

FORM E



**REPUBLIC OF KENYA**

**MINISTRY OF TOURISM AND WILDLIFE**

**TOURISM AND TRAVEL HEALTH AND SAFETY INSPECTION CHECKLIST**

**TOURIST TRANSPORTERS – AIRPORT, AIRLINE & LOCAL AIR CHARTERS  
OPERATORS (CLASS C & E) ENTERPRISES**

**JUNE, 2020**

**PART 1 : GENERAL PROTOCOLS**

*All tourism enterprises **SHALL** observe the general protocols for safety of their staff, clients and the general public whom they interact with. These will apply at the workplace and any facility used for tourism business.*

Name of the business :			
Type of business:		Type of Management	
Name of owner/proprietor :			
Physical Address: County		District:	location:
Postal Address:		Code:	
Office telephone:		Cell phone:	1. 2.
Email:			
Number of personnel:		Male:	Female
Date:		Time:	

**PLEASE TICK (√) APPROPRIATELY**

<b>1.1 Broad protocols for all tourism enterprises</b>				
<b>No.</b>	<b>General Provisions</b>	<b>Compliance</b>		<b>Observations/Remarks</b>
		<b>Yes</b>	<b>No</b>	
1)	Compliance with physical distancing of not less than 1.5 meters apart and adherence to proper hygiene operations, sanitation & minimized contact between persons			
2)	Evidence of internal guidelines for managing staff/guest interaction within the facility/enterprise and the surrounding environment.			
3)	Availability and evidence of implementation of a documented SOP's for handling suspected Covid-19 cases that ensures patient confidentiality and prevents stigmatization of the affected Persons			
4)	<i>Evidence of valid</i> TRA license			
5)	<i>Evidence of valid</i> health (food handler's certificates) and county licenses			
6)	Certificate/permit or stickers signifying compliance with the provision of these protocols			

<b>1.2</b>	<b>Inter county and cross-border management</b>	<b>Yes</b>	<b>No</b>	<b>Observations/Remarks</b>
1)	County government & TRA facilitate free transit for TSV compliant vehicles with guests checked at points of departure and en-route to the facilities/attraction sites			
<b>1.3</b>	<b>Dedicated Health, Safety and Hygiene Officer/Team</b>	<b>Yes</b>	<b>No</b>	<b>Observations/Remarks</b>
1)	Trained designated health, safety and hygiene officer or team in place to ensure compliance with the Covid-19 pandemic protocols & relevant measures			
2)	Person(s) assigned ensure screening of staff and clients & maintain records on;			
	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) Visitor/guest handling procedures			
	f) Staff operating procedures			
	g) Enforcing PPE standards for both staff and guests/visitors as may be required			
	h) Enforcing procedures for dealing with staff and guests/visitors exhibiting symptoms of Covid-19 disease			
	i) Monitoring and evaluating the implementation of the protocols and the effectiveness of the measures undertaken			

3)	Procedures for monitoring compliance with Standard Operating Procedures (SOP's) specific to the different areas of operations			
4)	Evidence of well-maintained staff and guest/visitor/passenger personal details for ease of contact tracing			
5)	Procedures to manage stock and observe correct usage of PPE by all staff, guests and suppliers and conducting spot checks regularly			
6)	Procedures for monitoring compliance with the Ministry of Health and Labour on Covid-19 prevention and Occupational Health and Safety guidelines			

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<b>1.4</b>	<b>Guest declaration of travel history and medical status</b>	<b>Yes</b>	<b>No</b>	<b>Observations/Remarks</b>
1)	Provision for advance bookings/reservation as a pre-requisite for guests visiting the facility or tourist attraction site			
2)	Provisions to enable guests' complete medical and travel declaration form online at the time of reservation/booking before arrival			
3)	Precautionary measures in line with this protocol and MOH guidelines by assessing the level of risks of exposure to Covid-19 before granting access to the facility			

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<b>1.5</b>	<b>Guest information and signage</b>	<b>Yes</b>	<b>No</b>	<b>Observations/Remarks</b>
1)	Provision for prompt, clear, accurate, consistent and enhanced communication with customers on new health and safety protocols, both digitally and physically placed at strategic points			
2)	Easily accessible centralized platform for information access and dissemination for guests, staff and suppliers			
3)	Standard safety briefings to all guests in line with the facilities' SOP's for first arrival/check-in or boarding of vehicles			

4)	<i>Information and briefings emphasize on Covid-19 measures that enhance guests and staff safety including;</i>			
	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			
	h) Any other information on the virus as may be available from time to time			
5)	Notices placed appropriately i.e. on walls, seats and tables to avoid contamination by touch			
6)	Apps and other electronic information, well programmed with extra care to protect guest's personal information			

<b>1.6</b>	<b>Guest Arrival &amp; Screening</b>	<b>Yes</b>	<b>No</b>	<b>Observations/Remarks</b>
1)	Procedure for verifying foreign tourists' Covid-19 free certificate/clearance of not more than 14 days old before accessing the facility			
2)	Procedures for disinfection and temperature checking at the point of guests' arrival/check-in and at all other entries			
3)	Guest's temperatures checked with a non-contact thermometer			
4)	Procedures in place to record and handle guests whose temperature is above 37.5° C or exhibiting respiratory symptoms			

<b>1.7</b>	<b>Guest protective equipment</b>	<b>Yes</b>	<b>No</b>	<b>Observations/Remarks</b>
1)	Guests/visitors wear appropriate, quality personal protective equipment except when in their room(s) or while dining			
2)	Provision for a spare supply of masks and hand gloves which shall be provided to guest on need basis			
3)	Provision for a dedicated, acceptable and specialized cloth mask laundry service? (Accommodation facilities only)			

<b>1.8</b>	<b>Sanitation and hygiene practices</b>	<b>Yes</b>	<b>No</b>	<b>Observations/Remarks</b>
1)	Approved hand sanitizers/wash hand facility with running water and soap at the entrance/exit of the outlet and other strategic location proportional to the size of the facility which is hygienically operated			
2)	Visible notices and any other sensitization information at the strategic locations/entrance on Covid-19 preventive measures, screening, hand washing and sanitation and mandatory wearing of face masks			
3)	Guest/visitors register available, well-kept and updated daily with mobile contact & physical address for ease in contact tracing			
4)	Plexiglass barriers at the payment counter or designate floor markings of at least 1.5meter distance			
5)	Integrated technologies for automation, such as mobile payments			
6)	Left/wedged open doors or porters/security deployed to open doors and press lift buttons to limit guest from touching surfaces			
7)	Digital communication/automation of processes to minimize touch points such as check in/out paperless transactions e-menus, e-shopping and cloud technologies			
8)	Procedures for disinfection focusing on guest's body, luggage, travel documents and high-frequency touch points/surfaces			

9)	Measures to ensure public facilities (washrooms, lobby/lounge etc) adhere to social distancing, frequent cleaning and disinfection and provided with adequate supply of hand washing and sanitizing facilities			
10)	Records of sanitized areas/surfaces, detergents used and personnel involved in cleaning and sanitation process well-kept and maintained			
11)	Separate pedal waste bins at strategic locations and appropriate method for collection and storage of used PPE to ensure hygienic waste disposal with minimum contact			
12)	Documented list of emergency contacts, reporting system and evacuation procedures for any arising health related incidents			

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<b>1.9</b>	<b>Back office staff</b>	<b>Yes</b>	<b>No</b>	<b>Observations/Remarks</b>
1)	Office staff work schedules and shifts provide the option of working from home where practicable			
2)	Office staff shifts staggered and teams/shifts reduced to limit the number of staff in offices in line with the facility's human resource policy			
3)	Removal of excess office furniture and superfluous items, tables and chairs 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)	Equipment such as headsets, personal computers, desks, telephones are used, dedicated to one staff member to minimize touch			
5)	Adequate ventilation and maximized via openable windows or air-conditioning in staff offices			

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<b>1.10</b>	<b>Front-line Staff Health and Preventive Measures</b>	<b>Yes</b>	<b>No</b>	<b>Observations/Remarks</b>
1)	Staff members' temperatures, including visiting staff or out-sourced workers taken on arrival and			

	appropriately recorded in case of any observed temperature readings above 37.5° C			
2)	Staff member with a suspect temperature or showing covid-19 symptoms within areas of operation not allowed in the facility by ensuring staff self-isolate for a minimum of fourteen (14) days			
3)	Procedures in place for handling a staff members who is confirmed covid-19 positive in line with this protocol			
4)	Provision of appropriate, quality and sufficient approved PPEs			
5)	Staff maintaining physical distance of at least 1.5 meter apart from guests at all times			
6)	Staff frequently wash/ sanitize hands before and after entering the work premises, changing into uniforms, using lockers and after touching items or surfaces			
7)	Staff stationed in their areas of operation responsible for sanitizing the area surfaces periodically			
8)	Surface sanitizing schedules for less utilized areas drawn up			
9)	Staff handling luggage utilize gloves, sanitize or wash hands immediately before and after touching luggage			
10)	Special considerations to staff at higher risk such as those who are older or have co-morbidity conditions			
11)	Provision to accommodate higher risk staff to stay within the establishments to avoid public transport risks (accommodation establishments only)			
12)	Arrangements to have shifts staggered slightly to avoid queues at staff entrances and congestion in changing rooms			
13)	Staff kitchens, canteens, and bathrooms and service elevators where applicable are hygienically maintained as guest areas and facilities			
14)	Staff transport vehicles adhere to similar safety and hygiene practices with respect to social distancing, sanitizing, cleaning and capacity similar to vehicles ferrying guests			



15)	Staff records are kept and they follow standard operating procedures of the facility especially where outsourced workers are concerned			
<b>1.11</b>	<b>Staff training</b>	<b>Yes</b>	<b>No</b>	<b>Observations/Remarks</b>
1)	<i>The enterprise has training modules covering various topics including the following;</i>			
	a) The spread and survival of the covid-19 virus on surfaces			
	b) Sanitization and distancing procedures for self and guests			
	c) Effective use of PPE			
	d) Proper cleaning and disinfection & sanitization procedures			
	e) Special procedures for staff shift staggering, separate shift teams, separation of duties, entry and exit queues, locker and canteen use in place			
	f) Staff carrying out functions with higher risk such as wash-up, room cleaning, vehicle cleaning and laundry are provided with additional training specific to their roles			
	g) Training on other relevant topics likely to support staff in areas such as counseling services			

**PART 2: AIRPOR, AIRLINE & LOCAL AIR CHARTER OPERATORS (CLASS C & E) ENTERPRISES**

*All Airline and Airport operating during COVID-19 Pandemic **SHALL** comply with the following protocols;*

**2.1 Airline and Airport Operators**

No.	Protocols	Compliance		Observations/Remarks
		Yes	No	
1)	Implementation of proportionate health check procedures as appropriate according to risk assessment.			
2)	Deepened and increased the frequency of aircraft and cabin cleaning			
3)	Provision of masks for passengers and crew and ensuring their use during the whole flight.			
4)	Implemented boarding and deplaning processes that reduce contact with other passengers or crew (use front and rear doors) in respect of physical distancing rules			
5)	Limited movement within the cabin during flight.			
6)	Simplified 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)	Reduced number of objects in the cabin (printed material and souvenirs) and limit hand luggage			
10)	Adhering to any other guidelines as may be issued by KCAA from time to time			

**2.2 Airport operations**

*Kenya Airports Authority (KAA), Immigration, Kenya Revenue Authority (Customs), Port Health and all other agencies involved in border control activities shall in line with International Civil Aviation Organization (ICAO), World Health Organization (WHO), Ministry of Health (MoH) and Kenya Civil Aviation (KCAA), promote high standards of aviation health safety to protect air passengers and aviation workers whilst implementing the Air Travel Operations protocols. In addition, adapt the following;*

No.	Protocols	Yes	No	Observations/Remarks
1)	Controlled of unnecessary access to the airports to decongest the facilities			
2)	Routine sanitization and disinfection of airport facilities and equipment			
3)	Health Screening( conduct pre-flight and post-flight screening (arrivals and departures) in terms of Covid-19 symptoms, body temperatures and travelling history)			
4)	Physical distancing consistent with World Health Organization (WHO) and <i>Ministry of Health</i> (MOH) guidelines within airport facilities			
5)	Promotion of clean air in the terminals and lounges			
6)	Public education and sensitization on Covid-19 – provision of accurate and timely information.			

7)	Use of Personal Protective Equipment (PPEs) like gloves, masks, face shields by passengers and airport workers.			
8)	<i>Prohibit:</i>			
	a) Self-service buffet outlet			
	b) Café seating and multipurpose seating			
	c) Smoking areas			
	d) Children play area			
9)	Promotion of touch less /contactless processes and technology( on-line booking and check-in, security screening, purchases and payments on phone Apps)			
10)	Health self-declarations to support health authorities in contact tracing( Passenger Locator forms and Surveillance forms filled)			
11)	Sanitization of cargo and cargo facilities both at export and import points			
12)	Communication of airport Covid-19 protocols to passengers, workers, stakeholders and members of public			
13)	Adhering to any other guidelines as may be issued by KCAA from time to time			

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<b>2.3</b>	<b>Management and conduct of crew at hotels</b>	<b>Yes</b>	<b>No</b>	<b>Observations/Remarks</b>
1)	Crew transportation shall be done with a minimum separation of one seat between crew members			

2)	The crews do not share the transport with any passengers or other airline crew			
3)	At the resting facilities (hotel) the crew members not allowed to leave the hotel facility or rooms except for emergency reasons.			
4)	Only hotel room service meals and drinks allowed			
5)	Crew hotels rooms disinfected prior to being used			
6)	<i>In addition to the above, when crew members travel into high risk areas, practice health self-monitoring techniques, which shall include:</i>			
7)	a) Measuring of body temperature at least twice a day			
	b) Monitoring for symptoms such as fever, persistent coughing, or breathing difficulties			
	c) Clear and expeditious reporting means to inform the operator of potential signs of infection			

**FOR OFFICIAL USE ONLY:**

**GENERAL COMMENTS:**


**Inspection officers:**

<b>Name</b>	<b>Signature</b>	<b>Date of Inspection</b>
1		
2		
3.		

**TO BE FILLED BY THE ESTABLISHMENT**

I confirm that inspection was done in my presence:

Name:

Position:

Signature:

Company official stamp: