equipment. To facilitate spacing, staffing levels may have to be reduced.

**2.4.2** Workstations should be demarcated to indicate the physical spacing required. If possible, facing workstations should be eliminated or Perspex provided between facing stations. Perspex can also be used to separate side-by-side stations.

**2.5.3** Equipment must be sanitized frequently using surface sanitizers (handles, knobs, dials, switches and static equipment) and utensils, pots and pans, and receptacles, should undergo more frequent hot washing.

**2.5.4** Kitchen equipment and guest crockery and cutlery should be washed separately; both on deep, high temperature wash cycles.  
2.12.5. Fumigators and/or ozonates can be used to deep clean kitchen areas and storage areas from time to time.

## 2.5. Laundries

**2.5.1** Facilities shall provide Laundry attendants with PPE such as:

- Gloves
- Mask
- Boiler suit
- Shoe coverings.

**2.5.2** Before any equipment is used, or on opening the laundry in the morning, a laundry attendant must sanitize and wipe down all surfaces. It is important that the washing machine doors inside, outside and the door handle is sanitized. The ironer is to be sanitized avoiding the belts. The tumble dryer is to be sanitized.

**2.5.3** The soiled linen received from the rooms in plastic bags is to be opened one bag at a time and sorted into toweling and linen. Do not open all bags at once but only enough to fill the washing machines.

**2.5.4** To avoid back log in the laundry linen changes shall be done on staggered manner.

**2.5.5** Clean linen and towels are then placed in the clean linen store.

**2.5.6** After all washing, ironing and folding is complete the laundry is to be sanitized working from the far section of the laundry to the exit door.



## 2.6. Staff & Staff Areas

- 2.6.1 The space between any persons in public areas and back of house areas should be a minimum of 1.5 meters at all times, with two meters preferred. Exceptions are when one person, e.g., a receptionist or cashier, is wearing a visor, or if there is a Perspex or similar shield between the people concerned.
- 2.6.2 Staff areas as just as important for sanitizing and physical spacing as public areas.
- 2.6.3 It is important to ensure that additional staff information is recorded and kept up-to-date including relevant medical history regarding chronic or other conditions and staff must be asked to inform HR/management if these changes. It will be explained that these steps are for their own protection.
- 2.6.4 At risk staff members, i.e., those who are older or have co-morbidity conditions should be given special consideration. Rosters can be adjusted so older/compromised staff work in low risk areas, or on smaller shifts and there should be enhanced standard operating procedures for at risk workers including more PPE such as visors.
- 2.6.5 A similar increase in sanitizing and surface cleaning in all staff areas as in public areas is required, plus the same schedules for completion to indicate sanitizing has occurred.
- 2.6.6 Any scanners – e.g., fingerprint scanners, clocking-in machines etc., must be wiped frequently as part of the surface-sanitizing schedule
- 2.6.7 On arrival staff must undergo a sanitizing process including spraying or wiping shoes, clothes, handbag and cell phone before or just after entry.
- 2.6.8 All staff members will have their temperature checked on arrival and before departing.
- 2.6.9 Get to know more about your guest in advance of arrival to provide a more personalized service.
- 2.6.10 Manage density of people within the facilities to keep people or family units and define protocols for the flow path of visitors and the use of common spaces.
- 2.6.11 Keep spare rooms for possible sick or quarantine guests. **See Protocol 7.**  
Keep physical distancing for the use of all
- 2.6.12 common spaces.
- 2.6.13 Introduce technological systems such as “guest messaging” for direct and rapid contact with guests for reservations, refunds, cancellations or possible information about infections.
- 2.6.14 Foster flexibility for operations.





# 3

## Tour Operators & Travel Agencies

- 3.1 Tour operators shall Implement health and safety protocols as outlined in the National COVID-19 guidelines.
  - 3.1.1 The Tour Operator shall keep a list of travelers for 21 days after they have travelled.
  - 3.1.2 In the event that one of the guests exhibits symptoms of COVID-19, management and staff shall contact 977 and shall take the guest to a dedicated isolation room. All emergency Health guidelines shall be followed. **See Protocol 7.**
- 3.2 Minimize face to face communication & promote digital communication with clients.

# 4

## Tourism Transport

Tourism transport shall be subject the regulations of the Ministry of Public Works and Transport of Eswatini and the Ministry of Health and WHO protocols.

- 4.1 The Tourism transporters shall keep a record of all who were transported on their vehicles for each trip.
- 4.2 Operators shall always ensure that the vehicles are well sanitized before embarkation and after disembarkation by travelers.
- 4.3 Surfaces in vehicles must be reduced through removing all but essential items (e.g., remove magazines). Water bottles provided must be unique per guest.
- 4.4 Vehicles used frequently for short trips should undergo a surface clean between every trip. wiping down with sanitizing wipes. This includes levers for opening boots, bonnets, petrol tanks etc.
- 4.5 All vehicles after longer trips, or at the end of a day, should go through a deeper clean, and car hire vehicles must go through a similar deep clean on return.
- 4.6 Such deep cleans may use a fumigator/ozonate, and for multi-day trips (non-self-drive) one must be provided per night away. Otherwise all mats and loose items must be removed and cleaned and all surfaces inside and outside well-cleaned with a suitable disinfectant.
- 4.7 Operators shall ensure that cleaners wear gloves, and disposable aprons, gowns or boiler suits.
- 4.8 Operators shall provide and ensure mandatory use of alcohol-based sanitizers for all passengers as they embark and during the trip.
- 4.9 Game Drive Vehicles - are subject the regulations of the Ministry of Public Works and Transport and the Ministry of Health and WHO protocols. Equipment and procedures specific to game drive vehicles includes:
  - 4.9.1 Roll bars and handles – to be wiped after each trip or each drink/meal stop on a trip.
  - 4.9.2 Binoculars – not to be shared and to be wiped frequently by guests with wipes provided.
  - 4.9.3 Drivers and guides to use megaphone or quiet-vox system to communicate with passengers to avoid turning, shouting etc., and to enable them to be heard through Perspex shields.
- 4.10 Comply with the separation of travelers of at least 1.5 meter in seating arrangement (subject to the existing provision of the National COVID-19 guidelines)
- 4.11 Ensure mandatory use of face masks throughout the trip.
- 4.12 Comply with the stipulated capacity as provided by the Ministry of Public Works and Transport

# 5

## Conferences & Events

- 5.1 Buffets should be discontinued if possible and food should be plated and/or provided in portions as far as possible.
- 5.2 There should be limited self-service at buffets; only to select or pick-up pre-portioned items. Any buffet service should be handled by staff only, from behind Perspex if possible.
- 5.3 Self-service juice, coffee etc. machines and receptacles should also be manned by staff.
- 5.4 Pre-portioned plated items, on buffets or delivered to tables should be the main way guests are served.
- 5.5 Ensure that conference spacing allow for 1.5m physical distancing.
- 5.6 Rearrange seats and tables to distance guests, route and flow through the space.
- 5.7 Tables and chairs should be sanitized following guest departure.
- 5.8 The number of people allowed to congregate should not exceed the stipulated number in accordance with National COVID-19 Guidelines as provided by Ministry of Commerce.
- 5.9 Only individual water and individual mints etc., will be provided, i.e., not in containers or bowls.
- 5.10 Any pens and papers provided will be on request, and delegates will be told to keep any such pens and papers in their possession. Any pens left will be wiped or disposed, and paper left will be disposed.



# 6

## Attractions & Thematic Parks

- 6.1 Members of staff using an area continuously, such as a counter, desk or worktop will be responsible for sanitizing their surface after every customer or frequently – every 10 – 15 minutes.
- 6.2 Surface sanitizing schedules should be drawn up for other areas, which are not used continuously by a member of staff. Schedules will depend on footfall and type of usage and surface.
- 6.3 Guests and staff will be required to sanitize their hands on initial arrival at the door, check-in counter, ticket counter/boom, pick-up counter, or vehicle/ craft. Staff members can administer the sanitizer, or it can be self-administered from a dispenser, but observed.
- 6.4 The facility shall provide sanitizers and wipes for guests to use for pens, credit cards, phones, wallets, purses when used, and for changes in situation e.g., on exit, boarding or disembarking, entering or leaving a facility, area or vehicle, using bathrooms, using lifts. guests hand sanitizer must be widely available i.e., on hand for, or carried by, key staff in contact with guests and available throughout establishments and facilities, on vehicles and in craft, in lifts etc.
- 6.5 Staff must hand sanitize or wash hands before and immediately after entering the work premises or vehicle, after changing into uniforms, after using lockers and frequently while on shift, particularly after touching items or surfaces.
- 6.6 Ensure mandatory the use of masks/face coverings for guests and staff.
- 6.7 Reduce touch areas where possible and sanitize high touch surfaces frequently.
- 6.8 Protect employees with various approaches, including barriers, protective coverings, and distancing.
- 6.9 Manage density of people within the facilities to keep people or family units and define protocols for the flow path of visitors and the use of common spaces.
- 6.10 Reduce or manage capacity to allow for appropriate social distancing and monitor entrance and venue capacity at all times to ensure guests can maintain physical distancing within the space.
- 6.11 Communicate protocols and responsibilities to the guests.
- 6.12 Place signs or markings on the pavement to outline physical distancing guides/spaces.
- 6.13 Encourage online payments and pre-bookings.
- 6.14 Implement new technologies such as augmented reality or virtual reality to improve visitors' experience before, during and after a visit.





# 7

## Possible COVID-19 Positive Case Procedure

- 7.1 In the event that one of the guests or staff exhibits symptoms of COVID-19, management and staff should contact 977 .
- 7.2 If a guest has symptoms on arrival before checking-in, before pick-up etc., they shall be asked to return home where possible, and asked to contact their healthcare professional and self-isolate and monitor their symptoms.
- 7.3 Facility should ensure that there is a vehicle available to assist clients to the nearest health care facility if they present symptoms e.g call an ambulance.
- 7.4 Clients with COVID-19 symptoms must be moved to a designated COVID-19 holding room/ sick bay or a designated COVID-19 hotel room.
- 7.5 In the case of the hotel, they can be checked-in to the isolation room. In the case of transport, restaurant, casino or attraction, if they are already checked-in at an accommodation facility in the area, they should, with consultation with the establishment, be returned to that facility for isolation and monitoring. Any vehicle used to transport them should be deep cleaned afterwards.
- 7.6 If they are due to check-in that evening, the accommodation establishment concerned must be contacted and asked if they have a self-isolation room which the guests can check-in to. If not, they should be assisted to move into an identified self-isolation accommodation establishment.
- 7.7 Where possible guests with symptoms should stay in a room that has further reduction of softs and reduced movables/surfaces and be served by designated, low-risk, staff only with additional PPE e.g., visors or other eye protection, gowns gloves (discarded after each contact) used.
- 7.8 Based on the medical professional's recommendation the Guest should either be:
  - 7.8.1 Referred for a COVID-19 test.
  - 7.8.2 Examined (in room, or using safe transport to a GP) by a GP.
  - 7.8.3 Recommended to continue self-isolating – with or without medication.
  - 7.8.4 Referred directly to a hospital for admission.
- 7.9 Guests in isolation should preferably be in designated rooms, single occupancy and no shared bathrooms
- 7.10 Rooms and vehicles used for transport of, or accommodating of, suspected or confirmed COVID-19 cases and areas known to have been utilized by the guest concerned, should undergo a decontamination deep clean.
- 7.11 Your business may be informed through tracing services that a guest who previously visited, stayed or was transported has tested positive, in which case the same decontamination cleaning processes must be adhered to for rooms, vehicles and areas the guest used.



- 7.12 A room or vehicle shall also be left unutilized (out of order) for five to seven days before cleaning, to allow any traces of the virus on surfaces to die, and then non-professional services can conduct cleaning.
- 7.13 COVID-19 designated parking areas and designated cleaning bays, should be used for vehicles with possible contamination.
- 7.14 When caring, serving or cleaning for or after a suspected or confirmed case of COVID-19,

biohazard disposable waste bags, boxes and containers must be used for waste and all soiled /dirty items including used PPE, which are going for cleaning or disposal.

- 7.15 Where a guest who has been travelling on a trip in a vehicle or staying in a facility, tests positive, the staff who have interacted with the guests or cleaned the relevant room or vehicle and the rest of any travel group they are travelling with, must go into 14-day self-isolation at home or in an accommodation establishment.



## 8 Disposal of COVID Waste

- 8.1 All waste with a potential to transmit COVID-19 should be properly handled and disposed off in a manner that would not pose risk to human health and the environment (such waste should be taken to the nearest healthcare facility for incineration).
- 8.2 All infectious waste (red waste plastic bags) from COVID-19 patient should be properly treated and disposed of in an authorized biohazard waste treatment and disposal facility.

- 8.3 All infectious waste except for sharp objects should be placed into a red waste bin liner/plastic bag as specified by Ministry of health waste treatment guidelines.
- 8.4 Waste handlers should be always on appropriate PPE when handling the waste and cleaning re-usable waste receptacles that was containing waste.
- 8.5 Infectious waste bags generated from a COVID-19 treatment compartment/isolation room should be disinfected (with a solution of a minimum concentration of 0.1% (1000 ppm) sodium hypochloride (bleach) or 70% ethanol) before transported for treatment and disposal.

### Hand Washing Technique with Soap & water



WATER AND SOAP



PALM TO PALM



BETWEEN FINGERS



FOCUS ON THUMBS



BACK OF HANDS



FOCUS ON WRISTS

# 9

## Cleaning and Disinfection

- 9.1 At a facility that house people overnight:
  - 9.1.1 Isolate ill persons and provide temporary housing as needed.
  - 9.1.2 Close off areas visited or occupied by the ill persons.
  - 9.1.3 Open outside doors and windows and use ventilating fans to increase air circulation in the area.
  - 9.1.4 Wait 24 hours or as long as practical before beginning cleaning and disinfection.
  - 9.1.5 In areas where ill persons have visited or used, continue routine cleaning and disinfection as in this guidance.
  - 9.1.6 If it has been more than 7 days since the person with suspected/confirmed COVID-19 visited or used the facility, additional cleaning and disinfection is not necessary.

**NB: Instructions sourced from the Ministry of Health.**





## 10.1. General Gambling Protocols

- 10.1.1 Guests shall be provided with extensive information and briefings on the COVID-19 protocols that are easy to understand and assimilate.
- 10.1.2 There shall be markings on floor to give distancing guidance to ensure guests and workers observe 1.5-meter physical distancing of each other.
- 10.1.3 Place signs at all access points warning guests and workers not to enter if they have any COVID-19 signs/symptoms.
- 10.1.4 The space between any persons in public areas and back of house areas should be a minimum of 1.5 meters at all times, with two meters preferred. Exceptions are when one person, e.g., a cashier, is wearing a visor, or if there is a Perspex or similar shield between the people concerned.
- 10.1.5 Develop a Site Infection Control Plan and processes for Potential Infectious Person Screening. In the event that one of the guests or staff exhibits symptoms of COVID-19, management and staff should contact 977. See Protocol 9.
- 10.1.6 The staff member or guest should be taken to a dedicated isolation room. All emergency health guidelines should be followed.
- 10.1.7 The operations must have to hand and available the telephone numbers of the health authorities, medical centers, general practitioners, public and private hospitals, and testing centers and services to be used. CHECK THIS ON GENERAL GUIDELINES.
- 10.1.8 All staff should be aware of basic procedures, but a senior staff member on duty should, at all times, be tasked with managing the response to a guest or staff member with a high temperature, COVID-19 symptoms, or a positive test result.
- 10.1.9 Conduct regular temperature screening/-monitoring for the guests and workforce.
- 10.1.10 Temperature of all guests will be taken on arrival.
- 10.1.11 The staff member taking the initial temperature reading must annotate the medical declaration form indicating either the actual temperature recorded, or that it was taken and it was in the normal range.
- 10.1.12 All staff members temperatures, including management or staff visiting from other branches/ head office etc., and out-sourced workers, will be recorded on arrival for shifts and on departing after shifts. These will be recorded on an appropriate manual or automated schedule. All temperatures will be taken with a non-contact thermometer.
- 10.1.13 Any temperature outside of the normal range (above 37.5 degrees C) requires action to be taken. Refer to protocol 9.
- 10.1.14 Businesses should obtain and keep guest/-visitor/passenger/client details and planned travel information for at least 21 days after the departure of the guest.
- 10.1.15 Use of alcohol-based sanitizers for all workers and guests to the facilities, especially at frontline.
- 10.1.16 Clean and disinfect high contact surfaces regularly using disinfectant and ensuring high standards of routine cleaning.
- 10.1.17 Members of staff using an area continuously, such as a counter, desk or worktop will be responsible for sanitizing their surface after every customer or frequently – every 10 – 15 minutes.

**10.1.18** Surface sanitizing schedules should be drawn up for other areas, which are not used continuously by a member of staff. Schedules will depend on footfall and type of usage and surface.

**10.1.19** Ensuring enhanced airflow.

**10.1.20** Workers should be protected at all times. Business owners have to ensure that workers have access to basic hygiene protective clothing and sanitary material in line with Ministry of Health and WHO guidelines.

**10.1.21** All staff must wear masks at all time, except while taking meals.

**10.1.22** Visors should be worn where staff are likely to be in close proximity to guests, or Perspex shields should be installed where possible – cashiers.

**10.1.23** The number of people allowed to congregate should not exceed the stipulated number in accordance with National COVID-19 Guidelines as provided by Ministry of Commerce.

**10.1.24** Employees who are sick should remain at home.

## 10.2. Staff and Customers

**10.2.1** 2.1 All guests shall be required to wear a face mask or a visor covering their eyes nose and mouth.

**10.2.2** All staff shall wear face masks or visors. In the case of staff who are in close proximity to customer (as in croupier or cashier) should have a visor or screen between them and the customer.



## 10.3. Table Operations

- 10.3.1 Hand sanitizing equipment or liquid with an alcohol content of 70% or higher to be made available in the pit area.
- 10.3.2 All table staff within the pit area are to ensure they sanitize their hands every time they enter a tables pit area.
- 10.3.3 When a manager, dealer or inspector enters the pit area after returning from a break, they are to sanitize their hands in the pit area before approaching the table.
- 10.3.4 Dealers to verbally give breaks instead of “tapping in” and maintain appropriate distancing and separation.
- 10.3.5 Every open table to have hand sanitizer liquid with an alcohol content of 70% or higher, available for guest and dealer use.
- 10.3.6 Dealers to offer guests hand sanitizer prior to the start of play.

## 10.4. Cleaning of equipment

- 10.4.1 Tables management are to ensure sufficient cleaning staff is available so that all table arm rests, drink rails and chairs can be wiped down at minimum every 30 minutes or as soon as a player leaves a table.
- 10.4.2 Dealers to sanitize dice for each new shooter.
- 10.4.3 Dealer to sanitize on/off button when entering a game.
- 10.4.4 Dealer to sanitize the exterior of the card shoe when entering a game and the interior of the card shoe when there is no game.
- 10.4.5 Dealer to sanitize the outside of shufflers every 4 hours; the inside of shufflers should be sanitized and cleaned once a week as part of the technical preventative maintenance and service plans.
- 10.4.6 Roulette wheel head, ball and dolly to be sanitized when a new dealer arrives at the game.
- 10.4.7 Dealer to sanitize the chip stacking section of a chipping machine where sorted chips are stacked when a new dealer arrives at the game.
- 10.4.8 Baccarat discard pile and BJ discard holders to be sanitized when a new dealer arrives at the game.
- 10.4.9 Table limit displays and ELO terminals to be sanitized every time a new inspector enters the pit area.
- 10.4.10 Pit desks to be cleaned by Gaming Floor Manager or Inspector every hour including phones, computers, printers, all hard surfaces and cabinetry.
- 10.4.11 An on-going chip cleaning program is to be implemented by Tables management which caters for chips to be cleaned on a rotational basis by replacing the color chips on roulette with cleaned chips from a reserve.
- 10.4.12 In the case where there isn't sufficient chip float available to implement a rotational cleaning and replacement program all chips are to be sanitized at minimum every 8 hours.
- 10.4.13 Sanitizing equipment should be made available at tables to allow customers to clean their chips as an additional measure.





## 10.5. Slots Machine Operations

Slots management to ensure sufficient staff is available to sanitize customer touch points on a regular basis, this should include the following:

- 10.5.1** Gaming Machines buttons, LCD screens and door panels should be sanitized every hour. Staff should be walking around with sanitizing equipment to offer guest should the guest wish to sanitize the machine before commencing play.
- 10.5.2** Promo Kiosks must be sanitized after every guest interaction.

**10.5.3** MVG desk staff must be provided with sanitizing equipment and the desk surface areas must be sanitized after each guest interaction before a new guest is served.

**10.5.4** Work stations and jackpot slip stations to be sanitized at minimum once every 4 hours.

**10.5.5** Slots staff to ensure they sanitize their hands prior to processing of jackpot slips.

## 10.6. Cash Desk Operations

Cash Desk management to ensure sufficient sanitizing equipment is available in the cash desk so that all guest facing counter tops can be sanitized after each guest interaction by the respective cashiering staff member.

- 10.6.1** Cashiers to ensure all card machines are sanitized after each guest transaction.
- 10.6.2** Hand sanitizing equipment to be made available in all cash desk areas front of house and back of house.

**10.6.3** Cashiers to ensure hands are sanitized as frequent as any cashier may deem necessary in view of effectively managing their queues especially after handling cash.

**10.6.5** Hands are sanitized with a sanitizer liquid with an alcohol content of 70% or higher after each cash preparation.



## 10.7. Back House Hygiene Protocols

### 10.7.1 Casino Admin

- 10.7.1.1 Hand sanitizers are available on the outside of the office space and hands are sanitized on entry and exit as deemed fit by employees.

- 10.7.1.2 Employees wash their hands with soap and water and sanitize before entering the count and each time they leave the count room.

### 10.7.2 Count Teams

- 10.7.2.1 Count Teams are to keep their hands washed and clean at all times using Water and Soap.

- 10.7.2.2 During clearances hands are consistently sanitized with each trolley to and back from the gaming floor.

- 10.7.2.3 After Clearance is completed and before Count starts hands are to be.

- 10.7.2.4 Once Count was completed hands are once again washed with soap and water or sanitized.

- 10.7.2.5 Hands are sanitized with a sanitizer liquid with an alcohol content of 70% or higher after each cash preparation.



## 10.8. Social Interaction

### 10.8.1 Table Operations

Attempt to minimize the number of players at a table to ideally four (Baccarat 5) players for practical reasons depending on game type. Following guidelines to be implemented:

### 10.8.2 Roulette

- Reduce color banks to a maximum 4 colors.
- Remove the chairs from the table to allow for a maximum of 4 chairs per table.
- Discourage unrelated guests from congregating behind players.

### 10.8.3 Blackjack

- Remove the chairs from the table to allow for a maximum 4 chairs per table.
- Only seated players allowed.
- No back bets will be accepted.
- Discourage unrelated guests from congregating behind players.

### 10.8.4 Poker

- Remove the chairs from the table to allow for a maximum 4 chairs per table.
- Discourage unrelated guests from congregating behind players.

### 10.8.5 Baccarat

- Remove the chairs from the table to allow for a maximum 5 chairs per table
- Only seated players allowed.
- No back bets will be accepted.

- Discourage unrelated guests from congregating behind players

### 10.8.6 Slots Operations

**10.8.6.1** The number of people allowed to congregate should not exceed the stipulated number in accordance with National COVID-19 Guidelines as provided by Ministry of Commerce.

**10.8.6.2** Physical separation shields may be installed between slot machines and subject to occupancy levels on the floor, remove slot chairs from the gaming floor and disable every second slot machines.

**10.8.6.3** Consideration to be given to increase the lock up limits on slot machines to reduce the need for social interaction between staff and customers.

### 10.8.7 Cage Operations

Guests to maintain a distance of 1,5 meters between each other while waiting in line with the spacing to be clearly marked on the floor.

**10.8.7.1** Physical barriers to be installed in all cashiering booths.

**10.8.7.2** Markings to be placed on the floor at all Cash IO devices to maintain a distance of 1,5 meters between guests.







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