



FORM A

REPUBLIC OF KENYA

MINISTRY OF TOURISM AND WILDLIFE

TOURISM AND HOSPITALITY HEALTH AND SAFETY PROTOCOLS

SELF- ASSESSMENT/INSPECTION CHECKLIST

ACCOMMODATION AND CATERING (CLASS A & B) ENTERPRISES

JUNE, 2020

PART 1 : GENERAL PROVISIONS OF THE PROTOCOL

All hospitality establishments, tourist accommodation and catering 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:		

*Hospitality establishments operating during COVID-19 Pandemic **SHALL** comply with the following Provisions;*

PLEASE TICK (√) APPROPRIATELY

1.1 Broad protocols for all tourism establishments and facilities				
No.	General provisions	Compliance		Observations/Remarks
		Yes	No	
1)	Availability and evidence of Food Safety Management System (FSMS) (Applicable to Tourist accommodation, food and beverage outlets)			
2)	Compliance with physical distancing of not less than 1.5 meters apart and adherence to proper hygiene operations, sanitation & minimized contact between persons			
3)	Evidence of internal guidelines for managing staff/guest interaction within the facility/enterprise and the surrounding environment.			
4)	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			
5)	<i>Evidence of valid TRA license</i>			

6)	<i>Evidence of valid</i> health (food handler’s certificates) and county licenses			
1.2	Inter county and cross-border management	Yes	No	Observations/Remarks
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			
1.3	Dedicated Health, Safety and Hygiene Officer/Team	Yes	No	Observations/Remarks
1)	Designated trained health, safety and hygiene officer or team in place to ensure compliance with the Covid-19 pandemic protocols & all other 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 and Covid-19 measures			
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			

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1.4	Guest declaration of travel history and medical status	Yes	No	Observations/Remarks
1)	Provision for advance bookings/reservation as a prerequisite 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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1.5	Guest information and signage	Yes	No	Observations/Remarks
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			

1.6	Guest Arrival & Screening	Yes	No	Observations/Remarks
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 handle guests whose temperature is above 37.5 ⁰ C or exhibiting respiratory symptoms			
5)	Temperature readings above the normal recorded not allowed access to the premises and necessary action is taken to inform medical/health officers as per this protocol			

1.7	Guest protective equipment	Yes	No	Observations/Remarks
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)			

1.8	Sanitation and hygiene practices	Yes	No	Observations/Remarks
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)	Procedures for disinfecting guests' luggage either by spraying with a disinfection spray after off-loading, or wiped, and all handles and corners carefully wiped with surface sanitizer			
10)	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			
11)	Records of sanitized areas/surfaces, detergents used and personnel involved in cleaning and sanitation process well-kept and maintained			
12)	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			
13)	Documented list of emergency contacts, reporting system and evacuation procedures for any arising health related incidents			

1.9	Back office staff	Yes	No	Observations/Remarks
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			

1.10	Front-line Staff Health and Preventive Measures	Yes	No	Observations/Remarks
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			

1.11	Staff training	Yes	No	Observations/Remarks
1)	<i>The facility/enterprise has developed training modules in collaboration with a medical officer or competent organization of their choice to equip staff with knowledge on 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 : ACCOMMODATION AND CATERING (CLASS A & B) ENTERPRISES

All Accommodation and catering Establishments operating during COVID-19 Pandemic SHALL comply with the following Recommendations;

2.1 Hotels restaurants/eateries serving food and beverages

No.	Recommendations	Compliance		Observations/Remarks
		Yes	No	
1)	Food service premises are disinfected and sanitized regularly by the MOH or approved outsourced service provider.			
2)	Dining/Convention/ bar tables, stools and chairs are set at least 1.5 meters apart to comply with MOH social distancing guidelines			
3)	Open grounds such as gardens, gazebos and terraces are creatively used to accentuate compliance with social distancing protocol where applicable.			
4)	Guests are not allowed to serve themselves from a buffet			
5)	Buffet service is done by hotel chefs who wear mask and gloves or where possible staff behind Perspex.			
6)	Buffet is also served in pre-portioned, plated or deli-type take-away/grab-and-go style meals.			
7)	Drinks are served on the table by waiters who are kitted with appropriate PPE.			
8)	Arrival instructions explain to guests that they should come down to the restaurants only when a table is available to avoid crowding.			
9)	Electronic menus (on sanitized tablets), fixed boards, or printed single use-disposable menus are available.			
10)	Self-service machines such as for juice and coffee and receptacles are manned by staff.			

11	Waiting staff stand at least a meter from tables with floor markings provided to assist.			
12	Staff delivering room service stand back two meters until the guests retrieved the food delivery to minimize contact.			

