

REPUBLIC OF KENYA



MINISTRY OF TOURISM AND WILDLIFE

**TOURISM AND HOSPITALITY HEALTH, SAFETY AND HYGIENE
PROTOCOLS**

**REPORT OF THE NATIONAL TOURISM AND HOSPITALITY TASKFORCE
PRESENTED TO THE CABINET SECRETARY
MINISTRY OF TOURISM AND WILDLIFE**

TABLE OF CONTENTS

DEFINITION OF TERMS.....	4
ACRONYMS	4
PART ONE: INTRODUCTION.....	6
1.1 Background.....	6
2.1 National Tourism and Hospitality Taskforce.....	9
1.2 Composition of the Task Force	9
1.3 Mandate of the Task Force	9
1.4 The Protocols application	10
PART TWO: GENERAL PROTOCOLS	12
2.1 Protocols for the Reopening of Tourism and Hospitality Sector	12
2.2 Inter-County and Cross Border Management.....	12
2.3 Health, Safety and Hygiene Officer/Team	13
2.4 Guest’s Declaration of Travel history and Medical Status	14
2.5 Information provision	14
2.6 Back of Office Staff.....	15
PART THREE: ACCOMMODATION AND CATERING (CLASS A & B)	
ENTERPRISES PROTOCOLS.....	15
3.1 GENERAL PROTOCOLS	15
3.1.1 Guest Temperature Monitoring	18
3.1.2 Guest Information and Signage.....	18
3.1.3 Guest Protective Equipment	18
3.1.4 Staff Protective Equipment.....	19
3.1.5 Staff Areas.....	19
3.1.6 Sanitation and Hygiene Practices	21
3.1.7 Staff Training	22
3.2 HOTELS, RESTAURANTS /EATERRIES – (FOOD SERVICES).....	24
3.2.1 Kitchen.....	25
3.2.2 Supplies Delivery and Receiving.....	26
3.3 GUEST ACCOMMODATION ROOMS /UNITS	28
3.4 SWIMMING POOL AREAS	29
3.5 HEALTH CLUB AND SPA SERVICES.....	30

PART 4: ENTERTAINMENTS, EVENTS, MEETINGS, CONFERENCES AND EXHIBITIONS.....	31
(CLASS F & G) ENTERPRISES	31
PART 5: TOURS AND TRAVEL AGENCIES AND ADVENTURE SPORTS (CLASS C) ENTERPRISES.....	33
5.1 General Protocols	33
5.2 Tours/Travel Operator	34
5.4 Adventure sports.....	36
5.5 Zip... 36	
PART 6: PROFESSIONAL SAFARIS, PHOTOGRAPHERS, TOUR GUIDES/LEADERS AND BEACH OPERATIONS SERVICES.....	40
(CLASS E) ENTERPRISES	40
PART 7: TOURIST TRANSPORTERS – LOCAL AIR CHARTERS, TOURIST VEHICLE SERVICE & BOAT OPERATORS (CLASS C & E) ENTERPRISES.....	43
7.1 Tourist Service Vehicles	43
7.2 Local Air Charter operations	44
7.3 Airport operators.....	46
PART 8: TOURISM ATTRACTION SITES - GAME RANCHES, MONUMENTS, GAME, NATURE AND AMUSEMENT PARKS	48
(CLASS C & E) ENTERPRISES	48
PART 9:.....	51
(CLASS E) ENTERPRISES	51

DEFINITION OF TERMS

For the purposes of this protocol, the following definitions shall apply:

- 1) **COVID 19** – A mild to severe respiratory illness that is caused by a coronavirus (*Severe acute respiratory syndrome coronavirus 2* of the genus *Betacoronavirus*), is transmitted chiefly by contact with infectious material (such as respiratory droplets) or with objects or surfaces contaminated by the causative virus, and is characterized especially by fever, cough, and shortness of breath and may progress to pneumonia and respiratory failure.
- 2) **Protocol** - A is a standard set of regulations and/or guidelines that explain the correct conduct and procedures to be followed in formal situations, in this case during the COVID 19 pandemic period.
- 3) **Traveller** – A director/investor, staff or visitor/tourist en route to access **Tourism** and Hospitality establishments or activities.
- 4) **PPE** – Personal Protective Equipment against infection from COVID 19.
- 5) **App** – An abbreviated form of the word "application", which refers to a software program that's designed to perform a specific function directly for the user or, in some cases, for another application program.
- 6) **Guest** – A person visiting a place of leisure or establishment
- 7) **Staff** – A person rendering services at an establishment.
- 8) **Tourist** – A persons traveling to and staying in places outside their usual environment for not more than one consecutive year for leisure, business and other purposes.

ACRONYMS

- 1) **PPE** – Personal Protective Equipment.
- 2) **MOT&W** – Ministry of Tourism and Wildlife
- 3) **MOH** – Ministry of Health
- 4) **TRA** – Tourism Regulatory Authority
- 5) **EFT** – Electronic Funds Transfer
- 6) **WHO** – World Health Organization

PART ONE: INTRODUCTION

1.1 Background

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.

In Kenya, tourism remains the third largest contributor to GDP after agriculture and manufacturing. For instance, the number of international visitor arrivals increased by 0.4% to 2,035.4 thousand in 2019 whereas tourism earnings grew by 3.9% from Kshs 157.4 billion in 2018 to Kshs 163.6 billion in 2019 according to the Kenya National Bureau of Statistics (KNBS) Economic Survey Report of 2020. In addition, the year 2019 saw a significant growth in domestic tourist numbers from 4.48 million in 2018 to 4.95 million in 2019 representing a 10.4% growth rate according to the tourism sector performance report released early in the year by the Tourism Research Institute. It had been projected that the tourism sector in Kenya could be on an upward trend as a result of improved infrastructure to and around tourism hotspots as well as extensive promotion and opportunities for early bookings according to survey findings by KNBS in the 2020 survey Report. However, the outbreak of the corona virus and its subsequent declaration as a global pandemic by the World Health Organization threw all these positive projections into disarray.

Although the first case of the virus was reported in china in December 2019, it was not until February that the world at large and Kenya in particular started to feel the impact. Kenya, reported her first case of the coronavirus on 12th March 2020 which herald a myriad of government directives to combat the spread of

the virus within the country. It is imperative to note that the Covid-19 pandemic has brought with it aversion behavior effects from the fear of catching the virus which has in turn led to the fear of association with others globally. This pandemic has thus grounded majority of the world population in their respective countries and homes. There is no doubt that the tourism industry has taken the biggest hit given the containment measures by governments globally in an attempt to contain the spread of the virus. This has created an economic crisis on both the supply and demand side of tourism.

The key to fighting this pandemic as has been touted by many organizations such as the World Health Organization, UNWTO, Health Practitioners and Governments globally has been hygiene, social distancing and wearing of masks when outdoors. Borrowing from expert discussions on the state of tourism and hospitality during the pandemic and post pandemic period, it has been strongly observed that, most people are paranoid and are going to come out as “*germaphobic*”. This basically means that tourist destinations need to plan on how to respond to the needs of this new tourist. As such, this Covid-19 pandemic has heralded a **new normal** which includes everything from standards for establishments and modes of transport, food safety and hygiene standards to standards governing real-time interactions. Undoubtedly, travel decisions are likely to be influenced by these standards now and in the future. Intuitively, embracing the new normal will not only aid our recovery efforts but also promote resilience and enhance sustainability of destination Kenya.

It is important to note that over the years the tourism sector has proven to be very resilient and through its’ multiplier effect, the sector has been able to facilitate other sectors to recover from major economic shocks. Therefore, considering the importance of the tourism sector to the economy, tourism is one of the soft targets the country can focus on to rejuvenate the economy now and in the post COVID period. As such, due to its forward and backward linkages with other sectors of the economy, tourism is likely to generate a ripple effect throughout the economy within a short time after recovery. Moreover, given that it is unclear how long this pandemic will last and varying time frames have been

mooted in different scenarios ranging from 10 to 24 months, it is imperative to gradually lift the containment measures to reopen the sector to safeguard peoples' livelihoods. It is against this backdrop that the Cabinet Secretary for tourism established the National Tourism and Hospitality Protocols Taskforce through a gazette notice dated 29th May 2020, to develop protocols to guide the gradual reopening of the sector.

Implementation of these protocols will greatly contribute to positioning Kenya as a safe and secure destination appealing to the needs of the “*germaphobic*” tourist, hence recover visitor confidence as well as enable the tourism and hospitality businesses to operate safely amid the covid-19 pandemic. The protocols contained herein cover all the regulated tourism enterprises, activities and services as specified in the 9th schedule of the Tourism Act, 2011.

The principles underlying these protocols include;

- 1) Protecting peoples' livelihoods
- 2) Gaining investor and visitor confidence in the country;
- 3) Adoption of technologies in tourism and hospitality operations to support government efforts to combat spread of Covid-19;
- 4) Restructuring the operations of tourism and hospitality facilities to conform to the *new normal*; and
- 5) Collaborations between the public and private sector to effectively implement and enhance compliance with the prescribed health, safety and hygiene best practices for the tourism industry.

Implementation of these protocols and guidelines shall take a collaborative approach between the public and private sector in the tourism industry. Explicitly, the Authority as the sector regulator will play a coordinating role of rallying industry players through collaborative networks to enhance uptake of these protocols and quality standards. Further, given that destination competitiveness is a collective responsibility, self-regulatory mechanisms instigated by the operators in line with these protocols will greatly aid their successful implementation thus enhance destination appeal and competitiveness.

2.1 National Tourism and Hospitality Taskforce

The establishment, publication and mandate of the taskforce was directed by the Cabinet Secretary, Ministry of Tourism and Wildlife, Hon. Najib Balala, EGH under the *Kenya Gazette Notice Number 3703 of 29th May 2020*.

1.2 Composition of the Task Force

- 1) Principal Secretary for the State Department of Tourism(Chair);
- 2) Chief Executive Officer, Kenya Association of Hotelkeepers and Caterers;
- 3) Chief Executive Officer, Kenya Association of Tour Operators;
- 4) Chief Executive Officer, Pubs, Entertainment and Restaurants Association of Kenya
- 5) Chief Executive Officer, Kenya Association of Air Operators
- 6) Chief Executive Officer, Events Management Association of Kenya
- 7) Chief Executive Officer, Tour Operators Society of Kenya
- 8) Representative of Adventure Tourism
- 9) Chief Executive Officer, Retail Traders Association of Kenya
- 10) Chief Executive Officer, Kenya Wildlife Conservancies Association
- 11) Chief Executive Officer, Kenya Professional Safari Guides Association
- 12) Director, Tourism Research, Policy and Innovation
- 13) Directorate, State Department of Tourism
- 14) Director-General, Tourism Regulatory Authority
- 15) Director-General, Kenya Civil Aviation Authority
- 16) Chief Executive Officer, Kenya Airports Authority
- 17) National Co-ordinator, Kenya National Convention Bureau
- 18) Three representatives of international airlines in Kenya

1.3 Mandate of the Task Force

- 1) Develop tourism and hospitality health and safety protocols
- 2) Develop guidelines for the implementation of the protocols
- 3) Propose implementation approach for the protocols
- 4) Make recommendations for effective compliance and self-regulations of the industry in the implementation of the protocols
- 5) Identify and recommend areas of support needed during implementation of the protocols

- 6) Compile and submit to the Cabinet Secretary a Taskforce Report and Draft Protocols.

1.4 Key objectives the protocols

- 1) Institutional Operational and Staff Preparedness to ensure service provision meets WHO guidelines and MOH measures aimed at preventing the Covid-19 pandemic.
- 2) Ensuring a Safe Experience for both delegates and service providers.
- 3) Rebuilding Trust & Confidence and hence demand to consider the destination for leisure, holiday and MICE.
- 4) Implementing Enabling Policies that will not be a bottleneck but a step by step process of a careful reopening and restart of the subsector.

1.5 The Protocols application

These protocols are aligned to the WHO, UNWHO and MOH guidelines and advice. The protocols are grounded on five pillars aimed at restarting operations, ensuring a safe traveler experience, rebuilding trust and confidence, innovation and implementing enabling policies. The protocols shall be applicable to all tourism enterprises listed under the ninth schedule (Class A to G) of the Tourism Act, 2011, that encompasses accommodation and catering/eateries establishments, Tours and Travel Operator, tourist transportation services, adventure sports tourism, events and entertainment, meetings and convention/exhibition centers, Amusement parts, tourism attractions sites and related enterprises.

1.2 The Review of the Protocols

These protocols shall be subject to review from time to time and may be enhanced as new information about the virus becomes available. Mechanisms will be put in place ensure **regular reviews and monitoring every 21 days in the first three months of implementation and 90 days for the following three months and subsequently after 180 days.**

In effect, it will be critical to reduce the measures as the risk diminishes. A thorough Risk Analysis Framework and Policy guidelines by each player will be anchored to the National Covid19 policy.

PART TWO: GENERAL PROTOCOLS

2.1 Protocols for the Reopening of Tourism and Hospitality Sector

The reopening of tourism and hospitality facilities will require industry operator's adherence to the following broad protocols:

- 1) Tourist accommodation, food and beverage outlets shall institute a Food Safety Management System (FSMS) to prevent contamination to clients, staff and supply chain workers;
- 2) Tourism practitioners shall redesign the physical work space and work processes to ensure compliance with physical distancing of not less than 1.5 meters apart and institute hygienic operations, sanitation & minimized contact between persons; and
- 3) Tourism Regulatory Authority in collaboration with tourism stakeholders will continuously monitor the tourism work environment and recommend the necessary enactment or amendments of existing laws to safeguard tourists, staff and the general public in the tourism supply chain.

2.2 Inter-County and Cross Border Management.

The establishment of an Inter-County border management structures is desirable to facilitate travelers and assurance of their safety against Covid-19 while providing an efficient gateway to different destinations within and outside the country for enjoyment preferred Tourism and Hospitality facilities, activities and services. The Structures shall be set up and coordinated by the Ministry of Tourism & Wildlife (MOT&W), Ministry of Health (MOH) and County Governments' and other relevant government agencies. To enable this, the following protocols shall be adopted:

- 1) Inter county borders shall be required to provide check points and relevant procedures for the examination of travelers that are en-route to access Tourism and Hospitality Establishments and activities/destinations.

- 2) Inter county border checkpoints shall have at least one (1) designated TRA representative for quality assurance purposes.
- 3) All checkpoints shall provide adequate space between travelers being examined at a minimum of 1.5 metres at all times.
- 4) Persons conducting traveller examinations shall be qualified and have adequate PPE's while conducting examinations.
- 5) All shall be in line with regional and international protocols and coordination while re-opening of borders.
- 6) The Inter-county borders procedures shall be regularly revised to be up to date with international and national travel restriction & protocols.

2.3 Health, Safety and Hygiene Officer/Team

Each operator in the sector shall have a designated health, safety and hygiene officer or team in place at all times depending on the size of the facility. The safety officer and team shall be responsible for:

- 1) Risk assessments of all aspects of operation in-line with the Ministry of health guidelines on Covid-19 pandemic.
- 2) Developing, maintaining, implementing and keeping records of the following:
 - a) Standard hygiene and sanitizing procedures for all areas
 - b) Cleaning procedures for all areas as required
 - c) Capacity limits and controls to maintain social distancing
 - d) Physical distancing plans
 - e) Guest/client handling procedures
 - f) Staff operating procedures
 - g) PPE standards for both staff and guests/clients as may be required
 - h) Procedures for dealing with staff and guests/client with symptoms, and /or suspected COVID-19
 - i) Monitoring and evaluating the implementation of the protocols and the effectiveness of the measures undertaken

- 3) Monitoring compliance with Standard Operating Procedures (SOPs) specific to the different areas of operations, observing correct usage PPE by all staff, guests and suppliers, CCTV and conducting spot checks regularly.
- 4) Maintain staff and guest/client/visitor/passenger health record.
- 5) Maintain and manage stock and use of PPE
- 6) Oversight of all staff and guest training and information provision
- 7) Independent Third Party Hygiene and decontamination Audits
- 8) Monitoring compliance with the Ministry of Health and Labour COVID-19 Occupational Health and Safety

Tourism and hospitality facility operators shall identify and determine the suitability, levels of competence of the officers and size of the team as may be dictated by the size of business.

2.4 Guest's Declaration of Travel history and Medical Status

- 1) All Guests shall be required to complete a Medical and Travel declaration on arrival/check-in/boarding/entering/ pick-up as appropriate.
- 2) Special screening stations shall be set up just before or after entrances, at the front of queues to facilitate monitoring of guests.
- 3) Guest shall be granted access to facility upon assessment of the level of risks of exposure to Covid-19 and taking precautionary measures in line with the MOH guidelines.

2.5 Information provision

- 1) For first arrival/check-in/boarding of vehicles, standard safety briefings shall be made to all guests in line with the Facilities SOPs.
- 2) The information and briefings shall emphasize that all measures are for guest and staff safety, and shall cover:
 - a) Hand sanitizing and correct hand washing
 - b) Footwear sanitizing where applicable
 - c) Surface sanitizing
 - d) Physical distancing – spacing and queues

- e) Use of masks
 - f) Brief on high temperature and other COVID-19 symptoms
 - g) Access to medical services and pharmacies
- 3) Notices attached to walls, seats and tables shall be put in place to avoid contamination by touch.
 - 4) Where possible, Apps and other electronic information provision shall be improvised.

2.6 Back of Office Staff

Operators shall ensure office staff working in the facility have valid medical certificates and covid-19 free certification not more than 14 days old from a recognized government approved facility, provided with PPEs and compliant with all measures. In addition the operator shall

- 1) Office staff work schedules and shifts provide the option of working from home.
- 2) Office staff shifts shall be staggered and teams/shifts reduced to limit the number of staff in offices.
- 3) Excess office furniture and Superfluous items shall be removed, in addition tables and chairs shall be spaced apart or taped off to ensure proper distancing and spacing, with Perspex screens used to separate facing workstations and nearby workstations where applicable.
- 4) Where equipment such as headsets, PCs, desks, telephones are used, these will be dedicated to one staff member and there shall be no hot-desking.
- 5) Staff offices shall have provision for adequate ventilation and maximized via openable windows or air-conditioning.

PART THREE: ACCOMMODATION AND CATERING (CLASS A & B) ENTERPRISES PROTOCOLS

3.1 GENERAL PROTOCOLS

Tourism accommodation facilities, bars, restaurants, eateries and other food and beverage outlets shall comply with reopening guidelines and obtain relevant TRA, health and county licenses to be considered for reopening. In addition, the operators shall adapt the following protocols;

- 1) Put in place appropriate screening measures and assign qualified personnel equipped with functional thermo-gun at the entrance(s) to carry out screening for face masks, temperature and ensure social distance is maintained.
- 2) Provide approved hand sanitizers/wash hand facility with running water and soap at the entrance/exit of the outlet and in each core section of the facility, and shall be hygienically operated
- 3) Provide visible notice and any other sensitization information at the entrance on Covid-19 preventive measures, screening, hand washing and sanitization and mandatory wearing of face masks
- 4) Foreign guests wishing to reside in a hotel must present a Covid-19 free certificate not more than 14 days old at the entrance & only those that test negative allowed into the outlet.
- 5) Electronic guest/visitors register shall be kept and updated daily and include mobile contact & physical address for ease in tracing.
- 6) Electronic staff/workers and suppliers register shall be kept and updated daily and include mobile contact & physical address.
- 7) Make provision for Plexiglass barriers at the payment counter to minimize close contact of guests and staff.
- 8) Designate floor markings demarcating social distancing in areas likely to have queues.
- 9) Provide adequate water supply areas proportional to the size of the facility and work stations.
- 10) Integrate technologies to enable automation, such as contactless payments platforms such as MPESA where possible and discourage cash payments.
- 11) Discourage buffet service as it encourages congregation of people and sharing of crockery and cutlery. Take-away service is encourage.

- 12) Dining/Convention tables shall be spaced at least 1.5 metres apart while chairs spaced at least 1 metre apart.
- 13) Entry/Exit doors shall be set in an open position to reduce guest contact with hard surfaces.
- 14) Promote use of smart/automated doors to minimize touching contaminated surfaces.
- 15) Ensure there is prompt, clear, accurate, consistent and enhanced communication with customers on new health and hygiene safety protocols, both digitally physically and placed at strategic points.
- 16) Promote digital communication/automation of processes to minimize touch points such as check in/out paperless transactions, e-menus, e-shopping and cloud technologies.
- 17) Develop cleaning procedures with a specific focus on high-frequency touch points such as tables, room key cards and elevator buttons.
- 18) Maintain records of sanitized areas/surfaces, detergents used and personnel involved in cleaning and sanitization process.
- 19) Develop and implement documented SOP for handling suspected Covid-19 cases and ensuring patient confidentiality and prevent stigmatization of affected staff.
- 20) Ensuring Patrons with COVID 19 symptoms do not access the premises.
- 21) Designate at least one isolation room segregated from others for temporary isolation of suspect Covid-19 cases
- 22) Measures are put in place to closely monitor social distancing and adherence to safety guidelines at the premises by management.
- 23) Establish and maintain emergency contacts and documented emergency evacuation procedures for any arising health related incidents at the facility.
- 24) Where machine or hand wash of linen is done, there shall be provision for sanitizing linen against the Covid-19 virus.

3.1.1 Guest Temperature Monitoring

Hospitality establishments shall put in place measures to;

- 1) Take and record Guest's temperatures and relevant health details on arrival/check-in. For multiple-day stays, daily temperature shall be recorded on each arrival.
- 2) Take temperatures of all other experiences longer than 2 hours, at rental drop-offs, leaving a facility as well as disembarking guests.
- 3) Take initial and subsequent temperature readings, record the findings on the guest medical declaration form.
- 4) Take and monitor guest's temperatures with a non-contact thermometer.
- 5) Quickly inform medical/health officers of any temperature outside of the normal range (above 37.5° C).

3.1.2 Guest Information and Signage

- 1) Guests shall be provided with information and briefings on the COVID-19 protocols in a manner easy to understand and assimilate both at the reception and entry and in their rooms.
- 2) Information shall also be provided at all service areas, walkways and lifts, where applicable.

3.1.3 Guest Protective Equipment

- 1) Guests shall wear protective equipment except when in their room(s), are a small group in a self-drive hire car or while dining.
- 2) Acceptable masks are cloth masks, surgical masks and N95 respirators. Guest shall be expected to have with them acceptable masks which shall include cloth masks, surgical masks or N95 respirators.

- 3) All facilities and businesses shall be required to have spare supply of masks which shall be provided to guest on need basis.
- 4) Accommodation facilities may offer a dedicated, acceptable and specialized cloth mask laundry service.
- 5) Biohazard containers shall be provided in strategic locations for disposal of used disposable masks.

3.1.4 Staff Protective Equipment

- 1) Establishments shall provide core staff with appropriate, quality and sufficient PPEs for protection against Covid-19.
- 2) Staff shall wear appropriate PPEs at all time, except while taking meals.
- 3) Colour-coded pedal waste bins and MOH-approved (Biohazard containers) method for collection and storage of used PPEs shall be used to ensure hygienic mode of garbage disposal.

3.1.5 Staff Areas

Staff areas shall be kept clean, sanitized and physical spacing observed in all public areas. In addition the following procedures shall be adopted;

- 1) Establishments shall identify working areas and rank them as high, moderate and low risk areas based on the type of job/ activities and levels of contact with guests and other staff.
- 2) Staff working in the facility shall have valid medical certificates and covid-19 free certification not more than 14 days old from a recognized government approved facility
- 3) Covid-19 free certification shall be renewed regularly as per the MOH guidelines.
- 4) Staff members' temperatures, including visiting staff or out-sourced workers shall be recorded on arrival and appropriately recorded.
- 5) Staff member with a suspect temperature or showing COVID-19 symptoms shall not be allowed within areas of operation and required to self-isolate.

- 6) Relevant medical and staff personal details (such as physical address and emergency contacts) shall be kept and regularly updated.
- 7) Special considerations shall be given to staff at higher risk such as those who are older or have co-morbidity conditions.
- 8) Staff members who test positive shall not be allowed to return to work until when they have adhered to MOH guidelines for such cases.
- 9) Where a staff member is confirmed COVID-19 positive, all staff on that members' shift team shall self-isolate for 14 days after which they shall be tested and COVID 19 free staff returned to work.
- 10) For accommodation establishments, consideration to accommodate higher risk staff to stay within the establishments shall be given to avoid public transport risks.
- 11) Staff shall be allocated to separate shifts or shift teams per area or function and changes to teams shall be avoided.
- 12) Staff in teams shall work, eat and arrive separately to avoid cross-contamination between teams.
- 13) Efforts shall be made to have shifts staggered slightly to avoid queues at staff entrances and congestion in changing rooms.
- 14) Changing room times shall be scheduled to allow for smaller groups at any one time in the rooms.
- 15) Staff areas and surfaces shall be thoroughly cleaned, sanitized and a schedules for completion to indicate sanitizing have occurred kept.
- 16) Staff clock in/out equipment's (fingerprint scanners and clocking-in) among others shall be wiped and sanitized frequently.
- 17) Staff Lockers shall be cleaned and sanitized after each shift by each staff member before they leave.
- 18) Staff members shall have their temperature checked on arrival and before departing and in addition undergo a sanitizing process including spraying or wiping shoes, clothes, handbag, cell phone and face mask before or just after entry.
- 19) Where appropriate, walk-off mats shall be provided at entrances.
- 20) Staff uniforms may be reduced in complexity and limited to functional items only.

- 21) Staff uniform change and laundry procedures shall be in place and adhered to.
- 22) Staff uniforms shall be cleaned at an in-house or outsourced laundry, to ensure proper cleaning on deep high temperature cycles and steam press or heat ironed.
- 23) Staff who care for their own uniform or work clothes at home, shall be trained on correct methods of cleaning and sanitizing uniforms.
- 24) Staff kitchens, canteens, and bathrooms and service elevators where applicable shall be operated under the same hygiene, sanitizing and spacing standards as guest areas and facilities.
- 25) Hygienic paper towels shall be provided in staff bathrooms.
- 26) Staff transport vehicles shall adhere to the safety and hygiene practices with respect to sanitizing, cleaning, capacity, entry and exit and driver interaction with guests.
- 27) Where outsourced workers are concerned, the company shall ensure staff records are kept and follow standard operating procedures of the facility.
- 28) Human resource policies shall be updated and aligned to reflect provisions of this protocol and inevitable change occasioned by the COVID-19 operating environment.

3.1.6 Sanitation and Hygiene Practices

- 1) Staff shall sanitize or wash hands before and immediately after entering the work premises, after changing into uniforms, after using lockers and frequently while on shift, particularly after touching items or surfaces.
- 2) Guest hand sanitizers/hand wash facilities shall be made available in strategic locations within and around the establishment.
- 3) Guests shall be required to properly sanitize and/or wash their hands on initial arrival before entry.
- 4) Guest and staff shall be required to frequently hand sanitizing and/or hand washing in a proper manner.

- 5) Staff stationed in their areas of operation shall be responsible for sanitizing the area surface after every service or periodically as maybe necessary.
- 6) Surface sanitizing schedules shall be drawn up for other areas, which are not used continuously by members of staff.
- 7) Where practical, porters, security or other staff shall be deployed to open doors and press lift buttons for guest to limit their touching of surfaces.
- 8) Where applicable, doors shall be left/wedged open to reduce surface touching.
- 9) All guest luggage shall be 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.
- 10) Staff handling luggage shall sanitize or wash hands immediately before and after touching luggage.
- 11) Cash handling shall be minimized or eliminated. Prepayments, EFTs, credit and debit cards, mobile money services shall be encouraged.
- 12) In case of guest or staff member handling cash, hand sanitizing shall happen immediately afterwards.
- 13) Throughout establishments the number of surfaces which can be touched shall be reduced to eliminate touching and the need for surface sanitizing.
- 14) Areas not frequently in use, or which can be taken out of use, shall be locked to eliminate usage and the need for regular surface cleaning.
- 15) Bio-spill kits shall be used for all cleaning of blood or vomit.
- 16) Appropriate disinfectant surface cleaners and sanitizers shall be used.
- 17) Heating, ventilation and air conditioning systems and water reticulation systems, fridges, dishwashers, and laundry equipment must be regularly serviced and operating effectively.

3.1.7 Staff Training

Staff shall be trained and knowledge of:

- 1) The spread and survival of the COVID 19 on surfaces.
- 2) Sanitization and distancing procedures for self and guests.
- 3) Effective use of PPE.
- 4) Proper cleaning and disinfection & sanitization procedures.
- 5) Special procedures including but not limited to shift staggering and dedicated separate shift teams, separation of duties, entry and exit queues and procedures, locker use and canteen procedures.
- 6) Staff carrying out functions with higher risk such as wash-up, room cleaning, vehicle cleaning and laundry shall be provided with additional training specific to their roles.
- 7) Other relevant training shall be provided to support staff.

3.2 HOTELS, RESTAURANTS /EATERRIES – (FOOD SERVICES)

Providers of food services in the industry including hotels (accommodation facilities), restaurants, bars/clubs, eateries and other food and beverage outlets shall ensure compliance with measures to protect workers and customers from contracting COVID-19, to prevent exposure to or transmission of the virus, and to strengthen food hygiene and sanitation practices. In addition, adhere to the following protocols in food service;

- 1) Ensure complete and regular fumigation of food service premises or outlets by the MOH or approved outsourced serviced prior to allowing reopening of the facility for businesses.
- 2) Ensure continued and sustained use of face masks, and hand washing protocols for all staff employed in the food service outlets.
- 3) Creatively make use of open grounds such as gardens, gazebos and terraces to accentuate compliance with social distancing protocol where applicable.
- 4) Buffets shall be discouraged during the Covid-19 pandemic period, food service shall be plated and/or provided in portions as much as is possible.
- 5) Where buffets is served, there shall be limited self-service to allow only selection or pick-up of pre-portioned items.
- 6) Buffet service shall be handled by staff, from behind Perspex PPE's at all times Or Buffet with pre-portioned, plated shall be served or delivered to tables offering deli-type take-away/grab-and-go style meals and options.
- 7) Disposable containers, crockery and cutlery shall be instituted where possible with a small rubbish bag provided to insert waste and disposables after use for collection
- 8) Menus shall be revised to reduce complexity and ease service.
- 9) Menus shall be sanitized after each guest use. Electronic menus (on sanitized tablets), or a fixed board, or printed single use-disposable menus are recommended.

- 10) Self-service machines such as for juice and coffee and receptacles shall also be manned by staff.
- 11) Waiting staff shall stand at least a meter from tables with floor markings to assist.
- 12) Only essential items such as salt and pepper shall remain placed on the table to reduce amount of surface as much as possible.
- 13) The use of sealed packages for extras such as sauces, teas, sugar and butter shall be minimized or exact portions distributed and un-used portions wiped on return.
- 14) Guests shall not self-serve from containers of packages.
- 15) Clearing and cleaning systems shall be implemented with designated containers for different items cleared and sealable refuse containers for food waste in place.
- 16) Clearing staff shall be different to service staff where size and volumes permit.
- 17) Items on waiting stations shall be minimized.
- 18) Room service shall also adopt take-away style with disposables.
- 19) Packed room deliver shall be left outside the room on a tray covered with disposable tissue for room service after the guest has been alerted of the delivery.
- 20) Staff delivering room service shall stand back two meters until the guest has retrieved the food delivery.
- 21) The guest shall be guided on how to dispose used items and waste in a bag provided outside the room on finishing.

3.2.1 Kitchen

The two critical factors for food safety and hygienic kitchen operation are physical spacing and work surface and equipment sanitizing. To facilitate spacing, staffing levels have to be reorganized. The following protocols shall apply for kitchen in catering and accommodation facilities:

- 1) Put in place a robust Food Safety Management Systems (FSMS) based on the Hazard Analysis and Critical Control Point (HACCP) principles to manage food safety risks and prevent food contamination.
- 2) Menus shall be simplified to reduce production complexities to reduce the number of required staff and range of supplies at any one time.
- 3) Workstations shall be demarcated to indicate the physical spacing required.
- 4) Where applicable workstations adjacent or ones facing each other shall be eliminated or perspex partitions provided between them.
- 5) Kitchen equipment and surfaces including but not limited to handles, knobs, dials, switches and static equipment shall be regularly sanitized surface sanitizers.
- 6) Kitchen utensils, pots and pans, and receptacles, shall be subjected to regular hot washing.
- 7) Kitchen equipment and guest crockery and cutlery shall be washed separately both on deep, high temperature wash cycles.
- 8) The exteriors of any packaged food item not completely used up, and of all containers of food, shall be sanitized with wipes after each use (before returning to storage after opening and extracting).
- 9) Ventilation shall be maximized either with open windows or efficient air-conditioning.
- 10) Fumigators shall be used to deep clean kitchen areas and storage areas from time to time.

3.2.2 Supplies Delivery and Receiving

- 1) Persons carrying out delivery supplies and receiving activities within the establishments shall be kept to the bare most minimum.
- 2) Staff shall be preferred to handle loading and offloading activities.
- 3) Staff members manning the loading and off-loading shall put on appropriate PPE's and observe the recommended hygiene practices as per the relevant MOH protocols between each delivery and upload.
- 4) All goods shall be fully sprayed and sanitized at a designated point within the loading bay before entering the stores and refrigerators.

- 5) The entire loading/offloading area and all its surfaces shall be sanitized at regular intervals and after every loading/offloading.
- 6) Vendors shall be advised in advance, to adhere to the required MOH protocols while conducting pick-ups or making deliveries.

3.3 GUEST ACCOMMODATION ROOMS /UNITS

Accommodation providers shall adhere to the following;

- 1) Where dormitory style rooms are used and shared between non-group/non-family members, a maximum number of occupants per room, at approximately 50% of capacity, must be determined with 4 – 5m² minimum spacing per bed.
- 2) Room cleaning and linen change frequency maybe reduced to lower contamination risks.
- 3) Turndown service shall be eliminated.
- 4) Extra cushions, throws, blankets and décor items shall be removed.
- 5) Guests shall be provided extra room requirements including but not limited to sewing kits, vanity kits, shoe cleaning kits, irons, magazines only on request.
- 6) In-room hotel guides shall move to electronic options.
- 7) Mini-bar stock shall only be provided on request as a room service.
- 8) Hand sanitizers shall be provided in-rooms for guest use.
- 9) New room cleaning standards will be required and room cleaning staff must be trained on these standards.
- 10) This will also include how to handle linen and sanitising of bathrooms.
- 11) Disposable gloves shall be worn when cleaning bathrooms and disposable aprons are also recommended.
- 12) Room cleaning staff must sanitise their hands and shoes, and disposable aprons on finishing each room and before entering the next room.
- 13) On check-out all furniture, all surfaces, all movable items, wall surfaces close to traffic/seating/lying areas, all floors and bathrooms shall be thoroughly cleaned with an effective disinfectant.
- 14) Consideration shall be given to increasing the time between check-out and check-in to ensure housekeeping have sufficient times for thorough deep cleaning of rooms.
- 15) All linen and towels from room changes shall go into ample quality plastic bags for transporting to the laundry or for laundry collection.

- 16) The contents of housekeeping trolleys shall be reduced (less guest supplies) and the trolley and remaining contents shall be wiped and deep cleaned at the end of each day's shift.
- 17) All additional housekeeping equipment such as mops and wet cloths shall be sanitized by dipping in sanitizing solution after each room clean.
- 18) Accommodation establishment shall be required to rotate room use leaving a used room for at least one (1) idle day before subsequent check-in.

3.4 SWIMMING POOL AREAS

Swimming pools operations shall be restricted to swimmers only and adhere to the following protocols;

- 1) Be operated at maximum safe levels of chlorine levels in pools kept between 1-3mg/l, with the pH between 6.8-7.4 or other anti-bacterial agents.
- 2) Ensure the number of loungers are reduced and spaced at 2 meters between groups of two loungers.
- 3) Pool use capacity shall be determined and monitored by lifeguards, in addition inter-group plays or mingling shall not be permitted in pools.
- 4) Communal pool usage should limit the number of people to allow social distancing
- 5) Sunbathing chairs and areas must be routinely cleaned and disinfected.
- 6) Swimming towels should be placed in a laundry basket for cleaning after use.

3.5 HEALTH CLUB AND SPA SERVICES

During the Covid-19 pandemic period, health clubs and Spas with possibility of staff/guest non-contact such as saunas and steam rooms shall be allowed to operate. In addition, health clubs and Spas operators shall;

- 1) Adhere to all health, safety and hygiene practice, sanitizing and spacing guidelines prescribed under section 3.0 in this protocol.
- 2) Staff shall use PPE that are disposable after every guest handled or treatment
- 3) Reopen provided operators observe high levels of health, safety and hygiene practices to mitigate risk of transmission.
- 4) Spa therapist follow strict hygiene rules and will wear a mask during treatments. However, facial treatments shall be suspended for the time being until the situation is reviewed.
- 5) Spa equipment be sterilized between treatments.
- 6) Spa linens replaced after each treatment and washed as per the specified MOH guidelines and prescribed protocols herein.
- 7) Ensure Gyms remain closed while alternative forms of exercise such as running or walking routes are identified to encourage guest participation in active physical exercises

PART 4: ENTERTAINMENTS, EVENTS, MEETINGS, CONFERENCES AND EXHIBITIONS

(CLASS F & G) ENTERPRISES

Event and Entertainment, Conference/Exhibition facilities shall adhere to set minimums of meetings by the WHO and the MOH guidelines while holding any activity.

The planners shall:

- 1) Ensure all MICE activities are operated on a strict health, safety and hygiene procedure of this protocol, with revised floor plans and reduced capacities at least 50%, or ensuring 1.5-metre distance between delegates or patrons.
- 2) Provide adequate space between booths to allow for social distancing
- 3) Provide participant control mechanisms by introducing barriers and floor marks to ensure social distancing at all arrival areas, queues, conference rooms and all public places.
- 4) Event/banquet with over 15 persons and public gatherings likely to attract more than 15 people, like discos, dances and parties are shall not be allowed during this pandemic period and highly discouraged.
- 5) Provide quality hygienic facilities for hand washing and sanitization at strategic places at all times.
- 6) Signage with Public health recommended hand washing procedures be placed in all restrooms
- 7) MICE participants shall wear face masks at all times
- 8) Screen all participants and deny entry to anyone who fails the screening
- 9) Provide health stations strategically located within the conference/exhibition area
- 10) Convention registration/guest bookings shall be set up at multiple stations to maintain social distancing

- 11) Break times and meal periods be extended to allow for additional sanitization, and encourage pre-packaged food offerings as alternative options.
- 12) Food service shall adhere to the food service protocols and cocktail functions are not allowed within MICE activities.
- 13) Promote online bookings to minimize physical registration and issuance of badges by walk-in clients
- 14) Ensure water, mints and any other supply within meeting rooms are supplied to individuals and not collectively or shared.
- 15) Provide pens, note pads, files and such supplies on request and guests required to keep any such supply distributed to them or in their possession.
- 16) Ensure regular waste disposal
- 17) Facilitate exhibitors with frequent cleaning and sanitizing of the booths and surfaces
- 18) Ventilate meeting rooms and exhibition halls well to allow for free flow of air.
- 19) Provide adequate space in meeting rooms and aisles for ease of movement.
- 20) Ensure real time monitoring of participants movements within and control of the number of people accessing the exhibition area.

PART 5: TOURS AND TRAVEL AGENCIES AND ADVENTURE SPORTS (CLASS C) ENTERPRISES

5.1 General Protocols

Tours and travel operators, adventure sports and related operators meeting the guidelines for reopening and which possess the relevant TRA and county licenses shall be considered for reopening. In addition, the operators shall adapt the following protocols;

- 1) Have documented Client Management measures detailing client handling procedures in line with WHO, UNWTO and MOH Covid-19 preventive guidelines.
- 2) Establish and maintain a register of all staff, drivers and guests handled
- 3) Foreign tourists to the tour & travel companies shall present a Covid-19 free certificate not more than 14 days old before undertaking any activity with the company
- 4) Guests shall be transported must first have their temperature screened and any suspect cases barred from entering the vehicles
- 5) Guest/visitors register must be kept and updated daily and should include mobile contact & physical address for ease in tracing
- 6) Tourism training institutions shall adjust their classroom sizes to reflect the approved spacing according to the MOH Covid-19 guidelines.
- 7) Training institutions shall ensure be daily temperature screening of all staff, students and visitors to the institutions.
- 8) Training institutions shall designate an isolation room to temporarily isolate persons suspected to be infected with covid-19 disease.
- 9) Provision of both Hand wash facilities and hand sanitizers at the entrance and exit points of the facility
- 10) Ensure staff working in the firm have valid covid-19 free certification of not more than 14 days old issued by a recognized government approved facility.

- 11) Training of office cleaners on proper cleaning, disinfection and sanitization procedures.

5.2 Tours/Travel Operator

Tour and Travel Operators should have a standard briefing for intending visitors that is given ahead of their arrival. This should cover the situation on the ground and the new measures tourists will be expected to adhere to whilst in the country. In addition, to all the other hygiene practice protocols of hand washing and sanitizing, tours operators and travel agents shall;

- 1) Minimize walk-in clients and encourage online bookings
- 2) Ensure tour vans and transfer vehicles are sanitized between transfers
- 3) Ensure roll bars and handles are sanitized after each trip or each drink/meal stop on a trip.
- 4) Ensure notices are prominently placed at the entrance on temperature screening, wearing of face masks, hygienic hand wash and maintaining social distancing
- 5) Provide packed lunches for long drive to avoid stop-overs. Staff while serving food and drinks shall observe the guidelines similar to catering and accommodation facilities addressed herein.
- 6) Provide all passengers including staff with hand sanitizers while inside tourist vehicles.
- 7) Adhere to the guideline of 50% capacity, with discretion in seating family/friend groups together. Unconnected individuals shall have empty seats between them.
- 8) Where possible, introduce Perspex to shield and protect the driver.
- 9) Ensure drivers and guides use megaphone or similar equipment to communicate with passengers to avoid turning or shouting and to enable them to be heard through Perspex shields.
- 10) Have clear entry and exit procedures for all vehicles, with guest boarding one at a time, if possible without touching seat backs and taking up seats one at a time.
- 11) Ensure disposable headrests are replaced after each trip.

- 12) Have Vehicle air-conditioners modified to include air purifiers, which will reduce the ability of the virus circulating inside the vehicle especially for larger and luxury vehicles.
- 13) Encourage open windows when weather permits, to allow air circulation.
- 14) Incentivize domestic tourism, short trips and visits to nearby destinations in the short term.
- 15) Handle smaller groups and limit the number of staff accompanying the guests
- 16) Ensure information provided is stuck on the back of the chairs or the body of the vehicle to minimize contact
- 17) Promote rent-a-car services and combined hotel & car packages
- 18) Promote use of smart/automated doors to minimize touching contaminated surfaces
- 19) Develop creative personalized and small group tours and packages and incentive domestic tours and excursions
- 20) Integrate technologies to enable automation, such as contactless payments platforms such as online money transaction where possible and discourage cash payments.

5.3 Frontline Staff

All Meet and Greet staff as well as Driver-Guides and any other frontline staff in direct contact with guests shall observe the following prescribed protocols;

The Operators shall:-

- 1) Ensure daily temperature screening of all office staff/visitors
- 2) Properly sensitize their employees on the dangers of COVID-19 transmission and familiarize them with the prescribed preventive and control measures developed by the Ministry of Health.
- 3) Facilitate their staff and ensure that they adhere to the basic measures whilst at the office. This includes wearing masks, social distancing and regular hand washing (or use of hand sanitizers).
- 4) Ensure that all contact surfaces in their offices are cleaned and sanitized on a regular basis.

- 5) Ensure staff regularly wash hands with soap and running water/sanitize and wear facemasks at all times.

5.4 Adventure sports

Organizers of adventure sports shall;

- 1) Encourage the use of masks/face coverings for guests and staff.
- 2) Reduce touch areas where possible and sanitize high touch surfaces frequently.
- 3) Protect employees with various approaches, including barriers, protective coverings, and distancing.
- 4) 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.
- 5) 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) Encourage participants to bring their own equipment and protective gear as much as possible.
- 7) Provide hand washing and sanitizing facilities at strategic locations

5.5 Zip Lining Tours

- 1) Guests shall be briefed on the Covid-19 protocols and safety measures before the Zip tour.
- 2) Instructors shall wear latex gloves and masks at all times.
- 3) Instructors shall maintain social distance while checking/confirming that PPEs are fitted correctly
- 4) Staff shall sanitize or wash hands before and immediately after the Zip tour, after changing into their PPEs and frequently after touching items or surfaces.

- 5) Guest hand sanitizers/hand wash facilities shall be made available in strategic locations within and around the site.
- 6) Guests shall be required to properly sanitize and/or wash their hands on initial arrival before admission.
- 7) Guest and staff shall be required to frequently hand sanitising and/or hand washing in a proper manner.
- 8) Both instructors and guests shall wear face coverings and latex gloves under their leather gloves during Zip tours except when;
- 9) The guest is calling for assistance from instructors; for clarity.
- 10) The instructor is giving braking signal
- 11) During physically challenging “pulling in” portion of the rescue.
- 12) Bottom bag instructors shall be equipped with a 3m lanyard in order to perform a zip assist rescue at a distance.
- 13) Instructors shall clearly brief each zip tour group on these protocols before departing from the Flying Fox site office.
- 14) Instructors shall carry spare face coverings for the guests.
- 15) Guests shall remove their PPEs outside the premise and place them in a rack provided.
- 16) Guests shall pick their belongings from an assigned officer.
- 17) Guest’s belongings shall be properly stored in a clean sanitized surface.
- 18) PPEs shall be properly cleaned and stored after use.

5.6 Mountain Climbing/Rock Climbing/ Mountain Biking

- 1) All crew shall sanitise or wash hands upon arrival/ at entry points and before handling or packing equipment.
- 2) All crew member shall wear masks and observe social distancing.
- 3) All crew member shall have their temperatures checked before being cleared for entry/participation.
- 4) All participants shall be briefed on these protocols and the expectations during the activities while observing social distancing of 1.5m-2m.

- 5) Crew members are encouraged to carry their packed meals or have them supplied by an outlet that has been cleared/certified under catering/restaurant Protocols.
- 6) Crew members are encouraged to carry their own drinking water and other items like snacks.
- 7) Hand washing facilities shall be put in place before setting up a camp.
- 8) Kitchen tents shall be operated in line with catering protocols
- 9) All public areas and surfaces shall be cleaned regularly.
- 10) All public toilets shall be disinfected at least after every 30 minutes when guests are within the vicinity.
- 11) All eating spots shall be planned to accommodate distancing of groups
- 12) KWS Mountain Rescue or a medical officer shall be notified of any of the crew members presenting COVID-19 symptoms for medical attention.
- 13) Additional sanitizers and masks shall be available for the crew.
- 14) Crew members shall use sanitized PPE and there shall be no swapping of PPE between clients.
- 15) Each client shall have their own harness, helmet, carabiner, figure 8, cowstail lanyard or any other equipment for the duration of the activity. After gear allocation, fitting all clients, all staff are required to sanitize before activity commencement.
- 16) Clients shall observe social distance of 2m or more when walking into activity sites or waiting at the activity sites.
- 17) Instructors shall belay all ropes at least 2m from clients except in situations where safety is compromised. No client shall belay.
- 18) Clients shall clip themselves onto the ropes using carabiner while the instructors check from a distance.
- 19) Back up bilayer shall be stationed at least 2m from bilayer.
- 20) Sanitise the carabiner after each climb.
- 21) Clients and bilayer shall sanitise their hands at the wash station setup at the base of the crag.
- 22) Crew are encouraged to use soap and water to sanitise

- 23) Where applicable, Food and food containers shall be sanitized, and clients spaced out to observe social distancing and a hand wash station shall be setup for use before eating.
- 24) All PPE shall be sanitized in warm water with neutral to basic pH after each use using appropriate manufacturer recommended soap for each PPE item and shall be stored for at least 72 hours before reuse.
- 25) Staff and clients attending the training center shall be issued personal hand sanitisers.
- 26) If vehicles are required, GoK regulations on passengers capacities of not more than 50% occupancy.
- 27) All third party contractors including rangers, guards and drivers shall be briefed on the 1.5-2 meter distancing rules and they shall wear masks when in close proximity of guests and other employees.
- 28) Leaders and guides shall exercise caution and hygiene when signing in/out of gates and park entrances
- 29) Mountain biking routes are only to follow remote trails and not through villages or settlements to avoid any contact with the local population.

5.7 Water Sports - Rafting, Canyoning and Kayaking

- 1) Appropriate venue and activity shall be chosen and considered by the instructor (size of water body, difficulty, access) while taking into consideration social distancing, rescues coaching and leadership.
- 2) Continually consider and take action to minimize the risk of infection/transmission, such as avoiding passing any equipment to the paddler or helping lift their craft/ helping them put equipment on etc. Equipment checks shall be done by individual client.
- 3) All equipment used by the paddler shall be maintain and lending or swapping shall not be allowed.
- 4) There shall be appropriate time between different paddlers accessing the water to observe social distancing.
- 5) All clients and instructors shall carry and wear face masks if they have to interact with the public at any time.

- 6) Additional hand sanitizers and face masks shall be carried by the instructor and issued when required.
- 7) If vehicles are required, GoK regulations on passengers capacities of not more than 50% occupancy.
- 8) Instructor to client ratio shall be reduced to 1:4
- 9) Cleaning of all PPE and other equipment before and after activities, following manufacture guidelines, to sanitize in warm water with neutral to basic pH after each use shall be adhered to.
- 10) Clients shall put on their own PPE under instructions and guidance of a instructor
- 11) Suitable canyons and activity sections shall be selected for the group to observe social distancing whilst on activity.
- 12) Canyoning shall be done in forests to ensure client groups do not come into contact with the local population.
- 13) Tight canyons with limited space where clients cannot observe the current GoK social distancing regulations shall NOT to be used.

**PART 6: PROFESSIONAL SAFARIS, PHOTOGRAPHERS, TOUR
GUIDES/LEADERS AND BEACH OPERATIONS SERVICES**

(CLASS E) ENTERPRISES

All professional safari providers, guides and beach operators shall be tested for COVID-19 and confirmed as COVID-free before any interaction with arriving domestic and international tourists. In addition, Tour professional service providers and beach operators shall;

- 1) Have valid medical certificates and covid-19 free certification not more than 14 days old from a recognized government approved facility that shall be carried at all times,
- 2) Covid-19 free certification shall be renewed regularly as per the MOH guidelines
- 3) Maintain a high degree of personal hygiene at all times by hand washing / sanitization regularly
- 4) Ensure their clothing is cleaned thoroughly and ironed on a daily basis.
- 5) Ensure Vehicles used in guest transport is sanitized after every passenger /group tours use
- 6) Ensure no passenger occupies the front passenger seat for chauffeured vehicles.
- 7) Each Beach Operator association must appoint a Safety Officer responsible for temperature screening of beach operators before interacting with guests/clients.
- 8) Maintain a register of clients transported or interacted with the tour guides/beach operators.
- 9) Maintain appropriate and reliable list of emergency contacts for rapid assistance in case health and safety related instances.
- 10) Discourage Handling of cash should be minimized or eliminated and credit and debit cards, should be maximized. If a guest or guide handles cash, hand sanitizing should happen immediately afterwards.

A high degree of hygiene must be maintained within the vehicle at all times.

- Vehicles should be cleaned frequently inside and out.
- All interior surfaces should be sanitized frequently. Particular attention should be paid to disinfecting frequently touched areas and surfaces both internal and external such as door handles and arm rests.
- 3rd party cleaners and car washers should be encouraged to wear gloves, aprons, or boiler suits.
- Guests should be encouraged to bring their own water bottles.

- Any provided water bottles or items must be unique per guest.
- Portable food containers should be sanitized regularly.
- Binoculars, telescopes and cameras should not to be shared and should be sanitized regularly.
- Blankets or ponchos normally provided should now be discouraged, and certainly should not be shared and should be sanitized regularly
- Careful attention should be applied **when** dealing with luggage. Luggage should be disinfected before and after handling with particular attention paid to handles.

Personal Protective Equipment

Safari guides must have equipment and suitable protective items available for themselves as well as their guests at all times.

- Safari guides must carry sanitizer at all times, it should be widely available at all times in the vehicles, and its regular use encouraged.
- Face coverings for both the guides and guests should be available in the vehicle at all times, and their use encouraged.
- Biohazard containers should be available for disposal of used disposable masks
- Hand wipes for sterilizing surfaces should be available at all times.
- Disposable gloves should be available in the vehicle and available for use at all times.
- A thermometer for checking temperature should be available for use in the vehicle.

Carrying Capacity for Safari Vehicles and Tour Vans.

- Exclusive use and booking of vehicles should be encouraged.
- No vehicles should be shared between parties who are not family members or known to each other.

- Maximum carrying capacity for safari vehicles and tour vans should be 5 passengers.

Informal attractions.

- Informal attractions like the Great Rift Valley viewpoints and curio shops must be considered high risk environments with lower hygiene standards and should be avoided wherever possible. Should a safari guide stop at one of these informal attractions then strict hygiene protocols should be followed with face coverings essential and thorough sanitizing after visiting.
- Great care should be taken when using equipment provided by a 3rd party. This may include such excursions as on boats, and with items such as life jackets. These must be considered high risk environments with lower hygiene standards and should be avoided wherever possible. Should a safari guide use one of these 3rd party providers then strict hygiene protocols should be followed with face coverings essential and thorough sanitizing after visiting.

PART 7: TOURIST TRANSPORTERS – LOCAL AIR CHARTERS, TOURIST VEHICLE SERVICE & BOAT OPERATORS (CLASS C & E) ENTERPRISES

7.1 Tourist Service Vehicles

Tourist Service Vehicle Operators shall put in place measures to adhere to the Covid-19 pandemic protocol on health, safety and hygiene practices in their businesses. In addition, operators of Tourist Service Vehicles shall;

- 1) Ensure TSVs are sanitized before the start of each trip and this will include cleaning and disinfecting all surfaces (handrails, door handles, tables, seats etc) on a daily basis.
- 2) Ensure vehicles are sanitized between uses by different guest/clientele.
- 3) Have hand sanitizers freely available on board for the guests to use throughout the journey.
- 4) Provide approved quality facemasks to guests on all trips.
- 5) Carry a capacity that ensures social distancing, except for private safaris or for family members travelling together.
- 6) The maximum recommended capacity to be observed for each class of vehicle are as follows;
- 7) For Minibuses, Land cruisers and similar vehicles the carrying capacity shall not exceed Seven passengers.
- 8) For 23-seater Coaches, the carrying capacity shall not exceed 14 passengers.
- 9) For 33-seater Coaches, the carrying capacity shall not exceed 20 passengers.
- 10) For 45-seater Coaches, the carrying capacity shall not exceed 33 passengers.
- 11) For 56-seater Coaches, the carrying capacity shall not exceed 40 passengers.
- 12) Ensure that all tour arrangements take into account the needs of persons with disabilities.
- 13) Choose partners that are confirmed to comply with existing Government directives for the safe handling of their guests.
- 14) Keep a record of emergency contacts for rapid response services in case of Covid-19 suspected instances from designated authorities.

7.2 Local Air Charter operations

Air Charter operators shall;

- 1) Implement proportionate health check procedures as appropriate according to risk assessment.
- 2) Deepen and increase the frequency of aircraft and cabin cleaning.
- 3) Consider providing masks for passengers and crew and ensuring their use during the whole flight.
- 4) Implement boarding and deplaning processes that reduce contact with other passengers or crew (use front and rear doors) in respect of physical distancing rules.
- 5) Limit movement within the cabin during flight.
- 6) Simplify catering and other procedures that lower crew movement and interaction with passengers.
- 7) Facilitate people not to sit next to each other where load factors make it possible.
- 8) Provide in-flight sanitizing tissues to passengers and crew members.
- 9) Reduce the number of objects in the cabin (printed material and souvenirs) and limit hand luggage.

7.3 Airport operators

Kenya Airports Authority shall in line with the UNWTO guidelines, Promote airport cost relief including government financial assistance. In addition, shall;

- 1) Ensure coordination with governments, airports and other relevant players as well as ICAO's processes, including national coordination mechanisms.
- 2) Introduce and adapt border processes & procedures in line with public health evidence based risk assessment.
- 3) Define roles and responsibilities for governments, private sector and travelers.
- 4) Ensure regional and international coordination in the re-opening of borders.
- 5) Revise regularly travel restriction & protocols using best available information from leading international health authorities to ensure they remain proportionate to the public health threat and local risk assessment.
- 6) Enhance the use of technology for safe, seamless and touchless travel.
- 7) Provide reliable, consistent & easy to access information on travel restrictions and protocols to the private sector and to travelers.
- 8) Ensure coordination of relevant policies and measures among tourism, health, interior and transport ministries.
- 9) Harmonize travel and tourism related health protocols and procedures at global level and work towards the international interoperability of visitors' tracing apps.
- 10) Mitigate risks at departure and/or arrival
- 11) Advance travel facilitation towards e-visa/visa on arrival/no visa policies and temporary visa cost exemption to stimulate demand.

7.4 Management and conduct of Crew at Hotels

Where layovers at the destination are necessary, below mitigating measures shall be put in place in coordination with the airport operators and local authorities. The measures ensure that risk of exposure to crew members through contact with local population is reduced. Such measures may be, but not limited to:

- 1) Crew transportation shall be done with a minimum separation of one seat between crew members.
- 2) The airline shall ensure that crew do not share the transport with any passengers or other airline crew.
- 3) At the resting facilities (hotel) the crew members shall not be allowed to leave the hotel facility or rooms except for emergency reasons
- 4) Only hotel room service meals and drinks will be allowed.
- 5) The crew hotels rooms are to be disinfected prior to being used.

In addition to the above, when crew members operate into high risk areas, they shall practice health self-monitoring techniques, which shall include:

- 1) Measuring of body temperature at least twice a day.
- 2) Monitoring for symptoms such as fever, persistent coughing, or breathing difficulties.
- 3) Clear and expeditious reporting means to inform the operator of potential signs of infection.

**PART 8: GAME PARKS/RESERVES, CONSERVANCIES, GAME RANCHES,
MONUMENTS, GAME, NATURE AND AMUSEMENT PARKS AND OTHER
TOURISM ATTRACTION SITES
(CLASS C & E) ENTERPRISES**

8.1 General Provisions

Tourism attractions sites vary in risk levels depending on their nature. The following guidelines shall apply for all attraction sites in response to the risk posed by COVID 19:

- 1) All guest visiting attractions shall have their temperature and health details taken in line with catering and accommodation facilities guidelines laid down herein.
- 2) All guest visiting attraction sites shall observe sanitizing and hygiene, spacing line with catering and accommodation facilities guidelines laid down herein.
- 3) All attraction sites and visitors shall, while serving, taking and disposing meals, observe similar catering and accommodation facilities guidelines laid down herein.
- 4) All attraction sites shall conduct on-line pre-sales of their services and products. Visitors shall have specified time slots for visiting and queue management practiced.
- 5) Tourist briefing and de-briefing areas that allow the required physical distancing between visitors shall be set up.
- 6) The briefing and de-briefing areas shall have clean water, soap and sanitization facilities for visitors.
- 7) The visitors/tourist shall be required not to touch things or items while touring an attraction site.
- 8) Tours shall have be organized such that they shall accommodate visitors easily observing the required physical distance in between them
- 9) There shall be reduced number of tour guides and leaders among a group of visitors to minimize number of interactions between them.

- 10) The number of visitors in a specific attraction site shall be staggered to prevent overcrowding and ensure social distancing is maintained.
- 11) Signage shall be posted at the entrance to attraction sights advising on social distance, hygienic hand wash and any other Covid-19 prevention measures to be observed by the guests and staff.
- 12) Visitors or staff depicting Covid-19 symptoms should be barred from entering the attraction site.
- 13) A register of guests to the attraction site shall be maintained and updated at all times.
- 14) Each attraction site shall set aside an isolation room for suspect Covid-19 virus cases.
- 15) Organized sporting activities in the protected area with probability of close contacts are discouraged
- 16) Only contactless payment will be allowed. Entry tickets should be sanitized to minimize chances of contacts with the visitor.
- 17) Public washrooms in the attraction sites shall avail running water with soap
- 18) There should be proper dumping area of litter and used face masks conforming to WHO standards
- 19) Emergency contact for health authorities must be prominently displayed
- 20) Attraction sites' staff should be trained on best cleaning and sanitization practices against Covid-19
- 21) Clear signage posted outlining allowable activities, use and enforcement.
- 22) Allow for physical distancing and monitoring of distancing requirements.
- 23) Frequently clean and disinfect commonly shared surfaces and spaces
Please this additions
- 24) Provision of proper disposal areas for used face masks which must conform to WHO standards along the public beach.
- 25) Public Campers must observe camping and catering protocols while sharing kitchen shed, social distancing must be maintained.

8.2 Game drive/nature walk and excursion activities

Due to them being open air activities, game drives, game walks and boating activities are considered sufficiently safe and unlikely to result in passing on respiratory airborne germs. However, the following measures shall be put place to mitigate transmission the virus;

- 1) Before each activity, guides should be observant and look for guests who are coughing, sneezing or looking feverish. If a sick guest is noticed the guide should approach the guest and suggest a consult with the medical team;
- 2) Where possible a private vehicle will be provided, and if not, vehicle capacity will be limited to 4 guests, with the middle row remaining free to provide sufficient distance between 2 groups/couples. If a travel group is more than 4 pax they are allowed to share the vehicle up to 6 pax as per usual capacity.
- 3) Families, tour groups and couples should be allocated to a specific vehicle and guide for the duration of their stay. In order to reduce exposure to different vehicles and guides.
- 4) All game viewers and boats should have at least one bottle of disinfectant hand gel to offer guests;
- 5) Guides and support staff must carry their own hand sanitizers to maintain hygiene during the activity and when setting up drink stops etc;
- 6) After the activity all surfaces and objects used must be sprayed with disinfectant i.e., car door handles, roll bars, boat railings, seats, binoculars or guide books used by guests, pouches behind the seats etc;
- 7) Communal containers should be replaced with pre-packed and sealed individual snacks for breakfast/sundowner stops;
- 8) Visiting (full board) safari guides are briefed to follow the same protocols as Asilia guides within the confines of the Asilia camps, both BoH and Front of house.

PART 9: SHOPS / CURIOS AND GENERAL VENDER

(CLASS E) ENTERPRISES

During the Covid-19 pandemic period, shops/curio vendors will be allowed to operate with minimum contact between staff/guest. Non-contact shall be encouraged. In addition, operators shall;

- 1) Operate while observing the respective MOH guidelines prescribes for health, safety and hygiene practices in this protocol.
- 2) Have valid medical certificates and covid-19 free certification not more than 14 days old from a recognized government approved facility
- 3) Have Covid-19 free certification shall be renewed regularly as per the MOH guidelines.
- 4) Sanitize or wash hands before and immediately after entering the work premises and after touching items or surfaces.
- 5) Guest hand sanitizers/hand wash facilities shall be made available in strategic locations within and around the premises or entrance of the shop.
- 6) Credit card machines must be wiped with alcohol wipes, in front of guests, before use and directly again after use;
- 7) 70% alcohol sanitizer spray can be sprayed thinly on all items that had been touched and then allowed to evaporate (no wiping needed).
- 8) Guests shall be required to properly sanitize and/or wash their hands on initial arrival before entry to the shop.
- 9) Goods/items packed, cleaned and sanitized and delivered to guest's pick-up tray/trolley or table designated for the purpose.
- 10) Staff delivering packed goods/items shall stand back two meters until the guest has retrieved the goods/items delivery.
- 11) There shall be zoning of general vendors/beach operators operating in a certain locality to ensure social distance is maintained.
- 12) Each general vendor shall be required to belong to an association which will ensure Covid-19 guidelines are enforced.

- 13) A register of General vendors operating in a certain locality shall be kept for ease in tracing.
- 14) Unlicensed vendors shall be barred from operating on the beach as they may pose problems in tracing.

END.