



**REPUBLIC OF KENYA**

**MINISTRY OF TOURISM AND WILDLIFE**

**TOURISM AND HOSPITALITY HEALTH AND SAFETY**

**SELF-ASSESSMENT/INSPECTION CHECKLIST**

**ENTERTAINMENT, EVENTS, MEETINGS, CONFERENCES AND EXHIBITIONS**

**JUNE, 2020**

**PART 1 : GENERAL PROTOCOLS**

*Event and Entertainment, Conference/Exhibition facilities are considered high risk areas. Operations **SHALL** remain restricted during the Covid-19 pandemic period in accordance with the Ministry of Health (MOH) guidelines. On opening, the facilities shall comply with the provisions this protocol and any other relevant agencies' guidelines while holding any event activity;*

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:	

*All tourism and hospitality establishments, facilities and 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.*

**PLEASE TICK (√) APPROPRIATELY**

<b>1.1 Broad protocols for all tourism establishments and facilities</b>				
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 confidentially and prevents stigmatization of the affected Persons			
5)	<i>Evidence of valid</i> TRA license			
6)	<i>Evidence of valid</i> health (food handler's certificates) and county licenses			
7)	Certificate/permit or stickers signifying compliance with the provision of these protocols			
8)	Availability and evidence of Food Safety Management System (FSMS) (Applicable to Tourist accommodation, food and beverage outlets)			

<b>1.2</b>	<b>Inter county and cross-border management</b>	<b>Yes</b>	<b>No</b>	<b>Observations/Remarks</b>
	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)	Designated 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			
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			
<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			
<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 the following Covid-19 measures that enhance guests and staff safety as per the protocol</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 Guest Arrival &amp; Screening</b>				
--	--	--	--	--

		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 <sup>0</sup> 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			

<b>1.7 Guest protective equipment</b>				
---------------------------------------	--	--	--	--

		Yes	No	Observations/Remarks
1)	Guests/visitors wear appropriate, quality personal protective equipment except when in their room(s) or a small group in a self-drive hire car 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)			

<b>1.8 Sanitation and hygiene practices</b>				
---	--	--	--	--

		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)	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			

<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			

<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 <sup>0</sup> 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 Staff training</b>		<b>Yes</b>	<b>No</b>	<b>Observations/Remarks</b>
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: ENTERTAINMENT, EVENTS, MEETINGS, CONFERENCES AND EXHIBITIONS**

**2.1 Entertainment, events, meetings, conferences and exhibitions facilities**

No.	Recommendations	Compliance		Observations/Remarks
		Yes	No	
1)	Staff have valid covid-19 free certification for core staff not more than 14 days old from a recognized government approved facility and adhere to Covid-19 prevention guidelines			
2)	MICE activities are conducted in accordance with strict health, safety and hygiene procedures of this protocol, with revised floor plans to ensure 1.5-metre distance between delegates or patrons			
3)	Provision for adequate space between booths and aisles for ease of movement and social distancing measures			
4)	Provision for participant's control mechanisms by introducing barriers and floor marks spaced at 1.5 meters to ensure social distancing at all arrival areas, queues, conference rooms and all public places			
5)	Provision for event/banquet with over 15 persons like discos, dances and parties to			

	enhance compliance with social distancing of at least 1.5 meters between participants			
6)	Provision for health and sanitation stations strategically located within the conference/exhibition area			
7)	Convention registration/guest bookings set up at multiple stations to maintain social distancing			
8)	Break times and meal periods extended to allow for additional sanitization and pre-packaged food offerings encouraged as alternative options			
9)	Food service comply with food service protocols prescribed under part three of this protocol and cocktail functions are not allowed within MICE activities			
10)	Provision for online bookings to minimize physical registration or contacts with walk-in clients			
11)	Supplies within meeting rooms are supplied to individuals and not collectively or shared			
12)	Procedures in place to guide supplies of stationary to MICE guests			
13)	Meeting rooms and exhibition halls are well ventilate to allow for free flow of air			
14)	Provision for monitoring of participants movements within and around meeting/exhibition area			
15)	Provisions to ensure conference delegates maintain their designated seating areas throughout the event and reduce multiple touch points during breakout sessions			
16)	Provision to discourage give a ways and souvenirs to delegates and procedures to ensure sanitization of all supplies and deliveries in place			
17)	Provision for downloadable materials through QR Codes or online Apps with all necessary delegate information including presentations in place			
18)	Organized transport for delegates to enhance compliance with the protocols for transport vehicles in place			

19)	Measure to ensure regular waste disposal from all booths, exhibition stands, conference halls and common areas in place			
20)	Procedures in place to ensure event delegates understand rules and regulations prior to registration and access to event venue			
21)	Provision for a well-equipped Covid19 holding / emergency room for any suspected case			
22)	Exhibitions and building materials for all booths, furniture, Audio visual equipment and all items on display are sanitized on delivery and personnel movement restricted			
23)	Events timelines observed to ensure zero interaction between the crews of different suppliers			
24)	For Sports events;			
	a) Measures in place to determine the size and design of the venue every type of sports			
	b) Venues/fields sanitized before, during half time and after games			
	c) Pre-game holding areas are not shared and team have their own changing room facilities			
25)	<i>At venues and convention centers;</i>			
	a) Screens installed at entrances to display COVID-19 safety awareness information			
	b) Brand ambassadors engage all customers and consumers checking into the event and advise them on safety protocols			
26)	Policy maintained at all events to enhance compliance with the Covid-19 preventive measures			

**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: \_\_\_\_\_