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2.2	Kitchen	Yes	No	Observations/Remarks
1)	There is a robust Food Safety Management Systems (FSMS) in place.			
2)	Menus are simplified to reduce production complexities, to reduce the number of required staff and range of supplies at any one time.			
3)	Kitchen worktops/sections are demarcated to indicate the physical spacing required			
4)	Kitchen equipment, guest crockery and cutlery are handled with gloves and disinfected/washed separately both on deep and high temperature wash cycles.			
5)	The exteriors of any packaged food item not completely used up and all food containers are sanitized with wipes after each use.			
6)	Ventilation is maximized either with open windows or efficient fume extractors.			
7)	Disinfectants are used to deep clean kitchen areas and storage areas from time to time.			

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2.3	Supplies delivery and receiving	Yes	No	Observations/Remarks
1)	Suppliers are advised in advance, to adhere to the required MOH protocols while conducting pick-ups or making deliveries			
2)	The number of persons carrying out supplies delivery and receiving activities within the establishment is kept to the bare minimum.			
3)	The entire loading/offloading area and all its surfaces are disinfected/sanitized at regular intervals and after every loading/offloading.			

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2.4	Guestrooms & housekeeping services	Yes	No	Observations/Remarks
1)	In shared rooms that are shared between non-group/non-family members, the maximum number of occupants per room is at approximately 50% of capacity and is determined with a 4 – 5m ² minimum spacing per bed.			
2)	There is provision for travel-size hand sanitizer to guests as part of in-room amenity during their stay.			
3)	Guest room air conditioning and ventilation systems are enhanced and cleaned after every check-out.			
4)	Room cleaning and linen change frequency is reduced to lower contamination risks during Covid-19 period.			
5)	When cleaning rooms, contact surfaces and floors are thoroughly cleaned and disinfected, bedding and linen, handled with care to avoid contact and soiled linen bagged immediately after removal.			
6)	Hand gloves are changed between rooms and disposed of safely.			
7)	Turn-down services are restricted to facilitate minimal contacts.			
8)	Extra cushions, throws, blankets and décor items have been removed.			
9)	Guests are provided with extra room requirements including but not limited to sewing kits, vanity kits, shoe cleaning kits, irons, magazines only on request.			
10)	Mini-bar stock is only provided on guest request.			
11)	On check-out, all furniture, surfaces, movable items, wall surfaces close to traffic/seating/lying areas, floors and bathrooms are thoroughly cleaned with an effective disinfectant.			
12)	There is more time between check-out and check-in for housekeeping to have sufficient time for thorough deep cleaning of rooms.			
13)	Laundry is handled with masks and gloves under all circumstances and guests' laundry items handled separately for each room.			
14)	Laundry, linen, towels and guest clothes are put into ample quality plastic bags for laundry collection or			

	transporting to the laundry for proper washing in hot cycles of above 70 degrees Celsius			
15	Accommodation establishments use room rotation by leaving a used room for at least one (1) idle day before subsequent check-in.			

2.5	Swimming pool areas	Yes	No	Observations/Remarks
1)	Be operated at maximum safety condition with chlorine levels in pools kept between 1-3mg/l, with pH range of 6.8 - 7.4'			
2)	The number of loungers is reduced and appropriately spaced at 1.5 meters apart to adhere to social distancing guidelines.			
3)	Pool use capacity is monitored by lifeguards and inter-group plays or mingling are not permitted in pools.			
4)	Communal pool usage limits the number of people to allow social distancing.			
5)	Sunbathing chairs are spaced at a distance of at least 1.5 meters and areas are routinely cleaned and disinfected.			
6)	Swimming towels are immediately collected and placed in laundry plastic bags for cleaning after use.			

2.6	Health club and spa services	Yes	No	Observations/Remarks
1)	The facility adheres to all health, safety and hygiene practices, sanitizing and spacing guidelines prescribed in general protocol provisions.			
2)	Spa therapists follow strict hygiene rules and wear masks and gloves during treatments.			
3)	Spa equipment is sterilized between treatments.			
4)	Spa linen is replaced after each treatment and washed as per the specified MOH guidelines and prescribed protocols.			
5)	Alternative forms of exercise such as running or hiking are provided to involve guests in other active physical exercises.			

FOR OFFICIAL USE ONLY:

GENERAL COMMENTS:

Inspection officers:

Name	Signature	Date of Inspection
1		
2		
3.		

TO BE FILLED BY THE ESTABLISHMENT

I confirm that inspection was done in my presence:

Name:

Position:

Signature:

Company official stamp: