
ETHIOPIAN TOURISM SAFE TRAVEL PROTOCOLS

Developed by: National Tourism Recovery Technical Taskforce
Ministry of Culture and Tourism, Tourism Ethiopia and Sectoral Associations

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Definitions

The Safe Travels Protocols: Travel and Tourism Industry Specific common Standards/ guidelines designed to upholding the highest standards of cleanliness and safety of visitors, workforces as well as local communities from COVID-19 pandemic and related outbreaks.

Safe Travels Stamp: It is the world's first ever global safety and hygiene stamp for Travel & Tourism, designed specifically to address COVID-19 and similar outbreaks.

Attractions: In this Protocol attraction includes natural, cultural & historical attractions. It also includes tangible, intangible & mixed resources presumed to have a high demand by tourists for different purposes; such as for leisure, conduct meeting, do research, for adventure or any other touristic purposes. These are but not limited to National Parks, landscapes, palaces, Museums, Churches & Mosques, entertainment centers, archeological sites, music clubs, unique restaurants, markets, people, botanical gardens, Towns, Zoo, handicraft centers, Gallery, Lakes, Rivers, Lifestyles.

OBJECTIVES

1. Ensure the safety, health and security of visitors, casual patron and other clients, other tourism & hospitality workforces, local communities and destinations.
2. Put into practice the global safe travels protocols and best practices to reopening of Ethiopia as Covid-19 SAFE travel destination.
3. Initiating the interrupted tourism business operations with utmost care through a **risk-based approach** to support the affected tourism economy of the country.
4. Instill the culture of hygiene and health protection practices thereby enhancing the overall competitiveness of Ethiopian tourism.

APPROACH

- a) For the purpose of alignment within and across industries, the Ministry of Culture and Tourism of Ethiopia has divided the protocols in to 6 different categories, namely, TOUR OPERATORS, HOSPITALITY ESTABLISHMENT, ATTRACTIONS and MICE.

- b) The protocol will be guided and executed in accordance with the WHO and CDC guidelines, State of Emergency Procedures and other pertinent directives with close collaboration and advices from public health authorities.
- c) Regular and effective monitoring of the health, safety and security practices of the destinations and business operators and the safety of travelers.
- d) Simple, practical, integrated, and transparent & coherence approach among stakeholders at all levels along the tourism value chain and across destinations.
- e) Focused orientation programs will be designed to create awareness on and advocate for the implementation of the protocols.

INTRODUCTION

Tourism is facing unprecedented global health crises the repercussions of which are being felt in all society and the economy.

Governments have responded quickly and strongly with the level and coverage of measures stepping up overtime. As result, restrictions on travel introduced in response to Covid-19 pandemic are slowly being ease, allowing tourism to restart in a growing number of destinations.

Ethiopia has adopted and set in train a SAFE TRAVELS protocols and procedures’: GLOBAL PROTOCOLS & STAMP which enables to show that tourism can be reopened, be managed safely and responsibly.

Generally, the protocols are designed with the aim to ensure safety of workers, businesses and travelers interacting in the tourism value chain, and essentially built on four pillars.

Namely,

1. Operational and Staff Preparedness,
2. Ensuring a Safe Experience,
3. Rebuilding Trust & Confidence and
4. Implementing Enabling Policies.

SECTION I: TOUR OPERATORS

Tour operators play vital roles in promoting and marketing tourist destinations, and attractions as well as attracting and hosting visitors. Hence, tour operators act as intermediaries between visitors and business suppliers due to which they have voluminous interactions with both. In this case, tour operators have their own responsibilities in overall initiatives to ensure safe travels.

1. OPERATIONAL AND STAFF PREPAREDNESS

As tour operators restart their operations, they should ensure they can optimize operational quality and delivery and have trained staff to prepare and execute operational plans:

1.1. Tour Operators may achieve operational readiness for reopening by having:

- ❖ Obtained applicable reopening evidence of compliance, if required by government.
- ❖ Developed a COVID-19 prevention plan including an action plan/checklist for infection prevention and a special cleaning and disinfection plan.
- ❖ Implemented protocols and guidelines for staff health, including health checks for staff accordingly with MoH advice.
- ❖ Reflected physical distance in office layout and limiting the number of duty staff.
- ❖ Implemented protocols to minimize physical contact. Implemented physical distancing.
- ❖ Personal protection equipment (PPE) available to staff, such as masks, as long as required as per risk-based approach.
- ❖ Integrated technologies to enable automation such as contactless payment where possible. If contactless payment is not possible, consider using gloves and hand sanitation.
- ❖ Established with suppliers and partners including restaurants, hotels, parks, transport partners and venues that they follow likeminded health and hygiene protocols and guidelines to protect guests.
- ❖ Introduced a COVID-19 contingency plan should new cases emerge in collaboration with suppliers and partners
- ❖ Identified and adopted appropriate cleanliness and disinfection of offices and vehicles validated by expert bodies, health authorities and governmental institutions.

- ❖ Explored different options for operations, where possible, such as advanced tickets, timed entries, and smaller groups.

1.2. Tour Operators should train all their staff to prepare and execute on operational plans by:

- ❖ Creating and implementing staff protocols and guidelines, including tour guide, coach/drivers and local specialists.
- ❖ Provided their staff with the tools and information necessary regarding infection control, physical contact, sharing of food and utensils, appropriate attire, and enhanced hygiene measures, the use of masks and gloves as recommended by local health authorities or as required by the tour operators procedures.
- ❖ All training should be provided by appropriate experts and latest advice from public health authorities and Ministry of Culture and Tourism.
- ❖ Regular monitoring of well-being of team members by leadership, encouraging them to following national and WHO guidelines.

2. DELIVERING A SAFE EXPERIENCE

2.1. Worked, dealing and updated with suppliers to understand what additional safety measures have been introduced.

2.2. Confirmed with suppliers processes focused on enhanced sanitation, disinfection, and deep cleaning practices for coaches and other vehicles used as well as increase their cleaning/disinfection frequency(at least in every other use):

- ❖ Selected disinfecting products approved by health authorities.
- ❖ Revisited guidance to cleaning team with a specific focus on high-frequency touch points, including handrails, door handles, tables, board toilets, air conditioning filters, overhead lockers and headsets if applicable. Enhance cleaning frequency as appropriate
- ❖ Approved disinfecting products made available at sanitation stations to guests in the form of alcohol-based hand sanitizer as appropriate. Provide or make available for purchase additional individual disinfecting products for guests if possible.
- ❖ Allocated seating plans with no rotation. Implement seat spacing in accordance with the national protocol.
- ❖ Explored providing bins with liner bags and regular disposal only at dedicated locations.

2.3. Implemented customer processes including guest information and minimizing physical contact:

- ❖ Implemented guest health checks and testing if appropriate and required by concerned authorities.
- ❖ Limited physical contact and queuing where possible.
- ❖ Make masks available to guests.
- ❖ Explored staggered timing when possible of access to venues, hotels and restaurants among others.
- ❖ Implement contactless guest meet & greet procedures.
- ❖ Provision of PPE while boarding into and leaving out of vehicles.

2.4. Established with partners and suppliers, including shops, venues/shops, museums, shows, theatre, concert halls etc. that they follow likeminded health, sanitation, disinfection and hygiene protocols:

- ❖ Approved disinfecting products made available at entrance to guests in the form of alcohol-based hand sanitizer as appropriate.
- ❖ Established with hospitality suppliers that staff are trained and adhere to likeminded health, hygiene, and physical contact guidelines.
- ❖ Avoid guest own handling of food at buffets.
- ❖ Regular cleaning of coffee/drinks machines and where possible operated by tour operator staff member or during catering services.
- ❖ Enhanced cleaning, including disinfecting of tables and chairs after guest has left and using dishwasher over hand-washing where possible.
- ❖ Minimized physical contact through table spacing and guest seating.
- ❖ Reviewed payment method to prioritize contactless and pre-payment methods.
- ❖ Considered having longer opening hours to reduce the number of guests served at any given time and facilitate the implementation of the new measures.

3. REBUILDING TRUST & CONFIDENCE

As tour operators work to enhance trust and confidence through transparency and communication with their guests, they should:

3.1. Provide clear, consistent and up-to-date communication to customers on new health & hygiene protocols via the organization's channels, both digitally and physically.

- 3.2. Work with suppliers to implement clear signage to inform guests of the enhanced cleaning protocols, avoiding physical contact, and recommendations.
- 3.3. Share guest guidelines ahead of trip and where applicable in person upon commencement of trip on the basis of advice from health authorities which may include the wearing of face masks or coverings, guidance on hand hygiene and avoiding physical contact.
- 3.4. Staff should be trained and prepared to answer questions, resolve challenges such as the detection of new cases, address situations where guests are not complying and share protocols before and during trip to reassure traveler.
- 3.5. Explore collaboration with health care centers and police stations at destinations if possible medical/travel insurance companies.
- 3.6. Promote contact tracing and encourage visitors recording of contacted people's.

SECTION II: ATTRACTION /Visit Protocol/

1.1. Guidance for attraction sites -

- 1.1.1. Attractions must be regularly cleaned and disinfected using an appropriate sanitizer.
- 1.1.2. Establish permanent or mobile temperature check service, wash rooms, toilets, and hand wash facilities at entry, en-route and exit points by destination management.
- 1.1.3. Ensure the proper supply & availability of water, soap, and appropriate sanitizer at attraction points such as Museums, Campsites, Castles, religious sites (Churches & Mosque) and Monument fields.
- 1.1.4. Standing & seating positions of visitors at attraction sites such as museums should be restricted & controlled by employees working in the site.
- 1.1.5. Extend visitor hours during peak times. To achieve the seasonal & temporal limitation of visitor numbers open attractions during lunch, evening and at different shift.
- 1.1.6. Maximum participants in a group should not exceed 9 & keep social distancing.
- 1.1.7. During social events such as marriage has to be limited at botanical gardens, palaces & religious institutions.

1.1.8. Extended time of visit for attraction visitors can be given if it's made up of family members and others who live in the same home and thus do not need to be physically distanced from each other.

1.1.9. Attractions should not open if minimum physical distancing measures are not able to be put in place.

1.1.10. Apply promotional pricing to reinitiate the tourism business. Destination level management has to ensure & support a reasonable determination of prices such as; on entrance fees, service fees, accommodation & transport offers.

1.1.11. Set up clear display showing for guidelines, facilities and contact details.

1.1.12. As required, have data of visitors accessing attraction sites.

1.1.13. Set up a space to retain suspected tourists until taken to medical center.

1.1.14. Ensure all employees at attractions sites are aware of the protocol.

1.2. Advice for Transport Services for Tourists

Transport Vehicle Sharing specific practices to prevent the spread of the virus. Passengers must comply with requests from the driver to implement COVID-19 protective measures.

1.2.1. Cleaning and disinfection of vehicles:-

- Before & after every journey wipe all surfaces that a passenger may have touched with alcohol-based wipes or disinfectant. This includes: inside/outside door handles, seats and seat belts/buckles, life saver coats while traveling by boat.
- Where available, use rubber gloves when cleaning.
- Dispose any of used cleaning materials and individually consumed materials safely (tightly covered garbage bin).
- If possible, consider installing plexi-glass shields as a barrier between the driver and passenger in the back seat.

1.2.2. Guidance for Drivers & Driver Guides:-

i. Personal hygiene of drivers -

- Ensure regularly disinfection & cleaning of vehicles.
- Carry hand sanitizer and use it regularly.
- Reduce interactions with passengers & use hand sanitizer after each interaction.
- Use hand sanitizer or wash hands after handling a passenger's luggage.
- Always wear face mask.

ii. Physical distancing requirements: -

- Always keep social distances.
- Limit the number of passengers in each vehicle to half the number of the total seats in the vehicle or boats operating in lakes (in most cars, 50% of seats). i.e., Minibus (driver +6), High roof (driver +7), Coaster (driver + 14), Mark II/ standard 4WD (driver + 4), V8 (Driver +4).
- If there is only one passenger, sit them as far from the driver as possible (i.e. in the rear left seat).

1.2.3. Guidance for passengers/Tourists/:-

i. Personal Hygiene:

- Always use face masks. Visitors may be free from face mask in an open air where social distance is properly maintained. Yet, it's always recommended to use a face mask.
- Use hand sanitizer before and after you have entered or exited a vehicle.
- Use hand sanitizer or wash hands regularly.

ii. Physical Distancing & Seat Arrangements:

- Social distancing between the driver and passengers is important, even in smaller vehicles.

- Sit in the rear passenger seats only – tourists take the front passenger seat next to the driver as a last option.
- Sit as far as possible from the driver. For example, if you are the sole passenger, sit in the rear left-hand side passenger seat, diagonally opposite the driver.
- Limit the number of passengers in each vehicle to half the number of the total seats in the vehicle. Therefore, visitor's need to ensure the standard limit for Minibus (driver +6), High roof (driver +7), Coaster (driver + 14), Mark II/ standard 4WD (driver + 4), V8 (Driver +4) is met.
- Ask passengers to sit in the back seat to maintain physical distance.
- Consider minimizing shared rides so passengers are not travelling with individuals unknown to them.

iii. Who tourists can Travel With:

- Covid free certified businesses and service givers.
- Travel with assigned personnel to the tour, who has to be checked by PCR test for Covid-19 three/3/ days prior departure of the tour.
- Travel with a tour operator/ Guide/who has an electronic thermometer to check daily both customers and local personnel (scout and local guides) that enters in contact with the group along the tour.
- Each employee has to undergo a Covid-19 test before being allowed back to work.
- Apart from the driver; in case of a large group size of visitors, if there are people from the same isolation group (household unit, family or friends) they should be assigned to travel in the same vehicle.

1.3. Advice for Guided tours service at attraction sites -

1.3.1. Visitors should be advised to have on hand all the necessary trip equipments required for the visit & not to share these items, if possible.

1.3.2. In case there are equipments that need to be shared, equipment used during the activity shall be thoroughly cleaned and sanitized after every use. e.g., *Torches, Cash, Mobile Phones*

1.3.3. All service givers must be medically fit to host clients, must also follow hygiene guidance and stay at home if they are sick or feel unwell.

1.3.4. Guides, Scout, Cook, Supporters, Driver.... Need to always wear face masks.

1.3.5. There is a need for service givers such as Guides, Scout, Cook, Supporters to avoid activities that can highly expose tourists to unwanted human touch.

1.4. Guidance for Booking & Payment Modalities at Attraction Sites -

1.4.1. Where possible advance bookings will be taken to manage capacity.

1.4.2. Where advance bookings are not possible, attractions may create alternative time schedules of entry. e.g. morning, afternoon, night. E.g. Museums can be opened in the night.

1.4.3. Avoid Queue at attraction sites & payment centers. Use bank transfer, if possible.

1.4.4. Low touch and contactless payments will be facilitated where possible. E.g. introduce Wild card payment to visit all the national parks with a single payment. Collaborate with banks & insure tourism service payments be made online.

1.4.5. Instead of cash payments, attraction sites & service givers should appreciate payment transfers through banks and other touch less payment mechanisms.

1.4.6. Reduce number of service providers at ticket offices possibly by increasing payment windows. Reduce lead time & interactions during payment & receipt collections.

1.5. Guidance for Wildlife visit –

1.5.1. Apply zones for specific purposes & enhance visitors' experience. Such as camping zone, wildlife viewing zone, parking zone by considering social distances.

1.5.2. Visitor's should respect the minimum social distance with wild animals as per the rule set by EWCA.

1.5.3. Visitor's should not feed wild animals & meet the standard rule set by Ethiopian Wild Life Conservation Authority.

1.5.4. Visitor's should not remove Sanitizing materials in the nature sites & Wildlife areas.

1.5.5. Attraction site owner/management/ must establish permanent or mobile wash rooms, toilets, hand wash facilities at camp sites, entry, en-route the nature and exit points.

1.5.6. Manage the number of service givers in national parks to reduce interactions with visitors. Beside focus on alternative employment opportunities such as on the conservation of the park

1.5.7. Introduce a one stop wildcard payment to have access to visit as many national parks as clients may be interested to see.

1.5.8. Tour operators and visitors should be prepared to have adequate number of necessary tour equipment's. E.g., Map, GPS, Safety items, First aid kit, and sun glasses e.t.c.

1.5.9. Ensure safety and quality of F&B production. Independently serve meals and be consistent on the materials used & sanitization works at camping grounds.

1.5.10. Avoid throwing used plastics or bottles to the environment during visitation in the park

1.5.11. Be patient enough to get your body temperature measured by a designated person at the entrance gate of the park.

1.5.12. Be cautious in restricting your social interactions with the local community, especially children around the national parks.

1.5.13. Ensure that tour guides and tourists have been properly trained in using personal protective equipment.

1.5.14. Tourists and guides requested to regularly clean their hands using soap and water or sanitizer. Hand washing should take place before and after any visits.

1.5.15. Limit the number of tourists congregated in a particular view point to the minimum necessary to avoid risk of transmission.

1.5.16. The number of people travelling in one vehicle restricted to respect government COVID-19 regulations.

1.5.17. During camping in the park, all tourists and guides sleep in individual tents with their own sleeping gear. And use individual utensils for eating and drinking (plate, glass, and forks).

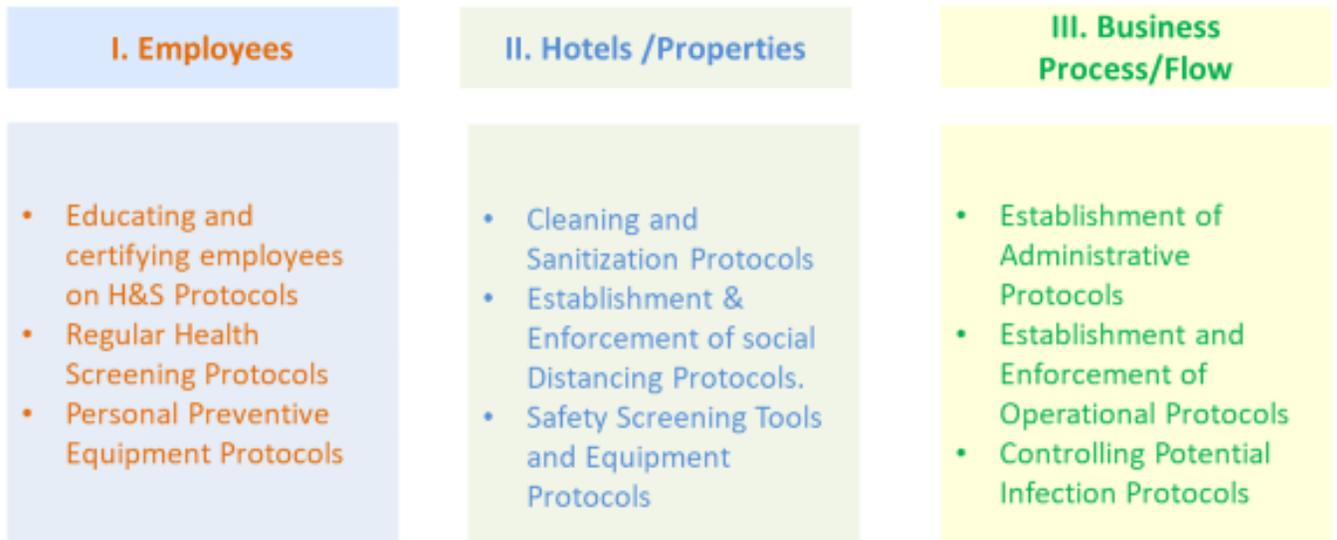
1.5.18. Park visit can be suspended with immediate known or suspected COVID-19 case symptoms among the visitors in the crew.

Visitors Behavioral Expectations:

- Be feeling well on the date/time of visit.
- Complete health screening prior to entering the facility, including a temperature check for fever over 38 degrees Celsius (where available) and a questionnaire.
- Continuously wear a mask that covers the nose and mouth while inside the facility or while visiting outside the facility.
- Sign in and out of all visits.
- Be escorted by site staff to the resident's room and remain in the resident's room for the duration of the visit other than when assisting with required quality of life or care activities (e.g. meal time) or supporting an outdoor visit.
- Visitation with other residents is not permitted.

SECTION III: HOSPITALITY

The protocols are organized into three broad domains as follows:



I. EMPLOYEES:

1. Educating and Certifying Employees on Health & Safety Protocols:

- All Hotel Employees are trained to self-monitor body temperature prior to coming to work. Anyone with a temperature of 38° C and above should stay at home.
- All Hotel Employees are trained on new operational protocols and are required to wear PPE when attending to guests and guest rooms.
- All Hotel Employees are trained to exercise proactive self-distancing of 1.5 meter or greater.
- All Hotel Employees are trained on removal of masks and gloves for proper administration.
- All Hotel Employees are trained on of handling and management of their uniforms in employee's locker rooms.

2. Regular Health and Screening Protocols:

- All Hotel Employees need to be screened and sanitized upon arrival and before they depart from the hotel.
- All Hotel Employees need to go through a Covid19 screening on a quarterly basis.
- Hotel needs to assist their employees by providing resources for medical testing.

- Hotels need to notify the Ethiopian Public Health Institute if and when a case arise with their Employees.
- Hotels need to work collaboratively with Ethiopian Public Health Institute to contact trace and determine if which co-workers will also need to quarantine and isolate.

3. Personal Preventive Equipment Protocols:

- All Hotel Employees should be provided with all the necessary Personal Preventive Equipment while on duty.
- And Employees are required to wear PPE at all time while attending to guests and guest rooms.

II. HOTELS / PROPERTIES:

1. Cleaning and Sanitization Protocols:

HOUSEKEEPING – GUEST ROOM CLEANING PROCEDURES

- All Housekeeping Employees are required to wear masks and gloves when attending to guest rooms or performing any other Housekeeping functions.
- Guest rooms will only be cleaned if a guest is NOT present. Guests will need to vacate room for this service to occur.
- Guests should be given an option to choose no housekeeping services during stay.
- Soiled linens are transported from rooms to laundry in a plastic bag.
- Guest bathrooms are thoroughly cleaned and sanitized.
- Soiled towels are transported from rooms to laundry in a plastic bag.
- In addition to standard room cleaning procedures, all touchpoints are cleaned and sanitized.
- Remote controls are cleaned and sanitized.
- Minibars areas are cleaned and sanitized.
- Guest rooms will be left vacant for a minimum of 24-hours post departure before being resold.
- Rooms are assigned with distancing in mind, keeping guests as far apart as possible.
- Housekeeping Employees follow a strict set lunch break schedule, ensuring social distancing in the lunchroom.

- Housekeeping Employees follow a strict set arrival and departure time schedule to ensure limited occupancy of locker rooms.
- Housekeeping support services, such as houseman duties, are performed in a coordinated effort to support the social distancing protocol.

HOUSEKEEPING – PUBLIC AREA CLEANING PROCEDURES

- All public areas and touchpoints are cleaned and sanitized.
- Touchpoints in the lobby, elevators, public bathrooms and stairwells are disinfected at frequent and regular intervals.
- Sanitizer dispensers are installed on each floor and throughout the lobby area to facilitate disinfection after utilizing any touchpoints.
- Meeting halls and boardrooms are disinfected after and before utilization.
- Front desk staff sanitize the business center and back office touchpoints after each use.
- A Housekeeping team is always stationed to clean and disinfect the front foyer touch points, the front door and any utilized lobby seating at regular intervals.
- Sanitizer supplies are monitored and filled in order to maintain adequate product for the guest's safety.

2. Establishment and Enforcement of Social Distancing Protocols:

PUBLIC AREA – SOCIAL DISTANCING MEASURES

- Social distancing is defined as distance of 1.5 meter or greater.
- Hotels should place social distancing signs throughout the hotel public areas.
- All Hotel Employees are trained to be mindful to take initiative to move their own location in a proactive manner to create proper distancing space at all time.
- Masks and gloves must be worn when such distancing cannot be maintained.
- Guest elevators must be used for small party only at a time.

FRONT DESK – SOCIAL DISTANCING MEASURES

- Front desk operations need to be adjusted by extensions to where guest stand and moveable stands that allows employees to move and maintain proper distancing.
- Guests should be directed to the hotel website for important and relevant information which will address FAQs and, thereby limit a guest's time at the desk.

- Guests should be handed a (disinfected) room key cards and asked to retain them for the duration of their stay.
- Upon check out, returned keys are cleaned and sanitized.
- Upon check out, cash transactions or printed folio requests are performed quickly and under social distancing parameters.
- Multiple guest parties arriving at the same time are directed to wait in predestinated lobby areas that support proper social distancing protocols.
- If the lobby is particularly full, the doorman confirms available waiting space in the lobby and, if full, will ask the guest to wait just until a designated space becomes available.

F&B OUTLETS – SOCIAL DISTANCING MEASURES

- Restaurant spaces, both patron dining areas and kitchen area, are addressed separately.
- Traditional buffet service should be limited, but when offered, it should be served by an attendant wearing PPE.
- Utensils should be washed and changed more frequently.
- Food and beverage service should reduce in person contact with guests and buffet service and also minimize dining items for increased sanitation.
- Enhanced cleaning and disinfecting of food contact surfaces and utensils, as well as shared objects (i.e. condiments)
- Minimal items should be placed on guest tables to allow for effective disinfection in between each guest, including condiments, silverware, glassware, napkins, etc.
- For certain segments, the use of prepackaged foods and ‘grab & go’ items should be the preferred method of food delivery.
- Room Service options should enforce updated Covid-19 Protocol.

3. Safety Screening Tools and Equipment Protocols:

- Hotels should be equipped with infrared thermometers and Hand Sanitizer Dispensers.
- Hotels should use cleaning products and materials in accordance with EPHI requirements.

III. BUSINESS PROCESS / FLOW:

1. Establishment of Administrative Protocols:

- Pre-Arrival Notice should be sent to guests with the summary of the Hotel Covid-19 protocols in place, assuring guests of their safety.
- A Covid-19 Affidavit: Guests acknowledge: “To the best of my knowledge I am not infected with the Covid-19 virus and am not currently experiencing symptoms associated with the virus. I have taken my temperature on this arrival date and confirm it is less than 38° C.”

2. Establishment of Enforcement of Operational Protocols:

- Hotels should update their entire Standard Operating Procedures (SOPs) in accordance with the above protocols.
- Hotel Employees should be mandated to adhere to new SOPs.

3. Controlling Potential Infection Protocols:

- In the event of a Guest with presumptive or confirmed infection, the room used may only be returned to service after undergoing an enhanced sanitization protocol in accordance with Ethiopian Public Health Institute (EPHI) guidelines.
- In the event of a confirmed infection, Hotels should notify EPHI and work collaboratively to contact trace and determine which co-workers will also need obtain testing and isolate /self-quarantine.

SECTION IV: Meeting, Incentives, Conference/Convention and exhibition/Events /MICE/

Commitment to the protocols

- All owners, directors and/or managers of businesses, premises or transport services will sign a pledge to adhere to industry protocols.
- The government on its behalf or through contracted parties will provide support and guidance to organizers to implement the standard industry protocols.

Implement Crowd Control

- Attendee flow management (e.g., monitor access routes, queuing space, and entrances; separate different areas of the business event and control access).

- Adapt the registration process and manage set-up to reduce contact onsite (e.g., encourage online registration wherever possible; print badges at home)
- Manage the number of stakeholders on exhibition site (e.g., rationalize/simplify raw space/space-only stand designs and construction methods to reduce the time required to build and dismantle; allow longer timeframe to set up and dismantle).
- Manage the number of attendees on the exhibition site & event spaces* (e.g., Limit number based on the area in gross square meters of the venue/hall, as proposed by exhibition safety managers; assign tickets to designated time slots such as days and hours).
- Manage catering offer to allow physical distancing and encourage additional hygiene measures (e.g., distancing tables and limiting capacities inside restaurant areas; avoid buffet-style service stations; offer pre-packed food).

Encourage & Enforce Measures

- Display measures and cleaning regimes accessible to everyone.
- Work in a legal framework that clearly defines duties and responsibilities across all stakeholders involved.
- Establish and maintain direct communication with local authorities.
- Set up medical service points (e.g., medical support, patient handling, treatment and clinical support, patient transport and treatment, clinical waste management).
- Manage training on epidemic prevention (e.g., master the skills of disinfectant use, cleaning public places, and emergency disposal).
- Verify registration details onsite and, where appropriate, manage the process to inform health authorities.
- Monitor new sources of information and establish processes to act accordingly (e.g., designate a team to follow local news, podcasts, and practice rumor controls; establish mechanisms for epidemic prevention and control).
- Manage procedure to address onsite concerns and answer questions from all attendees (e.g., hotline).
- Monitor real-time crowd movements and establish processes to act accordingly (e.g., use technology to track in-show attendees; wristbands; Mobile Apps heat maps)
- Side events that brings huge number of people closer are not be allowed to be hosted.

- Dedicated medical steam shall be available where the event is being held.

Framework recommendations to operate business events, exhibitions/trade fairs in a safe environment

Note: The measures listed in this framework are all aimed at organizing business events and exhibitions in a controlled and safe environment. They are to be considered, adapted, and implemented by industry stakeholders.

Measures to be put in place during the build-up (planning phase), the event itself (operational phase) and following the proceedings (post-event review) to protect all stakeholders:

1. Ensure personnel and personal safety
2. Enable physical distancing
3. Increase health and safety measures
4. Implement crowd control
5. Encourage and enforce measure

I. Ensure personnel and personal safety

- Perform risk analysis.
- Manage the use of prevention materials (e.g., provide masks, disinfectant gel, disposable tissues).

II. Enable physical distancing

- Introduce barriers and mark floor to indicate space regulations for all queues and public spaces (e.g., entrance halls, restaurants, catering outlets, and toilets). Add physical transparent partition on counters (e.g., admission, registration, and customer service).
- Allow spacious distance between booths and aisles for circulation.
- Manage conference-style layout for side events to allow physical distancing.

III. Increase health and safety measures

- Enable access control and conduct health screening (e.g., unified temperature monitoring).
- Work with guidelines dealing with/denying entry to stakeholders who fail health screening test (e.g., set up isolation areas; inform the local disease control department).

- Manage cleaning, sanitation, and disinfection regimes of commonly used areas.
- Provide sanitizing and hand washing stations.
- Enable no-contact policy (e.g. avoid shaking hands and consider alternative greetings; encourage contactless payment; plan dedicated space for exhibitor and visitor to interact safely).
- Ventilated venues/meeting rooms/exhibition halls and other facilities to have air-conditioning and filtering processes.
- Adapt frequency of waste disposal.
- Enable exhibitors and organizer to have enhanced cleaning and disinfection regimes for booth, exhibits, and promotional materials (e.g., suggest that publicity materials be electronic)

Event management procedures

BEFORE the meeting or event

- Check the advice from the authorities in the community where you plan to hold the meeting or event. Follow their advice.
- Check if the venue has implemented the required safety guidelines by the relevant government authorities
- Develop and agree on a preparedness plan to prevent infection at meeting or event.
 - Implement both options for face-to-face and virtual meeting or event as necessary.
 - Ensure that the meeting or event can be scaled down so that fewer people attend.
 - Ensure and verify information and communication channels in advance with key partners such as public health and health care authorities.
 - Pre-order sufficient supplies and materials, including masks, tissues and hand sanitizer for all participants.
 - Actively monitor where COVID-19 is circulating.
 - Advise participants in advance that if they have any symptoms or feel unwell, they should not attend.
 - Communicate your preparedness plan to all stakeholders of events.

- Make sure all organizers, participants, caterers, and visitors at the event provide contact details: mobile telephone number, email and address where they are staying. State clearly that their details will be shared with local public health authorities if any participant becomes ill with suspected infectious disease. If they do not agree to this, they cannot attend the event or meeting.
- Develop and agree on a response plan in case someone at the meeting becomes ill with symptoms of COVID-19 (dry cough, fever, malaise).

This plan should include at least:

- Identify a room or area where someone who is feeling unwell or has symptoms can be safely isolated. Develop a plan for how they can be safely transferred from there to a health facility.
- Indicate what to do for a meeting participant, staff member or service provider tests positive for COVID-19 during or just after the meeting.
- Communicate the plan in advance to concerned authorities, partner ahead of an event.
- Inform meeting participants on the health and safety protocols during the event.
- **Ability to trace contacts in the event of someone testing positive for COVID-19**
 - Keep staff/ participants/clients/supplier's details plus recent and planned participant and travel information.
 - Staff contact details will be up-to-date and all details of staff on all shifts, drivers of vehicles etc., will be meticulously recorded.

DURING the meeting or event

- Provide information or a briefing, preferably both orally and in writing, on COVID-19 and the measures that organizers are taking to make this event safe for participants.
 - Build trust. For example, as an icebreaker, practice ways to say hello without touching.
 - Ensure every participant wear a mask before entering the event venue.
 - Ensure hand-washing or use of an alcohol rub by all participants at the meeting or event.
 - Enforce participants to cover their faces with mask. Supply tissues and closed bins to dispose of them.

- Provide contact details or a health hotline number that participants can call for advice or give information.
- Display dispensers of alcohol-based hand rub prominently around the venue.
- Ensure queues are spaced out during registration, coffee breaks and other relevant areas where queuing is required.
- Arrange seats so that participants are at least two meters apart. Open windows and doors whenever possible to make sure the venue is well ventilated.
- If anyone who starts to feel unwell, follow your preparedness plan or call your hotline.
 - Depending on the situation of the areas, or recent travel of the participant, place the person in the isolation room. Offer the person a mask so they can get home safely, if appropriate, or to a designated assessment facility.

AFTER the meeting

- Retain the names and contact details of all participants for at least 6 months. This will help public health authorities trace people who may have been exposed to COVID-19 if one or more participants become ill shortly after the event.
- If someone at the meeting or event was isolated as a suspected COVID-19 case, the organizer should let all participants know this. They should be advised to monitor themselves for symptoms as prescribed by MoH for quarantine.
- If they develop even a mild cough or low-grade fever (i.e., a temperature of 37.3 C or more) they should stay at home and self-isolate. This means avoiding close contact (1 meter or nearer) with other people, including family members. They should also telephone their healthcare provider or the local public health department, giving them details of their recent travel and symptoms.